



PAPUC

PA ONE CALL LAW – DAMAGE PREVENTION ENFORCEMENT

2025 – A YEAR IN REVIEW

STATISTICAL REPORT

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Executive Summary

The Underground Utility Line Protection Law was enacted in 1974 by Act 287 (PA One Call Law or Act 287) to protect public health and safety by preventing excavation, demolition, and design work from damaging underground lines and facilities used to provide electric, communication, gas, propane, oil delivery, sewage, water, or other services; imposing duties upon the providers of such service and persons and other entities preparing drawings or performing excavation or demolition work; and prescribing penalties. It was later amended by Act 50 of 2017, which transferred the enforcement authority of the PA One Call Law to the Pennsylvania Public Utility Commission (PUC or Commission). While Act 50 was set to expire on Dec. 31, 2024, the Governor signed Act 127 of 2024 into law on Oct. 29, 2024, and extended the PA One Call Law through 2031.

The PA One Call Law requires the Damage Prevention Committee (DPC) to submit an annual report containing relevant damage prevention data to the Committee on Consumer Protection and Professional Licensure of the Senate, the Committee on Consumer Affairs of the House of Representatives, and the Commission.

The Damage Prevention Section (DPS) of the Commission's Bureau of Investigation and Enforcement (I&E) has prepared this report for the DPC. This report presents data and trends from the first full year of PUC jurisdictional enforcement through Dec. 31, 2025. The information in this report is utilized to help direct the education and enforcement efforts of the DPC.

In 2025, the Pennsylvania One Call System (POCS) received 1,095,077 tickets. The Commission received 9,387 Alleged Violation Reports (AVRs), which reported 7,592 damages and 339 near-misses. The Commission's DPS sent 8,823 letters to stakeholders, opened 1,018 investigations, and presented 976 cases for review at the monthly DPC meetings. These enforcement activities resulted in the DPC issuing 3,804 violations, \$2,882,350 in penalties and 1,368 stakeholder referrals to education in 2025.

Damage Prevention Committee Members 2025

Terri Cooper-Smith Chairman	State Government	Pennsylvania PUC
Andrew Strassner Vice Chairman	Water/Wastewater	Aqua Pennsylvania
Douglas Haupt Secretary	Electric Industry	PPL Electric Utilities
Alicia Bozic	Gas Industry	Columbia Gas
Thomas Ceraso	Municipal Authority	Municipal Authority of Westmoreland County
Thomas Clark	Municipal Government	Derry Township
James Dacey	Excavator	Doli Construction Corp.
Charles Dippo	Excavator	Utility Line Services Inc.
Larry Ditty	PennDOT	Pennsylvania Dept. of Transportation
David Henning	Cable	Comcast
William Kiger	Pennsylvania One Call	Pennsylvania One Call System
Billy Kukurin	Excavator	Kukurin Contracting
Patrick Wiltshire	Telecommunications	Glo Fiber Enterprise

Process Overview

The PA One Call System is a service company dedicated to minimizing utility service interruptions, reducing on-the-job injuries and deaths, promoting a higher level of public safety and protecting the environment. Contractors and the public are required to contact POCS prior to beginning any digging or excavation project. When POCS receives a notification, it alerts the underground facility owners of the intent to dig who are then required to dispatch a crew to the area to locate and mark all underground lines or facilities.

Alleged violations of the PA One Call Law are submitted to the PUC through POCS pursuant to the timeframe set forth in the One Call Law. These AVR's are investigated by the DPS. The DPS employs five Damage Prevention Investigators (DPIs) and one supervisor, and is overseen by the manager of I&E's Safety Division. The DPS had a budget of \$1,268,990 in 2025.

The DPS received 9,387 AVR's in 2025. The DPS reviews every AVR and prioritizes investigating incidents that pose a danger and have a significant impact on the public. Investigations may also commence due to failure to notify POCS before digging, repeat violations by the same entity, and some cases are chosen at random to obtain a sampling of violations. Upon completion of the investigation, the DPS investigator prepares a report recommending a disposition of the AVR to the DPC.

The DPC is an independent board of industry peers who are tasked with reviewing recommendations from the DPS and issuing informal determinations related to the disposition of alleged violations at monthly meetings. Such disposition includes the issuance of warning letters, administrative penalties, and referrals to education. A stakeholder may reject or accept the DPC's informal determination. If rejected, the matter is referred to I&E for possible prosecution as deemed appropriate. If accepted, the stakeholder must pay the administrative penalty and take the recommended education within sixty (60) days of the DPC's informal determination. Failure to pay the penalty or attend the education will result in additional penalties and potential referral to the Pennsylvania Office of Attorney General for collection.

Figure A

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

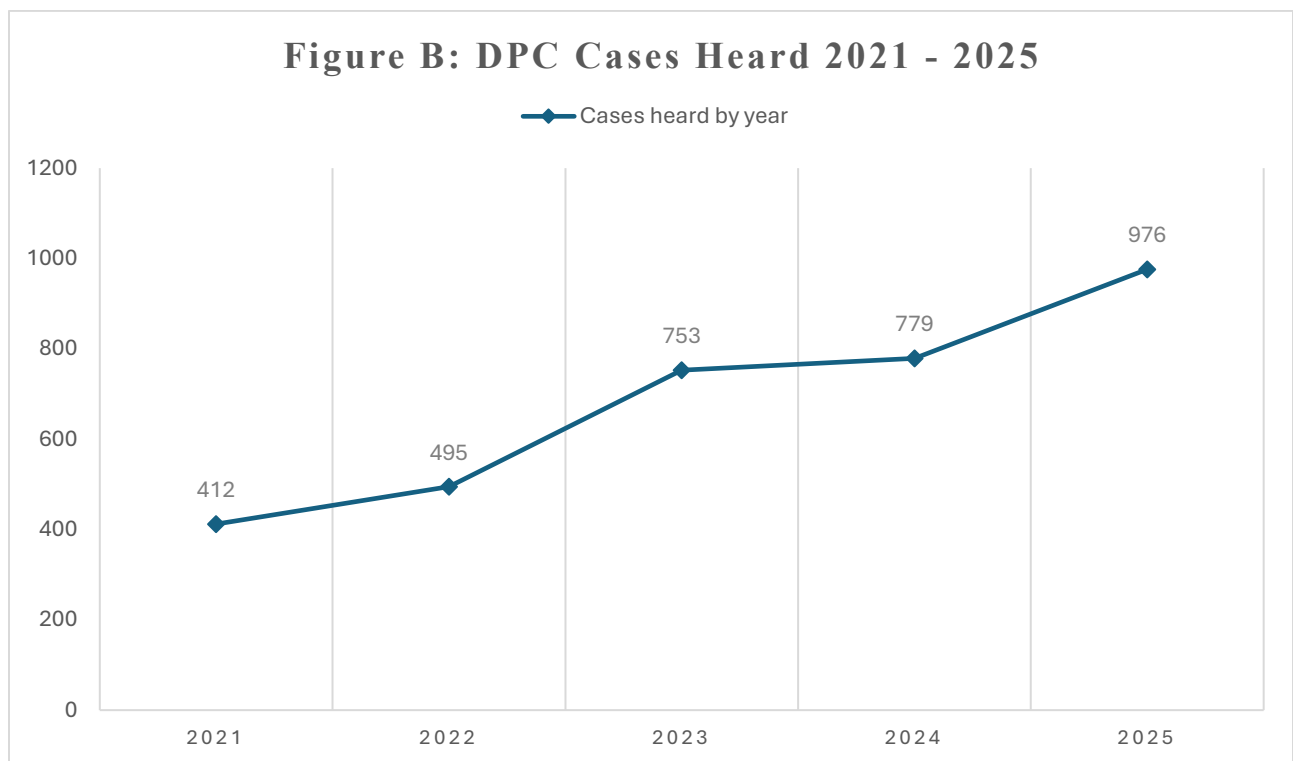
PA PUC Statistical Update

A. DPC Cases

DPC meetings are held monthly and are open to the public. The DPC and DPS attend the meetings in-person in Harrisburg; however, disputing parties and other interested stakeholders have the option to attend the monthly meeting in-person or virtually.

