

Safe Digging Homeowner's Guide



MISSOURI
ONE CALL SYSTEM

1-800-DIG-RITE or
mo1call.com



5 Steps to **Safe Digging**

1 Call or Click 3 Working Days Before You Dig.

2 Wait the Required Amount of Time.

3 Confirm Utility Response.

4 Respect the Marks.

5 Dig with Care.



For additional information...

Check out our five videos on the homepage of the MOCs website, molcall.com. You can also find additional Homeowner's Information on our homepage.

**Call or Click
3 Working Days**

**Before
You Dig!**



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Who Should Place a Locate Request?



**Projects
That Require
A Call
Before You
dig**

Fences

Swimming Pools

Trees

Mailboxes

Retaining Walls

Landscaping

When planning any form of excavation, it is required by law to place a locate request with the Missouri One Call System.

If your excavation is being done by a contractor, they are responsible for placing the locate request. No matter what the project, large or small, the excavator must contact MOCS in one of two ways.

**Call 1-800-DIG-RITE
or 811 and work with one
of our call center operators.**

**Or, go online to molcall.com.
Click on "Homeowner".
Click on "Place a Locate Request".**



How Does the System Work?



- **3 working days before starting your work, notify MOCS and place a Locate Request. Call 1-800-Dig-Rite or 811. Or, click molcall.com.**
- **MOCS will then notify all the utilities that have underground facilities at your dig site.**
- **The utilities will either mark their facilities at your dig site or status the dig site clear.**
- **The excavator then confirms that all utilities have responded before beginning their work.**
- **Excavation may begin once all utilities are statused.**

Confirming Utility Response

Before digging, you must review the utilities response to your locate request. They must either mark or designate that they have no facilities in the area of your dig site. You can check the status of each utility's response by going onto the MOCS website and clicking on "Ticket Search" and entering the ticket number. The statuses are listed at the bottom of the ticket. You can also call in to 573-636-1555 and use the phone system to check the statuses.



**There
are**

Dangers of Digging

without knowing where

underground utilities are located.

Why should you request to have the underground facilities marked?

- **To ensure your personal safety and the safety of others.**
- **To prevent damages and/or expensive repairs.**
- **To avoid the interruption of critical services.**
- **The service is free.**
- **It's required by Missouri law.**

What will the Utilities Mark?

The utilities will mark the facilities that they own, usually up to the meter. Facilities past the meter are usually privately owned and as a rule are not marked.

No Response

If a utility fails to respond by the start date and time designated on your ticket, contact MOCS and place a No Response ticket. The utilities, by law, have two hours to respond to your No Response either by contacting you or by marking at the dig site.

What is an Approximate Location?

Marking the exact location of underground facilities is very difficult. Utility flags and marks must be placed within an area not wider than the width of the facilities and two feet on either side. Mechanically digging within this area is not advised. Hand digging is recommended.



What do the Marks and Flags Mean?

Utility COLOR CODES

Each utility type has been assigned a designated color



Proposed
Excavation



Temporary
Survey Markings



Electric Power
lines, Cables, Conduit
and Lighting Cables



Gas, Oil, Steam,
Petroleum or
Gaseous Materials



Communication,
Alarm or Signal
Lines, Cables
or Conduit



Potable Water



Reclaimed Water,
Irrigation and
slurry lines



Sewers and
Drain lines



How do I place a Locate Request?

Notify Missouri One Call by:
Calling 1-800-DIG-RITE (344-7483)
or 811, or go online to mo1call.com
to place a locate request online.

You will need to have the following
information available in order to
complete your request.

- Your phone number
- Address
- Email address
- Type of work
- Type of equipment
- Depth you are planning to dig
- County
- Inside/outside of city limits
- Location of work

Retain your locate request ticket number.
If you supplied an email address with your
locate request, it will be emailed to you.