

# Call Timeline:

	Date of call – does not count
	Two working days waiting period for locates.
	Date digging may begin. See "No Response" below

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu
Mon		1	2								
Tue			1	2							
Wed				1	2						
Thu					1			2			
Fri								1	2		
Sat								1	2		
Sun								1	2		

The two working days shall begin at 12 midnight following the receipt of the request by the notification center.  
 "Working days" do not include weekends and holidays.



## "No Response"

- If a utility has not responded to the locate request, the excavator is required by law to issue a "No Response" ticket and allow the utilities two hours to respond back before beginning excavation.
  - Contact the call center.
  - Give the operator your original ticket number.
  - State which utility failed to respond.
- Utilities are required to respond to a "No Response" ticket within two hours.
- If the "No Response" notification is issued **before 2 pm**, the locate shall be made that working day.
- If the "No Response" is issued **after 2 pm**, the locate is to be completed no later than 10 am the next working day.