Protect you and your neighbors from buried hazards by requesting your free ACE ticket today!

The Area of Continual Excavation Ticket is the simple way to comply with the state's "Call Before You Dig" law. This guide is a step-by-step approach to getting your first ticket.

NORTHERN CALIFORNIA

CALIFORNIA UNDERGROUND SAFETY BOARD

updated 12/16/2022

California law requires everyone who moves the earth with tools to contact 811.

The state's "Call Before You Dig" law applies to all types of ground movement, including farming activities, and exists to prevent damage to buried infrastructure.

Damages can be costly. Avoid them and help reduce injuries by contacting the 811 center and getting utilities to tell you where their lines are located. Invest the time early to save from headaches later.

"811" is a **free service.** Request that utilities inform you of where their underground lines are in the areas where you'll be farming/growing. Online at (usanorth811.org) or by calling 811 or 800-642-2444.

ACE Tickets: Get Compliant on Your Schedule

- **An Area of Continual Excavation (ACE) Ticket is a way to comply with the "Call Before You Dig" law, available only to agriculture.**
- **How does it benefit me?**
  - It's free!
  - Good for one year.
  - Utilities inform you where they have buried lines.
  - Documentation protects you in the event of an accident.
  - Applies to farmers, growers, and certain flood control operators.

More Details Inside This Guide!

- Area of Continual Excavation (ACE) Ticket Process
- Regional Notification Centers in California
- About Us
- Getting Your Dig Notification Ticket
- Before You Start Digging
- The Onsite Meeting
- Renewing Your ACE Dig Notification Ticket
- Frequently Asked Questions
- What Do I Do If I Damage a Utility Line?

The Underground Safety Board investigates accidents, develops excavation safety standards, and coordinates education and outreach programs. The Board facilitates communication and learning among those who dig and those who own, operate, or maintain lines in the ground to protect the public and promote worker safety. In January 2022, the Underground Safety Board became part of the Office of Energy Infrastructure Safety (Energy Safety), a department of the California Natural Resources Agency. We welcome your involvement!

Area of Continual Excavation (ACE) Ticket Process

Mark work area in white, get your ticket online, wait two days, and renew

Step 1: Mark Your Area

- Mark the boundaries of the work area IN WHITE
- Mark the corners, perimeter, or other boundaries of the work using items such as spray paint, flour, or bags. **Other markings allowed include:** flags, stakes, chalk, buckets, or any other white material that will remain

Step 2: Go online and submit your ticket

- Register for an account
- Provide location information for where you'll be moving the earth, including:
  - Nearest street and cross street
  - County and city or community
  - Written explanation of location
  - GPS info if available
  - Briefly summarize your work
  - Identify the name and contact info for the person responsible for the work
  - List the date when the work begins

Step 3: Wait For Utilities to Respond

- Wait two days in addition to the day you submit your ACE ticket for utilities to:
  - Mark their lines,
  - Provide you maps of their lines, or
  - Tell you they have no lines in the work area
  - Be prepared to have an onsite meeting
  - The utility may request an onsite meeting to discuss with you how to protect sensitive buried infrastructure
  - Every utility must have marked their lines or otherwise responded to you before you can start. An Electronic Positive Response (EPR) will be sent by text and/or email if you sign up to receive that information
  - After checking for an EPR, call or contact Underground Service Alert if you have not heard back from every utility

Step 4: Next Year, Renew!

- If you provided Underground Service Alert with your email or cell phone number, they will send you a reminder to renew your ticket before it expires
- If your excavation area is unchanged, you can easily renew with the simple push of a button

Regional Notification Centers in California:

Underground Service Alert covers California from the Oregon border south to Kern and San Luis Obispo counties.

In Southern California? Refer to Underground Service Alert of Southern California, which goes by "DigAlert" and covers the counties of: Imperial, Inyo, Los Angeles, Orange, San Bernardino, San Diego, Santa Barbara, Riverside, and Ventura.

Underground Service Alert
https://usanorth811.org/
811 or 800-642-2444

DigAlert
https://www.digalert.org/
811 or 800-422-4133

About Us

The Underground Safety Board was created by the Dig Safe Act of 2016 to investigate accidents, develop excavation safety standards, and coordinate education and outreach programs. The Board facilitates communication and learning among excavators and utility operators and welcomes stakeholder involvement.

