

HOMEOWNER QUICK REFERENCE GUIDE

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Kansas 811

A large graphic of the Kansas 811 logo, which includes the text "Kansas 811" in a bold, white, sans-serif font with a black outline, and a stylized white flower or leaf icon below it. The logo is set against a white background that has a slight drop shadow, making it stand out from the aerial view of the houses below.

DISCLAIMER

This guide is tailored for homeowners to aid in safe and responsible excavation practices. While it offers valuable insights into submitting excavation requests and adhering to safe digging methods, it is not a substitute for the legal requirements set forth by the Kansas Underground Utility Damage Prevention Act (KUUDPA) or any related regulations by the Kansas Corporation Commission (KCC). This manual, prepared in collaboration with the Kansas One Call System / Kansas 811, strives to provide accurate and current information. However, it should not be used for legal disputes or litigation.

All information in this booklet is subject to change without notice.

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A ABOUT KANSAS 811

Kansas 811 is a wholly owned subsidiary of Kansas One-Call System, Inc., an incorporated not-for-profit 501(c)(6) organization, operates the statewide notification center for the State of Kansas. The organization is owned by the member underground utilities and is managed by a Board of Directors of underground utility owners/operators elected from the membership.

Kansas 811 is tasked with the responsibility of protecting the essential public underground utilities that we all rely on to conduct our daily activities. Kansas 811 does this by serving as the single point of contact for all excavation activities in the state. Once a locate request is submitted, the Kansas 811 call center will notify the facility companies who are members of Kansas 811 so they can mark the underground utilities that they own.

B DETERMINING WHO AND WHEN TO CALL

Kansas Statute Annotated #66-1801 — 66-1816 requires anyone who engages in any type of excavation to provide advance notice of at least two full working days, but not more than 20 calendar days, excluding weekends and holidays.

Kansas 811 was created and organized to provide excavators and the general public with the ability to inform multiple owners of underground facilities of intended excavation by simply contacting Kansas 811.

Kansas 811 is the communications link between the excavator

and the underground facility owner(s) in the state of Kansas. **Kansas 811 does not locate any underground facilities. Underground facility markings and flagging are the responsibility of the facility owner.** Kansas 811 is open 24 hours a day, seven days a week to take your excavation requests. Holidays are defined by state statute 66-1802 (s). Please be advised that calling Kansas 811 does not affect or impair local ordinances, charters, or other provisions of law requiring permits to be obtained before excavating.

The service provided by Kansas 811 to excavators is free of charge. The cost of Kansas 811 is paid, in full, by the underground facility owners/members.

Kansas 811 should NOT be contacted for any of the following reasons:

- A. To report any type of service outage.
 - B. To resolve any type of utility billing problem.
 - C. To report any excavation outside the state of Kansas.
 - D. To request any type of facility removal or relocation, including meter removals.
 - E. To request initiation of any type of utility service.
- (To resolve these items, contact the facility owner directly.)*

Remember that an emergency is defined by state law as "Any condition constituting a clear and present danger to life, health, property, or a customer service outage."

CALL TIMELINE

	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU
MON	📞	🕒	🕒	✅	✅	✅	✅	✅	✅	✅	✅
TUE		📞	🕒	🕒	✅	✅	✅	✅	✅	✅	✅
WED			📞	🕒	🕒	✅	✅	✅	✅	✅	✅
THU				📞	🕒	🕒	🕒	🕒	✅	✅	✅
FRI					📞	🕒	🕒	🕒	🕒	✅	✅
SAT						📞	🕒	🕒	🕒	✅	✅
SUN							📞	🕒	🕒	✅	✅

- 📞 DATE OF THE LOCATE REQUEST - DOES NOT COUNT.
- 🕒 WAITING PERIOD FOR LOCATES. INCLUDES WEEKENDS AND HOLIDAYS.
- ✅ DATE WHEN DIGGING MAY BEGIN.

NOTE:
Locates are valid for 20 calendar days.

C

TYPES OF CALLS HANDLED BY KANSAS 811

Kansas 811 accepts and processes four types of calls:

- Excavation or Demolition
- Design and Survey Requests for Planning Purposes
- Emergency Locate Requests
- Damages to Underground Utilities

EXCAVATION OR DEMOLITION CALLS

Excavation calls are the most common. In this case, advance notice is being given to underground facility owners of planned excavation. State law requires that notice be given at least two full working days, but not more than 20 calendar days in advance of the beginning of the work.

