



Field Guide

Northern California Edition

USAN



Download the USA North 811 Mobile App!

Create and manage 811 tickets right from your phone.
Available on the **Apple** and **Google Play Store**.

Scan with your phone camera
to download.

USA North - CA



USA North - NV



Map Your Dig Site

Check Utility Responses

Submit Secondary Actions

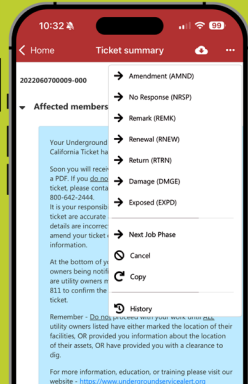
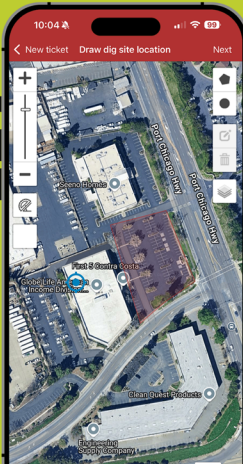
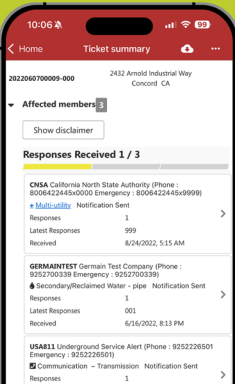


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Revised August, 2026

5 Steps to a Safe Excavation



1. Pre-mark Your Dig Area

Check the site where you'll dig for signs of utilities. Pre-mark the excavation area with white paint, chalk, or flags. Use materials that don't leave permanent marks and follow local rules.

2. Contact 811 Before You Dig

Contact USA North 811 **at least 2 working days before digging** (*not including the date of notification*). 811 will notify utility companies where you plan to dig and issue you an 811 ticket. If known utilities aren't listed on your 811 ticket, call them directly. 811 tickets can be submitted through the mobile app, online, or by calling 811.

3. Wait for Utility Markings

Wait for **every utility operator to respond** to your ticket. Don't dig until all companies have

responded. Utility operators are required to respond before the legal excavation start date and time on your 811 ticket.

4. Confirm Responses

Digging can only begin after all utility operators have provided a positive response. Responses may include markings, facility location information, or confirmation that the site is clear. If work is within 10 feet of a high priority line, you are required to complete an on site meeting with the utility operator. You cannot begin digging until this on site meeting has taken place. *Operators are required to post their response through Electronic Positive Response. (see page 16)*

5. Dig Carefully

Keep the markings visible. If they fade, ask 811 for new markings and stop digging in the area where the marks have faded. Use hand tools to dig within 24 inches of underground lines until you completely expose the line. Report any damage to the utility company as soon as possible. You may need to contact 911 in certain situations. Tickets are good for 28 days, so keep yours active until the excavation is complete. You can renew your ticket online or by dialing 811.

Pre-mark Guidelines

CA Govt. Code 4216(d) & 4216.2(a)

Pre-marks, also referred to as delineations, are visual markers that show where you plan to dig. These markings help utility locators quickly identify the boundaries of your excavation area.

Under California Government Code 4216.2(a), excavators must pre-mark the entire work area in white, following the guidelines in the latest Common Ground Alliance Best Practices Guide (Appendix B).

The following examples show how to mark your proposed excavation site. You can use white paint, flags, stakes, whiskers, or a combination of these to clearly identify the area.

All pre-marks should include the following:

- Marked in the color white.
- Company identifier.
- Encompass entire excavation area.
- Match the mapping and location description on your 811 ticket.

Any of the following examples are acceptable ways to pre-mark an excavation area.

Acceptable Pre-marking Materials & Methods

Spray Paint



Flags



Stakes



Chalk



Whiskers



Single Point Excavations Markings

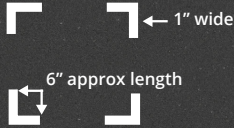
When excavating at a single point or within a specified area.

Full Line Markings



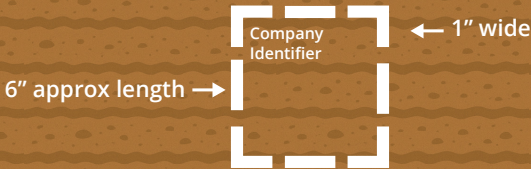
Four Corner Markings

Company Identifier

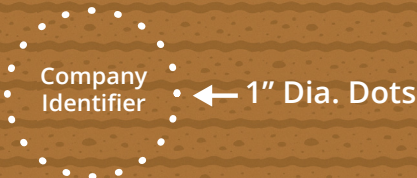


Dash Line Markings

Limit each dash to 6–12 inches long and 1 inch wide, spaced roughly 4 to 50 feet apart. Reduce spacing as needed for visibility when terrain makes marks harder to see.

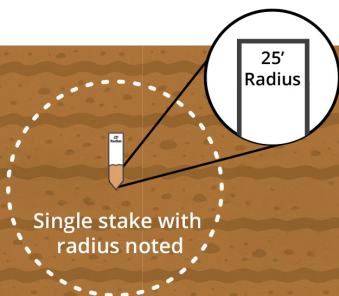


Radius or Arc



Single Stake Marking

When excavating at a single point or within a specific radius of that point.



