

## About IUPPS

### **What is IUPPS?**

Indiana Underground Plant Protection Service (IUPPS) was formed in 1981 by the owners and operators of underground facilities in the state of Indiana as a means of reducing damage to those facilities and to promote public safety by reducing the number of incidents statewide.

IUPPS is a not-for-profit organization that provides contractors, excavators, homeowners, and others who may be disturbing the earth, with a single toll-free number to call for locating and marking underground facilities. All 50 states have organizations similar to IUPPS.

- IUPPS does not locate the underground facilities. IUPPS transmits the locate request to all Members in the area of the dig site, and it is their responsibility to have the lines located.
- IUPPS will only notify Member utilities.
- IUPPS does not notify any non-member utilities. It is the responsibility of all owners or operators of underground facilities to be Members of IUPPS, however, not all of them are in compliance with the law. If there are signs of buried facilities that IUPPS has not notified please excavate with care.

### **Why do utilities, excavators, contractors and the public have to call IUPPS prior to disturbing the earth?**

The Indiana Underground Utility Facilities Damage Prevention Act IC 8 has been in effect since January 1, 1991. The law requires all persons excavating to call at least two full working days before digging, and no more than 20 calendar days prior to digging. The act in its entirety can be viewed on our website [www.iupps.org](http://www.iupps.org).

### **When can I contact IUPPS and how?**

1. IUPPS is open 7 days a week, 24 hours a day to process locate requests or address questions regarding a locate request. The toll free number is 800-382-5544 or 811.
2. In addition, our Support Desk is staffed 7 days a week, 24 hours a day to address problems, and can be contacted by dialing 877-230-0495 x-0.
  - To contact a Member of our Management staff Monday through Friday, you can call 877-230-0495 and access our company directory.
  - Information can be faxed to IUPPS at 877-230-0496.
  - You can also visit our website [www.iupps.org](http://www.iupps.org) and click on Contact Us to send an email to IUPPS.

## **Member Information**

### **Why do I have to become a Member of IUPPS?**

In the Spring of 2003, the Indiana General Assembly passed new legislation pertaining to Indiana Law IC-8-1-26. Many sections of the law were amended and the portion of the law in IC-8-1-26-17, Section C was changed. The change in IC-8-1-26-17, Section C required that after August 31, 2004, an operator that has underground facilities located in Indiana must be a member of IUPPS. A full copy of the revised law can be viewed on our website at <http://www.iupps.org>.

### **How do I become a Member of IUPPS?**

Information on becoming a member of IUPPS can be obtained by visiting our website <http://www.iupps.org> or by contacting Chuck Muller, Director of Member Relations (317-893-1404) or [cmuller@iupps.org](mailto:cmuller@iupps.org).

### **What are the benefits of becoming a Member of IUPPS?**

Indiana law requires that all excavators, contractors, utilities and homeowners who are planning to dig call IUPPS. In turn, IUPPS creates a locate request and transmits that request to any Member who has underground facilities in the area where the dig is scheduled to take place. IUPPS is open 24 hours a day, 7 days a week (including state and federal holidays).

### **How can I find out who is a Member of IUPPS?**

If you would like to view a listing of current IUPPS Members, you can visit our website [www.iupps.org](http://www.iupps.org) and click on the Utilities link. You can also contact IUPPS Member Services at 877-230-0495 x-1430 to request a copy of our Member Listing.

## **Member Service Area**

### **How does IUPPS know that a Member has underground facilities at a dig site?**

Each Member must identify their Service area. A Service Area is an area defined by the Member as a polygonal shape on our map that represents where their underground facilities are. Members will receive Locate Requests from IUPPS when the dig site overlaps the Members Service Area Polygon.

### **How does a Member identify their Service Area?**

A Service Area represents where a Member has underground facilities. Imagine an encyclopedia that shows a human body with the bones, muscles, arteries, etc shown on separate transparencies. Our software works like that, with each Member's Service Area Map representing a different layer. Your service area does not need to be contiguous, but a different service area would be required if you need for IUPPS to send the locate requests to go somewhere else.

