

Pipeline Safety Seminar

Dig Smart. Dig Safe.

Education@OKIE811.org

What is OKIE811?



OKIE811

Know what's **below**
811 before you dig.





811 Responsibilities

OKIE811

Know what's below
811 before you dig.



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Oklahoma Underground Facilities Damage Prevention Act

OUFDPA enforcement falls under the jurisdiction of the Oklahoma Corporation Commission (OCC), which regulates compliance for excavations near underground utilities, with a specific focus on regulated pipelines to ensure public safety and infrastructure protection.



Excavators

✓ Request Locates: Always submit a locate request before digging—no matter the size of the job.

✓ Maintain Marks: Keep markings visible; request a re-mark if they fade or are disturbed.

✓ Excavate Safely: Follow tolerance zone rules, hand dig when required, and report any damage immediately.

Safety starts with the request—and continues through the last shovel of dirt.





Facility Operator & Locators

✓ Maintain Maps: Keep digital service area boundaries up to date in the OKIE811 system.

✓ Mark Accurately: Locate and mark underground facilities using correct color codes and within legal timeframes.

✓ Respond Promptly: Provide a positive response to every locate request—marked, clear, or no conflict.

✓ Stay Reachable: Ensure contact personnel are available to receive, process, and coordinate locates.

Accurate maps and timely marks are the backbone of damage prevention.



OKIE811 Responsibilities

✓ 24/7 Operations: Manage and operate Oklahoma’s one-call notification system at all times.

✓ Distribute Requests: Process locate tickets and route them to affected facility operators.

✓ Maintain Records: Log all locate requests, responses, and communications.

✓ Educate & Train: Support public education and provide training on safe digging and legal compliance.

OKIE811 connects the entire process—but does not mark lines.



Required Info for Locate Request

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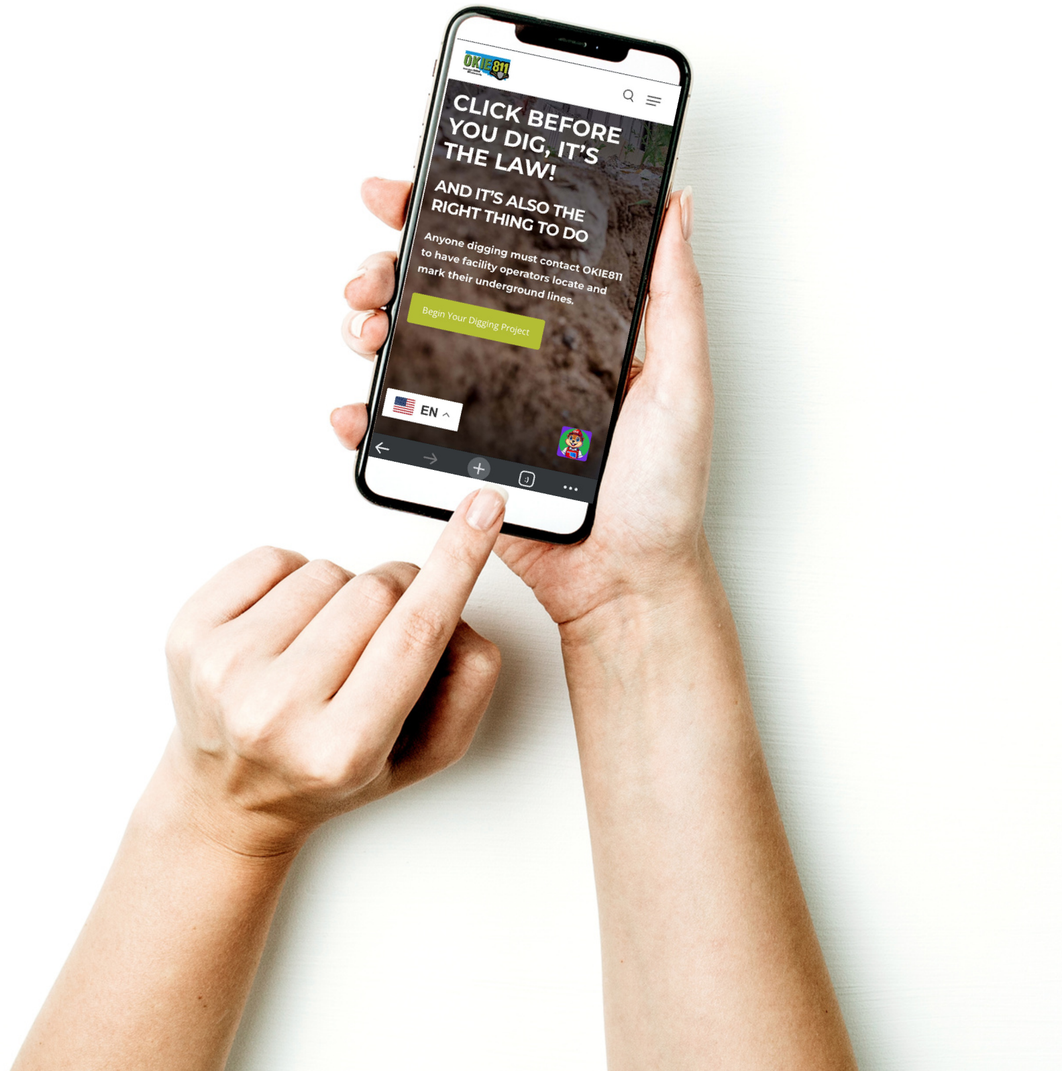