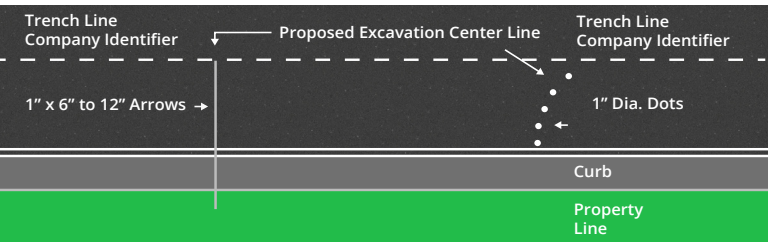
The single stake defines the proposed center of the excavation site. The radius of the excavation site is clearly indicated on the stake.

The dashed circle illustrates the radius indicated on the stake. It is not required to include on this type of pre-marking method.

This type of pre-marking method should only be used when the excavation area has a **50 ft maximum radius or less**.

Continuous Type Excavations Marking

When excavating along a proposed centerline



Stake, Flag, or Whisker Excavation Markers

When excavating within a specified area.



Managing 811 Tickets

You can easily create and manage 811 tickets online using the OneCallAccess system.

We encourage professional excavators to use this online system for faster, more efficient ticket management.

You can access the OneCallAccess system online at usanorth811.org or the mobile app by searching for the following on the app store.

California Mobile App - **USA North - CA**
Nevada Mobile App - **USA North - NV**

Creating a New Ticket

From the home screen on desktop or the mobile app click the red **“New Ticket”** button in the top right hand corner.

Follow the steps on the ticket entry window.

When mapping your proposed excavation area, ensure you completely highlight the area of your excavation. *This will ensure that all the appropriate utility members are notified about your project.*

Also make sure to accurately and completely describe the dimensions of your work site. Your white pre-marks, dig site mapping, and work area description on your ticket should match.

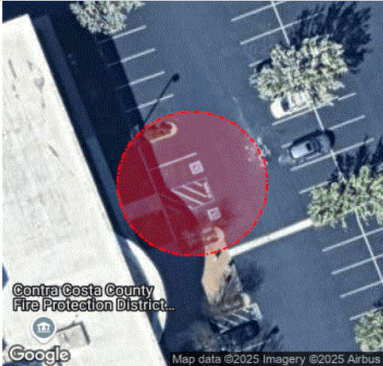
Once you have submitted your ticket, you will receive a ticket number as well as a list of affected utility operators.

←

Normal

2025012100001-000

4005 Port Chicago Hwy,



Contra Costa County
Fire Protection District...

Google

Map data ©2025 Imagery ©2025 Airbus

1

Ticket details

Information about the worksite and type of work involved

Ticket details

Work site address

4005 Port Chicago Hwy, Concord, CA 94520

Ticket Types

When submitting an 811 ticket, you must select a Ticket Type in the first section of the ticket entry window. The ticket type tells the notification center how far in advance your excavation is scheduled and helps determine which processing rules apply to your request.

Normal

Use a Normal ticket when your excavation is scheduled to begin 2 working days to 14 calendar days from the time the ticket is submitted.

- **Utility operator responses:** By the start date and time listed on your ticket.
- **Excavation may begin:** After all utility operators have responded and any required on site meeting has been completed.

Short

Use a Short ticket when your excavation is scheduled to begin 4 hours from now up to 1 minute before the legal start time (2 working days).

- **Utility operator responses:** Within 2 working days.
- **Excavation may begin:** After all utility operators have responded and any required on site meeting has been completed.

Rush

Use a Rush ticket when your excavation is scheduled to begin immediately up to 3 hours and 59 minutes from the time the ticket is submitted.

- **Utility operator responses:** Within 2 working days.
- **Excavation may begin:** After all utility operators have responded and any required on site meeting has been completed.

Emergency

Use an Emergency ticket only for situations requiring immediate action that meet the legal definition of an emergency under California Government Code 4216(f)(1).

- **Utility operator responses:** Within 2 working days.
- **Excavation may begin:** Immediately to address the emergency until the emergency has been resolved.

Agriculture/Flood Control

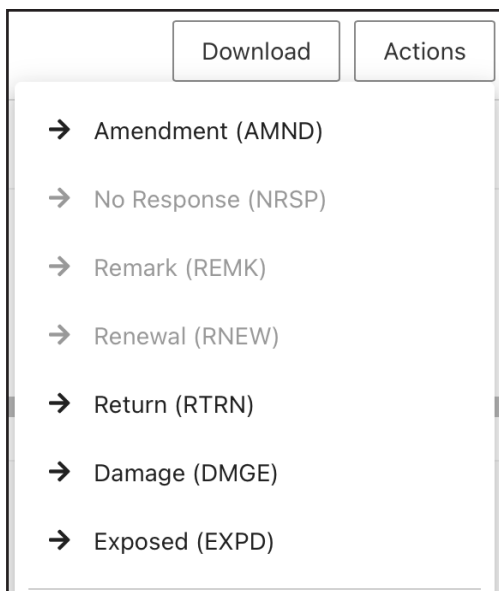
Use an Agriculture/Flood Control ticket for qualifying agricultural or flood control excavation projects.

- **Utility operator responses:** By the start date and time listed on your ticket.
- **Excavation may begin:** After all utility operators have responded and any required on site meeting has been completed.

Secondary Actions

Any update or change to an existing ticket is called a secondary action. There are several types of secondary actions available to online users, all of which can be found in the “Actions” menu at the top right corner of the ticket confirmation window.

Secondary Actions Menu



Amendment (AMND)

To change certain information on your 811 ticket. Cannot change digsite location, mapping, or start date/time.