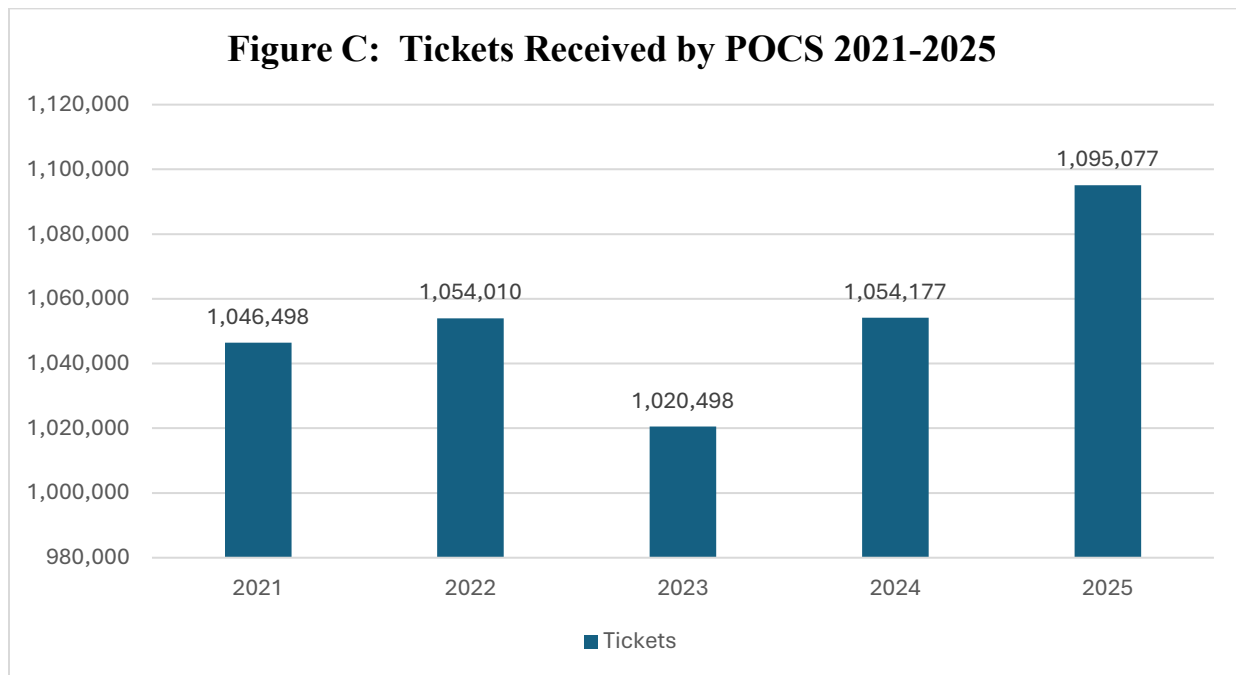
The number of investigations opened by the DPS increased from 711 in 2024 to 1,018 in 2025.

As shown in Figure B, the number of cases heard by the DPC increased by 25.3% from 779 cases in 2024 to 976 cases in 2025.



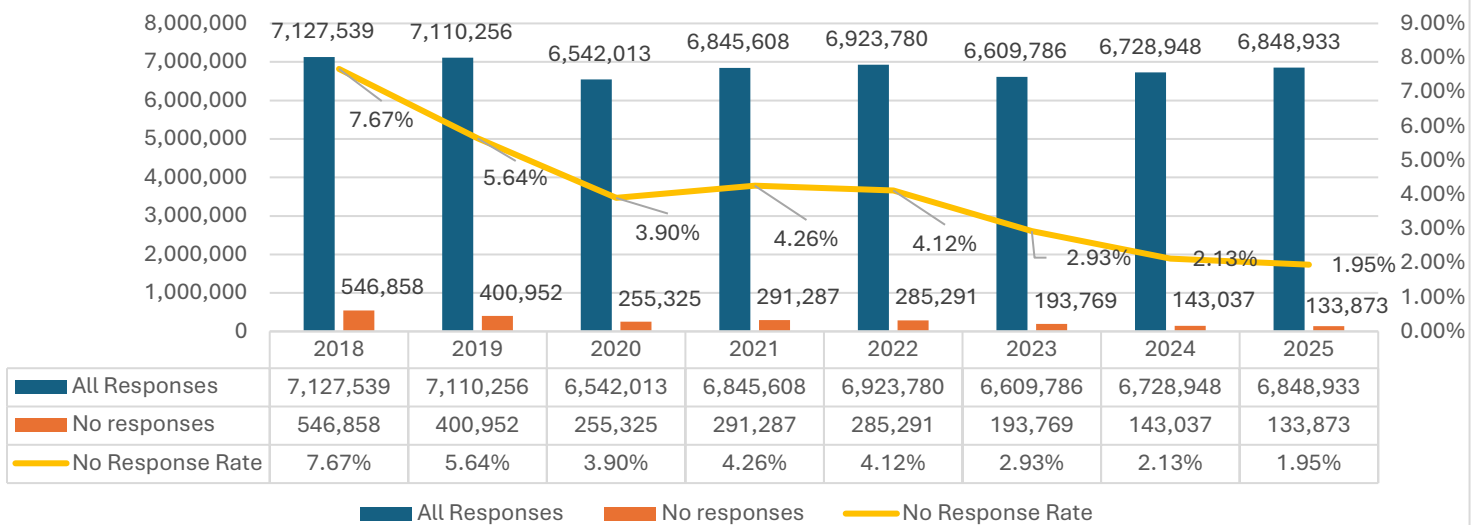
B. Alleged Violation Reports

The primary goal of the PA One Call Law is to protect the public health and safety by preventing excavation work from damaging underground lines. To achieve this goal, stakeholders must utilize the PA One Call System and notify 8-1-1 before digging. POCS received 1,095,077 tickets in 2025, which represents a 3.9% increase over the 1,054,177 tickets received in 2024 and is the highest number of tickets received in the five-year period.