DESIGN/SURVEY REQUESTS

A second type of call processed by Kansas 811 is the design/survey request. In this case, excavation in the immediate future is not intended.

Rather, a construction project is in the planning stage and information on the location of existing facilities is being sought. Kansas 811 operators will process a planning notice generally the same way they would an excavation notice.

EMERGENCY REQUESTS

An **emergency** locate request is defined as an underground locate request where excavation or demolition must begin prior to the standard two full working days. Under state law, an emergency exists only when one or more of the following conditions are met:

- An unforeseen excavation which, if not performed, could threaten life or health.

- The excavation is required to repair or restore service.
- Excavation is required prior to the two working days in order to prevent property damage.
- An unstable condition exists which may result in any of the conditions listed above (for example, a leak in any service or main, or a fault in a primary or secondary wire or cable). When requesting an emergency request, inform the operator that an emergency situation exists and be prepared to explain which of the above conditions is in effect. The operator will prepare the request for immediate transmission and will issue a start date equal to the time the excavation is scheduled to begin.

Do Not declare an emergency request for any of the following:

- **Installation of new utility service.**
- **Installation of a fence or deck.**
- **Planting of trees and/or landscaping.**
- **Installation of a sprinkler system.**
- **Road construction.**
- **Any other excavation that can wait for two working days.**

Emergency locates are given top priority. Underground facility members shall make a reasonable effort to mark their facilities within two hours of receiving notification or before excavation is scheduled to begin, whichever is later.

DAMAGES TO UNDERGROUND UTILITIES

In Kansas, excavators are legally obligated to inform Kansas 811 whenever they cause damage to underground facilities. Additionally, if the damage involves pipelines or natural gas utilities, it's mandatory to also contact both 911 and the utility company that owns the affected facilities. This ensures prompt response and safety measures.

D

RESPONSIBILITIES OF THE EXCAVATOR/ HOMEOWNER

Note: In the context of this quick reference guide, the term "excavator" is broadly defined to encompass anyone engaged in digging, regardless of their professional background or the scale of their project. This inclusive definition means that "excavator" is interchangeable with "homeowner" when it comes to digging activities. Whether you are a professional contractor operating heavy machinery on a large construction site or a homeowner working on a personal landscaping project in your yard, you are considered an excavator. This categorization emphasizes the importance of safe digging practices and compliance with relevant regulations for all individuals involved in excavation, no matter the scope of their work.

E

WHAT HAPPENS AFTER THE CALL IS MADE

STEP 1: REQUEST A LOCATE

Many people believe that, by notifying Kansas 811 of intended excavation, they have completed all of their responsibilities with respect to the locating process. This is not the case. Notifying Kansas 811 is only the first step and there are several other responsibilities which need to be considered.

STEP 2: FACILITY OWNERS MARK THEIR UNDERGROUND LINES

Kansas 811 is responsible for contacting all the facility members with underground utilities near the locate request. Depending on the location, this might include the local power, water, sewer, communications, and

gas companies. Each of these facility owners are responsible for marking their own underground utilities within two full business days. Many will also update the ticket status electronically using Ticket Check.

STEP 3: CONFIRMING THE MARKS / TICKET STATUS

Excavators are responsible for confirming all facility owners have physically marked and/or updated the electronic ticket status before excavation can begin. Excavators must review the following:

1. Physically check the excavation site for signs that the facility owner has marked their underground utilities with appropriately colored paint and/or flags.
2. Review the Ticket Check Status email (from ks@occinc.com) to confirm the status of each member that was notified.

Kansas One Call Ticket Check Status

Ticket Number: 498733

Location: 123 E. Bluebird Lane Wichita, KS

As of 9/10/23 7:00 CDT, participating facility owners have responded to Ticket Check as follows:

Members Notified	Status
ABC Communications	Marked
North City Gas	Not Complete/In Progress
Smith Electric CoOp	Clear/No Conflict
West Grove Water	Does not post locate status to ticket check
Municipal Sewage	Not yet responded

'All member companies listed above have been notified of your intent to excavate.'

This is the only automated notification with ticket status that you will receive for this request. For further status updates, or for contact phone numbers for members that do not provide locate status to Ticket Check, please click here ([TicketLINK](#)). Member status information will not be available by calling 8-1-1 or 800-344-7233 (800-DIG-SAFE).