In January 2022, the Underground Safety Board became part of the Office of Energy Infrastructure Safety (Energy Safety), a department of the California Natural Resources Agency.

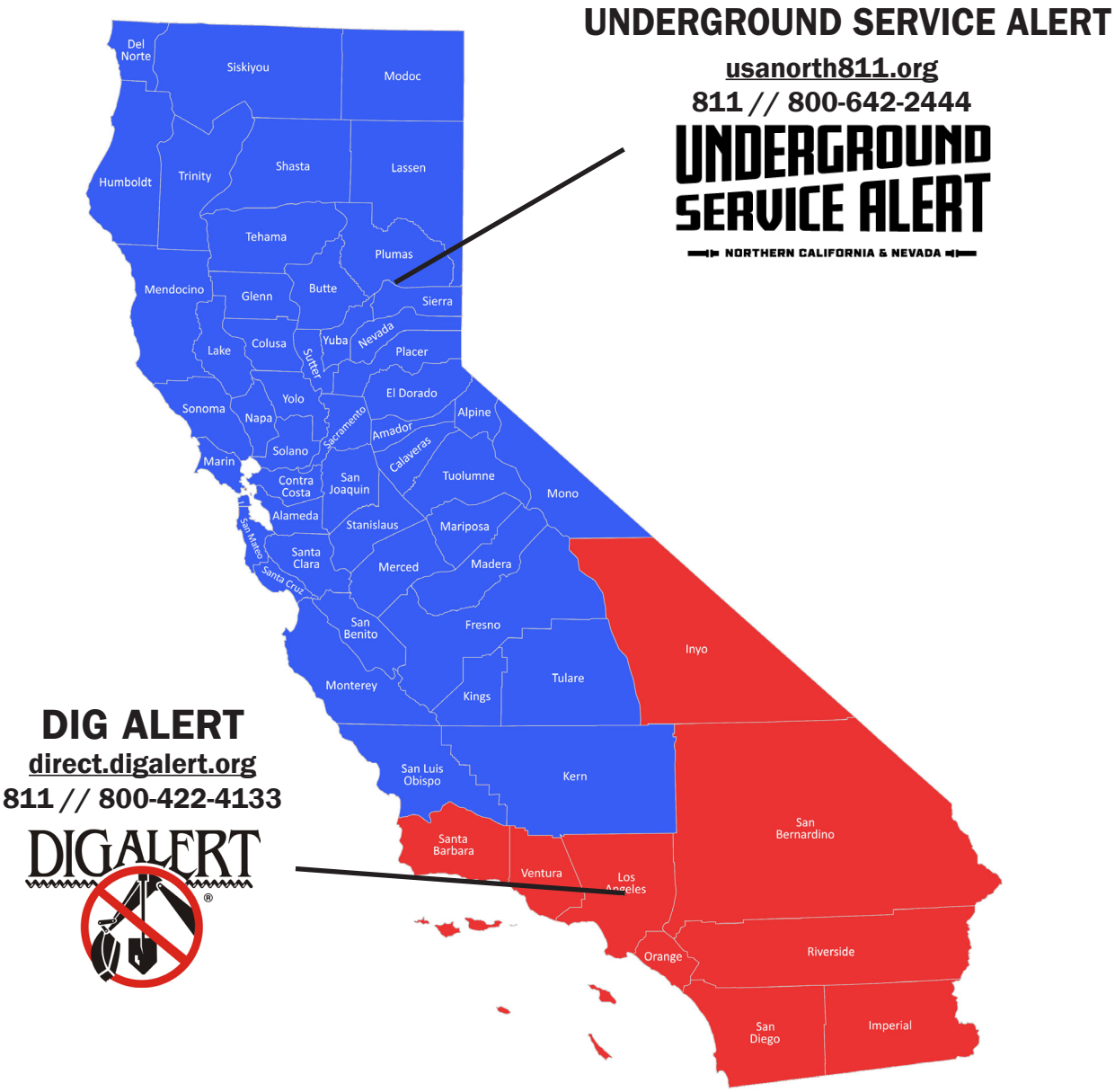
Visit our website or contact us for more information or to get involved.