- Members can be set up with internet user accounts that provide access to our software, which allows them to manually draw in their Service area.
- If a Member does not have access to the internet, our Member Services group can assist with defining a Members Service Area. However, the Member will have to provide adequate maps of where their underground facilities are located, and will be required to sign off on the final Service Area.
- In addition, certain types of files containing facility locations for Members can be uploaded into our software. The following is the type of map file (including specifications) that can be supported and uploaded:

ESRI Shape File lat long, NAD83, under 5MB in size with a limitation of 10,000 vertices per shape file.

**Note:** If you have specific questions regarding uploading a map file or the compatibility of a map file with our current software, please contact Matt Colley, Director of IT at 317-893-1402 or [mcolley@iupps.org](mailto:mcolley@iupps.org).

#### **What happens if a Member's service area changes?**

Your service area should be reviewed on a regular basis, especially when your company adds new underground facilities. Members can access their service areas 24/7 by going to our website at [www.iupps.org](http://www.iupps.org) and clicking on the Member Services link. In addition, IUPPS strives to update our base map on a yearly basis. When base maps are updated, we ask our Members to review their Service Area and accept or decline changes utilizing Map Change Detection software.

#### **What happens when I update my Service Area?**

When a Member updates their service area they must complete an IUPPS Database activation form. This form is available for downloading at [http://iupps.org/docs/database\\_request.pdf](http://iupps.org/docs/database_request.pdf) or a copy can be faxed to you by contacting Member Services at 877-230-0495 x-1430. After Member Services receives the update activation form, the changes will be saved into production.

#### **Who gets a copy of a service area map?**

Our maps are used by IUPPS to determine which Members need to be notified, and by our Members to define their Service Territory. Members only have access to their Service Area maps. Maps are not used or sent to excavators, homeowners or other utilities.

#### **We have web ticket entry access. Do we enter our Service Area map in there?**

No, although both are accessed through the same login page each requires a separate log in and password. Our Member Services group can assist with setting up your user account and provide training on mapping and updating your service area map.

## Why do I get tickets that aren't in my Service Area?

Although IUPPS attempts to “map” every Locate Request we are not able to do so 100% of the time. We are currently mapping over 99% of all incoming Locate Requests Statewide. When we cannot map a dig site we default the notification to a Township level for safety reasons. (The entire Township becomes the dig site polygon)

## Why do I get tickets that aren't in my County/Township?

In instances when a Member's service area polygon ends at a Township or County border it is possible to get Locate Requests that were in the adjacent Township, but were not mapped. (Defaulted to Township notification) This occurs because the dig site polygon and the Member's Service area polygon touch. To correct this, the Member needs to trim a few feet of their service area polygon off of the Township or County line.

## What happens when the person requesting the locate, mentions that we did not read back a Member they believe to be in the area?

It could be that the utility is not a Member of IUPPS. However, in those cases where the utility in question is a Member, IUPPS has the ability to “manually” add the Member to a ticket. The purpose of doing this is to minimize the chance that an underground utility line is damaged.

When a Member is manually added to a ticket, a copy of the ticket will be transmitted to the Member in question, and in the Remarks field a message similar to the following will appear:

*Remarks: \*Texas Eastern Products Pipeline was manually added to this ticket, please check your database.*

Anytime this occurs the ticket is passed on to Member Services to investigate. If it is determined that all information supplied by the caller was correct, then Member Services will contact the utility in question, and advise them to review their Service Area. For example, the Member may have added new underground lines or may have merged with another utility, and have not had time to update their Service Area Map. Again, manually adding a Member to a ticket is done to prevent any unnecessary damage until the situation can be investigated. We can only trust that the person doing the digging is confident that a utility exists in the excavation site.

## [Transmitting Locate Requests To Our Members](#)

### How are Members notified of locate request?

IUPPS can transmit tickets to our Members or their locators in any one of the following manners:

- Fax
- Modem
- Ascii
- Email
- XML

There are many software screening packages available for Members, and IUPPS can send tickets to all of these packages. Email is the preferred method of transmission. This medium is less susceptible to line noise and uses a far more advanced method of error control. XML is our newest transmission method and requires more advanced configuration both on the sending and receiving end(s). The type of XML utilized by IUPPS is not an RSS, but relies on SOAP configuration files.

