

## **Appendix E – SOP for One Call Locating**

# **ONE CALL LOCATING - FOR SANITARY AND STORM**

Wastewater is a member of the State One-Call system. The One Call System is a link between people who want to excavate and the underground facility owner/operator. Wastewater is responsible for locating our own sanitary lines as well as storm lines. Wastewater lines are marked in dark Green and Storm lines are marked in lite green.

### **Personal Protective Equipement (PPE) Required**

- Approved Safety Vest
- Safety Boots
- Gloves

### **Ticket Review**

- Pick up tickets form admin fax machine, if tickets are not coming through, contact water one call office at 441-6588 or 441-5915.
- Once locate tickets (see sample attached) are received via computer, fax machine, supervisor, or by being picked up from the Water Department's one-call ticket manager, you need to do the following:
  - Sort Ticket by:
    - Emergency tickets - these are your highest priority - we try to locate within the hour
    - Meet tickets - meet the requestor on the appointment date, time, and address location
    - Priority tickets - we try to locate within the day, but we have to be there by the time stated
    - Regular tickets - work into your schedule based up on the work to begin date.
- Review tickets with Foreman's maps of Wastewater and Storm Sewer.
- If no utilities are within area on ticket, then it can be cleared by calling the phone number on the ticket, stating who you are and what utilities are cleared.
- Then sort tickets according to addresses to make the route the most efficient and in accordance with type of ticket.
- Printing of aerials of ticket areas if needed.

### **Equipment Check**

- Check quantity of one call supplies located in truck, green paint and flags
- Check that PPE is either on your person or in the truck.
- Do a quick safety check of truck condition.

# Collection SOPs

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## **Drive to work assignment location**

- Prior to driving, check mirrors and buckle up

## **Locating**

- Put on PPE
- Read ticket locating instructions carefully, if you do not understand, call contact person on the ticket for more information.
- Compare locating instructions to Foreman's maps and aerial to determine where utilities need to be located.
- Mark the utility location either by paint or flags in accordance with the "Recommended Marking Guidelines" on attached pages.
- Once the area is marked, complete the locate ticket by making appropriate boxes, and comment if applicable and sign.
- If area was clear (meaning no sanitary or storm sewers within location area) then call contact person and notify them. Record time, date, person spoke to, or if message was left.
- If you have trouble locating storm sewer then contact street maintenance for assistance.

## **Meet Tickets**

- Wait to locate until the meet person explains what is needed.
- Follow locating procedure.
- Record conversation with meet person about what area to locate, include names.
- Wait at the meet for 10 minutes past the scheduled time on the locate ticket, if no one shows after that amount of time, then leave and put no show on the ticket.

## **Emergency Tickets**

- Usually you are called directly from the one call center about the emergency
- General rule is to respond within an hour or sooner if possible.
- The ticket will follow and is not always available to take to site
- Upon arrival to site mark the area you have been instructed to do on the ticket and if the ticket initiator is there ask to clarify what needs located.
- Follow locating procedure.
- Record conversation with emergency person about what area to locate, include names

## **Ticket Finishing**

- Fill out actions taken on bottom of ticket and return to Lance.