



MEMBERS MANUAL

New Mexico 811

December 2015

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1. INTRODUCTION

Since 1990, certain New Mexico companies have joined together to operate a service known as New Mexico One Call, Inc. dba New Mexico 811 (NM811) for the purpose of providing a mechanism whereby construction contractors and other persons can determine the location of underground facilities prior to engaging in blasting or excavating operations. By providing such information, NM811 is intended to help prevent damage to underground facilities resulting from such operations, and thereby to prevent injuries to persons and property and interruptions of utility service. NM811 is also the designated three digit “811” one call center for New Mexico, and subsequently is also known for doing business as “New Mexico 811” and as “NM811”.

NM811 is structured as a 501-C4 nonprofit corporation, the regular members of which are the participating entities that own, operate or maintain underground facilities. New Mexico Law, Chapter 62, Article 14 NMSA 1978 requires all underground facility owners and certain pipeline owners and operators to belong to the One Call Center and also requires all excavators to notify the One Call Center of their intended excavation activities.

This manual sets forth the general operational procedures for NM811 and its members. The manual is subject to revision from time to time by the board of directors. All board approved changes will be posted on the NM811 web site www.nm811.org and will list the latest revisions. Significant changes to content or changes in rates will be communicated to the members in advance, at least 30 days, of any proposed board actions.

2. NM811’S MAJOR FUNCTIONS

2.1 Locate Requests

NM811 receives notifications from the public, contractors, utilities, and other parties of proposed excavation activity. These parties are required by state law to contact the One Call Center in advance of all planned excavation. The notifications received for these purposes are referred to as locate requests.

2.2 Notify Facility Owners

NM811 transmits, via a communications network, information pertinent to the excavation location and the nature of the excavation to all NM811 members who may have underground facilities at or near the excavation location.

2.3 Damage Reporting

NM811 receives notifications of damages, which must be reported by law to NM811, and to notify the affected facility owners and the State of New Mexico Public Regulation Commission Pipeline Safety Bureau.

2.4 Positive Response

NM811 provides a Positive Response Registration System as required by state law for underground facility owner/operators to document the status of locate requests and for excavators to inquire about the status of a locate request.

2.5 Promotion

We promote membership in NM811 to all underground facility owner/operators.

2.6 Awareness

NM811 promotes awareness of safe excavation practices to the general public.

2.7 Education

NM811 provides education for excavators, facility owner/operators and the general public on how to use the one-call process in compliance with state law and industry best practices.

3. OBJECTIVES

3.1 NM811's objectives are to:

- A. Promote public safety.
- B. Eliminate costly damages.
- C. Reduce lost production time caused by damages.
- D. Promote utility coordination.
- E. Promote compliance with existing regulations, such as:
 - 1. Chapter 62 Article 14 NMSA 1978
 - 2. NMAC Title 18 Transportation and Highways Chapter 60: Pipeline Construction and Maintenance
 - i. Part 2: General Provisions
 - ii. Part 4: Enforcement Procedures
 - iii. Part 5: Excavation Damage Prevention
 - 3. OSHA 1926.651, and
 - 4. CFR Title 49-Part 192.614
- F. Help protect the environment.
- G. Promote use of 811 by excavators.
- H. Promote membership in NM811.
- I. Provide a cost effective notification system to members.

4. DEFINITIONS

Specific definitions of words as defined in state law are used in this manual unless the context clearly implies a different meaning.

5. MEMBERSHIP

5.1 Member Classifications

Participation in NM811 may be in one of the following classifications:

- A. Pipeline – Any member who owns or operates facilities in New Mexico consisting of a Gas Transmission, Liquids pipelines, or products or by-products pipelines, gathering systems, or producers.
- B. Electric – Any member who owns or operates underground electric distribution and transmission utility facilities within New Mexico.
- C. Government – Any member of a political subdivision or authority of government or quasi government agency or group including Villages, Towns, Cities, Schools, Parks, Authorities, or other government owned or operated underground facilities within New Mexico that are for the public use or good.
- D. Communications – Any member who owns or operates underground telephone, fiber, cable television, or other communication signal or alarm facilities within New Mexico.
- E. Water and Wastewater – Any member who owns or operates as a business a water system or wastewater system or is non-profit mutual domestic water or waste-water system, a homeowner association, or other group providing water or waste-water services in New Mexico.
- F. Gas Distribution – Any member who owns or operates a gas distribution system providing gas services to the general public in New Mexico.
- G. Associate – Any individual, group, or business entity, including contractors, suppliers, or designated honorary members; who does not own or operate any underground plant in New Mexico, but desires to promote safe excavation and damage prevention by providing services and support to New Mexico One Call, Inc. (dba New Mexico 811).
- H. Members may only reside in one classification. When members have more than one underground facility they must choose which classification to belong to. Usually, the member chooses the classification with the most underground facilities. If a member wishes to be represented in more than one classification, it must elect to have another membership under the other desired classification.