No Response (NRSP)

When one or more utility operators do not respond to your 811 ticket before the legal excavation start date and time. ***See page 51***

Remark (REMK)

When an excavator needs a utility operator to remark its utilities in a specific area or the entire area on the ticket. ***See page 49***

Renewal (RNEW)

To extend the life of the 811 ticket until excavation work is complete. Tickets are only active for 28 calendar days. State law requires excavators to have an active 811 ticket for the entire duration of the excavation project. Ensure pre-marks and utility markings are still clearly visible. If utility markings are no longer clearly visible, stop digging and request remarks.

Return (RTRN)

Sends request for a locator to return due to excavator error (e.g. locked gate, failed to premark, etc.). The locator has two working days to respond. This is only a feature in the California ticketing system.

Damage (DMGE)

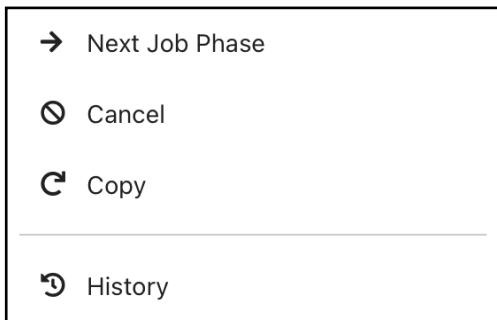
When an excavator discovers or causes damage to a subsurface installation.

Exposed (EXPD)

When an excavator discovers a subsurface installation, but does not damage it.

Other Actions

Within the same “Actions” menu are other options that are available to excavators.



Next Job Phase

When excavators need to create additional tickets when their excavation area exceeds the size limits of a single ticket according to the current ticket size policy.

This feature allows the details from the previous ticket to be copied directly onto a new ticket. A reference map will be included to show you where the mapping of the excavation area ended on the previous ticket.

Cancel

Allows excavators to cancel their 811 ticket, typically used when the excavation is delayed or changed and a new ticket needs to be submitted.

Copy

Allows you to put the information from another ticket on to your new ticket. Useful as a time saving starting point for similar projects in different locations.

History

Gives you a list of every action and revision on an existing ticket.

	Amendment	No Response	Remark Sends locator
I need to change non-location information.	X		
The utility operator did not respond by the required time.		X	
Utility markings have faded or been removed.			X
I am still digging and the ticket expires soon.			
Locator could not mark due to my error. Issue is now resolved.			
There is a damaged utility line at the work site.			
I found a utility line that was not marked.			

Renew	Return Sends Locator	Damage	Exposed
X			
	X		
		X	
			X

Electronic Positive Response (EPR)

CA Govt. Code 4216(e) & 4216.3(c)(1)(A)

Electronic Positive Response is a system that allows utility operators to record how they responded to an excavator's 811 ticket. USA North 811 will then display this information so that excavators can view the progress of the utility operator's response.

Utility operators in California and Nevada are required to use the Electronic Positive Response system.

How to view EPR

You can view the Electronic Positive Response codes on your 811 tickets through your OneCallAccess account on desktop or the mobile app.

Each one of your 811 tickets will include a status bar that shows how many utility operators have submitted an electronic positive response.

2024120400006-000

4005 Port Chicago Hwy, Concord, CA 94520

 1 / 4 Received

Click on your 811 ticket to see a detailed view of the Electronic Positive Response codes that have been received from the utility operators.

Responses Received 4 / 4

ATTDNORCAL
ATT Distribution - California (Phone: 8882903111 Emergency: 8002472020x1)

+ Multi-utility Notification Sent

Responses	Latest Response	Received
2	001	02/12/2026

02/12/2026 - 01:18:24 pm assigned by UtiliQuest

Code 001
Full description Clear - no conflict
Notes Response by UtiliQuest
Code 001

Don't have a OneCallAccess account?

You can also view the Electronic Positive Response codes on your 811 tickets, anytime, at usanorth811.org.

Enter your ticket number and press submit to view the EPR codes, no login required!

Electronic Positive Response Codes



- **Utility Completed their Response**



- **Additional Action Required**

Response Code	Description
000	Reserved for system use only
001	Clear - No Conflict
003	Existing Markings Adequate
004	No Markings Requested
010	Locate Area Marked
014	Partially Marked - More Time is Needed
015	Provided Facility Location Information To Excavator (4216.3(a)(1)(A)(ii))
016	Operator has located and marked all subsurface installations known to be embedded in the pavement (4216.3 e)
020	Bad address/incorrect street/location info - New ticket required
021	No Access To Locate Area - Resend Ticket Requested
022	No Delineation - Resend Ticket Requested

031	Requires Stand By At Time Of Excavation - Contact Facility Owner
033	High Priority Line in Area - On Site Meeting Required
034	Field Meet Required - Contact Facility Owner to Schedule
040	Excavator Completed Work Prior To Due Date
041	Excavator No-Show For Meet
042	Excavator Canceled Request (System Use Only)
050	Negotiated Marking Schedule
051	Mutually Agreed To a Later Start Date and Time (4216.3(a)(1)(a))
053	Scheduled Meet With Excavator At Requested Date and Time
080	Extraordinary Circumstances Exist - No Locate Due To Weather/Emergency/Safety Conditions
999	Member Did Not Respond By Required Time (System Use Only)

Electronic Positive Response Code Definitions and Examples

001: Clear - No conflict

Definition: The members lines are not in the area to be excavated. This does NOT mean that the member doesn't have any line in the area. A member may have lines near by, but based on the delineation and the location on the ticket, they are clear for that area. If, for any reason the excavation area or type of work changes, the excavator MUST contact the notification center and get a new ticket issued for the changes.

When to use: ONLY when there are no underground facilities within the area of delineation and/or the location on the ticket.