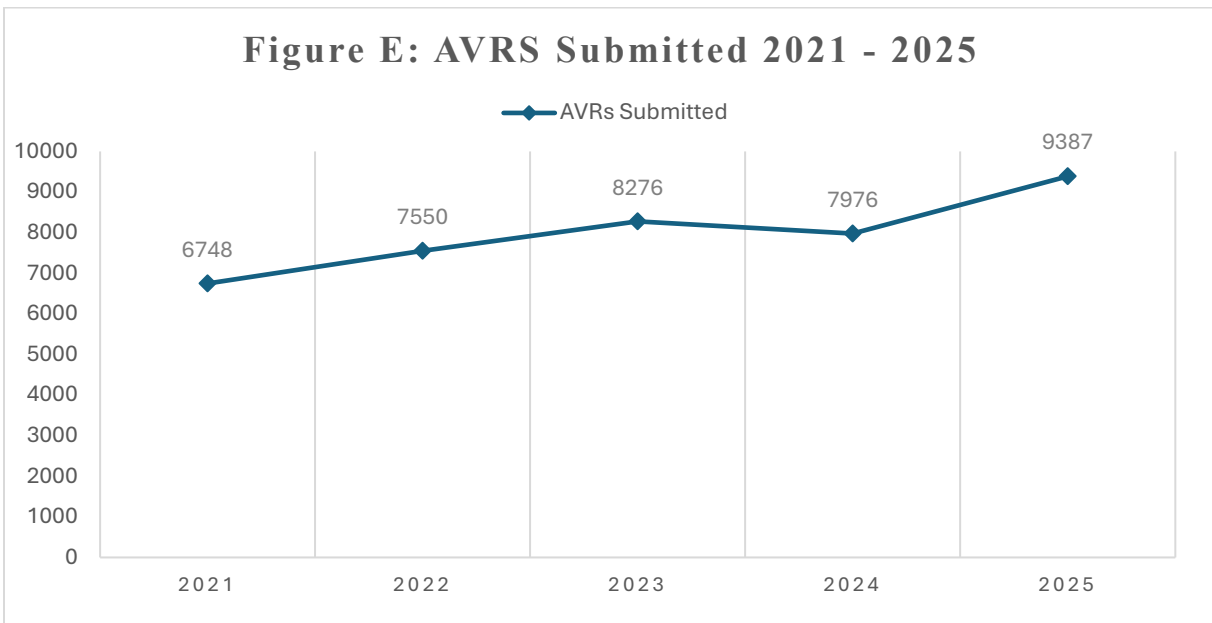


Every POCS ticket requires responses from multiple parties. For example, in 2025, POCS received 1,095,077 tickets, which generated 6,848,933 response requirements from stakeholders. Stakeholder responses are critical to ensure safe digging and, as shown in Figure D, the response rate has steadily improved since 2018. Over this period, 2025 had the highest ticket response rate with 98.05% of tickets answered and 1.95% tickets unanswered.

**Figure D: "No Response" to POCS Ticket Notifications
2018 - 2025**



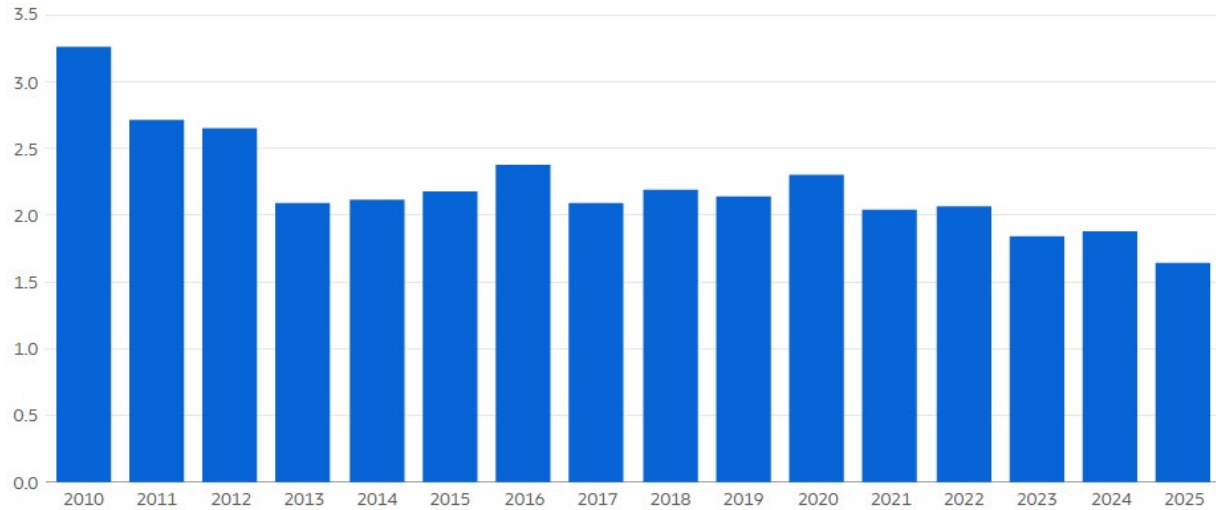
Stakeholders are required to file an AVR if there has been a potential violation of the PA One Call Law. Stakeholder reporting is an important part of the damage prevention process because it identifies potentially unsafe excavation practices and helps prevent future damage to underground facilities through the DPC's enforcement efforts. As shown in Figure E, 9,387 AVRs were received in 2025, which is a 17.7% increase over the prior year.



The AVR allows stakeholders to select whether they are reporting a “damage” or a “near-miss.” The number of AVRs reporting damages increased as stakeholders reported 5,876 damages in 2024 and 7,592 damages in 2025. The reported number of near-misses decreased as stakeholders reported 362 in 2024 and 339 in 2025. Although more damages were reported in 2025, as shown above, the number of AVRs submitted also increased in 2025.

Despite a record-high number of excavation tickets submitted in 2025, Figure F from the U.S. DOT Pipeline and Hazardous Materials Safety Administration shows that Pennsylvania gas operators reported decreased damages to gas distribution pipelines per 1,000 locate tickets, which is especially important due to the potentially serious consequences posed by gas leaks, fires and explosions.

Figure F: Pennsylvania Natural Gas Distribution Excavation Damages per 1,000 Tickets¹



AVRs by Industry

Figure G shows the percentage of AVRs submitted by industry. As demonstrated below, the majority of AVRs are submitted by the natural gas/petroleum pipeline industry, ranging from 40% to 48% of the yearly totals.

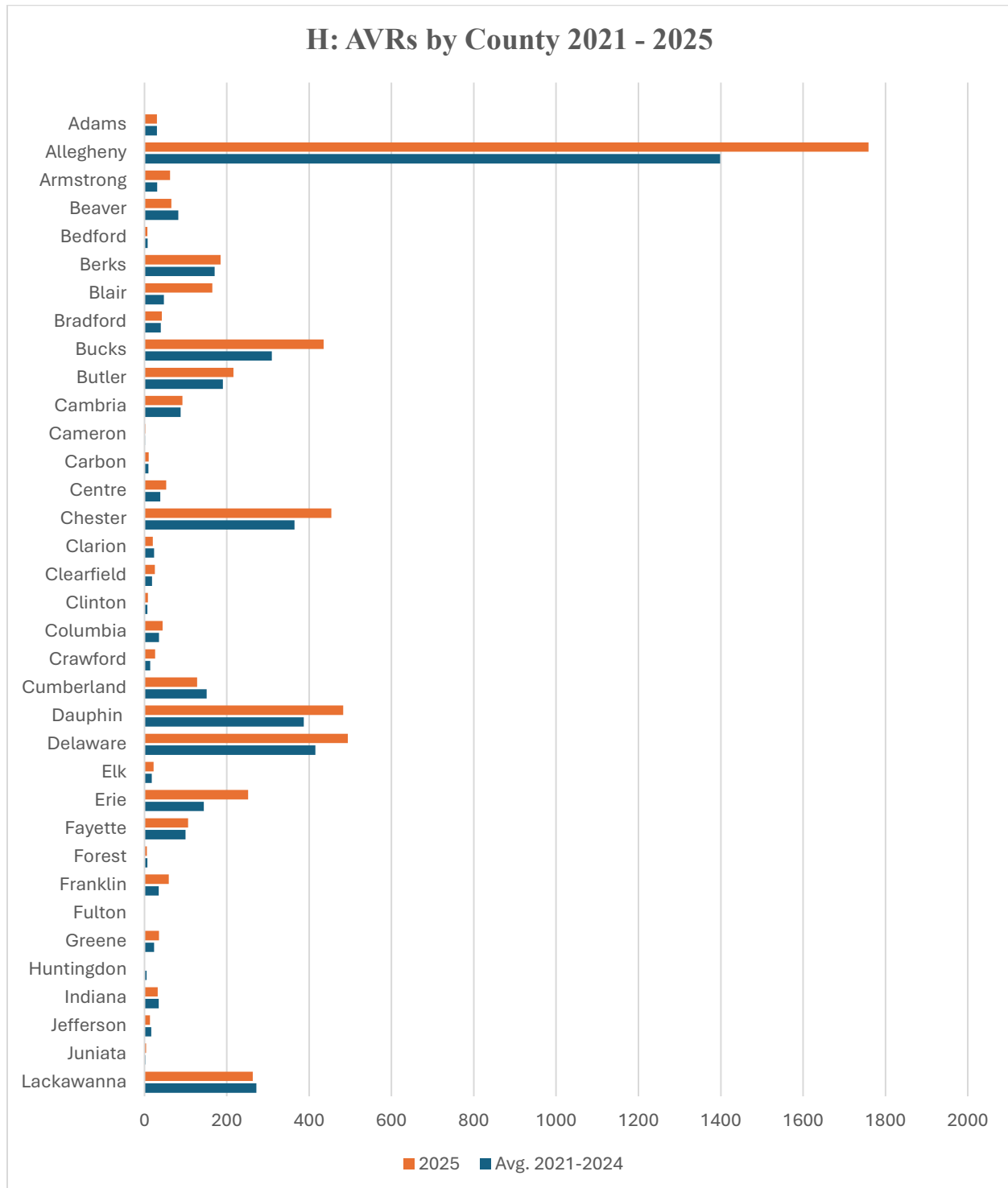
Figure G: AVRs Sent by Affected Operation 2021-2025