5.2 Membership Agreements

- A. Upon execution of the appropriate membership agreement, all members of New Mexico One Call, Inc. dba New Mexico 811(NM811) shall be governed by the Bylaws of the Corporation. Membership is considered inactive until all registration and database requirements have been satisfied.
- B. The Membership Agreement states those terms and conditions under which members may be accepted and permitted to participate in NM811 as a member.

5.3 Membership Dues

Each member will be assessed membership dues, in accordance with the allocation method adopted by the Board of Directors. Members will be notified at least thirty (30) days prior to any changes in their allocation if the budget on which the allocation is based is greater than 3.5% over the previous year's budget. A copy of the current allocation is attached as Appendix A.

5.4 Membership Types

Each member will be identified by the type of entity it is. The following definitions are used to help identify the entity most appropriate for the member:

- A. Regular – This type includes all other underground facility owners including, but not limited to large & small systems, non-profits, government systems, businesses & corporations, homeowner associations, pipelines, gathering systems and producers
- B. Associate – This type includes any individual, group, or business entity, including contractors, suppliers, professional groups, or designated honorary members who does not own or operate underground facilities.
- C. Privately Owned – This type is used to identify farm, ranch, or privately owned systems, and the service is not for resale or for profit and is used strictly within the ranch or farm or privately owned operation.
- D. Non-jurisdictional - This type identifies larger facilities owned by developers, including strip centers, apartment complexes, and other master metered utilities, whose complex is served by the utility but owned and operated by the owner. Typically the rent or lease within the complex includes the utility service or it is sub-metered for allocation purposes. This also includes military reservations, Native American Indian reservations and state and national parks.
- E. Voluntary Non-jurisdictional Registry – Non-jurisdictional members who voluntarily register their facilities with NM811 in order to receive email notifications only. This only applies to entities that are exempt from state administration of the excavation law.

6. CENTER OPERATIONS

6.1 Executive Director

The Executive Director is responsible for overseeing the routine operation and maintenance of NM811.

6.2 Board of Directors

The Board of Directors will meet periodically as determined by the board and, when necessary, will review and revise the operations of NM811 to ensure it continues to provide the most efficient service to all of its members.

6.3 Geographical Boundary

NM811 will accept notifications of excavation activities only when they are within the geographical boundaries of the State of New Mexico.

6.4 Employees

NM811 shall provide the personnel necessary to carry out its business and shall employ the appropriate management and staff to conduct the operations of NM811 in an effective manner to ensure the integrity of the service offered to all of the NM811 members.

6.5 Duties and Responsibilities

The duties and responsibilities of the personnel of NM811 are designated and outlined in the approved job descriptions for those positions operating within NM811. The duties and responsibilities of these positions are subject to change pending any changes in the temporary or permanent operational needs of NM811.

6.6 Hours

NM811 Operations Center is open to receive locate requests during the following business hours - 7:00 A.M. to 5:00 P.M. (Mountain Time Zone) Monday through Friday. The Center will also accept facsimiles and web requests 24 hours per day, 7 days a week, but will process such requests as defined in state regulations.

6.7 Holidays

NM811 will observe the following state holidays:

- New Year's Day
- Martin Luther King's Birthday (observed)
- Memorial Day (observed)
- Independence Day
- Labor Day
- Thanksgiving Day
- US Presidents Day (usually observed by the State on the Friday following Thanksgiving Day)
- Winter Holiday (December 24 & 25)

If any of these holidays occur on a Saturday, it will normally be observed on the preceding Friday and if any of these holidays occur on a Sunday, it will normally be observed on the following Monday.