003: Existing markings adequate

Definition: The markings on site are reasonably visible and marked to the extent of the delineation and/or ticket location. If, for some reason the excavation area or type of work changes, the excavator MUST contact

the notification center and get a new ticket issued for the changes.

When to use: When the existing markings on site are complete and accurate.

004: No markings requested

Definition: The excavator is asking certain members or all members not to mark. The most common use the centers see for this is on emergency work where the job was completed but the excavator needs a ticket number to make the permit valid.

When to use: ONLY when the excavator is not asking for any marks.

010: Locate area marked

Definition: The area of delineation and/or the ticket location area has been marked completely and accurately.

When to use: After the entire area of delineation and/or the ticket location area has been marked completely and accurately.

014: Partially marked - more time is needed

Definition: The area of delineation and/or the ticket location area has been partially marked. Member needs more time to complete marking.

When to use: Member has been called away or needs more information to complete markings.

NOTE: this code does NOT close the ticket.

015: Provided facility location information to excavator (4216.3(a)(1)(A)(ii))

Definition: The member to the extent and degree of accuracy that the information is available, provides information to the excavator where the active or inactive lines are located.

When to use: Member does NOT locate and field mark their active or inactive lines but otherwise provides information to the excavator of where the lines are located.

016: Operator has located and marked all subsurface installations known to be embedded in the pavement (4216.3 e)

Definition: The member located and marked all known facilities embedded in the pavement.

When to use: When ONLY the embedded lines are marked.

020: Bad address/incorrect street/location info - New Ticket Required

Definition: Member cannot find the location on the ticket. Excavator will need to contact center to correct location. Additional time may be needed to complete marking. If mapping changes a new ticket will need to be issued.

When to use: Member cannot reach excavator by communication methods available on ticket to request the excavator to clarify or correct the location.

021: No access to locate area - Resend ticket requested

Definition: The member cannot access the area listed on the ticket due to a locked gate, fence or other hindrance (ex - dog in yard). Excavator please provide access information or time when access to location will be available. Additional time may be needed to complete marking.

When to use: Member cannot reach excavator by communication methods available on ticket and the area is inaccessible.

022: No delineation (California Government Code 4216.2(a)) - Resend ticket requested

Definition: The area is not delineated as required by 4216.2(a). Member has chosen not to locate and field mark until the area to be excavated is delineated. Excavator needs to delineate the area where the excavation will take place and submit a return trip through the center when the area is delineated. Additional time may be needed to complete marking.

When to use: The excavator has not delineated the area to be excavated.

**031: Requires stand-by at time of excavation
- Contact facility owner**

Definition: The member requires a representative to be on site while the excavation is taking place. Excavator required to contact the member to set up date and time for the stand-by.

When to use: The member has marked BUT needs to also be on site during the excavation.

033: High priority line in area - On Site Meeting Required

Definition: The member has a high priority line as defined in 4216(j) and is required to meet with the excavator and the member will contact excavator to set up an on site meeting.

When to use: Anytime a high priority line meeting is required.

034: Field meet required - Contact facility owner to schedule

Definition: The member wants to meet with the excavator prior to excavation commencing. Excavator needs to contact member to set up a meeting.

When to use: The member has NOT marked the lines and requires a meeting before excavation begins.

040: Excavator completed work prior to due date

Definition: The job is completed before the member has marked their line.

When to use: The member did not mark as job was completed before the start date and time on the ticket.

041: Excavator no-show for meet

Definition: The excavator and member agreed to a meet date and time and the excavator did not show.

When to use: After a meeting has been scheduled and the excavator did not meet with the member at the specified date and time.

042: Excavator canceled request (System Use Only)

Definition: The excavator cancels the ticket before the member has responded.

When to use: Not available for use by the member. This is a system generated response.

050: Negotiated marking schedule

Definition: The member and excavator have mutually agreed to the sequence and time frame in which to locate and field mark.

When to use: The member and excavator have discussed and agreed to a marking schedule.

051: Mutually agreed to a later start date and time (California Government Code 4216.3(a)(1)(A))

Definition: The member and excavator have mutually agreed to a later start date and time for the excavation to begin.

When to use: The member and excavator have discussed and agreed to a new start date and time.

053: Scheduled meet with excavator at requested date and time

Definition: The excavator has asked for a joint meet and mark on the ticket. This code is designed to communicate to the excavator that your company will be present during the meet at the scheduled date and time and to avoid an automatic late notice since responses must be submitted prior to the legal date and time.

When to use: ONLY when you are confirming to be present at the scheduled meet date and time.

080: Extraordinary circumstances exist - No locate due to weather/emergency/safety conditions

Definition: There are circumstances that make it impossible to locate the ticket prior to the legal date and time.

When to use: ONLY when there are weather, emergency or safety conditions that prevent marking from taking place.

999: Member did not respond by the required time (System use only)

Definition: The member did not respond to the electronic positive response system prior to the legal date and time.

When to use: Not available for use by the member. This is a system generated response.

Utility Markings

CA Govt. Code 4216(n)(1)

When utility operators mark the location of their subsurface installations, they are required to use the APWA uniform color code to identify the type of utilities that are underground.