Contact Us:

916-902-6000
digboard@energysafety.ca.gov
energysafety.ca.gov/what-we-do/underground-safety-board

715 P Street, 20th Floor
Sacramento, California 95814

California Regional Facilities Locator Services



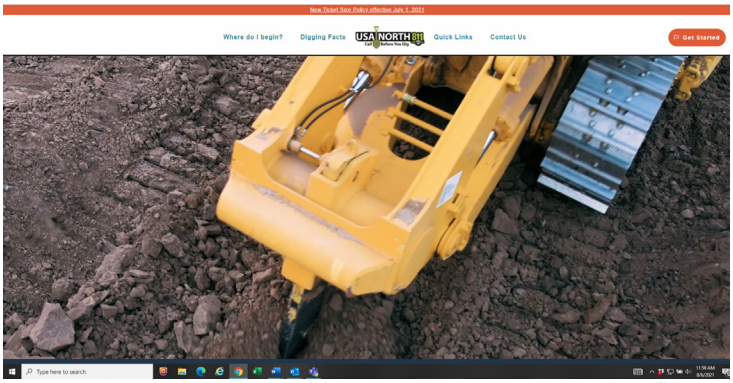
Getting Your Dig Notification Ticket

You can get your ticket online or by calling 811. If you need help submitting the ticket online, or with registering for an account, please reach out to **weboperations@usanorth811.org**

Preparing Information

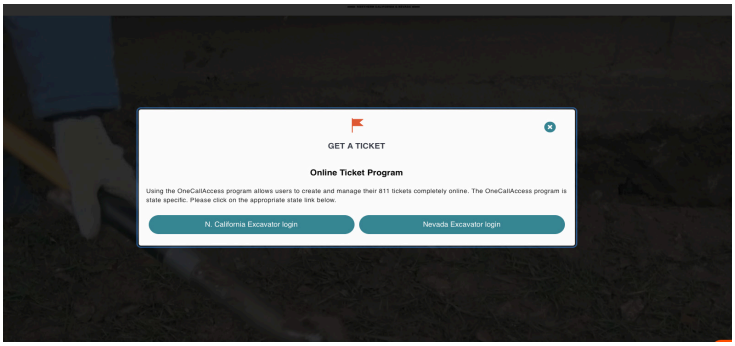
Create an account with Underground Service Alert

1. From usanorth811.org click *'Get Started'* in the upper right corner

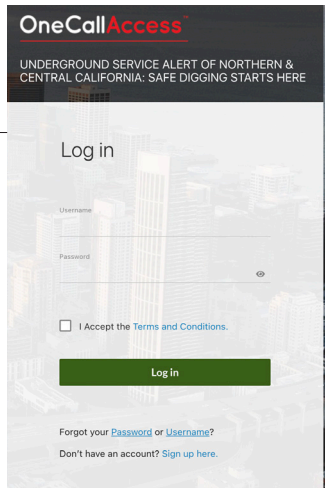


For Additional Information on how to get your ACE Dig Notification Ticket through Underground Service Alert: Visit their help page https://www.youtube.com/watch?v=sqTWaA6h1JQ

2. Click *'N. California Excavator login'* under the Online Ticket Program.



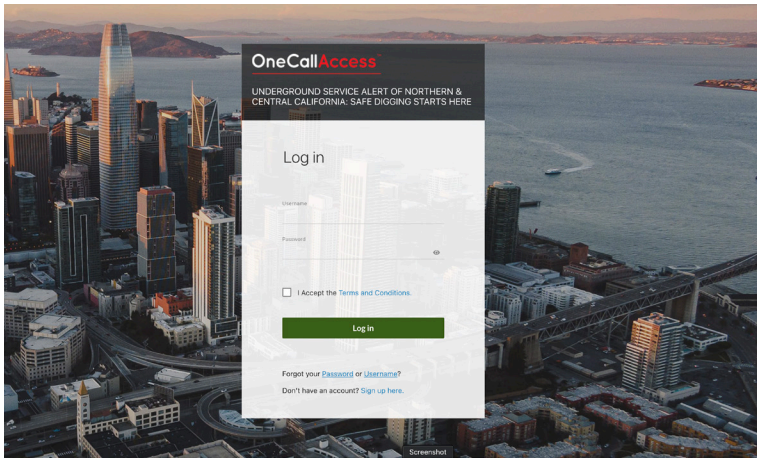
3. On the OneCallAccess login page, click on the *'Don't have an account? Sign up here'* link at the bottom.
4. Fill in the customer, address, and electronic contact details and submit. Confirm your account by clicking the link in the automated email sent.
5. Gather information about your work area and collect it on the form in the appendix to this guide!



