



What is the PUC's Role?

The Pennsylvania Public Utility Commission balances the needs of consumers and utilities to ensure safe and reliable utility service at reasonable rates; protect the public interest; educate consumers to make independent and informed utility choices; further economic development; and foster new technologies and competitive markets in an environmentally sound manner.

The Gas Safety Division of the PUC is responsible for enforcing federal and state pipeline safety regulations as they apply to the regulated natural gas utilities in Pennsylvania. Acting as an agent for the federal Office of Pipeline Safety and the U.S. Department of Transportation, the Gas Safety Division enforces the federal pipeline safety regulations as adopted by the PUC.

The Gas Safety Division also monitors compliance with regulations by conducting frequent inspections of pipeline facilities and records of regulated gas utilities. It also investigates incidents which could include fires, explosions and major outages.



What is the PA One Call System?

The PA One Call system is a communications system established to prevent damage to underground facilities and promote safety. It provides on telephone number for contractors and the general public to call for notification of their intent to use equipment for excavation, tunneling, grading, boring, blasting, demolition or any similar work.

For more information visit www.paonecall.org



PUC Phone:
717-787-6489
PUC Website:
www.puc.pa.gov



PA One Call Website:
www.paonecall.org



Know what's below. Call before you dig.

In Pennsylvania homeowners and contractors are required to contact PA One Call, by dialing 8-1-1 at least three business days before beginning any digging or excavation project.

When PA One Call receives a call, it will alert the appropriate underground facility owners of the intent to dig. The underground facility owners will identify any underground lines or facilities at the work site.

For more information contact the Pennsylvania Public Utility Commission's Gas Safety Division or the Pennsylvania One Call System at:



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In 2006, the Pennsylvania Public Utility Commission ordered all local telecommunications exchange carriers and other carriers with switching capabilities – including payphone providers – in Pennsylvania to fully implement 8-1-1 as the abbreviated dialing code to access PA One Call.

Calling PA One Call is as easy as 8-1-1!

Underground power lines, communication cables, gas lines, water lines or other utilities may lie at various depths below the surface of your property or areas of planned

excavation. It is important to be safe before starting any digging or excavating by calling PA One Call and allowing time for utility companies to visit the area to mark the location of their underground facilities.

Calling PA One Call is easy – just dial 8-1-1 and you'll be connected.

It also is important to respect the marks indicating the presence of underground utilities. Excavation should be carefully performed only after confirming that all utilities have marked the location of their facilities. Remember that the locating of underground utility lines or facilities is not an exact science and location marks have varying degrees of required accuracy. These can range from 18 to 24 inches from the actual line or facility.

Who should call PA One Call?

Calling PA One Call, by dialing 8-1-1, is for professional excavators and do-it-yourself homeowners. If a homeowner is

doing the actual work then it is the responsibility of the homeowner to contact PA One Call. However, if a homeowner has hired a contractor to do the work then the contractor is required to contact PA One Call.

When should I call PA One Call?

No matter if the project is as simple as planting shrubs and trees or installing a new mailbox post, Pennsylvania law requires anyone planning to do any digging or excavation contact PA One Call at least three days in advance.



Know what's below. Call 8-1-1 before you dig.