6.8 24X7 Afterhours Emergency Service

NM811 offers limited 24X7 services for emergency locate requests. All other locate requests will continue to be submitted as they currently are; by phone during normal business hours, or faxed or web entered anytime. When a request is made to the one call center, the one call operator will send out an emergency locate ticket to the member's terminal. This ticket will document the emergency notification. The member companies are required to respond to the emergency and either mark the lines or clear the ticket. Members who have 24 hour personnel and receive the tickets in the same location where these personnel are working will be able to immediately respond. Members who do not have personnel working afterhours where the ticket is received may make their own arrangements for proper response to emergencies or may elect to use NM811's 24x7 Afterhours Emergency Phone Up Service (AEP) by completing a service agreement form (Appendix "E"). NM811 will not provide the AEP service during normal business hours, and members will still be notified of an emergency via an emergency ticket sent to the terminal.

Those members employing the AEP service, in addition to the ticket sent to the terminal, will also be notified by telephone and will be advised of the tickets details. The one call operator will make up to four phone attempts to reach the designated afterhours emergency contact in a two hour period. If the operator is not able to reach the contact using the phone number provided, then the one call operator will document the record as "no answer". Failure of a facility owner to answer the emergency phone call or to respond to an emergency in progress could be considered a violation of the excavation law.

It is NM811's policy that every member must designate and return the 24x7 Afterhours Emergency Phone Up Service Agreement form (Appendix "E") indicating the member's desire to participate in or to decline the 24x7 afterhours emergency phone up service.

Excavators using the after hour's emergency service are deemed to have made a reasonable effort to contact the facility owners when they call NM811 for after hour emergencies.

6.9 24X7 Afterhours Damage Reporting

As a part of NM811's limited 24X7 services, operators will accept reports of damages and will send a copy of the damage report to the affected members using the context they have designated for afterhours emergencies.

7. DATABASE PROCEDURES

7.1 Notification Area

Each member of NM811 shall be responsible for indicating every area of the State where they have underground facilities, or otherwise wish to receive notifications from NM811. Each member company is responsible for notifying NM811 in writing of changes in its coverage area within thirty (30) days of the installation of new facilities affecting their database. Each member agrees to review and verify notification information at least once a year, or as often as their coverage area changes.

7.2 Reporting Mileages & Number of Customers Served

Reporting mileages and number of customers is optional to the members. If a member voluntarily provides this information, NM811 reserves the right to request members certify their reported underground facility mileage and number of customers served from time to time. Certification requests will be made via mail, email or facsimile and will show the estimated mileages and number of customers served based on member layer map coverage, and the reported mileage. The member will have 30 days to provide the certified mileage and number of customers served to NM811 or respond that they will no longer voluntarily be providing the information. See Appendix B "Determining Your Reportable Mileage." See Appendix C "Determining Your Number of Customers Served."

7.3 New Members

New members will be required to provide the following:

- (A) Company Representative and contact information.
- (B) Terminal information and type, terminal contact person and information for each terminal.
- (C) After hour emergency contact information by terminal.
- (D) Billing Contact and information.
- (E) Their underground facilities map data or TRSQ grid database of their service area.
- (F) A signed 24x7 Afterhours Emergency Phone Up Service Agreement (Appendix "E") indicating the members desire to participate in or decline the service, and the members afterhours emergency contact information.

A member is not considered active until their database has been provided and they have been made active in the computer system. Activation and billing begin once a new member has received a "test" notification and confirms receipt of the ticket.

NM811 will begin sending notifications out immediately once the member data is initially input in order to avoid any delays in protecting the member's underground facilities. NM811 will upon completion of the initial input data provide a confirmation of the database input information to the designated company's terminal contact. The member is responsible for immediately reviewing and ensuring the database confirmation accurately represents what was provided to

NM811. The member is responsible for the accuracy of the initial database information until such time as the member provides NM811 with confirmation the database has been input correctly. Any damages or liabilities resulting from errors or omissions in the database are the sole responsibility of the member until the member has provided NM811 confirmation the database is correct.

7.4 Database Updates

Once the initial member database is input, NM811 will make changes to it on an as requested basis by the member. NM811 will begin sending notifications out immediately once the member data change is input in order to avoid any delays in protecting the member's underground facilities. The member is responsible for the accuracy of the changed database information until such time as the member provides NM811 with confirmation the data base change has been input correctly. Any damages or liabilities resulting from errors or omissions in the database are the sole responsibility of the member until the member has provided NM811 confirmation the database change is correct.

8. COMMUNICATIONS

8.1 Locate Requests

NM811 will provide adequate incoming telephone lines as the volume of calls dictate. NM811 also provides “facsimile” and “web-based” accessibility for locate requests twenty-four hours per day, seven days per week. For the purposes of determining the legal excavation start time, “facsimile” and “web-based” locate requests entered after 4pm weekdays and after normal business hours will be processed within three hours of the next business day’s opening at 7:00am.

