Best Practices -
ACSA Utility Location
The Miss Utility Process

- The Miss Utility process begins when a locate request is received by the Virginia Utility Protection Service, more commonly known as “Miss Utility.”
- A normal ticket takes 48-hours to clear starting at 7:00 a.m. the next working day, not including weekends or legal state holidays. If all notified utilities respond in less than 48-hours, digging may commence.

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The 48 Hour Waiting Period

- Miss Utility ticket is requested. The waiting period begins the following Working Day\(^1\) at 7:00 a.m.
- The waiting period begins at 7:00 a.m. \(^2\)
- At 7:00 a.m. 24 hours of the waiting period has elapsed.
- At 7:00 a.m. the 48-hour waiting period ends.

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\(^1\) “Working day” means every day, except Saturdays, Sundays, and legal state and national holidays. Do not include these days in the calculation.

\(^2\) The waiting period is calculated consecutively from 7:00 a.m. to 7:00 a.m. each working day throughout the waiting period. Each 24 hour period equals one working day.
Scott Krebeldner

From: misautility@serviceauthority.org on behalf of OCARS_Pro@vups.org
Sent: Tuesday, September 13, 2011 2:07 PM
To: For Distribution of Miss U tickets
Subject: ACSA26 2011/09/13 #00010 B125600999-008 NORM NEW LREQ

ACSA26 00010 VUPSb 09/13/11 14:06:31 B125600999-008

Ticket No: B125600999-008
Transmit Date: 09/13/11 Time: 02:06 PM Op: WCHUNT
Call Date: 09/13/11 Time: 02:01 PM
Due By Date: 09/16/11 Time: 09:00 AM
Update By Date: 09/30/11 Time: 11:59 PM
Expires Date: 10/05/11 Time: 07:00 AM
Old Tkr No: B125600999
Original Call Date: 09/13/11 Time: 02:01 PM Op: WCHUNT

City/Co: ALBEMARELLE Place: Lot: 133
Subdivision: DELHEDERS Street: BUTLER ST
Address: 1427 Cross: COLE ST

Type of Work: GAS SERVICE - INSTALL
Work Done For: SOUTHERN DEVELOPMENT
Excavation area: MARK AND FLAG PROPERTY excavation Map Link:

Instructions: CALLER MAP REF: NONE
Whiteline: N Blasting: N Boring: Y

Company: CITY OF CHARLOTTESVILLE Type: UTIL
Co. Address: 305 4TH ST NW First Time: N
City: CHARLOTTESVILLE State: VA Zip: 22901
Company Phone: 434-970-3800
Contact Name: CLIFF HUNT Contact Phone: 434-989-7504
Email: tomlind@charlottesville.org
Field Contact: DAVID TOMLIN
Fld. Contact Phone: 434-583-7529

Mapbook: 2801 Grids: 3904C7827C-12 3904C7827C-22

Members:
ACSA26 = ALBEMARELLE COUNTY SERVICE (ACS) CICC22 = CITY OF CHARLOTTESVILLE (CIV)
CTL054 = CENTURYLINK INC (CTL) CXX919 = CONEXION TECHNOLOGIES (CXX)
DOM010 = DOMINION VIRGINIA POWER (DOM) DOM081 = DOMINION VIRGINIA POWER (DOM)

Seq No: 10 N
The Tickets

- Tickets are good for 15 working days. If the job is expected to last longer than 15 days, an “update ticket” should be requested three (3) working days before the ticket is due to expire to allow for the 48-hour timeframe so the new ticket will be valid as soon as the original ticket expires.

- Once tickets have been received by the ACSA, they are distributed between the two locators; the Sr. Utility Location Technician and the Utility Location Technician. Construction Inspectors receive tickets for their current respective jobs or when the ticket volumes require.
Exceptions to the 48-hour rule

- Exceptions to the 48-hour rule are as follows:
  - **Emergency Tickets:** An emergency is defined as a sudden or unexpected occurrence involving a clear and imminent danger, demanding immediate action to prevent or mitigate loss of, or damage to, life, health, property, or essential public service.
  - **3-hour Tickets:** These tickets can be requested when the following conditions exist but are not limited to:
    - Visual evidence of an unmarked utility line;
    - Knowledge of a utility line or faded marks from a previous utility markings after a valid 48-hour ticket has been requested.
Miss Utility Marking

- When marking water utilities, only water mains and service lines to the meter will be marked. This is usually done by direct connection to meters, hydrants, valves or air release valves.
- Sewer mains are marked manhole to manhole. No mechanized digging may be closer than two feet to any marked utility. Hand digging only must be used when closer than two feet.
What do all of the colors mean?

- **Red**: electric power lines, cables, conduit, and lighting cables
- **Orange**: telecommunication, alarm or signal lines, cables, or conduit
- **Yellow**: natural gas, oil, steam, petroleum, or other gaseous or flammable material
- **Green**: sewers and drain lines
- **Blue**: potable water
- **Violet**: reclaimed water, irrigation, and slurry lines
- **Pink**: temporary survey markings, unknown/unidentified facilities
- **White**: proposed excavation limits or route
After tickets have been responded to, they are entered via computer using numerical response codes on the V.U.P.S. website. The caller that placed the locate request will be notified, by email or fax, of the ticket status.

The ACSA, being a utility owner/operator is required by Virginia law to be a member of Miss Utility.
Excavator Responsibilities

• The extent of an excavators ticket shall be a work area that can be excavated within 15 working days and cannot exceed one mile per ticket. Larger jobs require multiple tickets, breaking the job into sections.

• In all boring operations, if it is necessary to bore across other utilities, all marked utilities must be exposed or potholed and the boring head shall be observed passing exposed utilities.
Building and Demolition Permits

- Locator’s are also responsible for going to the County Office Building to review building and demolition permits which impact ACSA and RWSA utilities.

- **New Construction Building Permit**
  - Prevent encroachment of water and sewer easements;
  - Prevent damage to existing utilities.

- **Demolition Permit**
  - ACSA requires disconnection of water and sewer utilities prior to permit approval;
  - Prevent infiltration into sanitary sewer system.
Ticket Totals

• Locator’s also attend quarterly Miss Utility General Membership and Local Damage Prevention Committee meetings held throughout the state.

• Monthly ticket totals for the year-to-date are as follows:
  • January: 617
  • February: 698
  • March: 1,017
  • April: 1,043
  • May: 1,010
  • June: 1,233
  • July: 1,010
  • August: 1,122
Borings

- A new law was passed by the State Corporation Commission on January 1, 2011 concerning the marking of private sewer laterals. The intent of this law is to prevent the cross-bores of sewer laterals by gas or electrical contractors using various means of trenchless technology.

- The purpose of this law is to prevent gas leaks possibly resulting in fire and/or an explosion or electrocution hazards. If a sewer lateral has been cross bored, the use of cutting heads or auger equipment greatly increases the risk of shock, fire, or explosion hazards possibly months or years after the cross bore event.
A very valuable source of information for the locators is the availability of laptop computers and tablets containing GIS information. The locators use this information to help process and perform red line edits to improve the accuracy of the system.
Go Green

• In an effort to help the ACSA go green, we are now saving all empty paint cans to be picked up for recycling.
• The ACSA typically utilizes several dozens of paint cans per month on utility markings.
Dig With C.A.R.E.
Keep Virginia Safe!

- Call Miss Utility at 811 before you dig.
- Allow required time for marking.
- Respect the marks.
- Excavate carefully.

Any Questions