

Dig Safe System, Inc.

Membership Guidelines



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Introduction

Welcome to the Dig Safe program! We look forward to bringing the benefit of utility damage prevention to your company, your customers and your communities.

Participating as a Dig Safe member helps to promote public safety, and minimizes threats to life, property and the environment. Moreover, Dig Safe Membership reduces the chance of utility service interruption and costly damages to underground facilities.

These guidelines provide new Members with answers to the most frequently asked questions about Dig Safe's operating procedures. The Call Center business is dynamic, so these guidelines may be revised at a later date to meet the demands of an ever-changing industry. Please stay current by periodically downloading the latest version from the Become a Member page at digsafe.com.

Our team is proud of the lasting and cooperative relationships we build with Members, and we're ready to help your company see positive results in damage prevention. If the answer you're looking for isn't in these pages, don't hesitate to contact us at 888-DIG-SAFE or 811.

The Responsibilities of a Dig Safe Member

- To provide Dig Safe with service territory information to ensure proper notification of upcoming excavation projects in the vicinity of its underground facilities.
- To locate the underground facilities it owns or maintains after receipt of Dig Safe notices within its state's advance notification time requirement.
- To support Dig Safe's operating costs by paying dues to the system.
- To attend Annual Meetings and vote on issues as necessary (Principal Members).
- To promote underground damage prevention and set an example for all New England excavators by digging safely.

For a complete copy of Membership responsibilities, please refer to the Dig Safe Bylaws included in your Membership Package. The Dig Safe By-Laws may also be downloaded from the Become a Member page at digsafe.com.

We also recommend that you become familiar with the responsibilities of utility operators as defined in your state's "Dig Safe" Law. Dig Safe State Laws and/or Rules may be downloaded from the Laws and Enforcement page at digsafe.com.

Call Center Operations

Hours of Operation

The Dig Safe Call Center is open for business Monday through Friday, from 6:00am to 6:00pm. During this time both regular and emergency locate requests are accepted from excavators in Massachusetts, Maine, New Hampshire, Rhode Island and Vermont. The toll free number to reach Dig Safe is 888-DIG-SAFE or 811.

Excavators may also process non-emergency locate requests online via digsafe.com 24 hours a day. See page 18 for more information about live ticket entry.

The Call Center is closed for regular business on weekdays from 6:00pm to 6:00am, as well as Saturdays, Sundays and legal holidays. Dig Safe's A/24 Off Hours Call Center accepts emergency locate requests during off hours. Calls made to 888-DIG-SAFE or 811 during weeknights, weekends and holidays are routed to the A/24 Call Center in Louisville, Kentucky.

The following holidays affect the dig date for Dig Safe tickets. (See page 14 to learn how holidays affect the legal start dates of utility locate requests.)

New Year's Day	Battle of Bennington Day (VT only)
M.L.K. Day	Labor Day
President's Day	Columbus Day
Patriot's Day (MA, ME only)	Election Day (NH only)
Memorial Day	Veteran's Day
4 th of July	Thanksgiving Day
Victory Day (RI only)	Christmas Day

Disaster Recovery

If a situation or event interrupts operations at the Dig Safe Call Center, the A/24 Call Center has been designed as a disaster recovery center to receive calls until the problem is resolved or a more permanent solution is found.

Member Company Profiles

Data Sheet Specifications

A completed Data Sheet must be returned prior to participating in the Dig Safe System.

The Data Sheet specifies:

- The appointed Dig Safe Board Member of your company (for “Principal Members”) or the appointed Contact Person (for “General Members.”) This person is Dig Safe’s official point of contact with any issues or questions that may arise. The Board Member or Contact person is also responsible to distribute any pertinent information to fellow employees.
- Billing Department Contact Information
- Your company’s daytime telephone number, as well as an off-hours emergency number for dispatching Emergency tickets to your company.
- Your company’s hours of operation. If your company’s business hours differ from the Call Center, it is necessary for Dig Safe to call your designated off-hours number with emergencies.
- What type of facilities you plan to protect
- The total number of trench miles you plan to protect
- The states and municipalities where you have underground facilities
- The dedicated email address to receive Dig Safe notices
- The Member’s preference for mapping options is also specified on the Data Sheet:

Companies who choose to screen out notifications where facilities are not present must submit the appropriate map data described in the enclosed Purposes & Objectives document.

