

Alleged Violation Report Flowchart

1. Stakeholder Submits Alleged Violation Report

- AVRs are submitted to the PUC through PA One Call at www.pa1call.org
- AVRs are reviewed, paired, and may be assigned to a PUC Damage Prevention Investigator (DPI)

2. Investigation

- DPI requests additional information and AVRs from other stakeholders if necessary
- DPI reviews all information and makes recommendation about potential violations, penalties, and education
- Investigation goes through internal review and Damage Prevention Committee (DPC) review

3. Notice of Investigation - Violations, Penalties, & Education

- Stakeholder receives notice of the investigation and the recommended violations, penalties, and education
- Stakeholder has twenty days to (1) accept findings and the case proceeds to a DPC meeting as an omnibus case or (2) dispute findings and present their case at a future DPC meeting

4. Disputing to the DPC

- Disputing stakeholders are notified of the DPC meeting by first class mail and electronically if an email address is available
- Stakeholders can attend DPC meeting in-person, remotely via phone, or Microsoft Teams
- DPC hears from disputing stakeholders and votes on the disputed case at the DPC meeting

5. DPC Informal Determination

- After voting on the case, the DPC sends an Informal Determination letter notifying the stakeholder that they are required to (1) accept the DPC findings by paying the penalty and completing education (if required) within 60 days or (2) reject the DPC findings within 30 days
- Parties that do not pay or complete education within 60 days shall receive an additional penalty of \$100/day up to \$5,000 per each unpaid violation and unattended education

6. Accept DPC Informal Determination

- If the stakeholder accepts the DPC's Informal Determination, the penalty must be paid within 60 days. Payment can be made online through the PUC's Damage Prevention Payment Portal or by check mailed to: Damage Prevention Section, 400 North Street 2nd Floor, Harrisburg, PA 17120
- Stakeholders must take the required education within 60 days and complete a test with a passing score of 80% or higher. Stakeholders are notified about the type of training required (Facility Owner, Project Owner, Designer, Excavator) and all providers who offer the required training

7. Reject DPC Informal Determination

- If the stakeholder rejects the DPC's Informal Determination within 30 days, the case is sent to the PUC prosecutor staff who conduct an independent investigation, which may result in the filing of a Formal Complaint and hearing before an Administrative Law Judge