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Required Info for a Locate Request

✓ Contact Info: Provide the name of the individual submitting the notice.
✓ Field Contact: Include a phone number for someone with direct knowledge of the excavation site and project.
✓ Company Details: List the name, address, and phone number of the excavating company.

Accurate contact info ensures the right people get the right responses.



Required Info for a Locate Request

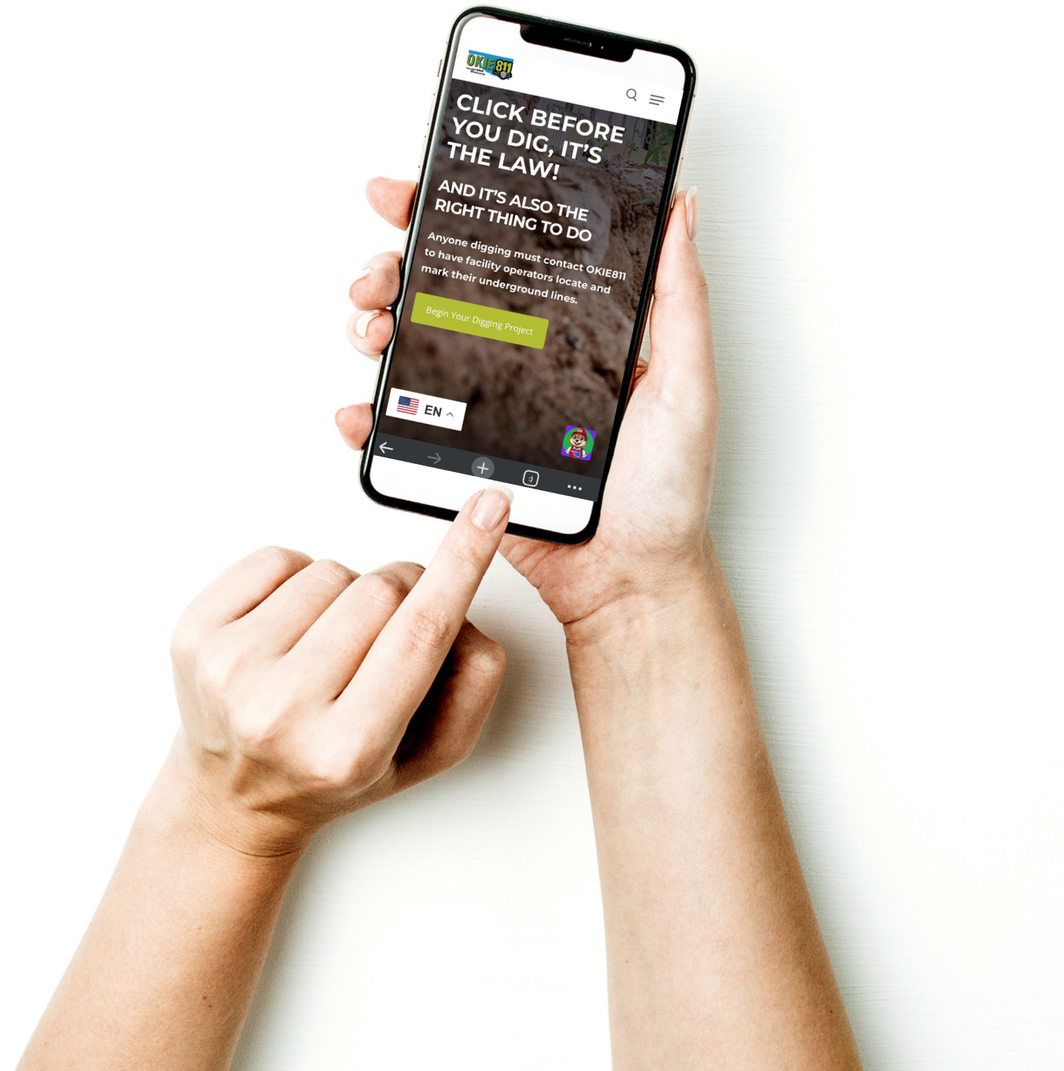
✓ Exact Location: Describe the address or coordinates of the excavation or demolition site.

