



COVID-19 IMPACT

On March 25th, 2020, Governor Little issued a **Stay-Home Order** and signed an extreme emergency declaration. The stay-home order is effective immediately and in place for 21 days. All people may leave their residences only for **essential activities, essential governmental functions, or to operate essential businesses.**

Since utility services are considered life-sustaining/essential, Digline remains fully operational through both our call center and online services, to receive underground facility locate requests and to transmit those requests to all of our utility members throughout all of our service area.

To maintain the necessary 'social distancing' for our employees, we have several of our employees that will work remotely over the next several weeks.

Excavators:

If you have an active ticket and are delaying the work, please contact Digline to cancel the request to prevent utility locators from unnecessary activities.

Please know that some of the utilities may reach out to you to negotiate a mutually agreeable locating timeline to mitigate time constraints due to any potential decreases in the utility's locating workforce. Whenever possible, please work with the utilities to establish reasonable and mutually agreeable scheduling alternatives.

Underground Facility Operators:

The Idaho Damage Prevention Statute has not changed. According to the Statute, the owner of the underground facility or the owner's agent shall respond no later than two (2) business days after receipt of the notice. If you are unable to meet this timeline, please make sure you are communicating with the requestor listed on the ticket.

Digline went live with Positive Response on March 17th. This might be a good time to take a look at the Positive Response software on our website at www.Digline.com. This would be an excellent way to communicate the status of any locates.