A Member may also choose to receive notice of all excavation activities in the municipalities where its underground facilities are present. See page 15 for more information about mapping options.

Updating Company Information

It is the responsibility of the Member to communicate any of the following changes to Dig Safe **in written form**:

- Company name changes or company acquisitions
- Replacement of a Board Member or Contact Person
- Billing Contact Person
- Mailing Address
- Permanent or temporary Daytime or Emergency phone numbers
- Hours of Operation
- Changes to mapping procedure or service territory updates
- Email address for routing excavation notices

Routing Excavation Notices

Ticket Transmission

Dig Safe Members receive Dig Safe notifications by a dedicated email address.

Dig Safe may only route messages to one email address per company. A company may then set up internal software to forward Dig Safe messages to others within the company.

- You must establish a dedicated email address for the sole purpose of retrieving Dig Safe tickets, so excavation notices are not lost among other messages or inadvertently deleted.
 - The dedicated email address should be accessible to fellow employees so they may retrieve messages if the primary contact is out of the office.
 - If the person or department responsible for monitoring incoming tickets is unavailable for any period of time, you must provide a temporary email address well in advance.
- Dig Safe email must be monitored continuously to be alerted of any emergency excavation requests that may be transmitted.
- Members must save notifications for record keeping purposes.

Station Codes

Each Dig Safe Member company is assigned a station code at the start of participation. Dig Safe's computer system recognizes this station code as a Member's destination port when sending messages. Please refer to your station code when calling Dig Safe with any type of transmission problem or request.

Dig Safe Tickets

For the sake of accuracy, Dig Safe records all incoming and outgoing phone calls. Each Caller is asked for the following information, which is included on the Dig Safe "ticket":

Caller's Name
Caller's Title
Company
Mailing Address
Phone Number
Alt Phone, Fax, Email Address
Business Hours
Location of Excavation
Cross street
Nature of Work
Area of Work
Excavator Doing Work
Legal Start Date/Time

Located on the top of the ticket is the Sequence Number (see page 11), a list of station codes for the companies that are to receive the ticket, as well as the ticket classification.

Ticket Classifications

- "Regular" A standard excavation request which is assigned either a 72 hour or 48 hour legal start date in accordance with the law of the state in which the excavation will occur.
- "Emergency" An emergency excavation request indicating the time of that day the excavator wishes to begin working. For emergency jobs, a contractor may state his/her intended start time. Emergency requests are not accepted any days in advance. Emergencies must be called in the same day the Caller intends to dig. Dig Safe sends emergency tickets to its members 24/7 and during off-hours will contact the member by phone to confirm it has been received.
Note – In Maine, the excavator is required to start the excavation within 12 hours of notification.
- "Blasting" The word "Blasting" appears at the top of the ticket to indicate that the company intends to blast at that location.
- "Violation" Means that 1.) The Caller wishes to dig at a time before the state's legal advance notice requirement of 48 or 72 hours; 2.) The Caller did not premark the area prior to calling Dig Safe, as required by law; 3.) The Caller is reporting damage

to an underground facility with no previous Dig Safe ticket number to refer to.

“State Permit”	Local or state entities may require excavators to obtain a Dig Safe number in order to facilitate other permit applications. The Caller is informed that this State Permit is not a legal permit to dig, and that he or she must call back to obtain a “regular” ticket for digging within 30 days of the job’s commencement.
“Internet Ticket”	Ticket generated online by using Dig Safe’s internet ticket application. These tickets are generated by the User from his or her own PC or mobile device, not by the Dig Safe Call Center.