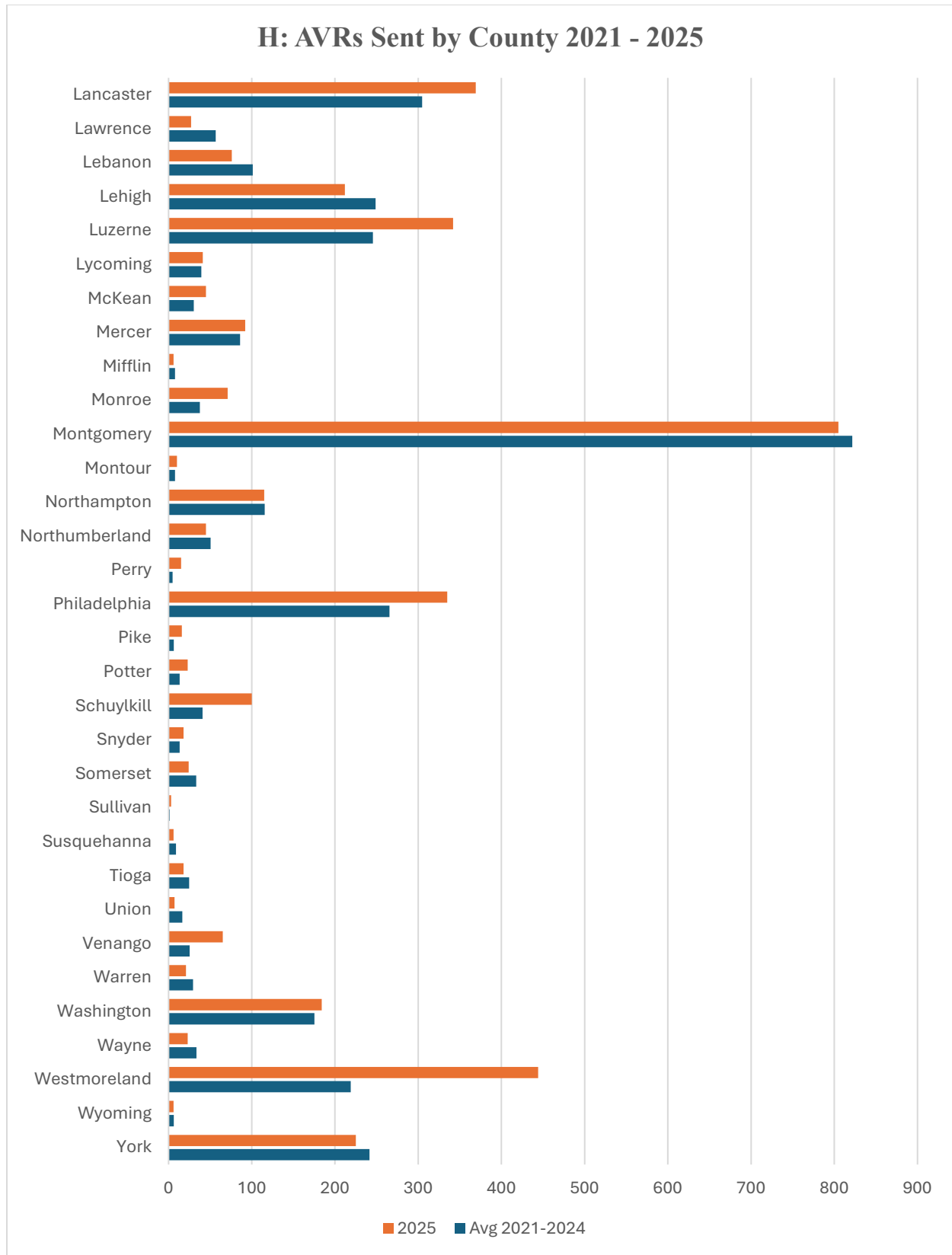
Facility Type	2021	2022	2023	2024	2025
Natural Gas/Petroleum Pipeline	45%	48%	44%	47%	40%
Electric	9%	9%	11%	11%	11%
Communications	11%	11%	10%	10%	11%
Cable	5%	5%	8%	8%	10%
Water	15%	15%	14%	14%	15%
Sewer	7%	7%	7%	4%	6%
Traffic Loop	1%	1%	<1%	1%	1%
Other	4%	4%	6%	5%	6%

¹ US DOT Pipeline and Hazardous Materials Safety Administration, [Oracle Analytics Interactive Dashboards - Public Reports](#).

AVRs by County

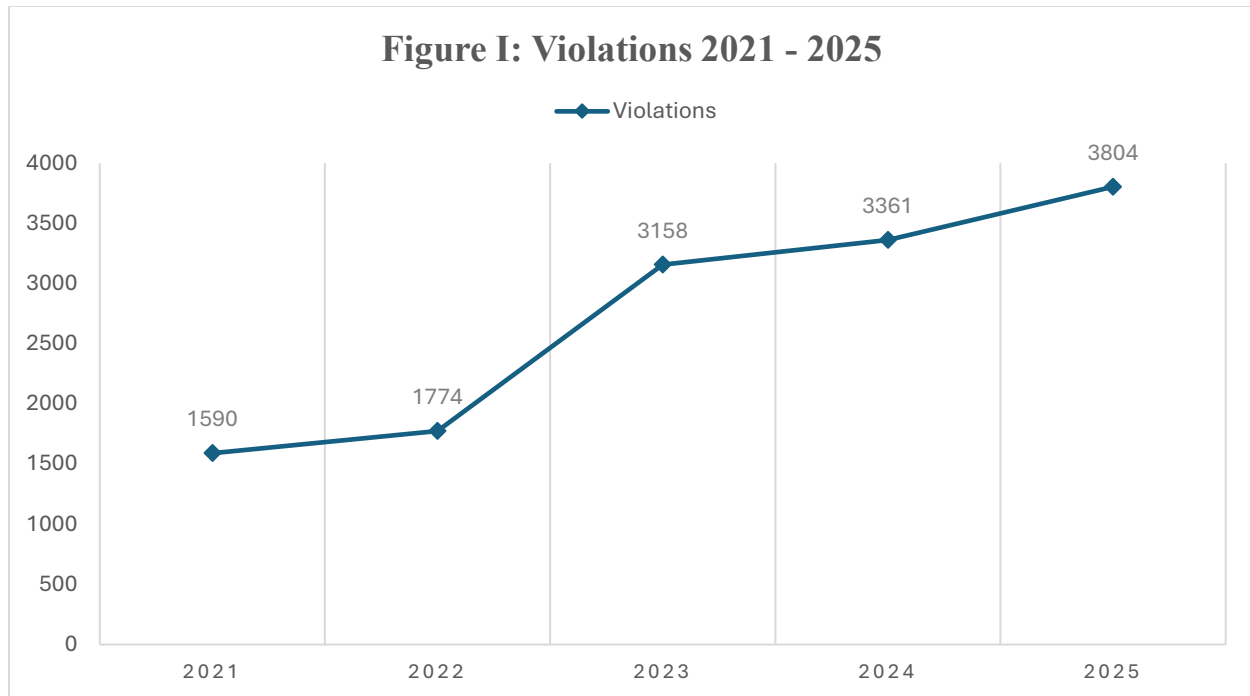
The table below shows the number of AVRs submitted by county for the past five years. Consistent with prior years, Allegheny County and Montgomery County led the state in AVR submissions in 2025.