STEP 4: RESPECT THE MARKS

After the underground utilities have been marked and the ticket status has been confirmed, excavation can begin. Excavators are required to maintain a minimum clearance from the approximate locate. This minimum distance is referred to as the tolerance zone which is defined as not more than 24 inches from the outside dimensions of the underground utility (see KSA #66-1802).

STEP 5: DIG WITH CARE

IF EXCAVATION IS REQUIRED WITHIN THE TOLERANCE ZONE, THE EXCAVATION SHOULD BE PERFORMED WITH EXTREME CARE AND WITHOUT DAMAGE. Hand digging is recommended within the tolerance zone.

THE COLOR CODE

WHITE	PROPOSED EXCAVATION
PINK	TEMPORARY SURVEY MARKINGS
RED	ELECTRIC POWER LINES, CABLES, CONDUIT AND LIGHTING CABLES
YELLOW	GAS, OIL, STEAM, PETROLEUM OR GASEOUS MATERIALS
ORANGE	COMMUNICATION, ALARM OR SIGNAL LINES, CABLES OR CONDUIT
BLUE	POTABLE WATER
PURPLE	RECLAIMED WATER, IRRIGATION AND SLURRY LINES
GREEN	SEWERS AND STORM DRAIN LINES

Kansas 811



1. REQUEST A
LOCATE

2. FACILITIES OWNERS
MARK THEIR
UNDERGROUND LINES



3. CONFIRM THE
MARKS/TICKET
STATUS

4. RESPECT
THE MARKS



5. DIG WITH CARE

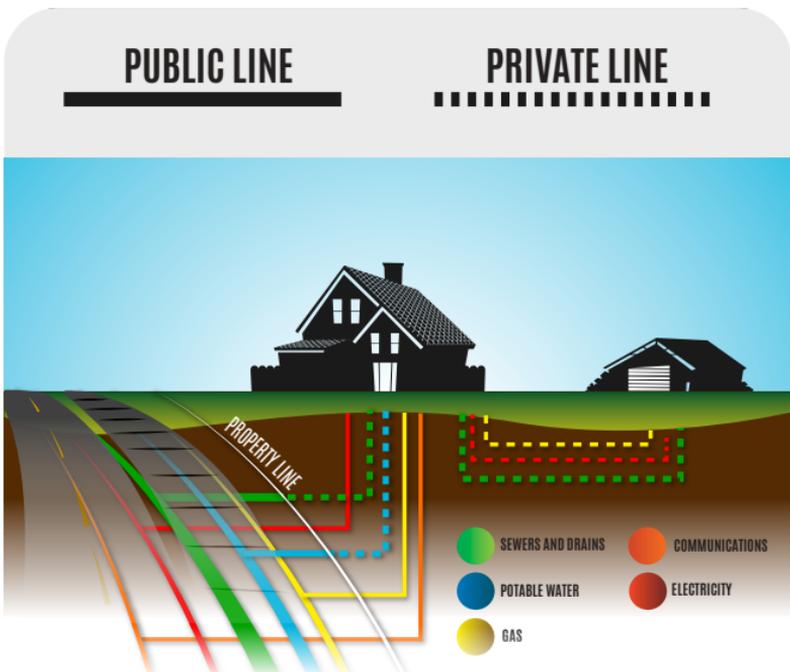


F PRIVATE VS PUBLIC

Kansas 811 serves as the single point of contact for notifying all member utility owners so they can mark their underground utilities. Once all the member utilities are located, the excavator can proceed with the confidence that all member utilities have been marked. However, this does not address the privately owned utilities.

Private utilities are the lines that are installed after the meter. Common private utilities include:

- Utilities that service a detached garage (power, gas, communications)
- Utilities that serve an underground pool (water, electric)
- Backyard gas fireplaces
- Landscape lighting
- Irrigation systems



G

AFTER MARKING/BEFORE YOU DIG

Use only rounded/blunt edged tools.

Don't use axes, hand or powered posthole diggers, picks, mattocks, pry/probing bars or mechanized equipment, as these often result in damage.

Keep the face of the shovel parallel with the utility line markings.

If the utility line is visible, keep the face of the shovel parallel with the utility line and use all precautions when removing the soil from around the utility line.



Don't be aggressive with digging close to utility lines.

Don't take for granted that a utility line will be at a certain depth.

Don't assume an unmarked line is abandoned.

Don't assume that a utility line that is uncovered will be the only one. There may be another line underneath or close by.



Don't become frustrated if you do not encounter a utility line right away. Frustration can lead to carelessness and eventual damage to the utility line.