8.2 Management Staff

NM811’s management staff shall each have separate telephone lines available to conduct the business of NM811.

Executive Director	505-254-7303
Assistant Director	505-254-7315
Call Center Manager	505-254-7302
GIS & Database Coordinator	505-254-7306
Financial Program Manager	505-254-7313

8.3 Voice Recordings

It is the policy of New Mexico One Call, Inc. dba New Mexico 811 to record all normal business telephone lines. For liability purposes, a voice record shall be maintained of the incoming call request to locate underground facilities. These records shall be kept in retention for a period of five (5) years. Should a notification become involved in litigation, a recording of that notification shall, upon request, be made available to the NM811 member for legal purposes. There may be a nominal charge for any copies of written or voice records retrieved from archived information.

8.4 Member Notification

NM811 shall maintain sufficient quantities of outbound telephone lines and internet bandwidth to ensure the expedient and efficient transmittal of notifications requests or messages to all NM811 members.

Each NM811 member is responsible for maintaining a communications receiving device or arrangement whereby NM811 can transmit notifications in an expedient and efficient manner.

Every NM811 member should use e-mail, if available, as its primary means of receiving notifications. This will help reduce per ticket costs to all members.

All member activity concerning any additions, relocations or disconnections of terminal receiving units for NM811 locate requests must be coordinated through NM811 prior to such action.

Each NM811 member is individually responsible for maintaining adequate supplies and providing routine maintenance necessary to operate their terminal receiving equipment.

Each member terminal receiving location should insure that the power to their machines is always on to receive notifications from NM811.

Every NM811 member must have an alternative subscription medium to provide backup communications to each terminal available for receiving notifications.

Each member shall furnish the NM811 center with the appropriate telephone numbers to contact member personnel for verification of location requests and for emergency or after-hours notifications.

NM811 will promptly contact the designated member's contact personnel at each terminal receiving location if it is determined that receiving equipment is not functioning properly. NM811 will send test messages if needed to any terminal receiving location upon request.

Each member who receives notifications is responsible for immediately notifying NM811 of any errors or failures of their notification receiving equipment.

8.5 Good Night Reports

Each NM811 member shall be furnished a "good night" report each morning. The member will receive a "good night report" for each subscription for each terminal. Each good night report lists all the notifications transmitted via the subscription to the member the previous day for that terminal. The member shall review the report and determine if it is missing any notification transmissions. This is done by reviewing the sequence number of the notifications transmitted and determining if any sequenced numbers are missing. If the member is missing transmitted notifications or the good night report, the member shall immediately notify NM811 and have the missing information retransmitted.

8.5.1 Option Limiting Good Night Reports

Members who receive more "good night" reports than notifications may request an option to limit the good night reports being sent to only when a notification has been transmitted for that day. To elect this option the member must execute a written agreement (Appendix D) which stipulates the member agrees to be solely responsible for ensuring their receiving equipment is functioning and indemnifies NM811 from any liability that could be incurred as a result of the member failing to receive a notification transmitted by NM811.

8.6 Positive Response Registration System

NM811 shall maintain a "Positive Response Registration System", as provided by State law, whereby all NM811 members shall document the status of every locate notification received. There is no charge for registering positive response in the system.

9. UNDERGROUND LOCATE REQUESTS

9.1 The Locate Ticket

A locate request (ticket), recording the information furnished by the caller, shall be prepared for each type of underground locate request. The date and time received will automatically be assigned by the computer system or by an operator while the information from the caller is being entered into the notification system.

PRC rules and regulations requires that everyone making a locate request must provide certain information so as to permit the locator to specifically identify the proposed area of excavation and work area requirements. If NM811 determines the minimum information is not provided as required by regulations, NM811 will suspend the request and advise the requestor to call back before the close of business that day with the required information or the request will be purged and the caller will have to remake the request when the information is available.

PRC rules and regulations provides for the locate request to include an area no larger than can be reasonably worked by the excavator in a ten day period. If the work area will take longer than ten working days to complete, NM811 will suggest options for the type of locate request to use in meeting the allowable size of the physical area of a single locate request.