C. Violations and Penalties

Enforcement activity increased in 2025. The DPC issued 3,804 violations in 2025, representing a 13.2% increase over the prior year. In total, since the PUC was granted enforcement authority in April 2018, the DPC has issued 16,396 violations to stakeholders and \$11,110,618 in penalties.



The tables below provide information about the most common violations and penalties. The failure to respond to a routine One Call ticket or a late response to a ticket, accounts for the highest number of total violations, with 555 violations in 2024 and 535 violations in 2025. Specifically, non-responses (defined as responses that are 7+ days late or not made at all) increased by 25.1% (203 to 254) but late responses (defined as responses that are 1-6 days late) decreased by 20.2% (352 to 281) in 2025.

Figure J1: Most Common Penalties 2025

Statute	Description	Count
2(5)(v)	Facility Owner failed to respond to a routine One Call Ticket or responded late to a ticket	535 -3.6%
5(16)	Excavator failed to submit an Alleged Violation Report within 30 days of striking a line	392 +32.9%
2(5)(i)	Facility Owner failed to locate underground lines within 18 inches horizontally of the outside wall of the line	330 +85.4%
5(4)	Excavator failed to exercise due care and employ prudent excavation techniques	294 +44.1%
2(5)(vii)	Facility Owner failed to respond to an emergency notification as soon as practicable following notification	233 +31.6%
2(4)	Facility Owner failed to respond to Designer's request for information within 10 business days	230 -31.5%
2(5)(viii)	Facility Owner failed to participate in preconstruction meetings for a complex project or as described in section 5(3)	198 -7.9%
6.1(7)	Project owner failed to submit an Alleged Violation Report within 30 days of a line strike	197 +53.9%
5(2.1)	Excavator failed to submit a location request to One Call within the correct timeframe	188 -23.9%
2(10)	Facility Owner failed to submit an AVR to report a line strike or other violation	110 +378.3%
5(6)(i)	Excavator failed to plan the excavation to avoid damage to lines	102 +41.7%
5(8)	Excavator failed to notify 911 when damage results in the escape of gas or other dangerous liquid.	97 +15.5%

Figure J2: Most Common Penalties 2024

Statute	Description	Count
2(5)(v)	Facility Owner failed to respond to a routine One Call Ticket or responded late to a ticket	555
2(4)	Facility Owner failed to respond to Designer's request for information within 10 business days	336
5(16)	Excavator failed to submit an Alleged Violation Report within 30 days of striking a line	295
5(2.1)	Excavator failed to submit a location request to One Call within the correct timeframe	247
2(5)(viii)	Facility Owner failed to participate in preconstruction meetings for a complex project or as described in section 5(3)	215
5(4)	Excavator failed to exercise due care and employ prudent excavation techniques	204
2(5)(i)	Facility Owner failed to locate underground lines within 18 inches horizontally of the outside wall of the line	178
2(5)(vii)	Facility Owner failed to respond to an emergency notification as soon as practicable following notification	177
5(17)	Excavator failed to comply with PUC requests for information	174
6.1(7)	Project owner failed to submit an Alleged Violation Report within 30 days of a line strike	128
6.1(3)	Project Owner released a project to bid or construction before final design was completed	100

Figure K: Penalties by Statute 2025

Statute	Description	Count	Penalty	Factor	Total Penalty
5(16)	Excavator failed to submit an Alleged Violation Report within 30 days of striking a line or other violation	392	\$328,950.00	\$0.00	\$328,950.00
2(5)(i)	Facility Owner failed to locate underground lines within 18 inches horizontally of the outside wall of line	330	\$307,250.00	\$1,000.00	\$308,250.00
5(4)	Excavator failed to exercise due care and employ prudent excavation techniques	294	\$192,200.00	\$2,400.00	\$194,600.00
2(5)(v)	Facility Owner failed to respond to a routine One Call ticket within the required amount of time	281	\$140,500.00	\$0.00	\$140,500.00
2(5)(v)	Facility Owner failed to respond to a routine One Call ticket	254	\$217,875.00	\$0.00	\$217,875.00
2(5)(vii)	Facility Owner failed to respond to an emergency notification as soon as practicable following notification	233	\$275,250.00	\$0.00	\$275,250.00
2(4)	Facility Owner failed to respond to Designer's request for information within 10 business Days	230	\$238,250.00	\$0.00	\$238,250.00
2(5)(viii)	Facility Owner failed to attend a complex project meeting or respond "clear" to the complex project ticket as noted in section 5(3)	198	\$199,000.00	\$0.00	\$199,000.00
6.1(7)	Project Owner failed to submit an Alleged Violation Report within 30 days of a line strike or other violation	197	\$143,750.00	\$0.00	\$143,750.00
5(2.1)	Excavator failed to submit a location request to One Call within the correct timeframe	188	\$175,750.00	\$1,700.00	\$177,450.00
2(10)	Facility Owner failed to submit an Alleged Violation Report through the One Call System within 30 business days of receiving notice that one of its lines had been damaged	110	\$114,125.00	\$0.00	\$114,125.00
5(6)(i)	Excavator failed to plan the excavation or demolition work to avoid damage to or minimize interference with a facility owner's facilities in the construction area	102	\$27,125.00	\$0.00	\$27,125.00
5(8)	Excavator failed to immediately notify 911 and the facility owner when damage resulted in the escape of gas or liquid which may endanger life, health or property	97	\$93,200.00	\$0.00	\$93,200.00
2(5)(v.2)	Facility Owner failed to timely enter a final response to all locate requests	73	\$20,250.00	\$0.00	\$20,250.00
5(17)	Excavator failed to comply with all requests for information from PUC staff within thirty days of the receipt of the request	66	\$27,950.00	\$0.00	\$27,950.00
5(3)	Excavator failed to preserve mark-outs or request a remark	59	\$30,500.00	\$0.00	\$30,500.00
2(5)(v.1)	Facility Owner failed to communicate directly with excavator within 2 hours of renotification	58	\$35,500.00	\$0.00	\$35,500.00
6.1(3)	Excavator failed to submit a location request to One Call within the correct timeframe	49	\$37,750.00	\$0.00	\$37,750.00
5(11.2)	When using trenchless technology, at a minimum, Excavator failed to utilize the best practices published by the Common Ground Alliance	44	\$21,750.00	\$1,000.00	\$22,750.00
9	Stakeholder failed to make best efforts to comply with the Common Ground Alliance Best Practices	42	\$17,500.00	\$0.00	\$17,500.00
4(2)	Designer failed to request the line and facility information prescribed by section 2 (4) from the One Call System not less than ten nor more than ninety business days before final design is to be completed	41	\$28,250.00	\$0.00	\$28,250.00
5(7)	Excavator failed to immediately report to the facility owner any break or leak in its lines, or any dent, gouge, groove or other damage to such lines or to their coating or cathodic protection made or discovered in the course of the excavation or demolition work	40	\$38,700.00	\$0.00	\$38,700.00
5(20)	Excavator failed to renotify One Call of an unmarked or incorrectly marked facility upon arrival at a work site and wait at least 3 hours for the facility owner to provide additional information	31	\$9,000.00	\$0.00	\$9,000.00
5(6)(ii)	Excavator failed to provide support and mechanical protection for known facility owner's lines at the construction work site during the excavation or demolition work, including during backfilling operations	29	\$13,750.00	\$0.00	\$13,750.00