✓ Work Description: Include the type of work (trenching, boring, grading) and the extent (linear footage, area).

✓ Special Considerations: Note if there will be explosives, directional boring, white-lining, or access issues like locked gates or dogs.

✓ Start Time: State the date and time you plan to begin work.

The more accurate the request, the more accurate the markings.



Keep in mind

Each excavator, company or contractor doing excavation work on the worksite MUST have their own separate 811 Dig ticket covering their specific excavation activity.



White Lining & Site Clarity

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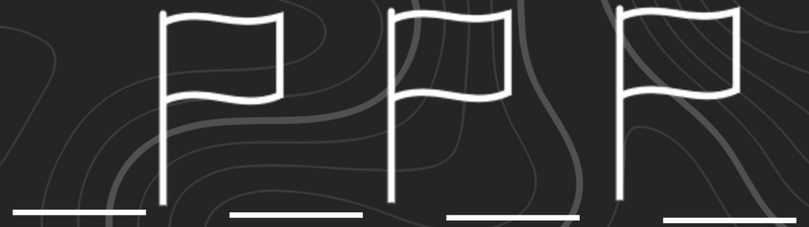
White-lining

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Point - Radius



Path - Line



Perimeter - All within



White-lining is the process of pre-marking the proposed excavation area using white paint, flags, or other approved means before submitting a locate request.

Understanding Ticket Types

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Ticket Types | 1 of 8

Pre-Excavation Meeting Request

Submitted to coordinate large or complex projects with multiple operators.

✓ Invites utility owners to a planning meeting before work begins
✓ Recommended for projects with extended timelines, large scopes, or unusual conditions
✓ Helps align expectations, clarify responsibilities, and prevent conflicts

A pre-excavation meeting is your chance to get everyone on the same page—before the first mark is made.





Ticket Types | 2 of 8

Design or Survey Notice

Used to gather utility information during the planning or engineering phase—no digging allowed.

✓ Helps identify potential conflicts before construction
✓ Facility operators respond with records or markings as available
✓ Valid for 30 calendar days

Design tickets support safe planning—but they're not permission to excavate.



Ticket Types | 3 of 8

Normal - Compliant

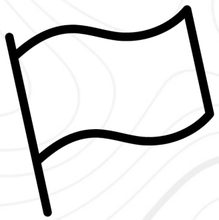
This is the standard locate request submitted before beginning any planned excavation.

- ✓ Must be submitted at least 3 business days in advance
- ✓ Used for non-emergency, first-time work at a location
- ✓ Valid for 14 calendar days from the start time

Every project begins with a Normal Ticket—it’s the foundation of safe digging.



Ticket Types | 4 of 8



Re-Mark

If utility markings become faded, disturbed, or unclear, a Re-Mark ticket can be submitted:

✓ Must be for the same location and scope as the original ticket.
✓ Do not start work until marks are refreshed.

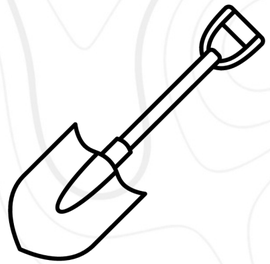
Re-Mark ensures continued accuracy and safety—don't dig blindly.

Extend

If work is ongoing and the original ticket is nearing expiration, submit an Extend request:

✓ Must be made before the ticket expires.
✓ Does not change the original scope or location.

Extending a ticket does not replace the need for fresh responses—always verify.



Ticket Types | 5 of 8

2nd / 3rd Notice

If one or more facility operators have not responded or marked, a 2nd or 3rd notice can be sent through OKIE811.

✓ Used to request compliance—not to extend the ticket's lifespan.
✓ Always confirm Positive Response before digging.

This is a follow-up—not a reset. The original ticket timeline still applies.