Don't expose excessive lengths of a utility line.

Don't leave utility lines exposed while unattended.

Don't attempt to move underground utility lines.



H DEPTH OF FACILITIES

Kansas 811 does not have information on the specific location or depth of buried facilities. In fact, facility owners themselves frequently are reluctant to provide depth information to the caller. While it is true that most facility owners follow certain depth requirements or guidelines when installing lines, they have no control over depth variation caused by human intervention, weather, erosion, or other circumstances.

I REPORTING DAMAGES

Excavators are cautioned that equipment may disturb the soil just by the nature of the equipment, or by weight and/or other characteristics of the equipment. If, during excavation, a facility has been exposed, it is the excavator's responsibility to inspect and support these facilities prior to backfilling. The excavator also must ascertain if the facilities have been struck or damaged in any capacity, including being pulled on or "kinked."

If damage of any kind is discovered or any suspicion of damage exists, it is the excavator's responsibility to immediately notify the facility owner and Kansas 811 directly (KSA #66-1810). The excavator must take any other action deemed necessary to protect persons and property and minimize hazards until the arrival of the operator's personnel or emergency first responders. In other words, stay on the job site. If the protective covering of an electrical line is penetrated or dangerous gases or fluids are escaping from a broken line, the excavator must immediately contact emergency personnel (911).

J

APPROXIMATE LOCATE/TOLERANCE ZONE

Facility owners will use stakes, flags, paint, or other suitable materials to identify the approximate location of the underground public utilities. The exact location of the underground utility may vary; therefore Kansas 811 has established a 24-inch Tolerance Zone on each side of the location marks.

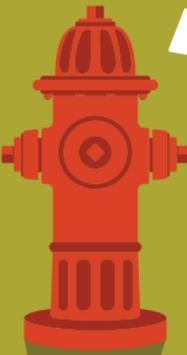
Digging within the Tolerance Zone is strongly discouraged. Exercise extreme caution and only use hand-digging tools if digging within the Tolerance Zone.



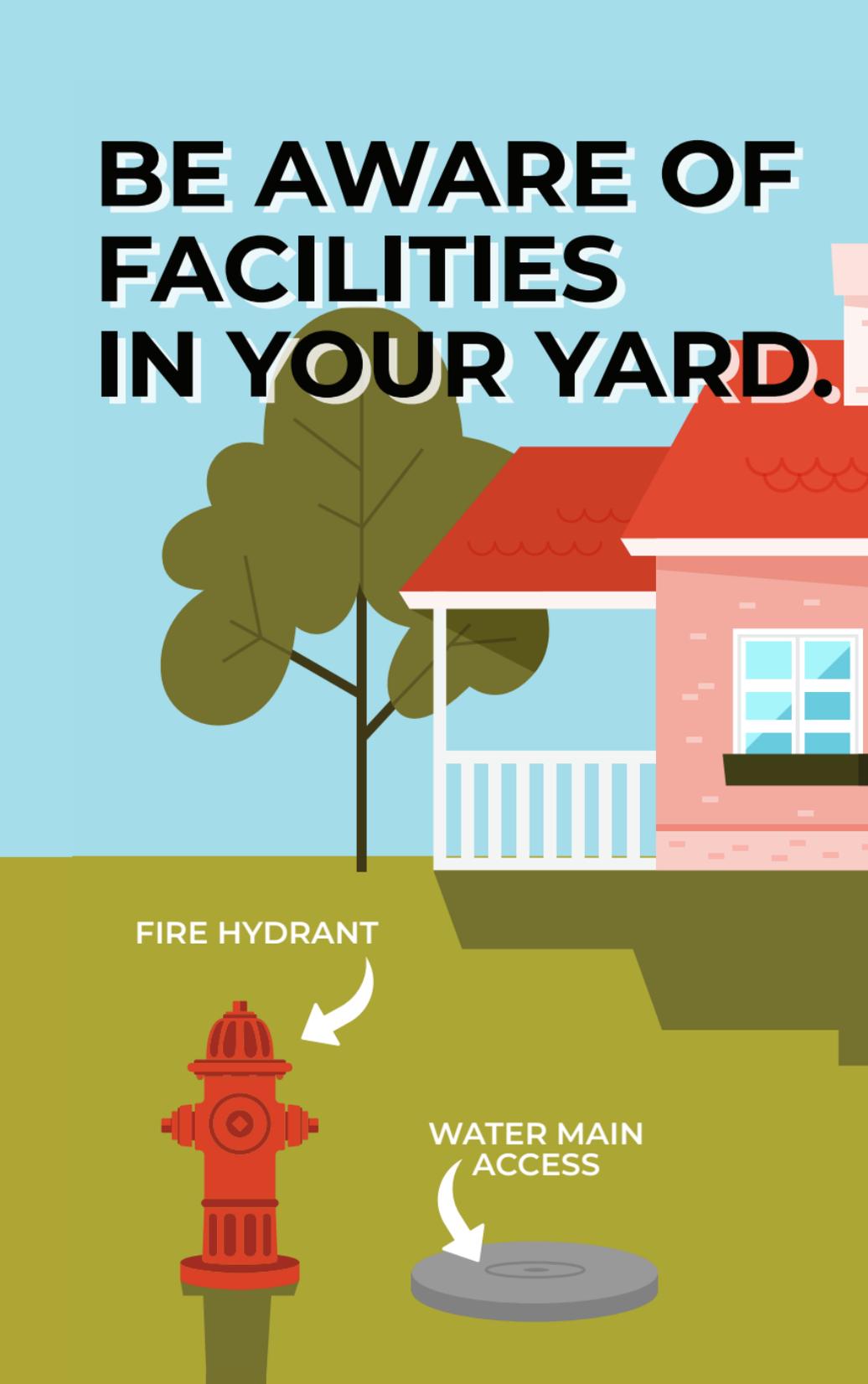
NOTE: Location markings are approximate, and the exact location may vary by up to 24-inches for gas, electric, communications, and most wastewater and potable water. (See KSA 66-1802)