Callers will be notified that a locate request is only good for ten working days beginning two working days after the request is processed in accordance with state law. The caller will be given the valid excavation dates by the operator. PRC Rules and Regulations prohibit relocates for a standard Ten (10) day ticket unless circumstances exist which were beyond the excavator's control. All requests for "relocates" must show the reason for the relocate.

9.2 Ticket Number

NM811 shall sequentially number the locate request forms and the information shall be maintained by NM811 to insure quick reference. The caller shall be given the location request (ticket) number for their future reference, or in case additional information is required. The caller, upon completion their request, may also receive a confirmation copy of the ticket by fax or email. After receipt and preparation of the request, the notification information will be automatically stored electronically. NM811 shall retain this information for a period of five (5) years.

9.3 Members Notified

NM811 will provide members excavation notifications (tickets) based on the subscriptions they have requested. A subscription is the medium by which a notification is transmitted or received by the member. Subscriptions may be by facsimile, email, phone ups, or by File Transfer Protocols (FTP). NM811's computer system automatically identifies those members whose database indicates their need or desire for excavation notifications in the dig area. The NM811 operators will inform the caller of NM811 members that are being notified.

9.4 Member Response

The receiving location(s) of each member is responsible for promptly responding to all notifications that they receive. Each member that is notified of planned excavation activities shall mark as provided by law those facilities that may be in the proposed area of excavation and shall respond via the “Positive Response Registration System” the status of each locate request as provided by law.

The NM811 member agrees to respond to the following requests within the time periods shown in the table for each type of header code request:

Header Code	Member’s Required Response Time
Warning	IMMEDIATE RESPONSE REQUIRED
Damage Report	Within two (2) HOURS
Emergency	
Priority Locate	
Standard Locate	AS SHOWN ON TICKET (Between 2 hours and 40 hours)
Bid Locate	Within two (2) working days
Design Locate	
Update	
Conference Bid Design Wide Area	
Road Maintenance	“Clear” if no conflicts or mark site within two (2) working days
Correction	Original ticket start time does not change.

PRC rules and regulations require that every facility owner report damages to their facilities in the form and format required by the Commission. The report should be made to the Pipeline Safety Bureau, and include the member’s findings regarding the member’s damaged facility.

10. BILLING AND EXPENSE RECORDS

10.1 Member Billing

NM811 will bill its members, in accordance with the allocation method established by the Board of Directors, as follows:

- (A) An invoice and statement will be sent 30 days in advance to each member according to their billing cycle (monthly, quarterly or annually) and using the delivery method that they have chosen (mail, email or FAX).
- (B) The statement shall indicate the current billing amount and previous credit amounts applied.
- (C) Payments are due and payable within 30 days of date of invoice. Checks should be made payable to NM811 or New Mexico One Call, Inc. Payments by credit card may be made on our website. Direct deposit payments through ACH clearing are also available by providing the necessary documentation to NM811.
- (D) The member's account will be credited when payment is received and processed.
- (E) Payments not received by NM811 within 50 days will be considered delinquent and subject to the following late payment fees:

0 - 50 days	Current
Over 51 days	\$9 late fee or 1½% of unpaid balance per month, whichever is greater
- (F) Payment arrangements or payments not received by NM811 within 90 days of the date of the invoice will result in a change of membership status to a member in "Poor Standing." Late fees will continue to accrue until the account is current.
- (G) Members in "Poor Standing," who fail to pay their account in full and reinstate their membership status to "Good Standing" within 30 days of the change to "Poor Standing", will receive a warning letter stating that the Public Regulation Commission Pipeline Safety Bureau has been notified of their poor standing and that the company is in jeopardy of being removed as a member. Late fees will continue to accrue until the account is current.
- (H) Any member, who fails to pay their account in full and reinstate their membership status to "Good Standing" within 30 days of the warning letter, will be referred to the Board of Directors for termination of membership at the next Board of Directors meeting. A letter will be sent to the member detailing the termination reason and the date of removal. Late fees will continue to accrue until the account is paid in full. Removal of any member terminates all membership rights and privileges accompanying said membership immediately upon removal. In the event of such removal, the member shall none the less remain obligated for all assessments, fees, dues, and other

charges payable for any preceding years and the year of removal. A copy of the removal notice shall be sent to the Public Regulation Commission Pipeline Safety Bureau.

