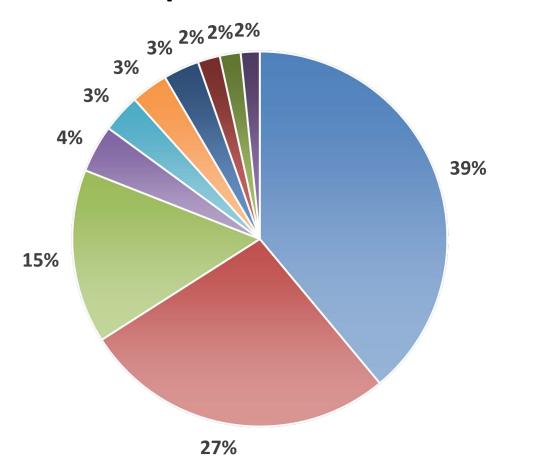# Top 10 Root Causes - Calendar Year 2023

- No notification made to the One-Call center- 39%
- Failure to maintain clearance after verifying marks/failure to use hand tools - 27%
- Locator error- 15%
- Unlocatable Facility - 4%
- Incorrect facility records/maps - 3%
- Dug after valid ticket expired - 3%
- Dug prior to valid start date/time - 3%
- Failure to test-hole (pot-hole) - 2%
- Root cause not listed - 2%
- Tracer Wire Issue - 2%