APWA UNIFORM COLOR CODE



Proposed Excavation



Electric



Water



Communication / CATV



Reclaimed Water,
Irrigation, Slurry



Temporary
Survey Marking



Gas, Oil, Steam

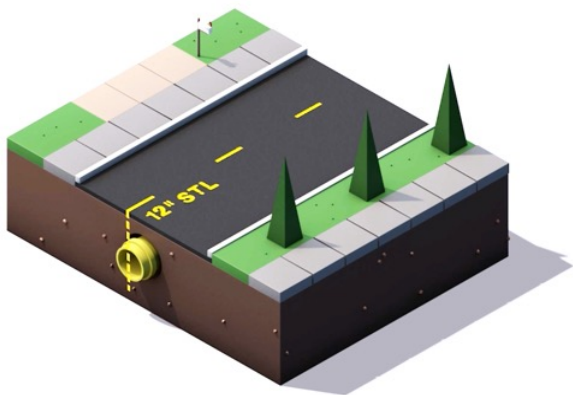


Sewer / Storm Drain

Utility operators will also mark the location of their subsurface installations using the methods outlined in the Common Ground Alliance Best Practices Guide.

Utility Marking Examples

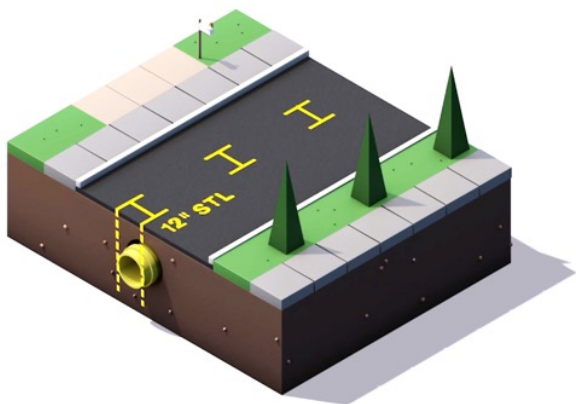
Single Facility Marking - Approximate Center Line



Used to mark a single facility. A single line is marked over the approximate center of the facility. Markings should include the width of the line, company who owns/operates the line, and the material of the facility.

Example: A single, 12-inch-wide, steel gas line.

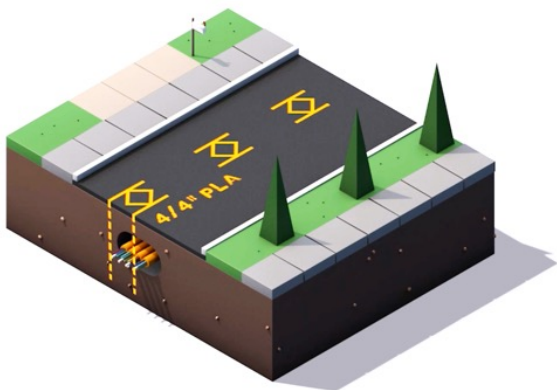
Single Facility Marking - Outside Edges



A single facility may also be indicated by marking the approximate edges of the facility with a parallel marking, connected by a perpendicular mark. This makes an “H”.

Example: A Single, 12-inch-wide, steel gas line.

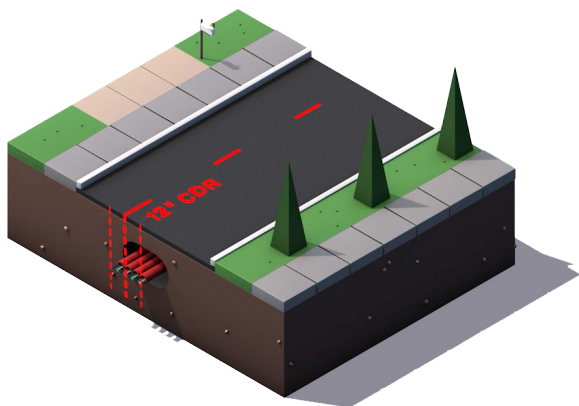
Conduit Marking



Pipes or cables that are inside conduits. The marks show the approximate outer edges of the conduit. If there are multiple facilities inside the conduit, the markings will also show how many facilities are there and the width of each one.

Example: 4 plastic communication lines in the same duct, each communication line is 4 inches wide. The entire width of the duct would be 16 inches.

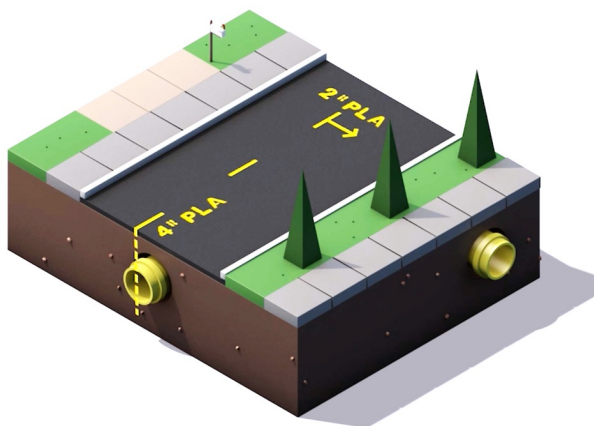
Corridor Marking



Marks show multiple underground lines in the same trench, but the exact number is not known. Line is marked over the approximate center with the total width of the corridor included.

Example: A 12-inch-wide electric trench, or corridor. The amount of individual electric lines within the trench is unknown.

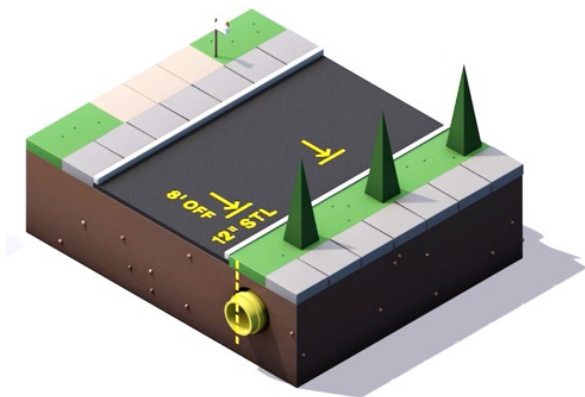
Lateral Connection



Marks show changes in direction and connections where two lines meet. Each line will have its own identifying information.

