



Area of Continual Excavation Ticket-Frequently Asked Questions (FAQ)

WHAT IS YOUR AUTHORITY?

- California Government Code 4216 governs the Underground Safety Board and outlines the mandates the Board is required to meet.

WHEN WILL THIS BE IN EFFECT?

- ACE tickets are available for farming activities including - planting, harvesting, plowing, cultivating, digging, disking, chiseling, ripping—basically for any activity where you are disturbing the earth.



I HAVE AN ONSITE MEETING, WHAT HAPPENS IF THE UTILITY SAYS I CAN'T DO ANYTHING?

- You and the utility's authorized representative should address what you can and cannot do above their facilities. The terms and conditions of how to operate over those facilities must be mutually agreed upon by both you and the utility and then documented on the form. It is up to you to work out your differences and come to an agreement. If the issues between you and the utility cannot be resolved, then the Board wants to know why.

IF I CALL AND HAVE AN ONSITE MEETING, CAN THE UTILITY STILL FLY A PLANE OVER MY FARM?

- Yes. Federal law requires them to monitor their infrastructure.

AFTER A FLYOVER, CAN THEY TELL ME TO STOP WORKING?

- You should have addressed what you can and cannot do above their facilities during your onsite meeting, and it should be documented. The flyover should not create any new issues. If there is an issue, the Board wants to be informed.

I AM ONLY DIGGING SIX INCHES, WHY IS THE UTILITY TELLING ME I CAN'T?

- This issue has been addressed through regulations. You and the utility's authorized representative should discuss the depth of underground pipelines during your onsite meeting. It is your responsibility to know the exact location of the utility line. If the utility's understanding of the exact location of the line is different, they must provide more information to you, either in the form of documentation or exposing the facility themselves, at a date and time and in a manner upon which you both agree.

WHAT IF I DON'T HAVE INFRASTRUCTURE, DO I STILL NEED TO CALL?

- Yes, this had been a requirement since 1989. Now, you can request an annual ticket, which will only require you to call once a year to comply with the law.



HOW IS THIS ENFORCED?

- The Board has a team of investigators who are responsible for investigating probable violations of Government Code 4216, damage to facilities, and complaints. Depending upon the severity of the violation, you may receive a warning letter or a notice of probable violation (NOPV). The NOPV may include a requirement to attend training, a corrective action, or a fine. The Board's enforcement philosophy is to limit punishment for lack of awareness and mistakes through education and corrective action.

HOW CAN I REPORT A SAFETY VIOLATION OR MAKE A COMPLAINT?

- The Board's complaint process is designed to improve safety and is easy to access. Visit our webpage at energysafety.ca.gov/what-we-do/underground-safety-board/complaints.

WHAT IF I DON'T HAVE FLAGS, STAKES, PAINT, OR WHISKERS TO DELINEATE MY FIELD?

- You may use anything white, like flour, white buckets, or sandbags. However, if you are using an alternative method to mark your field, that information should be included on your ticket, so the utility knows what to look for when they arrive to mark their lines.

IF I RENEW MY TICKET AND NOTHING CHANGES, WHY DO I HAVE TO HAVE AN ONSITE MEETING EVERY YEAR?

- An annual onsite meeting is an opportunity for both you and the utility to check in and discuss any potential issue that could impact your operations above their facilities. The Board is open to improving this process and is interested in hearing about your experiences.

WHAT IF I NEED TO UPDATE MY CURRENT ACE TICKET TO ADD NEW FARMING ACTIVITIES?

- Yes, you will need to request a new ticket. The agreement only applies to those activities identified on the ticket and documented on the form. Additional activities require a new ticket and form.

HOW MANY UTILITIES CAN I INCLUDE IN MY ACE AGREEMENT?

- One. If there are multiple facilities on your land, you will need to meet and come to an agreement on the facilities with each utility.

WHAT IF I REQUEST AN ONSITE MEETING, AND THEY WON'T AGREE TO A DATE AND TIME?

- Regulation requires the utility to meet. If this isn't happening, the Board wants to be notified.

WHAT IF THEY DON'T SEND A KNOWLEDGEABLE REPRESENTATIVE TO THE ONSITE MEETING?

- Regulation requires the utility to meet. If this isn't happening, the Board wants to be notified.

IS THE ONE-YEAR TICKET REQUIRED?

- No, it's an alternative option to the standard 28-day ticket.

