



nm811
®

Mission and Purpose

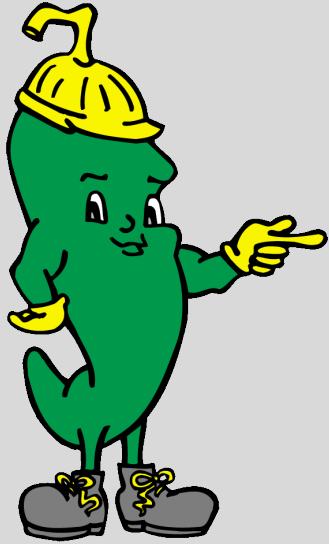


- Statewide communication hub
- Safe excavation
- Damage prevention
- Education



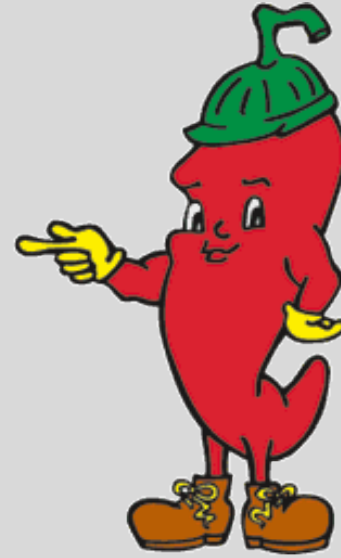
- Safe excavation
- Education
- To ensure and enforce safe gas and hazardous liquid pipeline systems

Mission and Purpose



Outreach

- Need a class set up?
- Onsite job visits.
- Need us to attend an event?
- Portal education and assistance.



Membership

- Change outputs
- Update member information
- Change positive response.

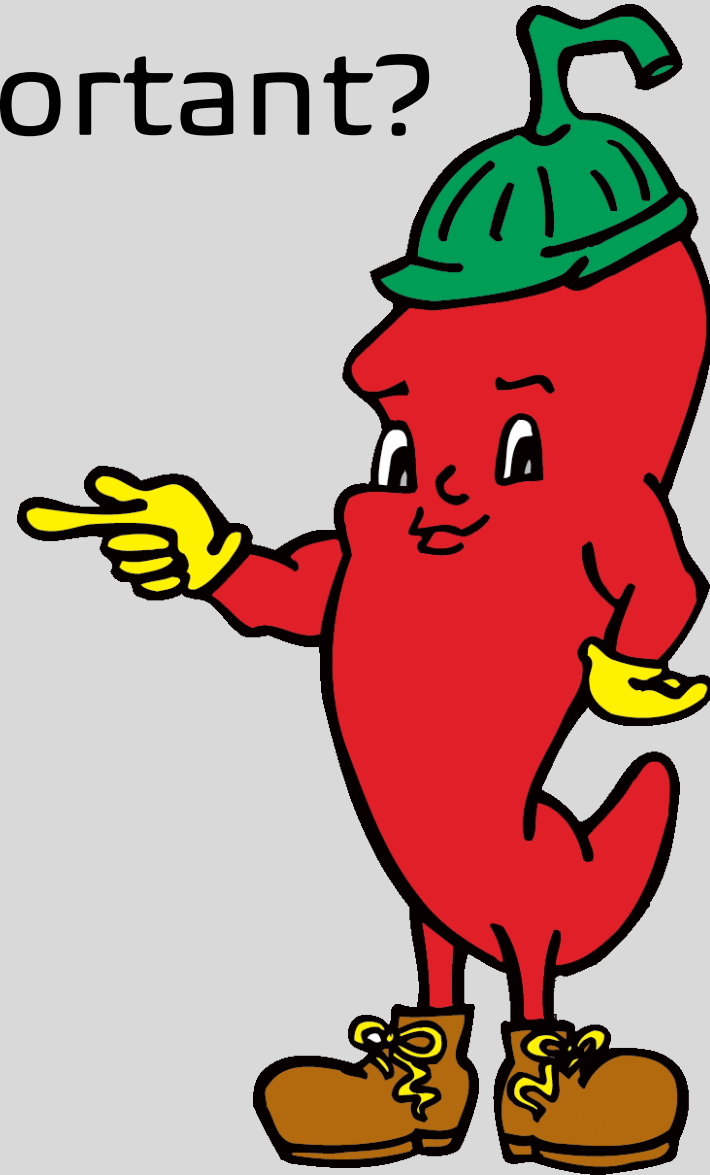
This CCTV footage captures the moment of a house explosion in western Pennsylvania, which killed five people, including one child.