**How does IUPPS handle notifying Members or locators of Emergency locates that occur After Hours, on Weekends or on Holidays?**

Members can identify where they would like to have certain priority tickets transmitted based on when their office is open or closed. Due to the fact that some Members do not have locations where priority tickets can be transmitted After Hours, they can also provide IUPPS with After Hours contact information so that we can contact them by phone or pager with priority ticket information. Unless requested otherwise, IUPPS calls all Members to advise of the transmission of high priority tickets After Hours or on Holidays. During the normal work week between the hours of 6:00 pm and 7:00 am the following morning, IUPPS will contact each Member when a high priority ticket is transmitted to them. IUPPS also places calls to Members on weekends starting at 6:00 pm on Friday evening, through 7:00 am Monday morning. In addition, IUPPS calls Members on the following holidays:

- New Years Day
- Martin Luther King Jr. Day
- Presidents Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Lincoln's Birthday

To view the current year's Holiday list with dates, visit our website [www.iupps.org](http://www.iupps.org).

**Who do I contact when I need to have a ticket resent?**

Our Support Desk is staffed 24 hours a day, 7 days a week and can assist with resending tickets, and other problems you may be experiencing with receiving tickets. The Support Desk can be reached by calling 877-230-0495 x-1416.

**Who do I contact when I want to change my destination information (e.g. where my tickets are being sent)?**

Our Support Desk or Member Services can assist in making ticket destination changes. However, prior to making any change to a Member's ticket destination information, IUPPS requires written confirmation from the Member. A copy of our Delivery Update Form can be obtained by visiting our website [www.iupps.org](http://www.iupps.org) or a copy can be faxed to you by contacting either our Support Desk or Member Services.

## Member Billing

**What type of tickets do our Members get billed for?**

In that each ticket IUPPS handles is considered a legal document, anytime that document is created or revised in any manner, IUPPS is obligated to transmit the ticket and/or revisions to an existing ticket, to the Member(s) who appear on the ticket. Therefore, IUPPS charges for all ticket types except for the following:

- Place - Tickets that IUPPS could not map, which had to be defaulted to County/Township.
- Retransmitted - Tickets that were Retransmitted with minor corrections or explanations.
- Cancelled - Tickets that had to be cancelled due to corrections that altered the locate instructions or the location of the dig site.

**On a re-call during the 20 day timeframe, do we get charged again?**

In that each ticket IUPPS handles is considered a legal document, anytime that document is created or revised in any manner, IUPPS is obligated to transmit the ticket and/or revisions to an existing ticket, to the Member(s) who appear on the ticket. Except for tickets that can be Retransmitted with minor corrections, Cancelled due to major changes or were Place, we charge for all ticket types that are transmitted to our Members.

**Why do I get charged for tickets that our utility submits to IUPPS?**

In order to comply with the current law, our Members are required to wear two hats. One hat requires you to comply with the "Call Before You Dig" portion of the law and the Member hat obligates you to mark your lines at a proposed dig site. Our current system does not provide us with a way to distinguish that the individual or company submitting a locate request is also a Member of this organization. As required by law, IUPPS must treat every Member equally and transmit these documents to all Members who have facilities in the area of the proposed dig site.

**When does IUPPS bill Members and how can payments be made?**

Our larger Members are billed on a monthly basis. The remaining Members are billed quarterly. Currently Members can pay IUPPS by check only. However, IUPPS is investigating the possibility of establishing on-line payments and credit card payments.

**Who do I contact when I have a question about my bill?**

Who you contact at IUPPS depends on the type of question you need to have answered. Please review the following:

- If you want to change any of the contact information on a bill, such as the name or mailing, you would contact Karen Braun, our Business Manager. Karen can be reached at 877-230-0495 x-1405 or you can email her at [kbraun@iupps.org](mailto:kbraun@iupps.org).
- If you have questions regarding the amount of tickets you were billed, you can contact Connie Geiger, our Director of Operations. Connie can be reached at 877-230-0495 x-1403 or you can email her at [cgeiger@iupps.org](mailto:cgeiger@iupps.org).

## Locate Requests

### What is a locate request?

When IUPPS is contacted about a scheduled dig, a locate request is created. In order to process the request, specific information is obtained from the company or person who is going to be digging.