Ticket Types | 6 of 8

Emergency

If there’s a situation that poses an immediate threat to life, health, or property, an emergency ticket may be submitted.

- ✓ Provide as much notice as possible.
- ✓ Clearly explain the nature of the emergency.
- ✓ Proceed with caution and dig carefully.

This is a legal exception to the 48-hour rule—but not a shortcut.



Ticket Types | 7 of 8

Demolition

Before any demolition work begins, excavators must:

✓ Obtain local code approval and a valid permit.
✓ Submit a demolition ticket to OKIE811 at least 7 business days in advance.

This notice applies to the intent to demolish-contact OKIE811 even if digging isn't planned.



Ticket Types | 8 of 8

Damage Report

If any underground facility is damaged, exposed, or compromised—even if there's no visible leak or outage—you must immediately notify both:

- ✓ The affected utility or operator.
- ✓ OKIE811 by submitting a damage notice.

Reporting is required by law—even for minor or accidental exposure.



Excessive & Unreasonable Locates

Excavators must only request locates for work that will begin within 14 calendar days.

✓ Repeated tickets for inactive or untouched areas may be considered excessive or unreasonable.

✓ Facility operators have the right to recover costs for these types of abuse under Oklahoma law.

OUFDPA §142.6(K):

“An operator may recover its costs from an excavator for excessive and unreasonable requests for marking under this act.”

811 is not a scheduling tool—only request locates for active, upcoming excavation.



Extent Field

Every locate request submitted through OKIE811 includes a Date of Completion—this helps operators determine the expected duration of the excavation.

✓ Use this field to assess whether the scope and timing of the ticket are reasonable

✓ If work is not occurring as described, and tickets are being re-submitted repeatedly, it may qualify as excessive or unreasonable

✓ This field supports your right to question or pursue cost recovery under OUFDPA §142.6(K)

Monitoring the completion date helps identify abuse and protect your resources.



Positive Response & Locator Communication

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Positive Response

✓ Operators are required to respond through the Positive Response (PR) system—but that's just the starting point.

✓ Whenever possible, reach out to excavators directly-especially if you notice poor ticket practices, unclear scopes, or repeated non-working updates.

✓ OKIE811 isn't in the field-your frontline communication helps reinforce safe digging practices.

✓ Extra outreach helps:

- Improve ticket accuracy and scope
- Reduce unnecessary re-notifications
- Promote better excavation behavior

The best damage prevention happens when Positive Response is paired with proactive communication.



Positive Response

Action Title	Definition	Comments
Clear	Facility is not in conflict with dig site described	Optional
Site Marked	Facility located and marked at the site	Optional
Partially Marked/Large Project	Facility owner and excavator have agreed and documented a marking schedule,	Required
No Access/Not Marked	Unable to access dig site and unable to reach excavator	Required
Correction Required/Not Marked	Please call OKIE811 and provide additional or correct information	Required

Positive Response

Action Title	Definition	Comments
Watch & Protect	Facility representative contacted excavator to agree on excavation time as owner/operator must be present during excavation to identify facility and/or monitor excavation By Law, required Comment must include the Name & Phone Number of the contact who shall be present for observation	Required
No Response	No response received via the OKIE811 Positive Response Service during the 14-day life of a ticket. This is an auto-generated response	N/A
Cancel Request	Cancel Request - Ticket canceled by excavator. Responder Comments: Original Ticket _____ was canceled at Excavator Request. This is an auto-generated response	N/A
Ticket Type Extend	Excavator states marks still visible and refresh not needed. If marks need refreshed excavator must submit new locate request.	Optional

Positive Response

Action Title	Definition	Comments
Maps Provided	Facility representative provided mapping files to Design – Survey Requestee	Required
Will be attending	Facility Operator will be attending the Pre-excavation meeting.	N/A
Will not be attending	Facility Operator will not be attending the Pre-excavation meeting.	N/A