Example: A single 4-inch-wide plastic gas line is located along the center of the street. A single 2-inch-wide plastic gas line forms a lateral connection and runs perpendicular to the 4-inch-wide gas line, away from the street.

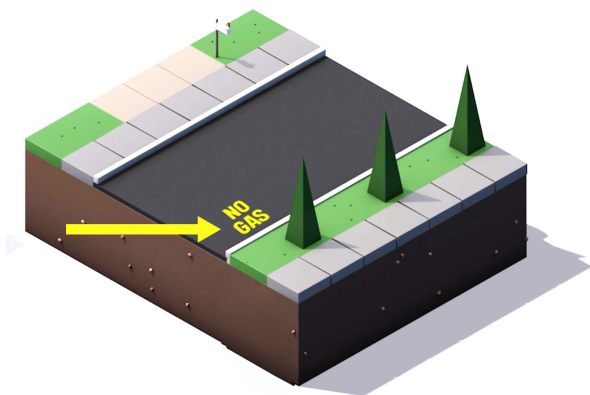
Staked Offset



Marks are used when obstacles block the locator from marking directly over the line. An arrow points toward the field marking, with the distance showing how far the line is from the markings.

Example: A single, 12-inch-wide steel gas line is located 8 feet off from the field markings in the direction of the arrows placed on the ground.

Clear/No Conflict



The utility company does not have any underground lines in the excavation area. This can be communicated by email, phone call, or site markings. Site markings are often shown as “NO” followed by the company’s identifier, in the color of the utility type.

Example: No gas lines in the excavation area owned or operated by the gas company.

Common Abbreviations

Common Ground Alliance Best Practice Guide Appednix B

Specific abbreviations are used in the field when marking underground utilities in order to communicate more information about the underground line.

Facility Identifier

CH	Chemical
E	Electric
FO	Fiber Optic
G	Gas
LPG	Liquefied Petroleum Gas
PP	Petroleum Products
RR	Railroad Signal
S	Sewer
SD	Storm Drain
SS	Storm Sewer
SL	Street Lighting
STM	Steam
SP	Slurry System
TEL	Telephone
TS	Traffic Signal
TV	Television
W	Water
W	Reclaimed Water "Purple"

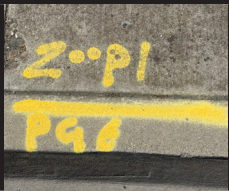
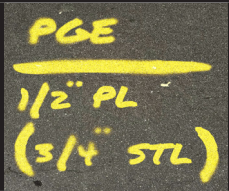
Underground Construction Descriptions

C	Conduit
CDR	Corridor
D	Distribution Facility
DB	Direct Buried
DE	Dead End
JT	Joint Trench
HP	High Pressure
HH	Hand Hole
MH	Manhole
PB	Pull Box
R	Radius
STR	Structure (vaults, junction boxes, inlets, lift stations)
T	Transmission Facility

Infrastructure Material

ABS	Acrylonitrile - Butadiene - Styrene
ACP	Asbestos Cement Pipe
CI	Cast Iron
CMC	Cement Mortar Coated
CML	Cement Mortar Lined
CPP	Corrugated Plastic Pipe
CMP	Corrugated Metal Pipe
CU	Copper
CWD	Creosote Wood Duct
HDPE	High Density Polyethylene
MTD	Multiple Tile Duct
PLA	Plastic (conduit or pipe, may be marked with "PL" in some cases)
RCB	Reinforced Concrete Box
RCP	Reinforced Concrete Pipe
RF	Reinforced Fiberglass
SCCP	Steel Cylinder Concrete Pipe
STL	Steel
VCP	Vitrified Clay Pipe

Below are some real-life examples of utility markings, what they mean, and a handy table of common abbreviations used in the field. **Refer to the list of utility members on your ticket to match markings and utility member names in the field.**

	A 2-inch plastic gas line operated by PG&E. 2" = 2 Inch PL = Plastic PG&E = PG&E Yellow = Gas Line
	A 1/2 inch plastic gas line encased in a 3/4 inch steel line operated by PG&E. PL = Plastic (3/4" STL) = Encased in 3/4" Steel PG&E = PG&E Yellow = Gas Line
	A communication distribution conduit operated by AT&T containing 2 ducts. ATT = AT&T D = Distribution Orange = Communication Line
	No water lines owned or operated by City of Brentwood in pre-marked area. NO = Clear/No Conflict COB = <u>C</u>ity <u>O</u>f <u>B</u>rentwood Blue = Water Line

Tolerance Zone

CA Govt. Code 4216(u), 4216.4(a) & CCR § 4501

The tolerance zone extends 24 inches on either side of the underground utility line. The total width of this zone depends on the size of the utility line, as the 24 inches are measured from the outer edges of the line.

Within the tolerance zone, **you must use hand tools** to uncover the exact location of the line before using power equipment. Excavators may use the following equipment only if certain conditions are met.