Three homes were destroyed and at least a dozen more were damaged.



What's New and Important?

- New Chat Feature
- Wide Area Process
- Damage Tickets
- Near Miss
- Relocate or Update
- Design Locates
- AI System
- New Portal
- Email Ticket Submissions



When to Contact NM811

- If you plan on excavating, blasting or moving earth in any way
- Contact all non-members two working days prior to starting excavation
- Normal Business Hours
 - Monday to Friday 7AM to 5PM
- Web available 24/7
 - Standard, Design, Bid, Road Maintenance
- Working Days exclude weekends and holidays





Ticket Process

Call or Click Before You Dig

- NM811 will review the 10 items
- NM811 will list UFOs
- NM811 will provide ticket # start date and expiration date
- Ticket # on Site
- The excavator's responsibility
- Check your email

White lining

- 50ft radius
- All towns, cities, or incorporated areas
- GPS alternative
- Standard tickets



Submitting ticket:



1. Name & Contact information of excavator – “boots on the ground”
2. Alternate name & contact information
3. Description and purpose of type of work to be done.
4. The name of whom the work is being done for
5. Pre-marked in white?
6. Accurate physical description of the location and size of excavation site
7. Driving directions in a rural area and either GPS or white lined
8. Spotting instructions
9. Access issues or Hazards
10. GPS coordinate (rural area)

Relocate/Update Ticket

- Relocate tickets remain the same.
- Once a ticket is relocated, the excavator must wait 2 working days for linespots.
- Update ticket allows the excavator an extra 15 working days should they need to continue their work AND the lines be maintained.
- The excavator will be asked if the lines are still visible. If so, the agent will issue an update ticket.
- If lines are no longer visible, a relocate ticket is necessary.