Statute	Description	Count	Penalty	Factor	Total Penalty
2(5)(i.1)	Facility Owner failed to locate an actually known point of connection to facility.	27	\$7,750.00	0	\$7,750.00
5(3)	Excavator failed to hold a preconstruction meeting prior to beginning a complex project	25	\$6,625.00	\$0.00	\$6,625.00
4(4)	Designer failed to prepare construction drawings to avoid damage to and minimize interference with facilities in the construction area	24	\$12,500.00	\$0.00	\$12,500.00
2(5)(iii.1)	Facility Owner failed to propose a mutually agreeable scheduling by which the excavator, facility owner or designer may locate underground facilities	19	\$5,000.00	\$0.00	\$5,000.00
2(5)(i.2)	Facility Owner failed to document communications between a Facility Owner and Excavator to ensure the excavator is aware of the Facility Owner's inability to locate its facilities	18	\$4,250.00	\$0.00	\$4,250.00
5(9)	Excavator's Emergency notification does not meet the requirements of "emergency" as defined in Section 1 - Excavator Ticket	16	\$16,500.00	\$0.00	\$16,500.00
4(8)	Designer failed to submit an Alleged Violation Report through the One Call System within 30 business days of being made aware that a line strike occurred during excavation or demolition	14	\$3,000.00	\$0.00	\$3,000.00
5(21)	Excavator failed to pay the annual fee for services provided by the One Call system	13	\$2,750.00	\$0.00	\$2,750.00
5(8)	Excavator vacated worksite after causing damage that resulted in the escape of gas or liquid which may endanger life, health or property	13	\$11,000.00	\$0.00	\$11,000.00
5(22)	Excavator provided a misrepresentation of an emergency excavation, subject to an administrative penalty imposed under section 7(10)	13	\$7,000.00	\$0.00	\$7,000.00
5(23)	Excavator may not delegate their duty to submit a locate request to the One Call System to another person. The excavator shall have sole responsibility to submit each locate request to the One Call System	13	\$6,000.00	\$0.00	\$6,000.00
2(1)(ii)(A)	Facility Owner failed to provide the One Call System with the counties, municipalities, and wards in which its lines are located.	11	\$1,750.00	\$0.00	\$1,750.00
6.1(8)	Project Owner failed to comply with all requests for information by the commission relating to the commission's enforcement authority under this act within 30 days of receipt of written request	11	\$4,750.00	\$0.00	\$4,750.00
2(1)	Facility Owner is not a member of One Call	10	\$2,125.00	\$0.00	\$2,125.00
5(19)	Excavator failed to provide accurate information to the One Call System	10	\$2,250.00	\$0.00	\$2,250.00
6.1(1)	Project Owner failed to utilize sufficient quality levels of subsurface utility engineering or other similar techniques to properly determine the existence and positions of underground facilities when designing known complex projects having an estimated cost of four hundred thousand dollars (\$400,000) or more	10	\$10,500.00	\$0.00	\$10,500.00
5(5)	Excavator failed to exercise due care when facility owner is unable to mark within a mutually agreeable time frame.	10	\$4,000.00	\$0.00	\$4,000.00
2(11)	Facility Owner failed to comply with all requests for information by the Commission relating to the Commission's enforcement authority under Act 287	9	\$3,750.00	\$0.00	\$3,750.00
4(5)	Designer's drawing does not include One Call's toll-free number and the serial number of the ticket	8	\$2,000.00	\$0.00	\$2,000.00
1.1	Excavation did not begin within legal timeframe	7	\$4,000.00	\$0.00	\$4,000.00
5(16)	Homeowner failed to submit an Alleged Violation Report within 30 days of striking a line or other violation	7	\$500.00	\$0.00	\$500.00
5(2.1)	Homeowner failed to submit a location request to One Call within the correct timeframe	7	\$1,000.00	\$0.00	\$1,000.00
4(2.2)	Designer failed to submit a design notification through the One Call System when a design drawing is completed	7	\$1,750.00	\$0.00	\$1,750.00

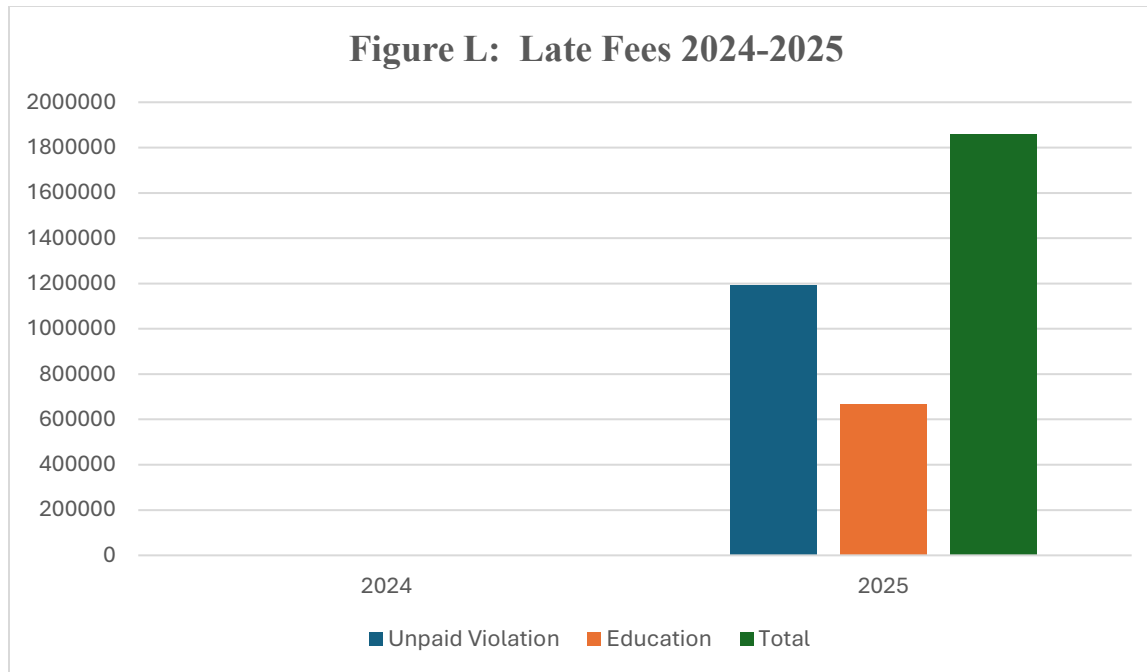
Statute	Description	Count	Penalty	Factor	Total Penalty
2(5)(vi)	Facility Owner's lines were not marked in compliance with the Common Ground Alliance Best Practices for Temporary Marking (ANSI standard Z535.1)	6	\$1,250.00	\$0.00	\$1,250.00
4(3)	Designer's drawing does not show the position and type of each facility owner's line, and the name of the facility owner(s)	6	\$1,500.00	\$0.00	\$1,500.00
5(13)	Excavator changed the location, scope or duration of a proposed excavation without notifying the One Call System.	6	\$1,250.00	\$0.00	\$1,250.00
5(2.2)	Excavator failed to provide exact information to identify the worksite	5	\$1,250.00	\$0.00	\$1,250.00
2(5)(ix)	Facility owner failed to respond promptly to the site of an excavation where its underground line was damaged causing an escape of a flammable, toxic or corrosive gas or liquid which endangered life, health or property	4	\$3,500.00	\$0.00	\$3,500.00
5(3)	In a complex project, Excavator failed to meet with facility owner upon facility owner's request	4	\$2,250.00	\$0.00	\$2,250.00
5(6)	Excavator failed to inform each operator employed by the excavator at the work site of the information obtained by the excavator pursuant to clauses (2.1) through (5)	3	\$750.00	\$0.00	\$750.00
5(3)	Excavator failed to schedule work as agreed upon during a preconstruction meeting	3	\$1,000.00	\$0.00	\$1,000.00
5(3.1)	Excavator's scope of project exceeds the maximum area of a routine ticket	2	\$500.00	\$0.00	\$500.00
5(11)	Excavator failed to use the color white to mark a proposed excavation work site when exact work site information could not be provided	2	\$875.00	\$0.00	\$875.00
6.1(4)	Project Owner failed to participate in design and preconstruction meetings	2	\$1,000.00	\$0.00	\$1,000.00
10	Intentionally removed or tampered with a facility owner's marking	2	\$1,000.00	\$0.00	\$1,000.00
5(11.2)	When using trenchless technology, at a minimum, Homeowner failed to utilize the best practices published by the Common Ground Alliance	2	\$0.00	\$0.00	\$0.00
5(4)	Homeowner failed to exercise due care and employ prudent excavation techniques	2	\$0.00	\$0.00	\$0.00
5(6)(i)	Homeowner failed to plan the excavation or demolition work to avoid damage to or minimize interference with a facility owner's facilities in the construction area	2	\$0.00	\$0.00	\$0.00
2(14)	Failed to comply with all requests for information by the commission relating to the commission's enforcement authority under this act within 30 days of receipt of request.	2	\$1,000.00	\$0.00	\$1,000.00
4(2.1)	Failed to provide copies of the project plans to each facility owner who requested them	1	\$250.00	\$0.00	\$250.00
5(11.1)	Excavator failed to assist the facility owner in determining involvement of a facility owner's lines by disclosing additional available information requested by the facility owner including dimensions and the direction of proposed excavations	1	\$250.00	\$0.00	\$250.00
5(14)	Excavator failed to renotify the One Call System after vacating a work site for more than two business days	1	\$250.00	\$0.00	\$250.00
5(15)	Project Owner or Designer prepared contract documents which attempt to waive an excavator's rights under section 5(15) of Act 287.	1	\$2,500.00	\$0.00	\$2,500.00
2(5)(13)	Facility Owner failed to maintain existing records of main lines abandoned on or after the date and to mark, locate, or identify the main lines	1	\$0.00	\$0.00	\$0.00
5(17)	Homeowner failed to comply with all requests for information from PUC staff within thirty days of the receipt of the request	1	\$500.00	\$0.00	\$500.00
5(3)	Homeowner failed to preserve mark-outs or request a remark	1	\$0.00	\$0.00	\$0.00
5(8)	Homeowner failed to immediately notify 911 and the facility owner when damage resulted in the escape of gas or liquid which may endanger life, health or property	1	\$0.00	\$0.00	\$0.00