- (I) In order to reinstate membership to “Good Standing”, NM811 will require the member to pay the account in full plus a security deposit equal to three months of dues. Security deposits will be refunded to the member when the member has been a member in “Good Standing” for 24 consecutive months and the deposit was made within the last 36 months. Deposits held over 36 months and not refunded within the 36 months will be forfeited. Security Deposits are not interest bearing and when appropriate, are refunded to the member for the same amount as received. Security deposits are non-refundable in the event of suspension or removal from membership.

10.2 Bills and Billing disputes

Bills are based upon the factors included in the approved membership dues schedule. The quantity of tickets is based on the total transmissions (notifications) sent to the member by NM811 which is determined by the number of subscriptions (fax, email, FTP, or phone ups) the member has requested for each terminal. The goodnight report shows all transmissions (notifications or tickets) members will be billed for including those with multiple subscriptions. Each transmission (ticket) sent via a subscription will be billed except for goodnight reports, free forms, cancelations, and resends. It is the member’s responsibility to provide a primary and backup subscription method for each terminal. Multiple subscriptions for the same ticket number are permitted, but *will* be billed for.

Any member wishing to dispute their bill should immediately contact NM811 and provide the nature of the dispute. No actions regarding a billing dispute will be permitted for a period going back more than a six month period.

10.3 NM811 Accounting

For purposes of accounting, NM811 books are kept monthly and shall be kept in accordance with generally accepted accounting practices.

- (A) NM811 will maintain records of all expenses associated with its operations.
- (B) NM811 will compile a monthly summary of operating costs in detail.

Deposit slips and monthly bank statements shall be maintained on file for seven (7) years.

11. PUBLIC RELATIONS, EDUCATION AND ADVERTISING

The Executive Director shall establish guidelines for any advertising and publication of information on NM811 or usage of its logo by NM811 members. The Executive Director will be responsible for the ordering and the distribution of NM811 advertising and specialty items.

NM811 will set up and maintain an on-line web access store for the ordering and purchasing of NM811 advertising materials and items for promotional use by the members.

NM811 will maintain a record of all public appearances and presentations made involving any representative of NM811. NM811 presentations for interested groups may be arranged through the Executive Director.

All advertising and promotional material will specify New Mexico One Call, Inc. (dba New Mexico 811) and/or logo, and/or the 811 logo, and the appropriate telephone numbers.

APPENDIX A – RATE SCHEDULE



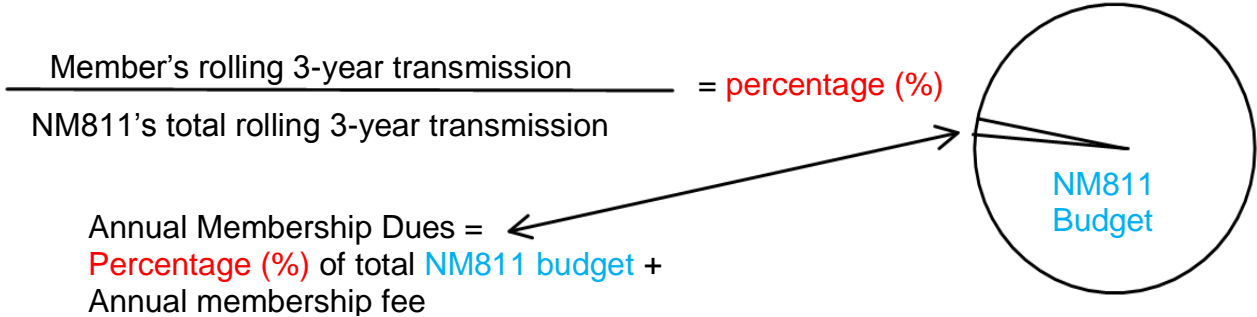
MEMBERSHIP DUES AND FEES SCHEDULE

The following is a description of the dues and fees and algorithms approved by the Board of Directors of New Mexico One Call, Inc. dba New Mexico 811

	TYPE	RATE	ANNUALMEMBER FEE	TRANSMISSION CHARGE*
MEMBERSHIP	Regular (includes large & small systems, non-profits, government systems, businesses & corporations, homeowner associations, pipelines, gathering systems and producers)	REG	\$90	Allocation Calculation (% of yearly budget) Or During first 3 years of membership, call for current transmission charge.
	Privately Owned	PRIV	\$74	NO CHARGE
	Non-jurisdictional	NON	\$150	NO CHARGE
	Voluntary Non-jurisdictional Registry	VREG	\$0	NO CHARGE
	TYPE	Yearly Fee	Includes	Additional Persons
ASSOCIATE MEMBERSHIP	Individuals	\$150	n/a	n/a
	Associations Groups	\$350	Three persons	\$125 per added person/year
	Contractor And Excavator Companies	\$225	One person	\$125 per added person/year
	Vendors	\$300	One person	\$125 per added person/year

