

Month/Day/Year

RE: Improper Use of "No Response" Notification to Missouri One Call System

Dear Excavator:

With reference to Missouri One Call System ticket number XXXXXXXXXXXX, the purpose of this letter is to inform you that your use of a "No Response" notification for that ticket was not a proper use of the MOCS call center. "No Response" notifications are not to be used for any purpose other than to notify the call center and underground facility owners that one or more facility owners have not responded to a locate request in the timeframe required by State Statute Chapter 319, Section 319.030, Subsection 1 (two working days as specified in Chapter 319).

To minimize your use of improper "No Response" notifications, it is suggested you keep a log of the underground facility owners that inform you that you are cleared to proceed with your work, and that you visit the worksite prior to starting your work to verify which, if any, other underground facility owners have not responded to a locate request. Printed information regarding this matter, as well as other matters such as the color code and facility marking standards used by underground facility owners, can be found at mo1call.com or is available by contacting MOCS at 573-635-1818.

Your continued improper use of "No Response" notifications may result in this utility referring you to the State Attorney General's Office for civil penalty action and/or billing you for the cost of excessive marking caused by responses to such requests, both of which are actions authorized by Chapter 319.

Sincerely,

Name

Title

Name of Company/Municipality

Copies: Jack McManus – Attorney General's Office
Bob Leonberger – Missouri Public Service Commission