

# Safe Excavation & Damage Prevention

*Protecting Communities, People and Infrastructure  
through safe excavation practices*

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San Jose Water  
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# What is 811?



- Nationwide call-before-you-dig number
- Underground Service Alert (USA)
- Provides ticket notification to utilities of planned or emergency excavations
- Free service for contractors, homeowners as excavators
- Critical step in preventing utility damage and excavation safety

# CA Gov. Code 4216



Requires anyone excavating to contact 811 before digging



Utilities must mark underground facilities within **2 working days**



Excavators must respect marks and use **safe digging practices**



Enforced by California Dig Safety Board



Protects public safety, utility integrity, and financial liability

# How it All Works

- Excavator calls in 811 to the regional One Call Center
  - Northern CA / Nevada USA North (USAN)
  - Southern CA Dig Alert
- One Call Center notifies all registered utilities (members) within the dig location
- All utilities/members must:
  - Electronically respond to all tickets within an allotted time period
  - Locate and mark utility assets or indicate "clear" if no conflict

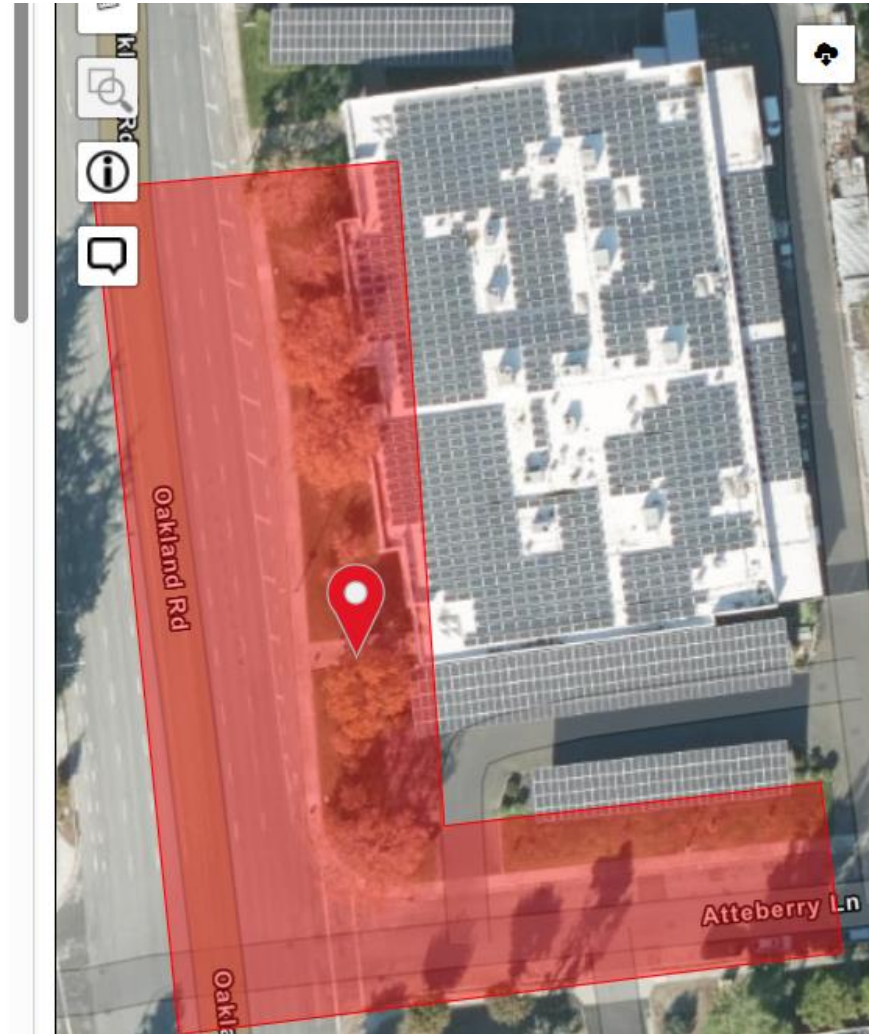
# Sample Locate Ticket

www.usanorthna11.org

Please be advised the person below has requested a locate of underground assets in your jurisdiction. You are required to respond within the required time frame and reference the Ticket Number, Sequence Number and the User Reference (where supplied).

