

For OCB Office Use Only

Date Received:

I/C No:

THE ONE-CALL BOARD OF TEXAS
INQUIRY/COMPLAINT FORM

REGULATORY AUTHORITY - The One-Call Board (OCB) has direct authority only over the registered Notification Centers. Violations of the Texas One-Call law by excavators and utilities are under the direct authority of the agencies listed below. While the OCB tries to assist in processing inquiries and/or complaints regarding the Texas One-Call law, you may directly initiate action with the appropriate agency at any time.

REGULATORY AGENCIES HAVING DIRECT AUTHORITY

Local County or District Attorney....Excavator
Local city or county government....Cable TV

Railroad Commission of Texas....Gas & Pipeline
Public Utility Commission of Texas....Electric & Telephone

COMPLAINT AGAINST (Provide all required information to insure proper processing)

Company: Contact Person: (optional)

Address/City/Zip

Phone: Fax: (optional)

TYPE OF PROBLEM

Information Only

Excavator: Failure to Notify Failure to Wait Required Time
Short Notice/False Emergency Failure to Report Damage

Utility Co.: No Response Late Response Bad Locate

Call Center: Improper Tkt. No Tkt. / Tkt. Not Sent

Other (specify section of Texas One-Call Law)

DETAILS

Center Called: Lone Star Notification TESS Texas One Call

Date Center Called: Ticket #:

Date of Incident: Time of Incident: AM or PM

Was Facility Damaged? YES or NO County of Incident:

Depth of Damaged Facility: Excavation Equipment: Mechanical Hand Digging

Address/Location of Incident: Depth of Planned Excavation (if known):

Details:

COMPLAINT FROM

Excavator Utility Co. Pvt. Citizen Other

Name: Company:

Address/City/Zip:

Phone: Fax:

Signature of Complainant:

P.O. Box 9764

Austin, TX 78766

512.467.2850

fax 512.467.6664