“Free Form” Messages

A Free Form is a follow-up message pertaining to an existing Dig Safe ticket. Free Forms should be attached to the original Dig Safe ticket for consistent record keeping and easy reference. Free Forms are easily identified because they don’t look like regular Dig Safe tickets. It includes the original ticket number the message refers to, the location of the excavation, as well as name and contact information of the Caller. Beneath this, comment lines relay the Caller’s actual message. Typical free form messages are sent to:

- Clarify information on a Dig Safe ticket
- Add a sub-contractor to the ticket
- Request remarks
- Provide additional information to help utility locators find the job site
- Report damage to an underground facility
- Request on-site meetings

Ticket Management

Good Night Summaries

Each night a recap of all transmissions sent to a company's station code is sent to each Member. The Good Night Summary lists all Dig Safe tickets sent that day in sequential order.

It is important to check the tickets you actually received against this list to determine if any are missing. If a copy of a ticket needs to be 'resent' to your station, contact a Dig Safe supervisor at 877-DIG-SAFE (877-344-7233).

Resends and Sequence Codes

If a Dig Safe ticket was not received (i.e. email server is down) please contact a supervisor at 877-DIG-SAFE to request a "resend." Identify the ticket to be resent by the Dig Safe ticket number, or the Sequence Number of the ticket.

The Sequence Number is located next to the station code located at the top of a ticket. The first ticket received on a given day is Sequence #1, the second ticket is Sequence #2, etc. Sequence numbers are reset to zero at the end of each day.

If a range of tickets is missing, contact a supervisor with the last ticket you have actually received.

Monthly Call Reports

Summaries of all messages transmitted to your station code(s) for the current and previous month are posted online on the Members Only page at digsafe.com. Members Only is a password protected page. Please contact 877-DIG-SAFE for the password. You must know your company's Station Code to research data. Monthly Call Reports include:

Calls Per Member	The number of tickets generated by Members
Contractor Violations	Monthly summary of Violation Tickets processed, listed alphabetically by contractor
Emergency Notifications	Monthly summary of Emergency Tickets processed, listed alphabetically by contractor
Calls Transmitted	Daily and monthly summary of the number of tickets transmitted to Members
YTD Calls Received	Year to date summary of the number of tickets Dig Safe processes
YTD Free Form	Year to date summary of Free Forms transmitted to Members
YTD Calls Per State	13 month summary of calls transmitted in each of Dig Safe's 5 states
YTD Calls Per Municipality	Year to date summary of tickets processed in each municipality

Transmission Problems

When a Member's System is Down

Dig Safe supervisors check throughout the day to determine if Members are successfully receiving tickets. If messages are not transmitting to a particular station code, the supervisor will contact the company to troubleshoot. If a communication problem affects the delivery of Dig Safe tickets, contact a supervisor at 877-DIG-SAFE as soon as possible.

In this case, the supervisor temporarily suspends electronic transmission to the affected station code. Emergency tickets are manually dispatched using the phone number specified on the Member's Data Sheet. When the communication problem is resolved, a supervisor sends a test message to the station code to confirm successful transmission, and then resends all tickets held during the outage.

When Dig Safe's System is Down

During times when Dig Safe's computer is out of service or not available, CSRs manually record the Caller's information on a "Temp Sheet." Once completed, the CSR assigns the Caller a Temporary Dig Safe number, which begins with the letter "T" and is followed by 7 digits. (T-XXXXXXX-XX)

During this time, CSRs dispatch emergencies manually to all affected Members using their designated telephone numbers.

After Dig Safe's computer resumes operation, the information on the Temp Sheets is entered into the system and assigned a standard Dig Safe number. Members will then resume receiving Dig Safe messages. (The Temporary Dig Safe number is noted on the comment line of the ticket for cross-reference.)

Manual Dispatch Procedures

In addition to electronically sending tickets, a manual phone call is made in the following circumstances for Emergency tickets:

- **When the Dig Safe Call Center is closed for business:**
(Weeknights between 6:00pm and 6:00am, Saturdays, Sundays and Legal Holidays)

The A/24 Call Center uses the off-hour telephone number designated on the Member's Data Sheet to notify the appropriate companies of Emergency locates.