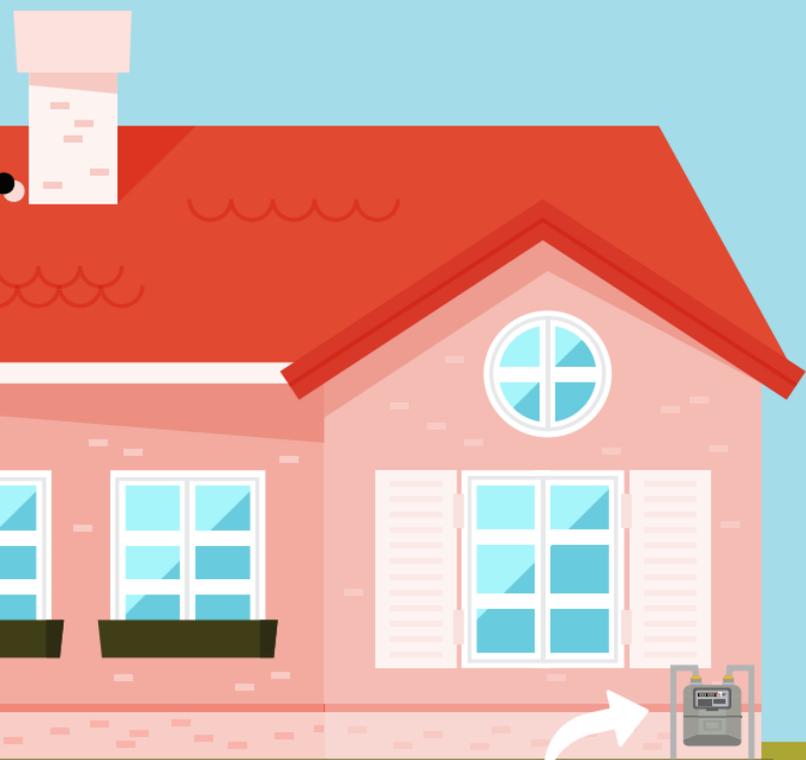
BE AWARE OF FACILITIES IN YOUR YARD.

FIRE HYDRANT



WATER MAIN ACCESS





GAS METER

COMMUNICATIONS
PEDESTAL

POWER
TRANSFORMER



K

FREQUENTLY ASKED QUESTIONS

1. WHO DO I CONTACT IF I PLAN ON DIGGING?

Contact Kansas 811 at least two full business days before excavating, but not more than 20 days.

Call Kansas 811 by dialing '811' or 1-800-DIG-SAFE
Contact Kansas 811 via <https://www.kansas811.com/>

2. HOW LONG IS MY LOCATE REQUEST VALID?

A locate request is valid for 20 calendar days. If work is interrupted and not completed within 20 calendar days, an update request is required by contacting Kansas 811.