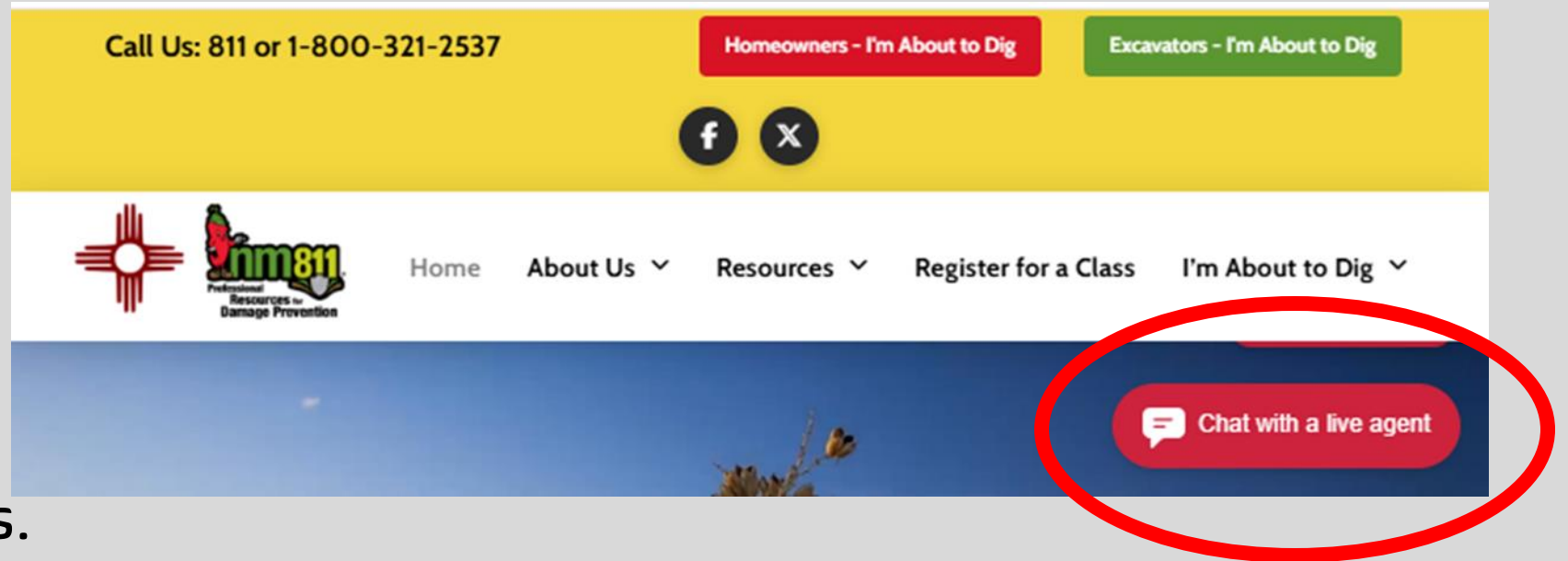
Ticket Submission Via Email



- NM811 is planning on allowing excavators to submit tickets via email.
- Excavators must call in their ticket prior to get their ticket prepped and suspended.
- Once the email is sent, NM811 will work to process the ticket, and an agent will contact the excavator once the ticket is complete.

Chat Option

- Speak to a live agent during normal business hours (7am-5pm M-F).
- Reaffirm a ticket.
- Send Warnings.
- Respond to tickets.
- Real time support during business hours.



Wide Area Process

- Call in a WAC
- Have conference and set up work plan
- Call in WAL
- Call in WAL –Reaffirm every 30 working days

NM811 Wide Area Work Plan – [REDACTED] Transmission Line

Wide Area Conference Ticket Number:

- WAL Conference Ticket #1: [REDACTED]
- WAL Conference Ticket #2: [REDACTED]

Conference Date:

- July 22, 2025
- Time: 9:30am
- Location: Behind Hobbs Substation at job site structure CH-626
 - GPS Coordinates: [REDACTED]

1. Excavator Information

Company: [REDACTED]

Address: [REDACTED]

Project Office: [REDACTED]

Primary Contact: [REDACTED]

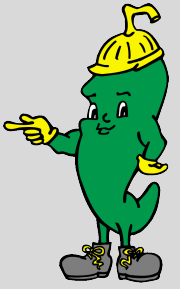
Alternate Contact: [REDACTED]

2. Project Scope

AT Power is constructing a 137.5-mile 345kV double-circuit transmission line through Lea and Roosevelt Counties in New Mexico for NextEra Energy Transmission Southwest, LLC. Activities include site preparation, clearing, fencing, excavation, foundation installation, structure erection, conductor stringing, and restoration. Each zone below corresponds to a work section with approximately 30 structures (~10–15 miles).



Key Takeaways for the Wide Area Process



- Excavators can schedule conference two workdays out at the soonest.
- Operators have two workdays to reschedule their attendance to the conference (Up to five workdays after the day of the excavator's call to NM811).
- Excavators are responsible for providing a copy of the workplan to the Operator.
- Excavators must call NM811 back after conference to confirm a workplan is in place and obtain a WAL (Dig ticket).
- Operators have two working days after the WAL ticket is issued to spot per workplan (Locate window).
- WAL tickets are valid for 30-thirty workdays (No weekend or holidays, +/- 6 weeks)
- WAL – Reaffirm tickets are valid for 30-thirty workdays (No weekend or holidays, +/- 6 weeks)
- Reaffirm tickets have expiration date only.
- Excavator should call NM811 to reaffirm workplan (WAC ticket) before WAL or WAL-Reaffirm expiration date.
- No reaffirms after the expiration date, no exceptions, excavator would need to set up a new conference and restart the process.