- Locate requests can be submitted by calling 1-800-382-5544, 811 or by utilizing web ticket entry.
- Web ticket entry is available not only to our Members, but excavators and contractors.

More information on web ticket entry can be obtained by calling our Web Ticket Entry Trainer's at 1-877-230-0495.

- A locate request is a *legal document* that confirms you contacted IUPPS to have lines located.
- Each locate request is assigned a ticket number to confirm that the request has been submitted.
- Members who have underground facilities in the area of the dig site, will be transmitted a copy of the ticket. It is the Members responsibility to locate the lines or clear the area in which the dig is taking place.

### What happens after a locate request is submitted?

After the ticket has been created, it is forwarded to all IUPPS Members who are in the area of the dig site. IUPPS strives to map every locate request so that only the Members who are in the dig site area receive the locate request. However, when a ticket cannot be mapped, the ticket is transmitted to all Members in the county and township where the dig is slated to take place. Although this means that some Members will be notified that are not in the dig site area, it is the only way we can assure that damages don't occur.

### How long does a Member have to respond to the request?

In most cases, Members have two full working days to respond to the locate request. However, there are other types of priority locate requests, such as Emergency or Damage Emergency. It is at the discretion of the Member as to how soon they will locate the lines on a high priority ticket. In those cases, most Members will contact the individual or company to work out a schedule for locating high priority tickets.

### What type of locate requests are there?

- **Normal Notice** - If the caller does not plan to dig sooner than the "proper notice" date & time, this is considered a normal notice. Most tickets taken are normal request tickets. Members have two full working days to locate the digsite.
- **Additional Notice (e.g. 2<sup>nd</sup> Notice)** – Additional notices are created when:
  - The two full working days are up and one or more utilities have not responded.
  - The site was not properly and/or completely marked and the planned work has not yet begun.

- **Short Notice** – If the caller plans to dig sooner than the “proper notice” date & time, then a Short Notice request is created. However, this is just a “request” to have the lines marked as soon as possible. The Members still have two full working days to mark their lines.
- **In Progress** –If the caller has already started working at the dig site, then an In Progress request is created. In other words they did not call in a request prior to starting their job. Again, this is just a “request” to have the lines marked as soon as possible. The Members still have two full working days to mark the lines.
- **Joint Meet** – Prior to starting a job, some contractors want the utilities to meet with them so they can explain where the digging will take place and where the lines need to be marked. However, a Joint Meet does not meet the minimum legal requirements of a locate request, and the utilities are under no obligation to attend the requested meeting. Prior to actually digging at the site, the contractor/excavator must call back to submit a legal ticket.
- **Emergency** - Created at the request of the caller or when the situation specifically fits the legal definition of an emergency. Indiana State Law defines an emergency as: *“imminent danger to life, health, property or loss of service.”*
- **Damage Emergency** – When we are contacted and informed that a line has been hit, a Damage Emergency ticket is created. In addition, we advise the caller that they should contact the provider of the service to report the damaged line, and if the damaged line is one that presents an “imminent danger to life, health, or property” (e.g. blowing gas line, pipe line, etc.), they should call 911.
- **Retransmit** – If clarification is needed on a previously submitted ticket, then information is placed in the Remarks field and the ticket is retransmitted to the Member. Members are not charged for Retransmitted tickets. For example:
  - The caller wants the locators to know that they have a dog in their backyard.
  - Driving directions are added.
  - Locate instructions are clarified.
  - The caller lives in a gated community and wants the locators to contact him.
- **Cancel** – If the original ticket contains incorrect information that alters the legality of the ticket, then the previous ticket will be cancelled and a new ticket submitted. When a ticket is cancelled a copy will be transmitted to the Members to explain why the ticket was cancelled. Tickets can be cancelled due to the following:
  - The wrong address was provided.
  - The locate instructions were changed (e.g. wants west side of property marked, instead of east side of property).
  - The wrong township was provided and previous ticket did not get to the correct members.
- **Remark** – If the area on a previous ticket was marked, but the area has been disturbed during excavation, construction or due to weather, then a Remark of the dig site can be requested. However, Members still have two full working days to remark their lines.
- **Job Extension** – Ticket requests are good for 20 calendar days. If a ticket has not expired and the work continues, then a Job Extension can be requested. The caller is issued a new ticket number and the utilities have two full working days to remark the dig site.