How to Check Positive Response

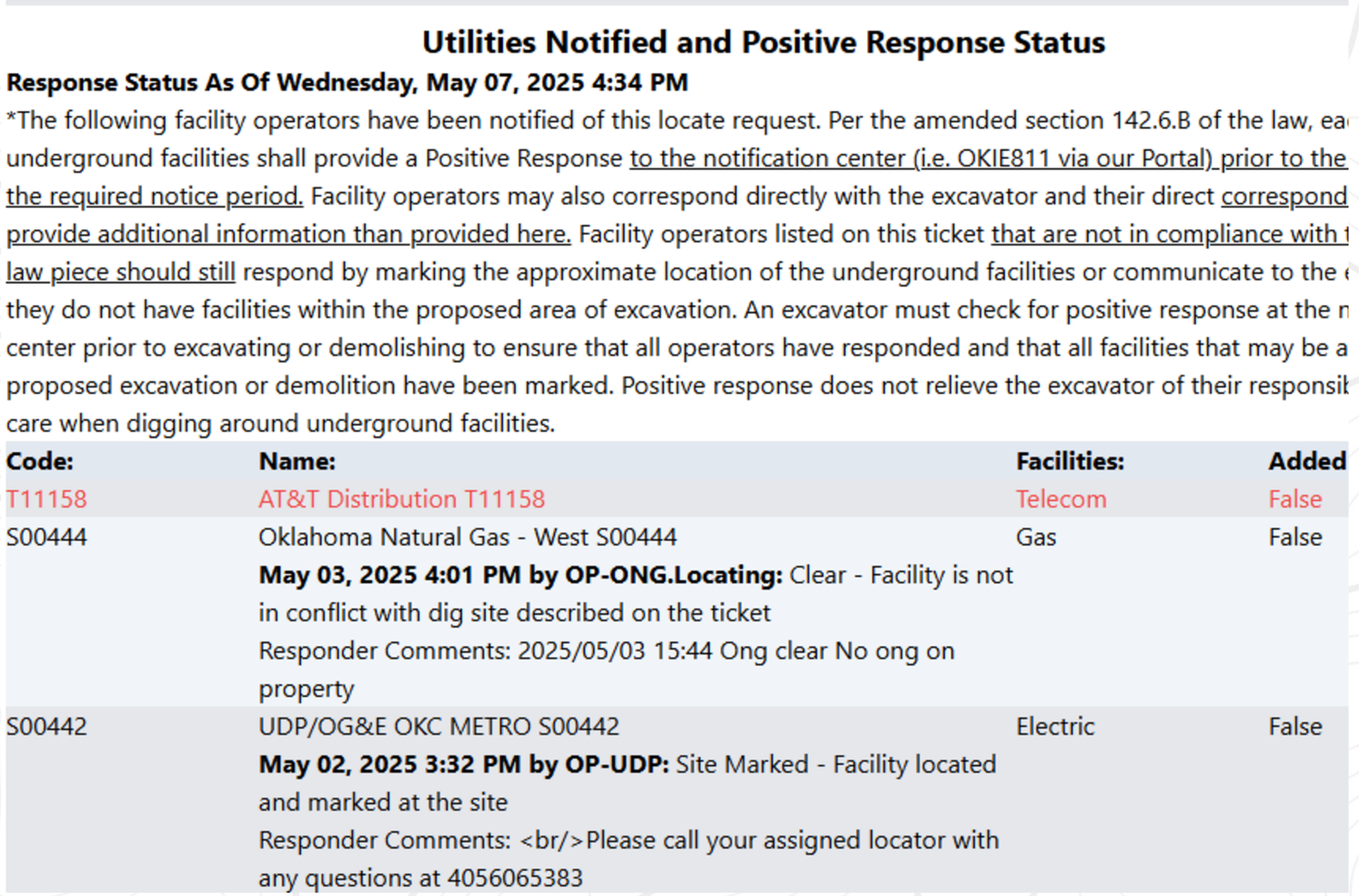
Before digging, check that every notified utility has responded.

✓ Look for status codes like: Marked, No Conflict, Clear, Wrong Address

✓ If any are missing or unclear—do not dig

✓ Use the OKIE811 Portal to verify in real time

No digging can begin until all responses are confirmed.



Utilities Notified and Positive Response Status

Response Status As Of Wednesday, May 07, 2025 4:34 PM

*The following facility operators have been notified of this locate request. Per the amended section 142.6.B of the law, ea underground facilities shall provide a Positive Response to the notification center (i.e. OKIE811 via our Portal) prior to the the required notice period. Facility operators may also correspond directly with the excavator and their direct correspond provide additional information than provided here. Facility operators listed on this ticket that are not in compliance with t law piece should still respond by marking the approximate location of the underground facilities or communicate to the e they do not have facilities within the proposed area of excavation. An excavator must check for positive response at the n center prior to excavating or demolishing to ensure that all operators have responded and that all facilities that may be a proposed excavation or demolition have been marked. Positive response does not relieve the excavator of their responsib care when digging around underground facilities.