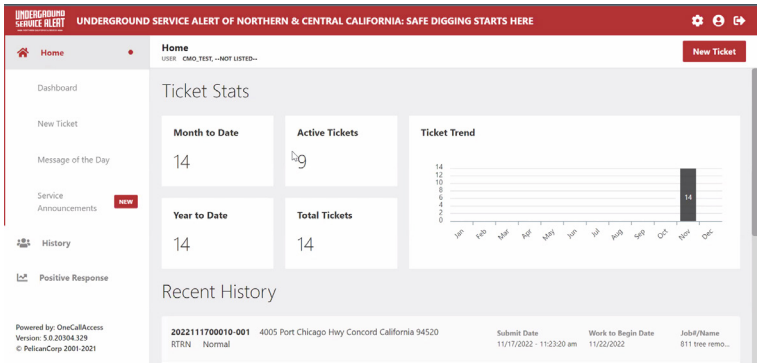
Submitting Your ACE Dig Notification Ticket

1. Log-in to OneCallAccess using the account you created by clicking on the "*N. California Excavator login*." This will take you to the log-in page with empty fields for your username and password.

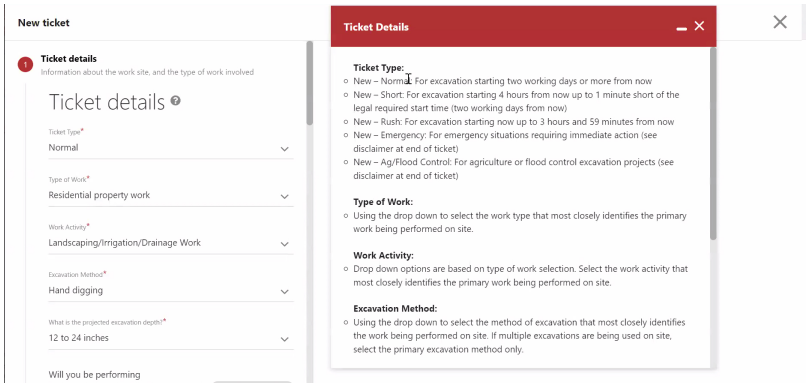
   Note: You MUST be logged in to be able to create an ACE Dig Notification Ticket



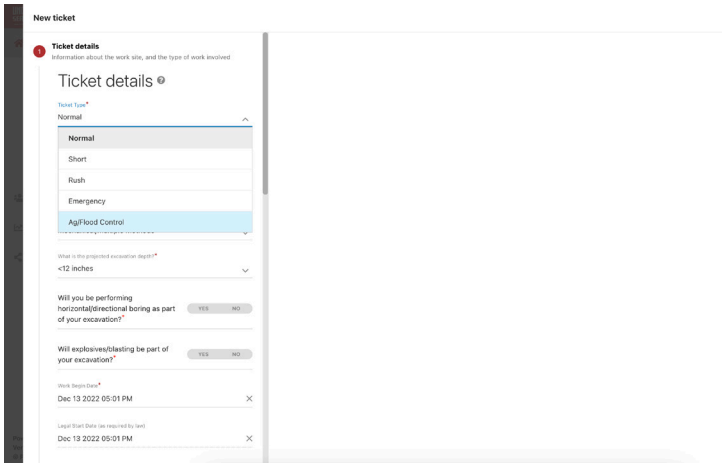
2. After your account name and password are entered, OneCallAccess will take you to the main dashboard. Click "New Ticket" in the upper left corner under the Home tab.



