Everyone has a part to play in underground utility damage prevention. Learn more about everyone’s role in keeping operators, jobsites and communities safe.

Manufacturer
• Well-built machines designed to meet or exceed industry standards
• Operator’s manual
• Training
• Proper jobsite checklists, guidelines, best practices
• Understand customers’ needs on different jobsites

Dealer
• Introduction to machine
• Pre-delivery of machine
• Training
• Inspections
• Maintenance
• Repairs
• Proper jobsite checklists, guidelines, best practices

Contractor
• Qualified operator/sub-contractor
• Introduction to machine
• Pre-delivery of machine
• Training of crew and employees
• Inspections
• Maintenance
• Repairs
• Proper jobsite checklists, guidelines, best practices
• Quoting jobs to include plenty of time for utility verification
• Ensuring best practices are followed on jobsite

Utility
• Qualifications, experience, competency
• Pre-delivery of machine
• Training
• Inspections
• Maintenance

Operator
• Locate utilities
• Mark utilities
• Maintain a diagram of utilities
• Expect quotes to include plenty of time for utility verification
• Assist operators with avoiding the utility
• Participate in 811 service
• Ensure contractors are following best practices

For more information, visit www.aem.org/uua
Municipality
• Locate utilities
• Mark utilities
• Maintain a diagram of utilities
• Program for providing “positive response” information from locators

811 Call Center
• Help callers make sure they are providing accurate and complete information
• Educate callers on the overall One Call process (wait 48 hours, not all services may be located at the same time by the same company)

Government
• Standards
• Regulations
• Enforcement
• Education on standards and regulations

Utility Locating Service
• Communicate with contractor/operator about planned job
• Mark accurate and complete information
• Provide a positive response that locate was completed, even if no utilities were present

General Public
• Awareness
• Reporting observed or suspected damage
• Enjoy the use and benefits responsibly

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