REGULAR MEMBERSHIP DUES

Allocation Calculation: For Members with 3 or more years of transmission history



Less than 3 years of Transmission History

Annual Membership Dues = \$Member fee + transmission fee * # of transmissions

Billing

- Any member whose dues are **under \$200 a year will be required to pay their membership dues annually**. In special hardship cases, arrangements can be made for payments.
- Any member whose dues are **\$200 a year or more will have the option of paying their membership dues annually, quarterly, or monthly**.

You can choose from the following ways to receive your bill:

- Bill sent via email..... No Charge
- Bill sent via fax \$35 annual charge
- Bill sent via USPS \$25 annual charge

There will also be charges for the following:

- \$25 Annual Charge per Terminal – where the primary transmission method is via fax; (back-up transmissions – no additional charge for fax)
- \$35 Annual Charge – to manually calculate a bill

Terms

Terms of payment are NET 30 Days.

Late fees will be charged according to our policy as stated in the Members Manual. A copy of the manual is available on our web site at www.nm811.org or by calling 505-254-7300.

New Applicants

Do not send payment with your membership application. NM811 will bill new members quarterly.

* “TRANSMISSION CHARGE” means every notification sent by NM811 (excluding free-forms, cancellations, corrections, resends & goodnights) including multiple subscriptions (i.e. email, phone, FTP, or fax) for the same transmission (ticket) number.

APPENDIX B – DETERMINING YOUR REPORTABLE MILEAGE

DETERMINING YOUR REPORTABLE MILEAGE

Calculating your mileage and reporting it is based upon the honor system. Members are expected to report the applicable mileage and update the figure whenever it has changed. NM811 will check map layer information with your reported mileage and if there is a significant discrepancy will ask the member company to certify their reported mileage.

HOW TO CALCULATE YOUR MILEAGE

NM811 tracks mileage for only distribution and transmission facilities. Lines removed from service (abandoned) are excluded. Service lines are defined as the last connecting link between the utility customer and the utility's distribution system. Abandoned lines are lines that have been retired from service and left in the ground. Distribution and transmission facilities are those facilities you wish to have protected by the one call system which are underground. Other underground systems that should be included in your reportable mileage are listed below:

- Electric Lines
- Street Light Circuits
- Fiber Lines
- Telecommunications Cables
- Cable TV Lines
- Gas
- Pipelines
- Water
- Sanitary Sewer and Waste Water Systems
- Storm Sewers
- Traffic Control Circuits
- Fire Protection Systems
- Security, Camera, and Alarm Systems
- SCADA Systems

To calculate your mileage determine the total miles of each facility and then add them together for the total mileage reportable to NM811.

UPDATING REPORTABLE MILEAGE

As you add or delete portions to your systems be sure to notify NM811 so your map layer can be updated so you receive the proper tickets and the mileage record can be updated. This can be done periodically or on an as needed basis if the changes are significant. NM811 will remind members yearly to update their mileage information.



MEMBER MILEAGE CERTIFICATION REQUEST

Date: _____

Dear Member:

NM811 has reviewed your member map layer and estimates your underground plant Mileage to be as shown on the table below.

Station Code	Type of Facility	Mileage on File	Estimated Mileage
Total Mileage			

We require that you provide our mapping department with your current mileage information within 30 days of receipt of this letter. Please refer to the attached procedure to determine your correct mileage. Please show your current information in the table below and send it to us via email to JHannemann@nm811.org or via regular mail to:

NM811 Mapping Supervisor
 1021 Eubank Blvd. NE
 Albuquerque, NM 87112

MILEAGE CERTIFICATION

I, _____, with _____, do hereby certify that the mileages reported in the table below to be representative of the current mileage for our underground facilities for each terminal code shown below:

Station Code	Type of Facility	Certified Mileage
Total Reported Mileage		

Signed

Date

**APPENDIX C – DETERMINING YOUR NUMBER OF
CUSTOMERS SERVED**

DETERMINING YOUR NUMBER OF CUSTOMERS SERVED:

The number of Customers served will literally be the number of customers (households/businesses) served at a retail level. These retail customers receive metered or unmetered services, such as water, sewer, electric, cable TV, gas distribution and other related utility services. Generally, this means that pipelines and other transmission companies are exempt from this requirement.