3. Fill out the ‘Ticket details’ block with all of the required information.



4. To select an ACE Ticket, select AG/FLOOD CONTROL in the ‘*Ticket Type*’ dropdown menu in the ‘Ticket details’ section



5. Complete the rest of the ticket, including drawing the dig site location on the provided map, confirm your location, then add any additional details.

6. Double check for errors and submit.

7. A copy of your ticket will be emailed to you.

If you do not receive your ACE Dig Notification Ticket, contact Underground Service Alert at **811** or 800-642-2444.

Before You Start Digging

- Wait two full working days in addition to the day you submit your ACE Dig Notification for utilities to mark their lines, provide more information, and/or request onsite meetings.
- Be prepared to have an onsite meeting.
  - If certain higher risk pipelines or utilities exist in the area digging will take place, the utility may request an onsite meeting. Guidelines for the onsite meeting are available online. Every utility must have either marked their lines or gotten back to you about whether they have buried utilities in the area before you start.
  - If you have not heard back from every utility, call or contact DigAlert with the name(s) of those who have not yet gotten back to you so that they may note the failure to respond and notify the utility.

ON SITE MEETING FORMS:

- Use the following forms to guide your on-site meeting
- **If there is a high priority line:** No. ACE Agreement 01 - Agricultural Operations
- **If there is not a high priority line:** Form No. ACE Optional Agreement 03 - Agricultural Operations

The Onsite Meeting

Even if there is not a high-priority line in the area where you'll be digging, you may request an onsite meeting with the utility.

You may want to do this to better understand how to avoid hitting the utility lines.

To request an onsite meeting, contact the utility using the information provided on the ACE Dig Notification Ticket.

Utilize the form available to guide your discussion on the onsite meeting.

Renewing Your ACE Dig Notification Ticket

- Renew your ACE Dig Notification Ticket before it expires.
  - Renewals may be requested before the ticket expires.
    - » You may do this online or by calling Underground Service Alert at 8-1-1 or 800-642-2444

Frequently Asked Questions

- **How might I want to get more involved with the Underground Safety Board?**
  - Contact us at digboard@energysafety.ca.gov or 916-902-6000—we welcome involvement!
- **What are my options for marking the area where we'll be digging?**
  - In white using:
    - » paint
    - » flags
    - » stakes
    - » chalk
    - » flour
    - » bags
    - » buckets
    - » Any other white material that will remain
- **How is the ACE Dig Notification Ticket different from a Traditional 28-Day Ticket?**
  - **Year-long ACE ticket:**
    - » Can be requested any time of year that is convenient for the farmer
    - » Is valid for one year from date of issuance and can be requested up to six months in advance
    - » Must be renewed within one year if work continues
  - **Traditional 28-Day Ticket**
    - » Valid only for 28 days from the date of issuance
    - » Must be renewed within 28 days if work continues.
- **I received a notification saying my ticket was not approved, who do I contact to resolve this?**
  - Contact Underground Service Alert at 811 or 800-642-2444 and have your ticket number available.
- **What do I do if a utility has not marked its lines or contacted me and the waiting period is over?**
  - Contact Underground Service Alert at 811 or 800-422-4133 or submit a no-response via the online system.
  - If you continue to have trouble, try contacting the utility directly using the contact information provided on the ticket.
- **What do I do if I find a line that I wasn't notified would be there?**
  - Contact Underground Service Alert at 800-642-2444 and have your ticket number available.

What Do I Do If I Damage a Utility Line?

- Move to a safe area and call 911 emergency services if necessary.
- You must also call 911 emergency services if the damage:
  - Results in the leak of any flammable, toxic, or corrosive gas or liquid
  - Involves a high priority line
- In every incident causing damage you must also:
  - Contact the utility using the contact information on the ticket.
  - Contact Underground Service Alert within 48 hours of discovering damage or causing damage.
- Additionally, if any of the following occur, you must immediately, but in no case longer than two hours after learning of the damage, also submit a damage report to the Underground Safety Board for:
  - Damage to natural gas or hazardous liquid pipeline subsurface installation, whether or not the damage results in the escape of any flammable, toxic, or corrosive gas or liquid
  - Damage to high priority subsurface installation of any kind
  - Damage causing injury that requires treatment at a facility that provides medical services, such as a clinic or hospital
  - Damage causing fatality.

Notes

energysafety.ca.gov