Equipment:	Condition for Use:
Vacuum Excavation	- o Notify 811 - o Operator approves use of Vacuum
Percussive Pneumatic Device	- o Handheld pneumatic, electric, or hydraulic hammer - o Tool weight ≤ 40 lbs - o Bit width ≥ 4 inches, rounded edge, no sharp surfaces - o No orange-category utility (telecom/cable) - o No street lighting or traffic signals - o Soil classified as Type A or Type B - o Use per manufacturer instructions - o Bit edge parallel to utility

How to Measure the Tolerance Zone

The method used to measure the tolerance zone will change depending on the utility markings placed in the field.

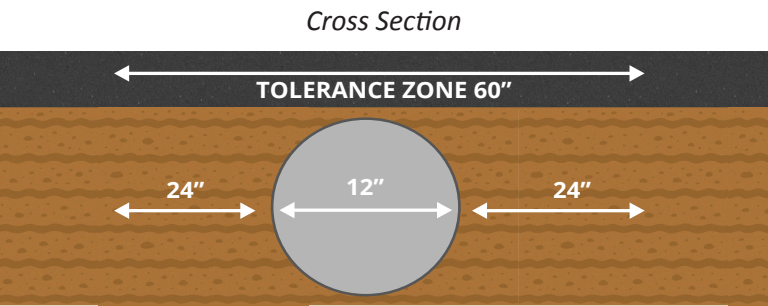
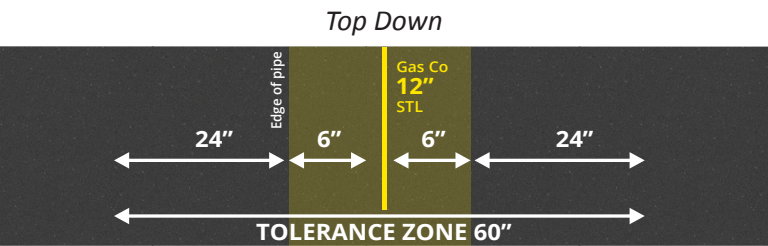
Approximate Center Line: Single Facility or Corridor Marking

1. Check the Utility Width – If the marking doesn't show the width, contact the utility operator to clarify.
2. Measure Half the Width – From the marking, measure half the width of the utility away from it.
3. Add 24 Inches – From that point, measure 24 more inches to find the edge of the tolerance zone.
4. Repeat on the Other Side – Do the same steps on the opposite side of the marking.

This gives you the full tolerance zone where hand digging is required.

In this example, a 12-inch steel gas line is marked on the ground. Because the single line marking shows the **approximate center of the**

pipe, start by measuring 6 inches outward on both sides of the marking to find the pipe's edges. Then, measure 24 more inches from each edge to establish the full tolerance zone.



Approximate Outside Edge - Single Facility or Conduit Markings

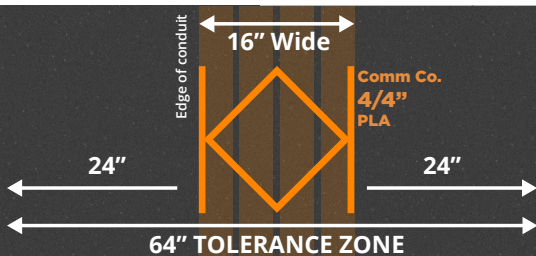
1. Measure 24 Inches Out – From the edge markings, measure 24 inches.
2. Repeat on the Other Side – Do the same on the opposite edge of the marking.
3. Check Utility Width – If a width is provided on the marking, make sure the edges match the correct width. Adjust the tolerance zone if needed.

This ensures the tolerance zone is accurate for hand digging.

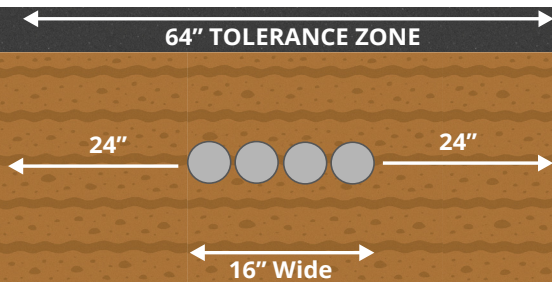
In this example, a conduit with 4 lines inside is marked on the ground. Each individual line is 4 inches wide, making the total width of the conduit 16 inches.

Since the conduit marking shows the approximate edges of the conduit, measure 24 inches from each edge to establish the full tolerance zone. Ensure your tolerance zone adds up to the total width of the conduit plus the 24 inches on either side.

Top Down



Cross Section



When Can I Start?

CA Govt. Code 4216.2(g)

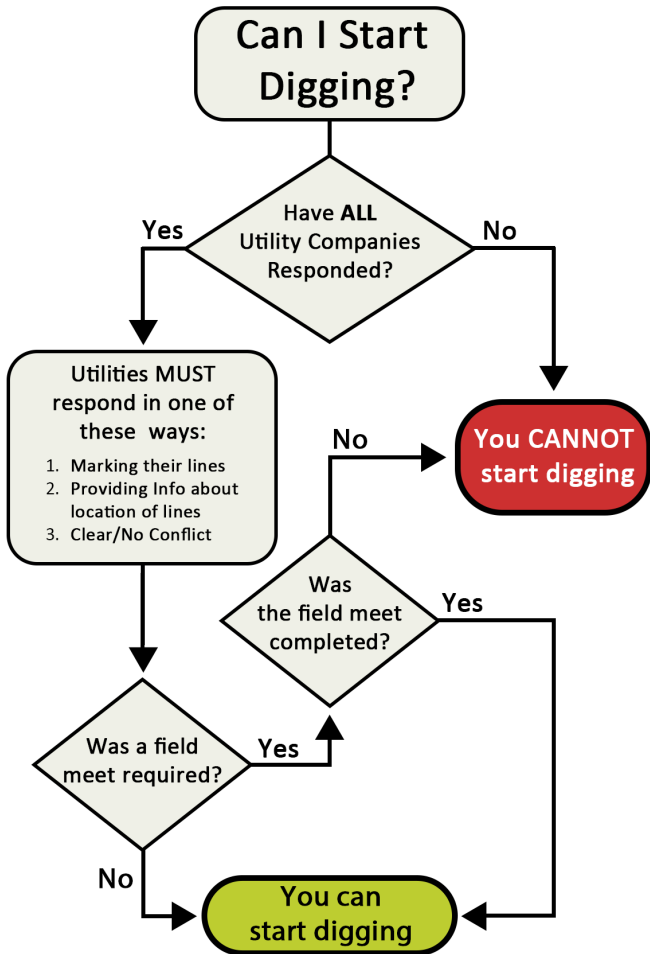
Before you start digging, every utility operator on your 811 ticket must give a positive response. This means they have:

