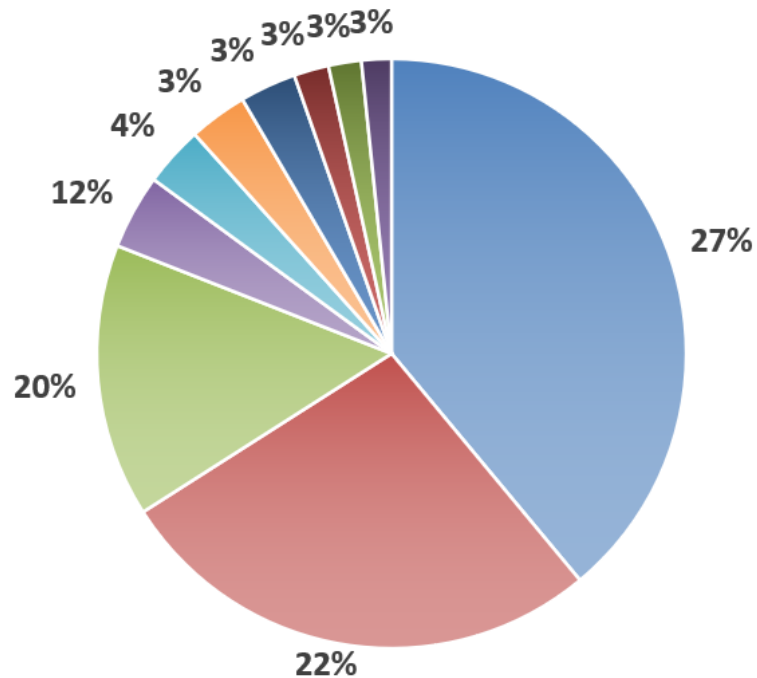


# Top 10 Root Causes - Calendar Year 2025



- No notification made to the One-Call center - 27%
- Locator Error - 22%
- Failure to maintain clearance after verifying marks/failure to use hand tools - 20%
- Root Cause Not Listed - 12%
- Unlocatable Facility - 4%
- Incorrect facility records/maps - 3%
- Failure to Test Hole (Pot-Hole) - 3%
- Marks Faded or Not Maintained - 3%
- Dug Prior to Valid Start Date/Time - 3%
- Dug After Valid Ticket Expired - 3%