Near Miss Ticket

- Meant to replace this section of the law: If, while excavating, an excavator observes evidence that an unmarked underground facility may exist, the excavator shall, before excavating in the immediate area of such evidence:
 - make a reasonable effort to identify and contact the UFO and wait until the UFO marks or clears the immediate area of the evidence; the UFO shall mark or clear the area within two (2) hours of contact or as expeditiously as possible if the excavation site is in a rural area
 - Expose the underground facility by non-mechanical means or mechanical vacuum excavation methods

NM811 LOCATE REQUEST

TICKET NUMBER: 25OC170662
Ticket Type: Near Miss
Creation Date: 10/17/25 AT 15:03

Update of:

Excavator Information

Company:	NM811	Main Contact Phone:	(505) 555-1234
Address:	1021 EUBANK BLVD NE	Secondary Phone:	
City, St, Zip:	ALBUQUERQUE, NM 87111	Main Contact Email:	
Company Phone:	5052547310	Alternate Contact:	
Company Fax:		Alternate Contact Phone:	
Main Contact:	Spade TheChilie	Alternate Contact Email:	

Work Information

State:	NM	Work To Begin:	10/17/25 AT 17:00
County:	BERNALILLO		
Place:	ALBUQUERQUE		
Address:	1021 EUBANK BLVD NE		
Intersection:	WALKER DR NE		
Latitude:	35.089479	Longitude:	-106.533045
Secondary Lat:	35.090844	Secondary Long:	-106.533002
Work Type:	This is a Test	Working For:	John Doe
Pre-marked:	NO	Mechanical Boring:	NO
Contact Prior to Locating:	NO	Contact After Locating:	NO

Design Locates

- Design locates go live 5 days after they are submitted.
- There is still NO digging allowed for design tickets.

NM811 LOCATE REQUEST			
TICKET NUMBER: [REDACTED]		Update of:	
Ticket Type: Design Locate			
Creation Date: 10/16/25 AT 14:12			
Excavator Information			
Company:	[REDACTED]	Main Contact Phone:	[REDACTED]
Address:	[REDACTED]	Secondary Phone:	[REDACTED]
City, St, Zip:	[REDACTED]	Main Contact Email:	[REDACTED]
Company Phone:	[REDACTED]	Alternate Contact:	
Company Fax:	[REDACTED]	Alternate Contact Phone:	
Main Contact:	[REDACTED]	Alternate Contact Email:	
Work Information			
State:	NM	Work To Begin:	10/21/25 AT 00:01
County:	BERNALILLO	Expire Date:	11/10/25 AT 23:59
Place:	ALBUQUERQUE		
Address:	[REDACTED]		
Intersection:	[REDACTED]		
Latitude:	35.190581	Longitude:	-106.66565
Secondary Lat:	35.192791	Secondary Long:	-106.66285
Work Type:	Proposed Design	Working For:	[REDACTED]
Pre-marked:	NO	Mechanical Boring:	NO
Contact Prior to Locating:	NO	Contact After Locating:	NO
Driving Directions			

Warnings

- After the Locate window
- Only at excavator's request
- 2 hours to locate
- For standard locates, WAC, and WAL, Design Locates, and Road Maintenance

NEW MEXICO PUBLIC REGULATION COMMISSION

COMMISSIONERS

GABRIEL AGUILERA
JAMES ELLISON
PATRICK O'CONNELL, CHAIR

CHIEF OF STAFF
Cholla Khoury



P.O. Box 1269
Santa Fe, NM 87504-1269

PIPELINE SAFETY BUREAU
Main: (505) 629-9603

RE: Notice of Probable Violation, *Section 18.60.5.17.F Abuse of the Law for Failure to Provide Positive Response within the Requisite Time Frame.*

Dear Sir or Madam:

The Pipeline Safety Bureau (PSB) has determined that [REDACTED] failed to comply with the New Mexico Excavation Law(s) as required by *Section 18.60.5.17. Failure to Provide Positive Response within the requisite time frame* during March 2023.