- Marked the underground lines OR
- Provided maps or other location info OR
- Confirmed they have no lines in your dig area (clear/no conflict)

Once all utilities have responded and you've completed any required on-site meetings, you're good to go, even if your official start time hasn't arrived yet!

Track responses online or through the mobile app using the electronic positive response system, but always double-check in the field before digging. Utility operators will have until the legal excavation start date and time on your 811 ticket to respond, which will be listed on your 811 ticket.

Work Begin Date	02/06/2025 17:01
Legal Start Date	02/06/2025 17:01
Ticket Expiration	03/04/2025 23:59



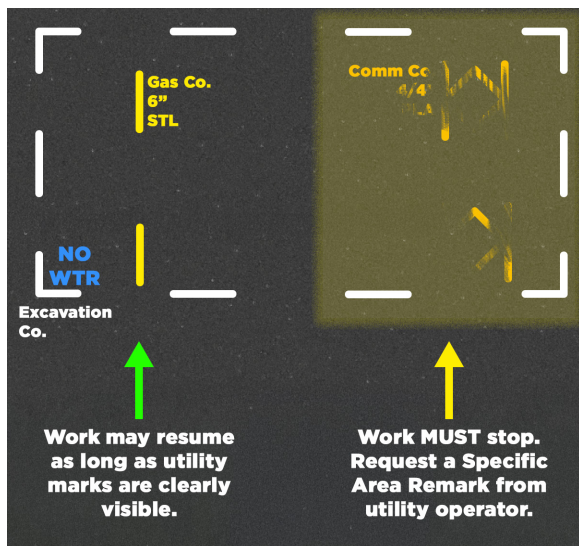
Remarks

CA Govt. Code 4216.3(b)

If utility markings are no longer clearly visible, you must stop digging in that area and request remarks.

You can request the entire site or a specific section, as long as it's within the original ticket location. Be sure to pre-mark the area and include a clear description in your request.

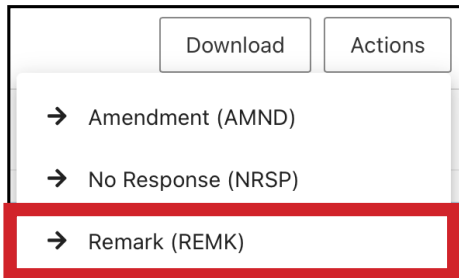
If your work has extended outside of the area described on your 811 ticket, you will be required to submit a new 811 ticket.



How to request Remarks

Option 1: Online (Desktop or App)

1. Log into OneCallAccess online or in the app
2. Open your ticket
3. Select “Actions”
4. Select “Remark (REMK)”
5. Choose the applicable utility operator(s)
6. Describe the area where you are requesting remarks



Option 2: Call 811

Requesting remarks will automatically renew your ticket for another 28 calendar days.

Utility operators will have 2 working days to remark their facilities within the requested area.

Late Utility Responses

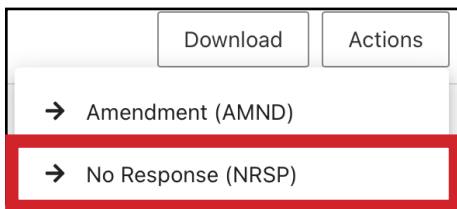
CA Govt. Code 4216.3(d)

Before you start digging, every utility on your 811 ticket must respond. If a utility doesn't respond by your legal start date, **you cannot dig**, even if your start date has passed.

How to Submit a “No Response” Notification:

Option 1: Online (Desktop or App)

1. Log into OneCallAccess online or in the app
2. Open your ticket
3. Select “Actions”
4. Select “No Response (NRSP)”
5. Choose the applicable utility operator(s)
6. Leave a brief note and click submit



Option 2: Call 811

Keep submitting a no response notification every 2 hours until you get a response. You should also try calling the utility directly using the contact information on your ticket.

Contact USA North 811 staff for extra assistance.

What to do in a Damage

CA Govt. Code 4216.4(c) & CCR § 4100

If an underground utility line is damaged or found to be damaged, excavators must stop digging and notify the appropriate entities based on specific factors of the situation. The required notifications will depend on the type and extent of the damage.

Who to Notify about a Damage

	911	Utility Operator	811
High Priority Line	X	X	X
Hazardous gas or liquid escaping	X	X	X
Any other damage		X	X
Injury or Fatality	X	X	X

Important: If you are required to contact 911, you must contact 911 first

811 Contacts

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(habla español)

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Web Operations: Online Ticket Training

weboperations@usan.org

