



# Emergency Notification

## Creating an Emergency Notification

An Emergency Notification is a communication to alert the involved facility owners or operators of the need of excavation that requires immediate attention due to **a sudden or unforeseen occurrence involving a clear and imminent danger to life, health, or property; the interruption of utility services; or repairs to transportation facilities that require immediate action.**

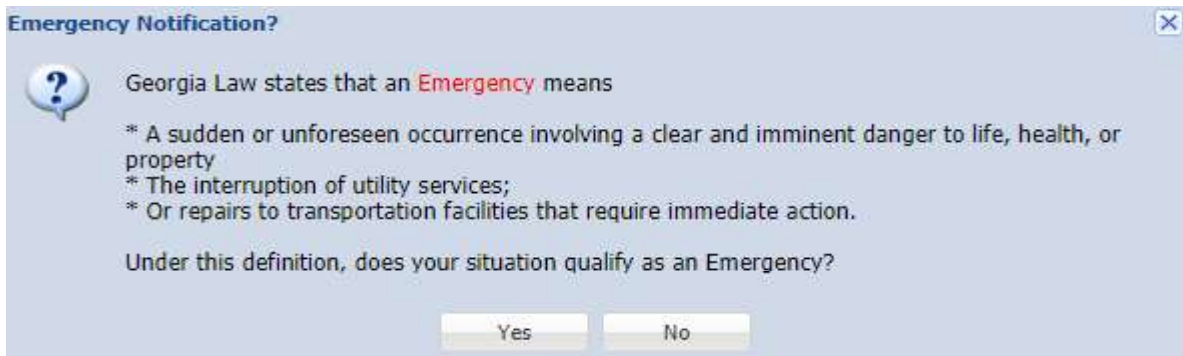
- It is effective immediately and expires at 7:00 A.M. three business days after the ticket is made.

At the top menu bar of the ticketing system, click on *Create Ticket* to open the ticket creation screen.

### 1. Ticket Type:

- Select *Emergency* from the *Ticket Type* drop-down menu.

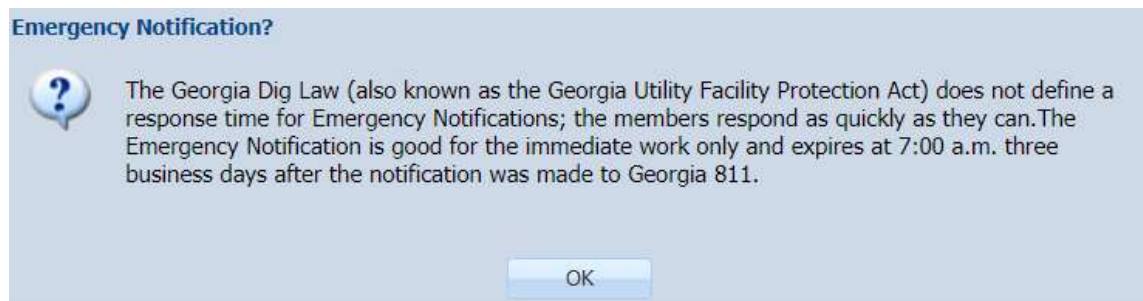
**Note:** Only fields required for an Emergency will be available.



### 2. Popup Box - Emergency Definition:

- Read the definition of an Emergency Notice.
- Select *Yes* if the following is true: *Under this definition, does your situation qualify as an Emergency?*

**Note:** If No, select *No* and the ticket type will return to a Normal ticket.





## Emergency Notification

### 3. Popup Box – Emergency Notification:

- Read the disclaimer and click *OK*.

### 4. Reason For Emergency:

- Type the reason for the emergency.

**Example:** *Service is out, sewage escaping, etc.*

### 5. Crew ETA:

- Select *Crew Is On-Site*, *Crew ETA is ASAP*, or *Other*.
  - If *Other* was selected, enter the date and time of the crew’s estimated time of arrival in the box.

### 6. Additional Remarks:

- Enter any additional information that you want to provide to the locators.
- Click *OK*.

A screenshot of a software popup window titled "Emergency Notification". The window has a light blue header and a white body. It contains several fields: "Reason For Emergency:" with a text box containing "Service is out."; "Crew ETA:" with three radio button options: "Crew Is On-Site", "Crew ETA is ASAP", and "Other" (which is selected). Below the radio buttons is a text box for "Other Crew Info:" containing "The crew is scheduled to be onsite 05/01 @9:00 AM". At the bottom is a text box for "Additional Remarks:". An "OK" button is located at the bottom center of the window.

**Note:** The information from that pop up will be stamped into the Remarks field on the ticket. (If any information needs to be changed, double-click on the Remarks field. Change the needed information in the Emergency pop up and click *OK*.)