Emergency Tickets

- Emergency Excavation: An excavation that must be performed due to circumstances beyond the excavator's control AND that affects public safety, health, or welfare.
- Locators are required by law to mark/clear the area ideally within 2 hours of the ticket going live.
- Emergency tickets are valid for 48 hours or until the emergency has been brought under control.
- There are no warning tickets on emergency tickets.
- Calling for a false emergency ticket is a breach in excavation law and can result in administrative penalties.



Damages

- New policy states that all damages are required to have the time of the damage on the ticket.
- Call in your damage ticket immediately after the damage occurs.

NM811 LOCATE REQUEST

TICKET NUMBER: [REDACTED]
Ticket Type: Damage
Creation Date: 08/05/25 AT 10:23

Update of:

Excavator Information

Company:	[REDACTED]	Main Contact Phone:	[REDACTED]
Address:	[REDACTED]	Secondary Phone:	
City, St, Zip:	[REDACTED]	Main Contact Email:	
Company Phone:	[REDACTED]	Alternate Contact:	
Company Fax:		Alternate Contact Phone:	
Main Contact:	[REDACTED]	Alternate Contact Email:	

Work Information

State:	NM	Work To Begin:	08/05/25 AT 10:30
County:	SANDOVAL		
Place:	RIO RANCHO		
Address:	[REDACTED]		
Intersection:	[REDACTED]		
Latitude:	[REDACTED]	Longitude:	[REDACTED]
Secondary Lat:	[REDACTED]	Secondary Long:	[REDACTED]
Work Type:	Damage Reported - By Excavator	Working For:	[REDACTED]
Pre-marked:	NO	Mechanical Boring:	NO
Contact Prior to Locating:	NO	Contact After Locating:	NO

Driving Directions

Spotting Instructions

EXISTING TICKET # [REDACTED] DAMAGE TO: WATER LINE SERVICE // DATE OF DAMAGE: 8/5/2025 // TIME OF DAMAGE: APPX 10:15AM // NEW MEXICO EXCAVATION LAW REQUIRES THE UFO TO IMMEDIATELY RESPOND TO A REPORT OF DAMAGE TO IT'S UNDERGROUND FACILITIES AND TRAVEL TO THE SITE TO MAKE THE SITE SAFE AND GET THE EMERGENCY SITUATION UNDER CONTROL

Remarks

HAS CONTACTED UFO // NO HAZARDS DUE TO DAMAGE //

TR5Q: [W8T12NR02ES24NE]

Utilities Notified:

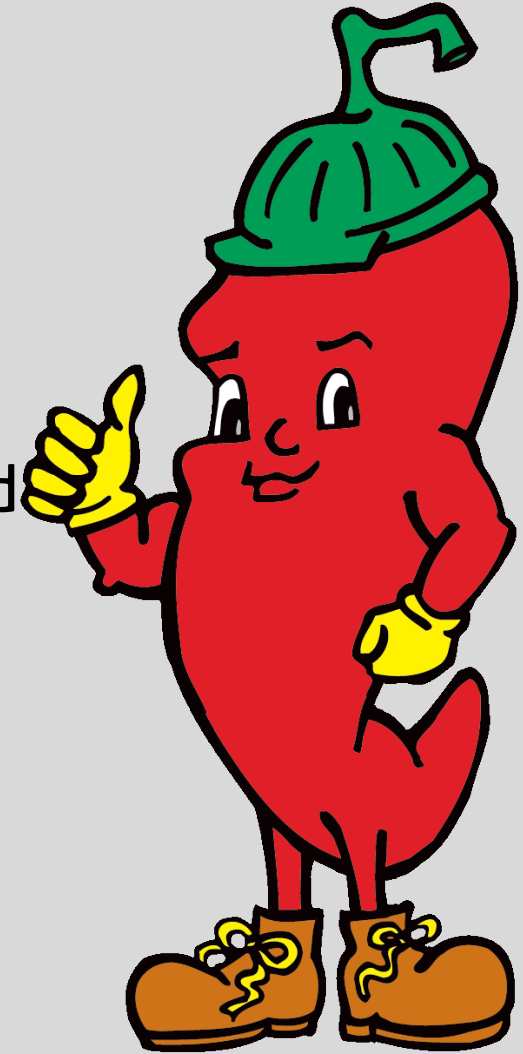
Code	Name	Added Manually?
CORR	CITY OF RIO RANCHO	False
2NMPSO	NM PIPELINE SAFETY BUREAU (PSB) - DAMAGES - CENTRAL WEST	True

