



2024 Billing Explanation

Billing Tiers:

❖ **Standard Membership** (*Members receiving over 100 billable tickets annually*)

Annual membership fees will be based on the total of the following:

1. A member's percentage use of the Center is calculated by dividing the total billable tickets the member received between Sept 2022 – Aug 2023 into the total billable tickets for all members during that same period. That percentage is then multiplied by the 2024 Board-approved budget allocated to tickets.
2. Late notices received between Sept 2022 – Aug 2023 are billed at \$1.10 per late notice.
3. A \$200 annual membership fee.

Members can elect to pay their total membership fee on an annual, monthly, or quarterly basis.

❖ **Limited Membership** (*Members receiving 100 or less billable tickets annually*)

Annual membership fees will be based on the total of the following:

1. A \$25 annual membership fee
2. Late notices received between Sept 2022 – Aug 2023 are billed at \$1.10 per late notice.

❖ **New Members**—Georgia 811 will invoice new members a one-time, nonrefundable \$200.00 set up fee, then \$1.42 per ticket, billed monthly during the first calendar year. At the end of the first year, *New Members* will be billed as either *Standard* or *Limited Members* based on their ticket volume during that first year.

Georgia 811's ThoughtSpot data dashboard now has a *Billing* pinboard allowing members to interactively drill-down and explore their billable ticket and late notice data as well as export that info into Excel. Members already signed up for ThoughtSpot can log in and select *Pinboards*, then *Billing* or click [here](#). Members not already signed up for free access to ThoughtSpot may click [here](#) to request access.

Mergers and Acquisitions:

- ❖ If a member merges with or is acquired by another member during the calendar year, Georgia 811 will invoice the surviving member or new entity for all financial obligations due from the acquired member. The following calendar year dues for the surviving member or new entity will be based upon combined total usage of the surviving member and the acquired member from the prior year.

Glossary:

- ❖ **Billable Ticket:**

A member's original notification with a unique identifier (ticket number). A member is only billed for that one instance of an original ticket notification regardless of how many of their service area codes or delivery destinations are associated with that one ticket. Ticket numbers generated from cancels are excluded.

- ❖ **Billable Late Notice:**

Your total number of late notices automatically generated by our system and sent to you, precipitated by one or more of your service areas not responding to the Positive Response Information System (PRIS) by the *Response Due Date* on a ticket. Each service area code linked to a member code on a ticket can be billed for a late notice since each service area code requires a response to PRIS by law.