## [REFERRAL DETAILS]

MESSAGE VERSION NO=	1.0.10
FROM=	Underground Service Alert of Northern & Central California
TICKET MEDIUM=	CSR
UTILITY ID=	21321
STATION CODE=	SJOWT2
UTILITY NAME=	San Jose Water Company
TO=	USA DESK
JOB NO=	4085617
TICKET NO=	2025092500762
TICKET REVISION NO=	000
PREVIOUS TICKET NO=	
PREVIOUS TICKET REV NO=	
SEQUENCE NO=	30978677
TRANSMISSION ID=	114
SUBMITTED DATE=	2025-09-25T09:38:53-07:00
WORK BEGIN DATE=	2025-09-29T17:01:00-07:00
LEGAL START DATE=	2025-09-29T17:01:00-07:00
TICKET EXPIRATION=	2025-10-23T23:59:59-07:00
WORK DURATION=	5-7 days
EMERGENCY=	False
TICKET STATUS=	Original
TICKET TYPE=	Normal
WORK TYPE=	Utilities - Distribution



# Why is Safe Excavation Important?

- Prevents damage to critical infrastructure (water, gas, telecom, power)
- Reduces risk of injuries, fatalities, and environmental harm
- Avoids costly repairs, regulatory fines, and service outages
- Safeguards company reputation and customer trust

# Damage Prevention Partners

- CGA (Common Ground Alliance): national nonprofit for damage prevention
- CARCGA (California Regional CGA): promotes safe digging regionally
  - Orgs provide training, best practices, awareness campaigns
  - Build industry standards for safe excavation practices





# Growing Risks

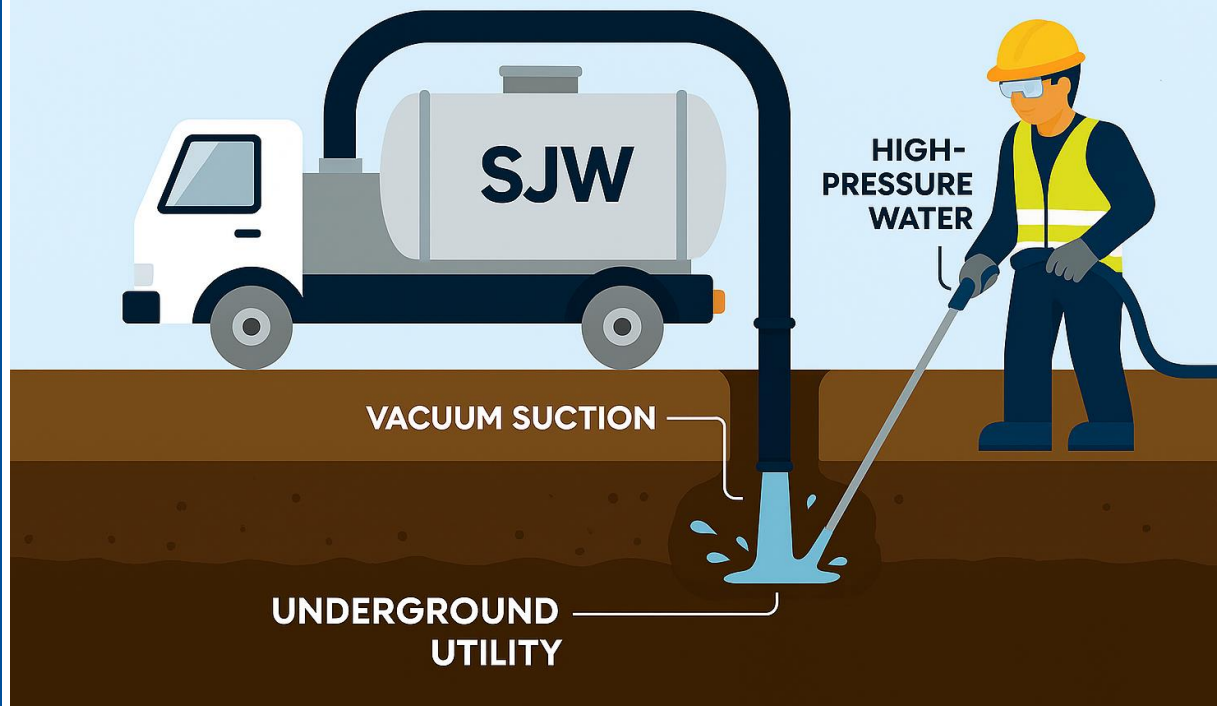
- Urban growth = High density development, joint trench utility installations
- Utilities layered closely together increase strike risk
- Possible negative chain reactions across multiple utilities
- Need for better planning, training and equipment







## HOW HYDRO EXCAVATION WORKS













# Safe Excavation Benefits



Utilizing safe excavation practices = **safer** repairs and utility installations



Reduces outage downtime for customers



Minimizes environmental impact after breaks/leaks



Enhances **customer** satisfaction & trust

# Role of the SJW Locator



Ticket screening helps to identify high-risk excavations



Locates underground facilities/assets with precision



Responds electronically through digital ticket platforms



Collects & stores compliance data for CA 4216 audits

# Data-Driven Decision Making

Extrapolate

Determine trends (hotspots, repeat issues, high-risk zones)