Response Status As Of Tuesday, August 05, 2025 11:46 AM

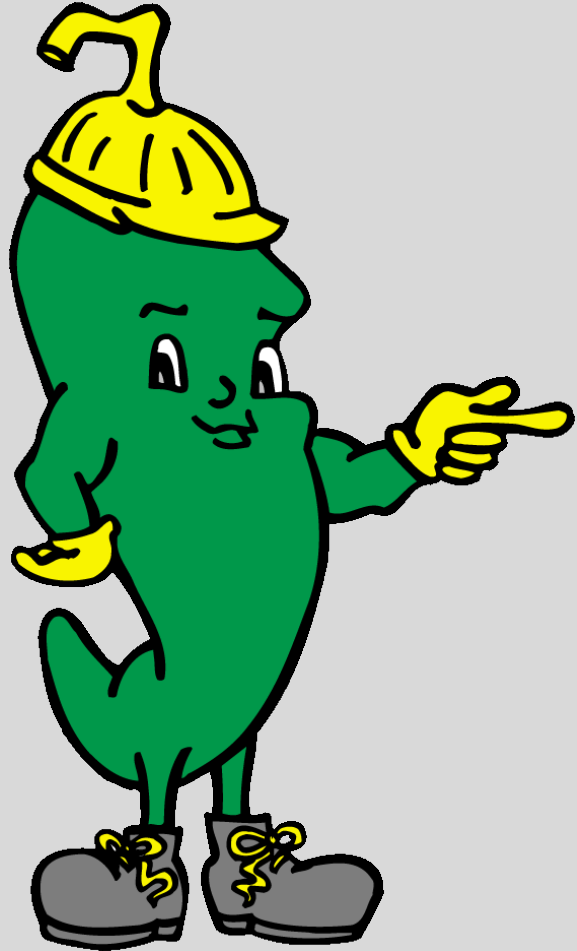
Status	Code	Name	Facilities
Closed	CORR	CITY OF RIO RANCHO • August 05, 2025 10:57 AM by NMKORTERRA: Site Marked	Water, Waste Water - Sewer

AI and New Portal Coming Soon...

- NM811 is turning to the power of AI to ensure that portal tickets are submitted correctly and consistently.
- With AI, portal tickets will now be sorted and filtered based off key indicators:
 - Incorrect contact information
 - Insufficient driving directions
 - Inaccurate spotting instructions



New Portal



- New Mexico 811 is planning on launching a new portal coming next year.
- With this new portal will come:
 - New ticket types
 - AI assistance
 - Easier to use

Let's Chat

- Membership@nm811.org or 505.254.7310 Opt. 3
- NM811 offers three different classes on the first three Wednesdays of every month (excludes Holidays).
- Portal Training
- Excavation Law
- Wide Area Locate (WAL/WAC)

Note:

Classes are subject to change and/or cancellation. If you are interested in an in-person class, please email membership@nm811.org