Statute	Description	Count	Penalty	Factor	Total Penalty
4(6)	Designer changed the work site of a proposed excavation, but did not follow the obligations imposed by Act 287	1	\$250.00	\$0.00	\$250.00
2(13)	Facility Owner failed to maintain existing records of main lines abandoned on or after October 29, 2024, and to mark, locate and identify the main lines if possible based on the existing records	1	\$250.00	\$0.00	\$250.00
4(2.4)	Designer failed to inform the project owner of the project owner's duties under sections 5(15) and 6.1(1)	1	\$0.00	\$0.00	\$0.00
	Total 2025	3804	\$2,876,250.00	\$6,100.00	\$2,882,350.00
	Total 2018-2025	16,396	\$11,040,188.00	\$70,430.00	\$11,110,618.00

D. Late Fees

Included in the reauthorization of the PA One Call Law, which went into effect on Oct. 29, 2024, was a new requirement to assess an additional administrative penalty if parties fail to attend education or pay fines within sixty (60) days. Failure to make timely payments or attend education results in an additional administrative penalty of \$100 per day. The late fees are capped at \$5,000 for each unpaid violation and education requirement. In 2025, the administrative penalties assessed by the Commission totaled \$1,190,700 for late payment of fines and \$667,600 for failure to attend education, for a total of \$1,858,300.

To facilitate payment and help avoid additional late-payment penalties, the Commission implemented an online bill payment option in 2025. The Commission's Damage Prevention Payment Portal is designed to provide stakeholders with a convenient and secure payment option.



E. Education Referrals

The DPC can refer parties to education as an additional method of enforcement. Education helps stakeholders understand their responsibilities under the One Call Law, encourages safe excavation practices, and helps prevent violations before they occur.

Figure M illustrates that referrals to education increased steadily over the most recent five-year period. In 2021, the DPC voted on 383 cases and referred 106 parties to education. In 2022, the DPC heard 470 cases and referred 412 parties to education. Referrals to education climbed higher in 2023 as the DPC voted on 753 cases and referred 739 parties to education. In 2024, the DPC voted on 779 cases and referred 982 parties to education. In 2025, the DPC voted on 976 cases and referred 1,368 parties to education.

