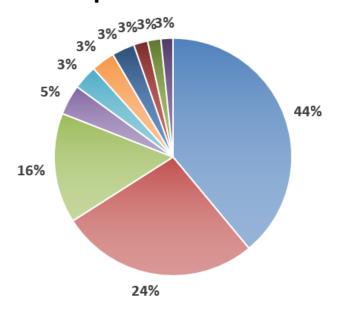# Top 10 Root Causes - Calendar Year 2024

- No notification made to the One-Call center - 44%
- Failure to maintain clearance after verifying marks/failure to use hand tools - 24%
- Locator error - 16%
- Unlocatable Facility - 5%
- Failure to test-hole (pot-hole) - 3%
- Dug after valid ticket expired - 3%
- Root cause not listed - 3%
- Dug prior to valid start date/time - 3%
- Incorrect facility records/maps - 3%