- **If a Member company closes each day before the Dig Safe Call Center closes:**

A Dig Safe CSR manually calls emergencies to the appropriate companies using the off-hours number designated on the Members' Data Sheet.

- **Temporary communications problems with a Member's receiving equipment:**

A Dig Safe CSR calls all emergencies to the Member until the problem is resolved. Copies of the "Emergency" tickets will be sent once the problem is resolved.

- **Holidays (see page 5 for a list of observed holidays):**

Two to three days in advance of a holiday, a message is sent to all Members to ask if they will be open or closed for business on that holiday.

- If Dig Safe **IS OPEN** for business during a particular holiday, but a Member **IS CLOSED** that day (i.e. Martin Luther King Day), Dig Safe continues to electronically transmit tickets to the company's station code(s) and dispatches emergencies manually to the designated off hours number.
- If Dig Safe **IS CLOSED** for business during a particular holiday, but a Member **IS OPEN** that day, the Member will continue to receive electronic tickets in addition to Emergency tickets being manually called by the A/24 Center.

If a Member does not respond to the Free Form message to indicate if the company is open or closed for the holiday, Dig Safe assumes the company is open and sends tickets to its station code(s) as usual.

How Holidays Affect Legal Start Dates

Dig Safe advances the start date on regular tickets an extra day forward for excavation jobs located in the states that observe the holiday.

This policy allows Members the usual response time of 48 business hours (in VT) or 72 business hours (in MA, ME, NH and RI), so the workload of utility locators is not affected.

Note: VJ Day is a state holiday observed in Rhode Island. Although the Dig Safe Call Center, (located in Massachusetts) is open on VJ day, we advance the start date an extra day forward for excavation jobs located in Rhode Island.

Patriot's Day is a state holiday observed in Massachusetts and Maine. Although located in Massachusetts, Dig Safe does not observe Patriot's Day and is open for business. We advance the start date an extra day forward for excavation jobs located in Massachusetts and Maine.

Election Day is a state holiday observed in New Hampshire on even years. Dig Safe, located in Massachusetts, does not observe Election Day and remains open on this holiday. We advance the start date an extra day for excavation jobs in New Hampshire.

Battle of Bennington Day is a state holiday observed in Vermont. Although Dig Safe (located in Massachusetts) is open on Battle of Bennington Day, we advance the start date and extra day forward for excavation jobs located in Vermont.

Mapping

Dig Safe uses a GIS/GPS map-based computer system to reduce the number of notifications to its Members.

New Members

A Dig Safe Membership applicant must choose one of the following options:

1. Provide digital territory data - For a list of compatible digital data formats, go to digsafe.com, choose Become A Member, then "Specifications of Digital GIS/GPS Data."
2. GPS Coordinates - The member provides Dig Safe GPS coordinates of the location of their underground facilities. Details are on the form titled "Specifications of Digital GIS/GPS Data," which is found on the Become A Member page at digsafe.com.
3. Google Earth: This method allows members that do not have a G.I.S. system to draw their coverage accurately with the free utility, Google Earth, and submit updates via email. One advantage is that you always have a visual copy of your coverage. It can also be used to make minor adjustments or verify the accuracy of coverage. This method does require a bit of reading on how to use it.

You can find tutorials and read instructions on how to use Google Earth by searching the internet with keywords: Google earth user guide

A more specific video tutorial on how to create a coverage in Google Earth is available at www.digsafe.com. Call Dig Safe's Mapping Department at 877-DIG-SAFE to set up an online account to access online coverage for verification.

4. Default - The Member chooses not to screen Dig Safe notifications and receives all excavation notices in the company's service territory.

For help with mapping options, contact Dig Safe's Mapping Coordinator. (See back page for Contact Information)

Ongoing Updates

If a company installs new underground facilities, it is important to be sure that Dig Safe's digital map reflects the new areas. It is the Member's responsibility to make certain that Dig Safe's digital map is current.