**Note:** Unless there is an emergency or damage situation, Members do not have to mark

the lines on a weekend or holiday. The day, date and time for proper notice will be calculated for 48 hours, however, weekend or holiday time will not be included.

### What type of information is collected from the person doing the digging?

- Name of the company or person doing the digging.
- The address and telephone number of the company or person doing the digging.
- The name of a person and the number where they can be reached if there are questions regarding the request.
- Will explosives or blasting take place at the dig site (e.g. yes or no).
- Will boring equipment be used at the dig site (e.g. yes or no).
- If boring equipment is going to be used, then specific information will also be obtained (e.g. boring under sidewalk, road, etc.).
- How deep are they digging.
- How long will it take to complete the job.
- The type of work being done (e.g. laying pipe, installing cable, etc.).
- The county and township of the digsite.
- The location of the digsite (e.g. address, main road, etc.).
- The nearest cross street to the main location, and whether the cross street is within a ¼ of a mile to the digsite.
- The city/town or town that the digsite is in or nearest to.
- Locate instructions are also included on the ticket (e.g. locate entire property, locate along front of property, etc).
- A section is also included for placing remarks that might be needed to provide additional information and/or clarification.
- The ID's of the Members who will receive the ticket are also listed.

**Note: Information obtained on where the digsite is located assists us in mapping the locate request. The following is a screen shot of a Normal Notice that would be transmitted to our Members:**

```
FAXCFM 00001 IUPPSa 07/22/2005 16:28:43 0507222175-00A NORM NEW STRT
NORMAL NOTICE
Ticket : 0507222175 Date: 07/22/2005 Time: 15:39 Oper: RJARRETT Chan:526
State: IN Cnty: ELKHART Twp: OSOLO
Cityname: ELKHART Inside: Y Near: N
Subdivision: COUNTRY CLUB
Address : 1535
Street : SMITH ST
Cross 1 : E BRISTOL ST Within 1/4 mile: Y
Location: IN THE BACK YARD LOCATE BY THE DECK
:
Grids : 4142D8558D 4142C8558D
Work type : PUTTING UP TENT
Done for : HOLEY MOLEY
Start date: 07/26/2005 Time: 16:00 Hours notice: 96/48 Priority: NORM
Ug/Oh/Both: U Blasting: N Boring: N Railroad: N Emergency: N
Duration : 2 HOURS Depth: 2 FEET
Company : IUPPS Type: HOME Co addr : 123 EAST SAMPLE STREET
City : SOUTH BEND State: IN Zip: 46601
Caller : HOLEY Phone: (000)123-4567 Contact : MOLEY Phone:
BestTime:
Mobile : (123)456-7891
Submitted date: 07/22/2005 Time: 15:39
Members: AEPIN ID0106 ID0598 ID7151 ID8000 ID8015 NIPSCO SM
```

## How does a Member report ticket problems?

Any time you have a question or problem with a ticket, you can contact Connie Geiger, Director of Operations at 877-230-0495 x-1403. Depending on your concerns, in most cases the ticket will be reviewed by our Coordinator of Quality Control and appropriate action will be taken.

If you feel you received the ticket in error because you do not have service in the area of the dig site, and the ticket was mapped correctly, it will be passed on to Member Services for their review. In some cases your service area may need to be revised (e.g. trimmed) to eliminate receiving unnecessary tickets. Member Services will work with you to resolve those issues.

## Mapping A Locate Request

### How does IUPPS map a locate request?

In order to map a locate request the following mandatory information must be obtained:

- County where the dig site is located.
- Township where the dig site is located.
- We must have the location of the dig site (e.g. physical address or street where the site is located, along with directions to the site, etc.)
- A cross street(s) so we can map the ticket.
- 

The way the ticket is mapped determines what Members receive the ticket.

### What happens when IUPPS cannot map a ticket?

When a locate request cannot be mapped, the ticket automatically defaults to township. This is also referred to as a “place” ticket. In these cases, all IUPPS Members who have facilities in that township, will receive the locate requests. Every attempt is made to map a locate request, however, in order to avoid damages, there are times when we have to default the ticket to township. As of April 21, 2005 Members are no longer charged for “place tickets”.