Track

Incorporate production stats for improvement

Forecast

Align workload more effectively for staffing & budgets

Support

Continuous improvement in safety & compliance



# The Cost of Not Investing In Damage Prevention

Safety risk to  
employees and the  
public

Increased labor &  
material costs

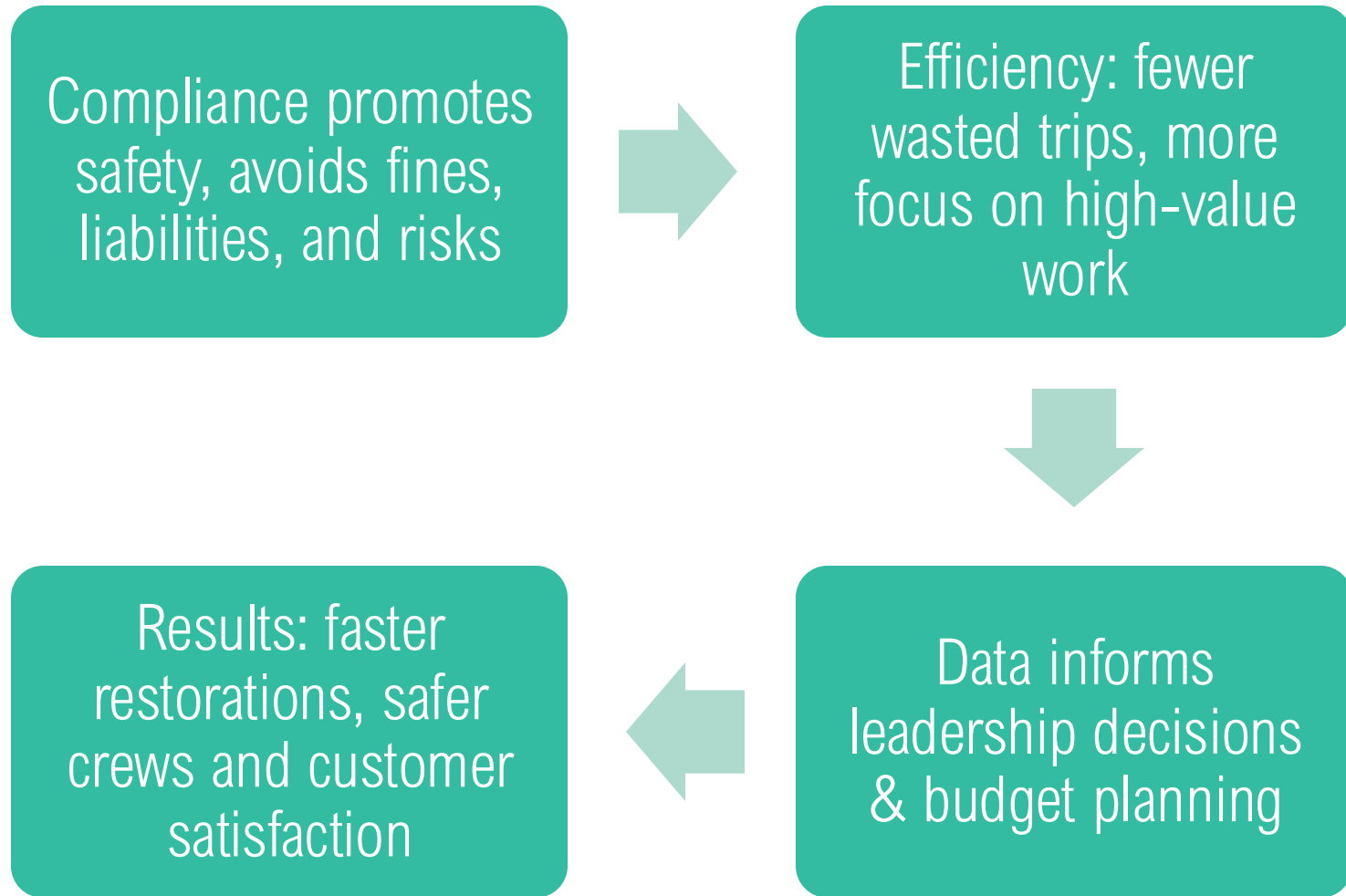
Cross-utility  
damage: liability for  
telecom, gas, or  
power strikes

Litigation costs from  
damages or injuries

Damage to  
infrastructure

Bottom line:  
prevention is always  
cheaper than damage

# Summary



*“Let’s keep digging smart—every job, every time.”*

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“Safe Digging is Smart Business.”

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Protects lives, utilities, the environment,  
and budgets

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SJW works every day to be at the  
forefront of safety and excellent service



SAN JOSE  
WATER