- Please send digital updates to Brian Wegner, Mapping Coordinator, at brian.wegner@digsafe.com

The first initial upload of data is complimentary. After this, updates are assessed at \$180.00 per hour and are listed as separate line items on the Member's next invoice.

Cost of Membership/Billing

Principal Members

Principal Members are billed monthly. To determine a Principal Member's share of the cost, the following are considered:

- 1) Allocation of Corporate Cost By State – Based on the number of inward notices received for that state, divided by the total number of inward notices received by the center for that month.
- 2) Cost of Outward Distribution – Includes communication costs distributed by the state. A Member's cost is determined by a percentage, which is derived by dividing the total number of calls sent to that Member by the total number of calls sent to each state.
- 3) Member Share – Each Member is billed for Item # 1 based on the Member's trench miles of underground facilities protected in that state, divided by their share of distribution costs as allocated in Item # 2. The minimum share for a Member in Item #1 is .1% per state in which the Member operates. Principal members are required to report their trench miles annually to Dig Safe upon request.

General Members

General Members are billed quarterly, at a per-notice rate of \$1.00.

Non-Utility Members

Non-Utility Members are billed quarterly, at a per-notice rate of \$1.00, in addition to a Membership fee of \$75.00/quarter.

Billing Policy

Late payments are assessed an additional 1 ½ % per month.

Please contact Bob Finelli with any billing questions at 781-721-1191 or bfinelli@digsafe.com.

Dig Safe Documentation

Disclosure Policy

The information on all documents generated by Dig Safe is considered private, not public, information. The information contained on a Dig Safe ticket is proprietary only to the contractor who called in the ticket, our Member companies, and state regulatory personnel.

Document Retrieval

We must receive the following to retrieve records:

1. A written request to retrieve a Dig Safe ticket on your company letterhead, including the ticket number(s). You may mail, fax or e-mail this request.
2. A fee of \$25.00 per ticket is assessed, and documents will be furnished within 30 days upon receipt of written request and payment. Please make check payable to Dig Safe System, Inc. and mail to:

Kathy Sullivan
Dig Safe System, Inc.
11 Upton Drive
Wilmington, MA 01887
ksullivan@digsafe2.com

Visit digsafe.com

Dig Safe's website is a valuable tool for both Member companies and excavators.

- Answers to frequently asked questions
- Newsletter
- Upcoming Events
- List of Member Companies
- Membership Enrollment Information
- State Laws and Rules
- Violation Report Forms
- Proposed and New Legislation
- Links to State Regulatory Agencies
- Order Free Promotional Items
- List of Private Utility Locators
- Request free on-site training
- Apply for New Tickets and Renewals using Dig Safe's internet ticketing system.
- Members Only Page, featuring: Call Reports, Meeting Minutes, Member Newsletters, and more

Note: The Members Only Page is password protected. To receive the password, call 877-DIG-SAFE. Please do not share this password with non-members.

Online Ticket Entry

We encourage all Members to applying for Dig Safe tickets using our online ticketing program.

- less time on the phone
- available 24/7
- print a confirmation that includes the Dig Safe ticket number, legal start date, and a list of Members that are notified.

To apply for an internet ticket password, go to digsafe.com and click on New User Registration.

Public Relations Department

Dig Safe believes the key to a successful damage prevention program is an ambitious public awareness and education program.