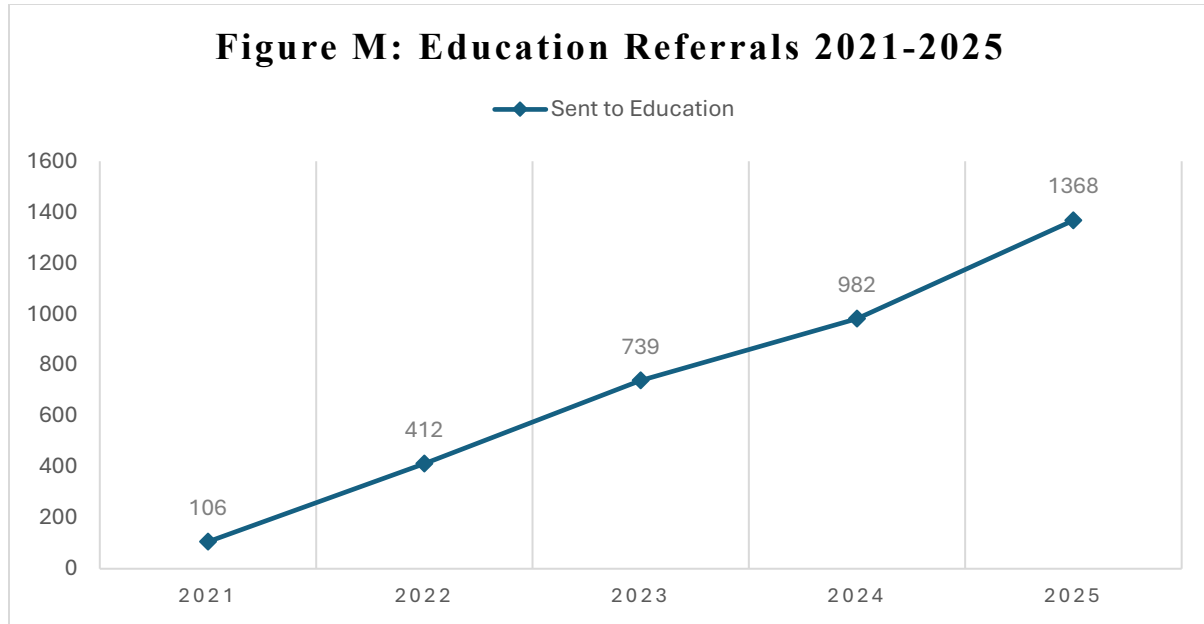
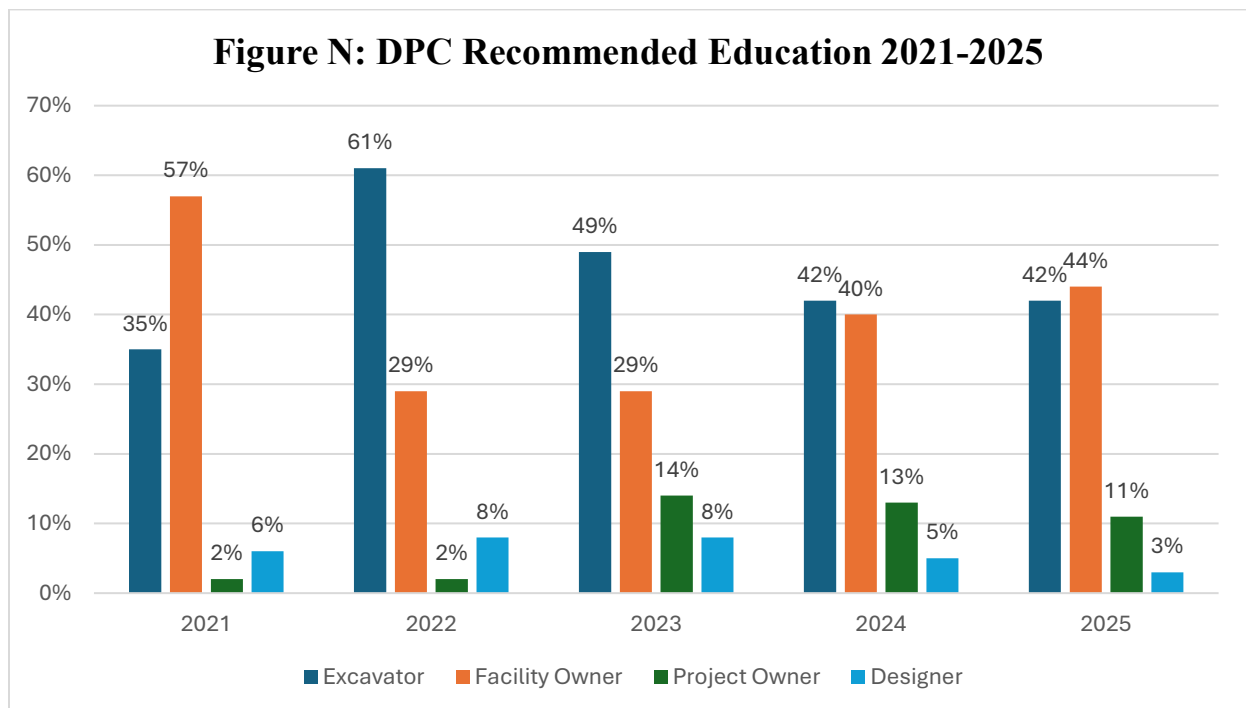
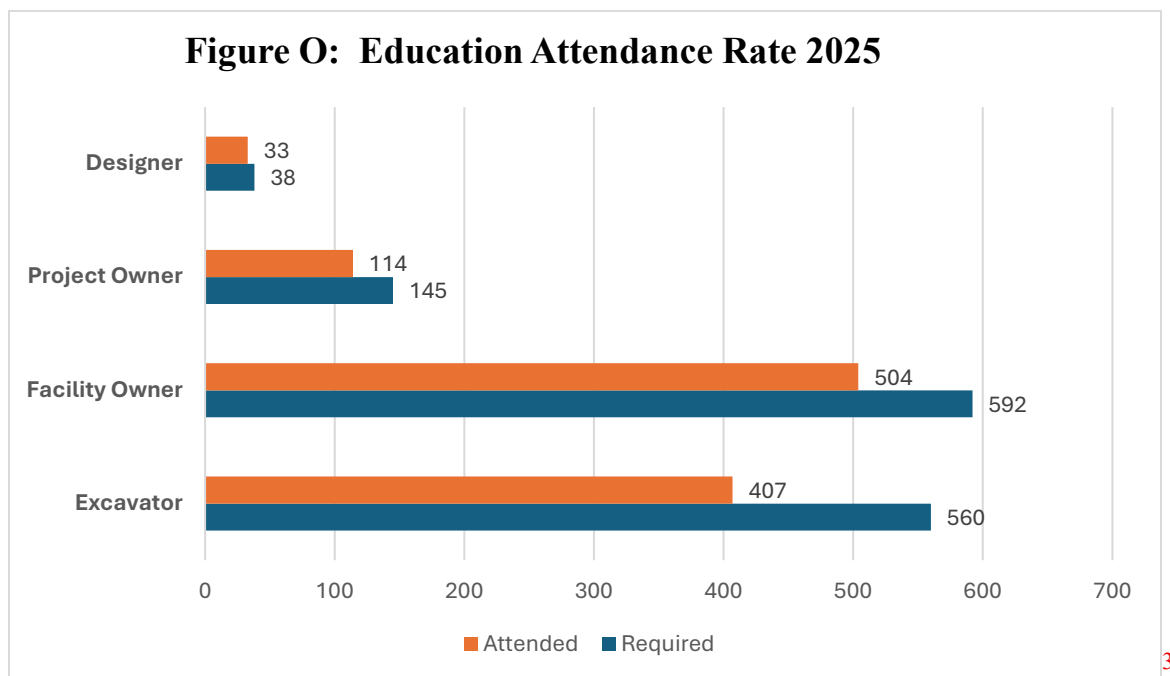


Figure N illustrates the four types of education referrals made by the DPC. Excavator and facility owner training continue to comprise the highest percentage of education referrals.



The DPC experienced a substantial increase in educational compliance in 2025 compared to prior years. Historically, 43.6% of stakeholders completed the required education in 2022 and 37% completed education in 2023. Compliance with the required education improved in 2024 as 55.7% of stakeholders completed the required education. In 2025, compliance reached an all-time high of 79.3% as 1058 of 1335² stakeholders attended education.

Figure O breaks out the education attendance rate by stakeholder group in 2025, all of which increased over 2024 compliance rates. The attendance rate for designers increased from 60.4% in 2024 to 86.8% in 2025. Project owner education compliance rates increased from 56.1% to 78.6%. Facility owner attendance rate increased from 67.4% to 85.1% in 2025. Education compliance for excavators rose from 44.4% in 2024 to 72.6% in 2025.



² Figure M shows the DPC referred 1,368 parties to education; however, approximately 33 stakeholders rejected the DPC's determination. When the DPC's determination is rejected, the case is referred to the Commission's prosecutor staff. The DPC's determination is not binding on the Commission so it can modify the fines and education imposed by the DPC. Of the 1,368 parties the DPC referred to education, 1,335 did not reject the DPC's determination, which is the number used to gauge stakeholder compliance.

To fulfill the education requirement, POCS offers education that is free and available online. Other providers, such as the Pennsylvania Utility Contractors Association, Sicavo Consulting, and DIG Prevention Consulting, also offer PUC approved courses that are designed to educate stakeholders on safe excavation practices and compliance with the PA One Call Law. The training covers a wide range of topics such as prudent excavation techniques, legal responsibilities under the One Call Law, and role-specific tasks for facility owners, designers, project owners and excavators. Education is an important tool to reinforce that safety and compliance are shared responsibilities to prevent damage to underground infrastructure.

Summary

This report presented 2025 statistics for the enforcement of PA One Call Law. The data gathered is utilized to track trends over time and identify accomplishments and opportunities in damage prevention enforcement.

The Commission's Damage Prevention Section, Damage Prevention Committee, and Pennsylvania One Call System remain committed to upholding the mandates of the Underground Utility Line Protection Law with the goal of protecting public health and safety by preventing and reducing damages to underground facilities.

References

Bureau of Investigation and Enforcement. (Jan. 6, 2026). *Damage Prevention Reports 2025*. Retrieved from PUC's statistical software; Damage Prevention Dashboard. (Figures A, B, E, G, H, I, J1, J2, K, L, M, N, O)

Pennsylvania One Call System – Figures C, D

US DOT Pipeline and Hazardous Materials Safety Administration- Figure F

CY 2025 Damage Prevention Expenses Spreadsheet



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