Code:	Name:	Facilities:	Added
T11158	AT&T Distribution T11158	Telecom	False
S00444	Oklahoma Natural Gas - West S00444	Gas	False
	May 03, 2025 4:01 PM by OP-ONG.Locating: Clear - Facility is not in conflict with dig site described on the ticket Responder Comments: 2025/05/03 15:44 Ong clear No ong on property		
S00442	UDP/OG&E OKC METRO S00442	Electric	False
	May 02, 2025 3:32 PM by OP-UDP: Site Marked - Facility located and marked at the site Responder Comments: Please call your assigned locator with any questions at 4056065383		

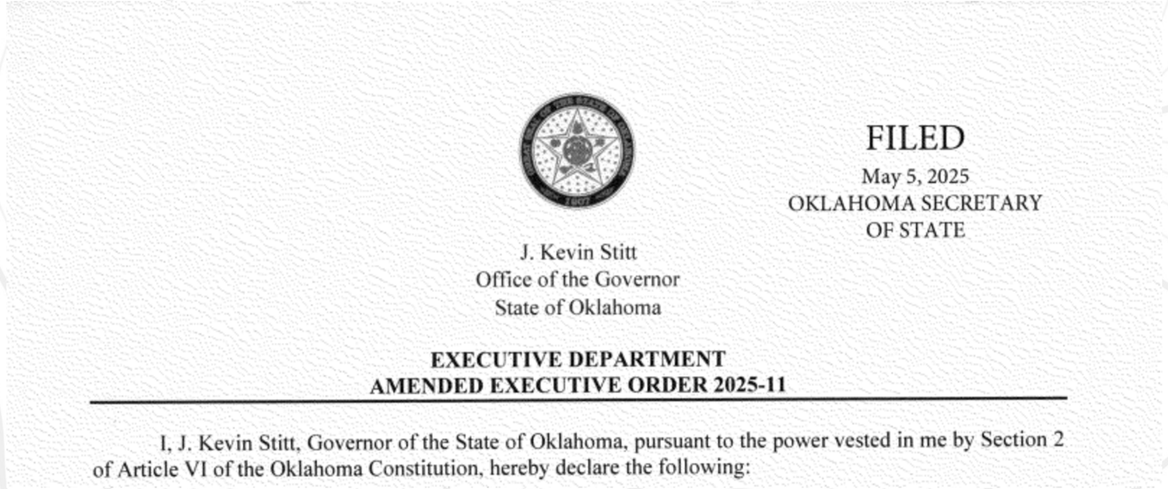
Live Check-IN

State of Emergency

During a declared State of Emergency:

✓ Operators are not required to respond within normal timeframes.
✓ Excavators cannot submit 2nd or 3rd Notices for non-response.
✓ If a ticket expires, it may be updated, but delays are expected.
✓ Utilities will respond once restoration and emergency priorities are addressed.

Response times are suspended—but your responsibility to verify responses before digging still stands.



FILED
May 5, 2025
OKLAHOMA SECRETARY
OF STATE

J. Kevin Stitt
Office of the Governor
State of Oklahoma

EXECUTIVE DEPARTMENT
AMENDED EXECUTIVE ORDER 2025-11

I, J. Kevin Stitt, Governor of the State of Oklahoma, pursuant to the power vested in me by Section 2 of Article VI of the Oklahoma Constitution, hereby declare the following:



Emergency Response & Damage Reporting

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EMERGENCY SITUATIONS

What to do when something goes wrong

Oklahoma law requires immediate notification to a facility operator and the one-call center (OKIE811) if damage or substantial weakening of an underground facility occurs.



CALL 911

An excavator must call 911 immediately to report any incident that results in a release of flammable, toxic, or corrosive gas or liquid released from a pipeline or pipeline system.

FACILITY DAMAGE NOTIFICATION

An excavator discovering or causing damage to underground facilities notifies the facility owner/operator and OKIE811.

EMERGENCY PERSONNEL

If damage results in the escape of any flammable, toxic, or corrosive gas or liquid endangers life, health, or property, notify emergency personnel.



Common Mistakes & Excavator Resources

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Common Mistakes & How to Avoid Them

Even experienced excavators can make costly mistakes:

- Starting work before the legal start time.
- Digging without confirming all utility responses.
- Misusing ticket types like emergency, re-mark, or extend.

Don’t guess—use the tools available to you:

- Excavator Portal to manage and track tickets.
- OKIE811 Learning Hub for training and certification.
- Excavator Guides with the Law.

Knowledge protects people. The right tools protect your job.





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