- Dig Safe's Public Relations Director conducts safety presentations to educate contractors, excavators and Member companies about the operations of Dig Safe system, state laws and excavation safety procedures. To schedule a free seminar, contact Lisa Powers at 781-721-1191 or at LPowers@digsafe.com.
- Dig Safe is represented at various industry related trade shows, municipal events, meetings and conventions throughout our 5 state region.
- Each year Dig Safe launches a media campaign to span our 5 state territory. We grab the attention of both excavators and homeowners with our "Call Before You Dig" message, delivered by TV PSAs, radio, billboards, print ads, and banner flights over large events. For a complete summary of our public awareness efforts, go to the Members Only page at digsafe.com, or contact Lisa Powers at 781-721-1191 or LPowers@digsafe.com.
- Dig Safe offers free promotional material to distribute to Member companies, rental companies, government agencies and the excavating community. Go to digsafe.com, choose Services, and then click on Order Free Dig Safe Items. If ordering large quantities of items for a company Training Day, Safety Seminar, Employee Workshop, etc., contact Kathy Sullivan at 877-DIG-SAFE ext. 3030.
- Promoting public safety is a shared responsibility. Dig Safe encourages all Member companies to maximize their investment in Dig Safe Membership by promoting the program in customer newsletters, bill inserts, promotional material, etc. For guidance, please contact Lisa Powers at 781-721-1191 or LPowers@digsafe.com.

Other PR Notes

The Importance of Maintaining Separate Identities

Please do NOT refer to your company as 'Dig Safe' when responding to utility locate requests. Many communications problems arise at the Call Center when Member company employees call themselves 'Dig Safe' employees:

- If your company or locating firm responds to a ticket with a phone message from 'Dig Safe,' the person will return the call to the Call Center, not your company. More than one utility is usually notified on any request, so it is not known which company in fact left the message.
- The same problem surfaces when a Caller reports that 'Dig Safe' just left the job site or property, and wants him to return back to the site. Which locator? From what company? The Call Center does not know which company to direct the message to.

We try to keep the notification process (Dig Safe) separate from the locating process (Member company or its locating company). Adopting Dig Safe's identity could possibly jeopardize the organization's reputation, and cause public confusion about what role the Call Center plays in damage prevention.

Trademark Compliance

The name 'Dig Safe' has been a registered trademarked name since July 4, 2000. This trademark was secured to ensure that the Dig Safe name is used exclusively, without the threat of use by other entities.

When printing Dig Safe's name in publications or on promotional material, we appreciate your cooperation by observing the requirements of possessing a registered trademark: The registered trademark symbol ® must be used when the words "Dig" and "Safe" are used together.

Example - Dig Safe®

It is **NOT** necessary to insert the registered trademark symbol when printing our phone number (888-DIG-SAFE or 877-DIG-SAFE), or when referring to the organization as "The Dig Safe Call Center," or when using the official corporation name "Dig Safe System, Inc."

Please contact Lisa Powers at 781-721-1191 or LPowers@digsafe.com with questions about trademark compliance.

Contact Information

Address

Dig Safe System, Inc.
11 Upton Drive
Wilmington, MA 01887

Toll Free Number

To apply for Dig Safe Tickets: 811

To apply online: http://www.digsafe.com/new_user.php

Website

www.digsafe.com

Management Staff

Bob Finelli, President	781-721-1191 ext. 3001 / bfinelli@digsafe.com
Amy Worden, Call Center Director	781-721-1191 ext. 3002 / amy.worden@digsafe.com
Sheriann O'Brien, Asst. Manager	781-721-0990 ext. 3006 / sobrien@digsafe2.com
Lisa Powers, PR Director	781-721-1191 ext. 3003 / lpowers@digsafe.com

Supervisory Staff

Cecilia Brown, Supervisor	781-721-0990 ext. 3004 / cbrown@digsafe.com
Kathy Velasquez, Supervisor	781-721-0990 ext. 3005 / kvelasquez@digsafe2.com
Tricia Hernandez, Supervisor	781-721-0990 ext. 3034 / thernandez@digsafe2.com

Mapping Department

Brian Wegner, GIS Analyst/Mapping Coordinator 317-826-2560 / brian.wegner@digsafe.com

IT Department

Mark Stokes, Director of IT	267-705-2470 / mark.stokes@digsafe.com
Jeff Clark, Network Engineer	267-705-2579 / jeff.clark@digsafe.com

Promotional Items & Document Retrieval

Kathy Sullivan	877-DIG-SAFE ext. 3045 / ksullivan@digsafe2.com
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