

Hawaii One Call Center

FAX-A-LOCATE PROCEDURES

- I. All faxed locate requests must be submitted on approved Hawaii One Call Center (H.O.C.C.) forms. Please do not hand out blank copies of locate request forms to other companies or parties. Any outside parties interested in faxing locates will need to contact the H.O.C.C. directly.
- II. Only routine locate requests will be accepted. Any "emergency" or "short notice" locates must be handled via voice contact with H.O.C.C.
- III. After entering the locate information into the computer, the H.O.C.C. will fax/email a copy of each submitted locate request back to the sender according to the fax number or email address provided on the locate request form. Please review the ticket for accuracy as soon as it is received and immediately notify the H.O.C.C. of any discrepancies or inaccuracies. It is the senders responsibility, to verify that they have received an accurate response to each locate request faxed to the center.
- IV. Locate requests are processed in the order received. During busier times, dozens of locate requests may come in within the space of 15 minutes. Because of this the following guidelines have been set: If the locate request is received before noon (HST) the H.O.C.C. will provide a response to the locate request prior to the end of that business day. If the locate request is received after noon (HST), the H.O.C.C. will provide a response before noon on the following business day.
- V. Start times for locate requests are based upon the time the locate is entered into the H.O.C.C. database. For example, a locate request may be faxed-in at 4:30pm on Monday, but may not be processed until 11:30am on Tuesday, this is the time from which the legal "start time" is measured. In Hawaii the legal start time for this locate would be 5 full business days from date request is processed.
- VI. All information must be submitted in accordance with the following guidelines:
 - A. Provide your name. This refers to the name of the person requesting the locate and/or the person willing to answer questions about the locate if necessary. Because locate requests are considered legal documents, a first & last name are required. Caller I.D. numbers will not be accepted in place of a name.
 - B. Enter within the spaces provided the company caller I.D. number; the company name; the company mailing address, phone number, fax number, number of locates requested & number of pages being transmitted. (*Note to member utilities:* A district code is not the same as a company I.D. number. On a locate request, a caller I.D. number will access company mailing information, a district code will not). Your I.D. will be assigned by the H.O.C.C. center.
 - C. Enter the nature of work in the space provided. This should be a description of the specific reason for the work, not the method utilized. For example: "boring the road" is *not* acceptable while, "installation of a sanitary sewer lateral" *is* acceptable.
 - D. Identify *for whom* the work is being done. Generally, this should either be your customer's name or your company name.
 - E. H.O.C.C. Must have the permit number (if applicable) as well as whether or not explosives will be used. In addition H.O.C.C. needs to know that the area is marked in white.
 - F. Identify the Island, County & City /Place (or nearest City/Place) to where the excavation will occur. The computer is formatted to accept existing city names only. Please list only actual existing cities. *Do not list areas or places* such as "Kapiolani Regional Park" or "Ala Wai Golf Course" in the city field. Information such as this could, however, be entered in the marking instructions or comment field.
 - G. Enter the street address of the excavation site. If a street address is not available, enter the name of the road on which the work will take place.
 - H. Enter the nearest intersecting road. This refers to the nearest single road intersecting with the street on which the work will take place, a.k.a. the nearest cross street to the work site *This is not a request for the nearest intersection of two roads closest to the work site.* Please *do not* use mileposts or landmarks such as "Kahuku Sugar Mill" or "Waimano Training School and Hospital" as intersecting streets. Information such as this should be entered in the comment

field. Next enter the distance & direction from the nearest intersecting road. Accurate spelling of all road names is essential.

- I. As clearly, accurately and orderly as possible, identify the extent of the work site in the location of work field. Refrain from specifying “mark the entire lot”, unless absolutely necessary. The marking instructions should describe the specific area of the excavation site, or the boundaries of the area in which the digging will take place. For example, “mark a 10ft radius of the transformer” or “mark from w side of street to e side of house”, *are* acceptable types of marking instructions; “mark the cable and the water” or “gas main being relocated on n side of street”, *are not* acceptable. The locators require specifics on where the digging will take place or the boundary of the entire work site, so they may check for any lines that will cross that area. *Do not* use terms or directions such as “right”, “left”, “up”, “down”, “around” or, “just past”. This type of terminology is relative and left open to interpretation. Compass directions are required when describing the location of work. *Do not* include any maps, diagrams or hand-drawn descriptions of the work site. The H.O.C.C. will not assume or accept any liability for interpreting maps into directions or marking instructions. Additionally, the H.O.C.C. has no way to relay maps to the locators.
- J. Any Additional pertinent information should be entered in the comment field. Lot numbers, block numbers & sub-division names are very helpful information.