

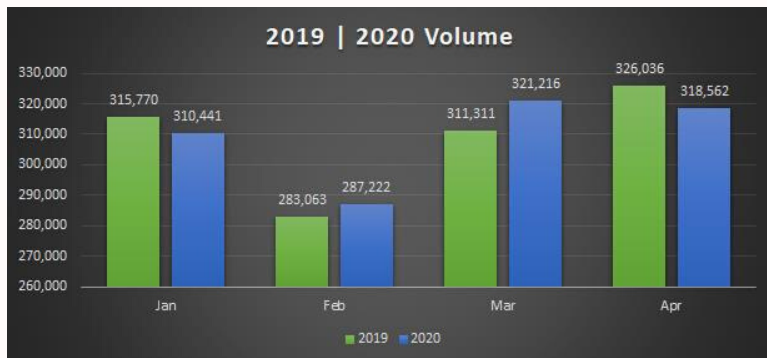
MAY 2020



Member Newsletter

FROM THE DESK OF CHRIS STOVALL

Governor Abbot has started a phased approach to reopening the state. Many businesses are opening their doors for the first time in a while. While some are eager to get back to normal, others are taking a wait and see approach. Here at Texas811, 99% of our staff is currently working at home. We have remained operational throughout, and our excavation notification volumes continue to hold steady. The first quarter of the year was slightly above last year in terms of inbound volume, and so far, the 2nd quarter has been a mixed bag. We were slightly down in April, and May is currently ahead of last year.



What the rest of the year holds for our economy, a recovery, and our health is difficult to pin down. We have taken measures to ensure Texas811 remains operational no matter what conditions we may encounter. We have spent the last several months reinforcing our operational, technological, and financial stability and are ready to serve our members and the state through and past this pandemic. We are inspired by the commitment our members have to damage prevention and public safety during this time. I am optimistic with our pursuit of driving the damage numbers down and driving our awareness numbers up, we will continue to see progress as we work together to achieve this goal.

Sincerely,

Chris Stovall
President & CEO
Texas811

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TEXAS811 COVID-19 RESPONSE

Texas811 has remained fully operational with employees working from home since mid-March.

As Texas' statewide shelter-in-place restrictions expire, we want to share our plans moving forward. We plan to reopen our office for employees who want to return to the office. About 15% of our employees have expressed a desire to work in office which allows plenty of space for working from a safe distance. There will be precautions in place to make sure everyone remains safe. The rest of our staff will continue to work remotely.

Our Damage Prevention Managers, who spend a great deal of their time in the field meeting with members and excavators, will gradually return to the field after a four-week waiting period to ensure the removal of the shelter-in-place orders does not result in an uptick of COVID-19 cases. We will continue online training and training webinars. We will integrate in-person training over time. When in-person meetings resume, they will strictly follow CDC guidelines and be in accordance with any city or county regulations that may be more restrictive than state guidelines.

Travel will be limited to roundtrips that can be completed in a single day.

Throughout the recovery period, Texas811's goal remains meeting the needs of all 811 stakeholders while making sure that everyone is safe.

Click [HERE](#) for updates.

EVERY DIG COUNTS, AND SO DOES EVERY SUBCONTRACTOR

Subs or Third-Party Contractors are a major part of all construction in Texas. We'd be lost without them. They are the hardest stakeholders to reach with our Call Before You Dig message. We could really use your help in communicating to your subs about safe digging.

Here are some of the messages we'd like for them to hear.

- Subcontractors need their own ticket before they begin work. They are not authorized to excavate using a General Contractor's ticket.
- They may experience some delays in getting locators to mark their worksite. But please, do not begin excavating until the worksite is fully marked.
- Respect the locator's marks. If the work area extends beyond the original area located, they should request a new locate. This isn't the time to think that digging a few inches outside the marks will not matter.
- Make safety a priority. Damages to underground utilities cause additional hardships to people without service, crews who must make repairs, and first responders who may have to be on scene.

This is a difficult time for everyone. Loss of gas, telecommunications, electricity or water service could severely hamper public safety. But when everyone steps up and does their part, it becomes a little easier. Every subcontractor counts and we're counting on them.

A brief (and anonymous) question ...

If Texas811 provided you with materials (videos, brochures, tailgate talks) to share with your subcontractors, how likely would you be to do so?

ANSWER HERE

Could you please share this article with whomever in your company works with subcontractors? Or send us their contact information at

CommunicationsTeam@Texas811.org. Thank you!

PROTECTING VITAL INFRASTRUCTURE WITH PREDICTIVE ANALYTICS

As we all get used to our new reality, the things that are important in life tend to become more visible. That is no different for our industry. Damage Prevention is important now more than ever, and it's imperative that we're doing all we can to protect the vital infrastructure that serves essential businesses and public services.

Our new Predictive Analytics program, offered through Customized Solutions, is helping members drastically reduce damages by providing valuable risk information in real-time on their one-call tickets. When you know where your damages are most likely to occur before excavation begins, you can take proactive steps to mitigate that risk. When that happens, safety goes up, while damages go down – this is good for all stakeholders.

To learn more and view a short 90-second video on how it works, please visit our [page](#).

DON'T FORGET TO UPDATE YOUR FACILITY MAPPING AND CONTACT INFORMATION

With everything going on, it can be easy to overlook the requirements in Texas law that mapping database and contact information changes are required to be reported to Texas811 on a quarterly basis, at minimum. (Reference Texas Utilities Code Sec. 251.107)

You can find the forms to request these changes [HERE](#).

UPCOMING STATE HOLIDAYS THAT AFFECT LOCATING SCHEDULES

Here are the Official State of Texas Holidays that affect the deadline for completing locates. Please keep this in mind, and request your locates early enough to account for the Holidays.

June 19
July 3
August 27
September 7

Emancipation Day
Independence Day
LBJ's Birthday
Labor Day

FEBRUARY OUTAGE ROOT CAUSE ANALYSIS

Click [HERE](#) to view the Root Cause Analysis from our February outage.

MEMBER BENEFITS

Texas811
Benefits



WOULD YOU LIKE TO RECEIVE THIS NEWSLETTER IN THE FUTURE?

This newsletter is periodically sent to Texas811 Members to keep you up-to-date on important Texas811 news. If you would like to continue to receive this newsletter, please click [HERE](#) for your free subscription.

If you're aware of anyone else in your company who could benefit from receiving this newsletter, please pass it on. They can also receive a free subscription to the Texas811 Member Newsletter by clicking [HERE](#).

Click [HERE](#) to receive alerts from Texas811 during routine maintenance or outages.