

# **Dig Safe System, Inc.**

## **Purpose and Objectives**

Dig Safe is a private, not-for-profit organization established in 1981 to promote public safety, protect vital utility services and to prevent harm to property and the environment caused by underground utility damage.

State laws require anyone who digs to notify appropriate utilities companies before starting an excavation project. In accordance with these laws, Dig Safe System, Inc. provides notification services for excavators and member utilities in Massachusetts, Maine, New Hampshire, Rhode Island and Vermont.

Excavators may contact Dig Safe toll-free at 1-888-DIG-SAFE or online at [digsafe.com](http://digsafe.com) to report planned projects involving earth moving operations.

The Dig Safe Center collects information regarding the upcoming project, which includes the location of the excavation area, the type of work to be done, and the caller's contact information. The excavation notice is then transmitted electronically to the member utilities that own or maintain underground facilities in the area of excavation. Callers receive a confirmation number for reference and legal proof of notification.

In turn, the member utilities use paint, stakes or flags to mark the location of their underground facilities so that utility damage is avoided. This is a free service, funded entirely by member utility companies.

## **Member Classifications**

### **Principal Member**

Public utility supplying gas, electric, telephone and cable television service, with over 100 miles of underground facilities in all 5 states. Municipal water and sewer companies, oil and gasoline companies, and other types of companies who wish to protect their underground facilities are also welcome to participate in the system as a Principal Member.

### **General Member**

Public or Municipal utility supplying gas, electric, telephone and cable television service with less than 100 miles of underground plant in all 5 states.

A General Member may voluntarily become a Principal Member upon approval of the Board of Directors. When the number of telephone calls to a General Member exceed an average of 50 calls per month over a 12 month period, they will be required to become a Principal Member and share costs as a Principal Member.

### **Non-Utility Member**

Any private non-utility company who wishes to protect their underground facilities. Membership is voluntary and not required by state law.

All Non-Utility members are subject to the approval of the Board of Directors.

### **Corporate Operation**

Dig Safe System, Inc. is managed by a Board of Directors consisting of members appointed by each Principal Member, and one member elected from all of the General Members.

Voting rights are determined by the percent of costs shared by Principal members. General Members have one vote, and Non-Utility Members have no voting rights or representation on the Board.

## **Cost of Membership**

### **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.

## **Mapping Service Territories**

To reduce costs and ticket management labor for its members, Dig Safe utilizes a GIS/GPS mapping system to eliminate unnecessary notifications. The location of all utility locate requests are screened using the GIS/GPS electronic map before transmitting notices to the member utility companies. To benefit from this screening process, members must choose one of the following methods:

- 1) Provide Dig Safe with digital map data. For a list of compatible formats of map data, go to the "Downloadable Forms" page at [digsafe.com](http://digsafe.com) and download "Specifications for GIS/GPS Digital Data."
- 2) Request paper maps from Dig Safe, then highlight the locations where underground facilities are present. For instructions to properly highlight paper maps, go to the "Downloadable Forms" page at [digsafe.com](http://digsafe.com) and download "Guidelines for Marking Paper Maps."
- 3) Default coverage in all towns/cities they service and thereby receive all excavation notices for such towns/cities.

The map data is inputted into the system and the member company receives excavation notices only in the areas where its underground facilities are present.

A member company may submit map data for all municipalities in its service territory, or choose to map only certain municipalities (while defaulting others).

Companies who submit map data are responsible for updating this data on an ongoing basis. The member will be billed at a rate of \$125.00 per hour for map digitization.

## **Call Center Operations**

### **Hours of Operation**

The Dig Safe Center operates Monday through Friday, from 6:00 am to 6:00 pm. Emergency coverage for Saturdays, Sundays, legal holidays, and weekdays from 6:00 pm to 6:00 am is provided by an off hours notification center. Quick-Ticket at [digsafe.com](http://digsafe.com) may be used to apply for non-emergency requests 24 hours a day, 365 days a year.

### **Methods of Notification**

The center receives messages (known as Dig Safe "tickets") by incoming telephone calls at 888-DIGSAFE, or by using Quick-Ticket online at [digsafe.com](http://digsafe.com). Emergencies may not be processed by using Quick-Ticket. All emergency notifications must be called to the center directly at 888-DIGSAFE. An automatic call distributor controls the flow of incoming calls at the center.

Member companies receive tickets by routing them to a dedicated email address or by using a PC with specialized software. The purchase, maintenance and repair of receiving equipment is the responsibility of the member.

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