Calculating your number of customers served and reporting it is based upon the honor system.

Calculate your total number of customers served by each type of underground facility, and/or by each terminal and then add them together for the total aggregate reportable to NM811.

UPDATING YOUR NUMBER OF CUSTOMERS SERVED:

Members are expected to report the number of customers served and update the figure whenever it has significantly changed, or at least once a year.



MEMBER CERTIFICATION REQUEST FOR CUSTOMERS SERVED

Date: _____

Dear member:

NM811 has reviewed your account and estimates the number of customers you serve as shown on the table below.

Terminal Code	Type of facility	Estimated Customers
Total Customers Served		

We are requesting you provide our mapping department with your current number of customers served within 30 days of the receipt of this letter. Please refer to the attached procedure for determining your correct number of customers served. Please show your current information in the table below and send it to us via email to JHannemann@nm811.org or via regular mail to:

NM811 Mapping Supervisor
1021 Eubank Blvd. NE
Albuquerque, NM 87112

Number of Customers Served Certification

I, _____, with _____, do hereby certify that the number of customers served as reported in the table below to be representative for each terminal code shown:

Terminal Code	Type of facility	Actual Customers Served
Total Number of Customers Served		

Signed

Date

APPENDIX D – GOOD NIGHT REPORT AGREEMENT



AGREEMENT TO LIMIT THE TRANSMISSION OF GOOD NIGHT REPORTS

It is understood and agreed between _____ (hereafter known as Member) and New Mexico One Call, Inc. (hereafter known as New Mexico 811) that New Mexico 811 will transmit good night reports to Member only on days that they have been sent locate tickets or other communications to the terminals listed below.

The Member further agrees to release, indemnify and hold harmless New Mexico 811, its officers and employees, from any and all claims, causes of action, damages and judgments arising out of the Member's failure to receive a locate ticket that was transmitted by New Mexico 811

It is further agreed that it is the Members sole responsibility to make sure that their receiving equipment for locate tickets is properly functioning at all times and that Member will abide by all applicable state regulations.

Terminals: _____

Member
Authorized Signature: _____

Date: _____

Please print name: _____

Phone: _____

Email: _____

New Mexico 811
Authorized Signature: _____

**APPENDIX E – AFTERHOURS EMERGENCY PHONE-UP
SERVICE AGREEMENT**



REGULAR MEMBERSHIP AGREEMENT
AFTERHOURS EMERGENCY PHONE-UP SERVICE AGREEMENT

(Attach one page for each terminal)

*****Pick one (1) option only & fill it out:**

LEGAL NAME OF COMPANY: _____

AFTERHOUR'S EMERGENCY CONTACT NAME: _____

AFTERHOUR'S EMERGENCY PHONE-UP NUMBER: _____

Option 1: ACCEPT 24 X 7 AFTERHOURS PHONE UP SERVICE

I, _____, hereby authorize NM811 to notify the above named contact person by telephone anytime during holidays or weekends of all after hour emergency notifications. I further acknowledge and agree that NM811 will make up to four (4) phone-up attempts at 15-30 minute intervals, in a two (2) hour period during an after hour emergency and a written copy of the notification will be sent to my normal business hours terminal for documentation purposes. I also agree that the failure of the above named contact person to answer or respond to the phone up notification will be deemed to be a non-response by the member company noted above. The member company also agrees to hold NM811, its officers, agents and contractors harmless from and indemnify NM811 for any cost, loss, or expense which NM811 incurs because of the member company's negligence. This indemnification provision applies to reasonable attorney fees and costs incurred by NM811 to defend against any claim which results from the member company's negligence.

Member Company Authorized Signature:

Signed by _____ Date: _____

OR

Option 2: DECLINE 24 X 7 AFTERHOURS PHONE UP SERVICE

The member company noted above hereby declines the 24 X 7 afterhours emergency phone-up service offered by NM811. The member company is able to respond to afterhours notification to the above named terminal in an appropriate manner. The member company also agrees to hold NM811, its officers, agents and contractors harmless from and indemnify NM811 for any cost, loss, or expense which NM811 incurs because of the member company's negligence in responding to notifications. This indemnification provision applies to reasonable attorney fees and costs incurred by NM811 to defend against any claim which results from the member company's negligence.

Member Company Authorized Signature:

Signed by _____ Date: _____