



I appreciate each opportunity to talk about a utility company's approach to the consequences and liabilities when it's facilities are damaged.

In today's competitive world of voice, data and energy transportation, companies value their facilities as one would value gold.



I would like to take this opportunity to present my approach in settling facility damage claims

It is important for utility companies to make sincere attempts to partner with excavators, in an effort to reduce and ultimately eliminate damages to underground facilities.





How do you know a utility company is sincere?

By reviewing and evaluating their past history in negotiating settlements without resulting to a court hearing to recover damages

Do companies ever file legal actions against damaging parties?

Yes. Actions are filed when there is no response from the damaging party or the damaging party refuses to even negotiate.

Do companies have an easy to reach an 800# to talk about the claim?

When you call on the 800#, you should be able to reach a utility company claims associate, who will discuss and negotiate with you, about their claim.

A claim associate should have experience in all phases of their company's facility damage repair process.



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All contractors and utility companies should fully support the respective State One Call Process.

Supporting all the State Dig Safely programs will help to reduce utility damages.



The primary responsibility of a company claims associate is to recover all expenses incurred as a result of a damage.

The primary goal is to negotiate a fair settlement that recovers full direct damages.

The principle methods to accomplish this responsibility, fall into two categories:



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Category 1 – Cooperation and Communication

This can only be accomplished through reciprocal group efforts and open communication.

Benefits include continued good business relations and avoidance of costly legal actions.



Category 2 – Non-Cooperation and No Communication



A non-cooperative approach will only lead to increased expenses and a hostile business environment for all involved parties.

When negotiating, a good claims associate considers the following:

- **Compliance with the respective One Call Law**
- **Cooperative nature of the contractor**
- **Contractor's communication with the involved utility company's outside plant representatives**



Consider the following:

- **Follow the State One Call Laws**
- **Call & communicate before you excavate**
- **Cooperate with the damaged utility's representatives on site**
- **Consider negotiations as a tool for claims settlement**



When a facility is damaged, an efficient claims associate will respond to look into the cause of the damage.

The contractor will ultimately determine how a utility company will respond.



You can't go both directions on a one way street without taking a chance on incurring expense.

You can on a two-way!

Thank you for your time and attention.

John Visi

Questions?