3. AM I REQUIRED TO CONTACT KANSAS 811 BEFORE I DIG?

Kansas 811 wants to remind you that no matter if your digging project is big or small, don't make a judgement call. Always call or click 811 before you dig!

4. WHO IS RESPONSIBLE FOR MARKING THE UNDERGROUND UTILITIES?

Each facility company (power, gas, communications, water) notified on a ticket will mark their underground utilities. Facility companies may employ in-house locators or third-party locators.

*Kansas 811 DOES NOT locate underground utilities.

5. WHAT DO THE DIFFERENT COLORED FLAGS AND PAINT IN MY LAWN MEAN?

Underground utilities are marked according to the nationwide uniform color code:

THE COLOR CODE

WHITE	PROPOSED EXCAVATION
PINK	TEMPORARY SURVEY MARKINGS
RED	ELECTRIC POWER LINES, CABLES, CONDUIT AND LIGHTING CABLES
YELLOW	GAS, OIL, STEAM, PETROLEUM OR GASEOUS MATERIALS
ORANGE	COMMUNICATION, ALARM OR SIGNAL LINES, CABLES OR CONDUIT
BLUE	POTABLE WATER
PURPLE	RECLAIMED WATER, IRRIGATION AND SLURRY LINES
GREEN	SEWERS AND STORM DRAIN LINES

6. WHAT DO I DO IF THE UNDERGROUND UTILITIES AREN'T MARKED AFTER TWO WORKING DAYS?

Contact Kansas 811. Kansas 811 will create a "Non-Response" ticket and notify the facility owners so they can mark their underground utilities ASAP.

7. HOW DEEP ARE THE UNDERGROUND UTILITIES?

Each underground utility may be installed at different depths depending on the facility owner's requirements

and the terrain. Over time, human intervention and erosion may also significantly affect the depth of the underground utilities. Therefore, Kansas 811 is not equipped to provide an informed estimate of the utility depth.

8. THE FACILITY OWNERS DID NOT MARK THE UTILITY LINES THAT RUN FROM MY HOUSE TO THE DETACHED GARAGE. WHY?

Facilities owners are required by law to mark the public underground utilities they own and operate. Meaning, they will mark the underground lines that they installed. If you have a detached garage (or a backyard pool, sprinkler systems, sewer laterals, invisible fences, gas fireplace, etc.), chances are that you have private utility lines that feed these structures. The facility owners did not install these lines and therefore did not record the location of them. So, they are not required to mark these private lines.

You can find private utility locator companies online at <https://kansas811.com/resources/> that will mark these lines for a fee.

9. I'M A HOMEOWNER HIRING A CONTRACTOR TO DO THE WORK. DO I HAVE TO REQUEST A LOCATE?

It is the responsibility of the contractor doing the work to contact Kansas 811 two business days prior to digging. Before the contractor begins work, check with them to ensure they have contacted Kansas 811.

10. WHAT DO I DO IF I ACCIDENTALLY HIT AN UNDERGROUND UTILITY WHILE DIGGING?

Stop digging and evacuate the area if it is unsafe. If gas, hazardous liquid/material or electrical sparks are present, CALL 911. Once all emergency precautions have been taken, notify the utility company and Kansas 811 to report the damage.

11. AFTER SUBMITTING MY LOCATE REQUEST, I RECEIVED A CHECK TICKET STATUS EMAIL WITH A LIST OF UTILITIES. I DO NOT RECEIVE SERVICES FROM SOME OF THESE UTILITY COMPANIES. IS THERE AN ERROR?

Your ticket provides the names of every member facility owner/operator that has the utilities buried in the vicinity of the dig site, even if you do not receive their services. It is important to remember that there are hundreds of miles of underground utilities buried just below the surface.



**Submit your Locate
Request online at
Kansas811.com
or call 811**

DIG WITH CARE

C

CONTACT KANSAS 811
BEFORE YOU DIG.

A

ALLOW THE REQUIRED TIME
FOR MARKING THE UTILITIES.

R

RESPECT AND PROTECT
THE MARKS.

E

EXCAVATE CAREFULLY.



**SAFETY IS IN YOUR HANDS.
EVERY DIG.
EVERY TIME.**



Kansas 811

**TO FILE A LOCATE REQUEST:
811 or 1-800-DIG-SAFE (800-344-7233)**



KANSAS811.COM

**8100 E 22ND ST. N, BLDG 2300-1
WICHITA, KS 67226
PHONE: 316-687-2102**



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