# Emergency Notification

**Attention: Web User** - Web users are responsible for the accuracy of information entered on created locate tickets as well as ticket actions performed within the account including Additional Requests, Updates, and Cancels. Notified facility owners/operators are determined by the map data provided by the excavator.

The ticket submitted will use the following contact information. Please update it if necessary.

**Company:**  
 (770) 623-5786  
 GEORGIA 811  
 3400 SUMMIT RIDGE PKWY  
 DULUTH, GA 30096

**Web User:**  
 Whitney McClain  
 (770) 623-5786  
 wmccclain@georgia811.com

**Field Contact:**  
 Whitney McClain  
 (770) 623-5786  
 wmccclain@georgia811.com

**Update Information**

**Important Dates**  
 Effective On : 01/05/2023 15:03  
 Expires : 01/10/2023 07:00

Your ticket will be submitted with the following information. Please verify it for accuracy.

**Company**  
 Phone: 7706235786  
 Name: GEORGIA 811  
 Address: 3400 SUMMIT RIDGE PKWY  
 City: DULUTH  
 State: GA  
 Zip: 30096

**Web User**  
 First Name: Whitney  
 Last Name: McClain  
 Phone: 7706235786  
 Email: wmccclain@georgia811.com

**Field Contact**  
 First Name: Whitney  
 Last Name: McClain  
 Phone: 7706235786  
 Email: wmccclain@georgia811.com

**Cancel** **Submit**

## 7. Update Information:

- The left side panel contains your excavator information. You can make changes to this information anytime by clicking on *Update Information*.
    - Review and edit the necessary fields. (Any changes made here will be saved for the current ticket submission and any future submissions.)
- Note:** If the contact person changes with various tickets, you will have to update the Field Contact information with each submission as necessary.
- Click *Submit* to save changes.

Ticket Type: Emergency Notification

Work Type: Select a work type...

For: Who are you doing the work for

Will you be using explosives ?  Y  N

Will you be using directional boring ?  Y  N

Have you used white paint to indicate the excavation area ?  Y  N

Requires OH Protection:

## 8. Work Type:

- Select the type of work you will be doing from the drop-down menu.
- Note:** You must enter all work types being performed.

## 9. For:

- Indicate who you are doing the work for.



# Emergency Notification

10. Will you be using explosives?

- Select whether you will be blasting with dynamite or any other explosives.

11. Will you be using directional boring?

- Select whether you will be doing any horizontal directional drilling (i.e. under a driveway, sidewalk or road).

12. Have you used white paint to indicate the excavation area?

- Select whether the dig site is white-painted, white-flagged or white-staked?
  - If Yes: Enter the number of marked areas in the # *W-Lined Areas* box.

State:	GA	County:	GWINNETT	City:	DULUTH
--------	----	---------	----------	-------	--------

13. State / County / City:

- The state will default to *GA*.
- Type in the name of the county. Once you start typing, the drop-down will start to list available options. Select the county from the list.
- Type in the name of the city. Once you start typing, the drop-down will start to list available options. Select the city from the list.

Address:	Num	PreDir	Street Name	St Type	SufDir
Cross street:	What is the nearest cross street				

14. Address:

- Enter the address number.
- Next, enter the street name.
- Then, enter the street type. (i.e. *Road, Lane, Street, Drive*, etc.)

15. Cross Street:

- Enter the name of the cross street (nearest intersecting street) along with the street type.



# Emergency Notification

Locate Instructions:	
Remarks:	Reason For Emergency: Water Escaping Crew ETA: Crew Is On-Site

## 16. Locate Instructions:

- Enter the Locate Instructions.
  - Describe the area where work will take place with [Sufficient Particularity](#) using concise locate instructions.

**Note:** Include all information pertaining to locating into this field, i.e. boring information, lot numbers, multiple addresses, etc.

**Note:** The locate instructions must be in sync with the *Work Type* and *Work Information* questions.

**Example:** If the work type is to install a water service line, the locate instructions should be to locate from the street to the building, not just the right-of-way.

## 17. Remarks:

- Add any additional information you want to provide to the locators:
  - Arrange an on-site meeting, gate codes, etc.
  - Provide driving directions if needed.
  - Add additional information given to describe the location of property. (i.e. coordinates, name of subdivision or community, name of mall, name of office park, street alias information, name of business, etc.)

## 18. Map/Search Results:

- Select *Use Ticket* to search for a location using the ticket information entered.
- The search results will list options for the *County Parcel, Intersection, Street Address In Range, Street Name, Similar Street Name, Google Results, Google Intersection*.



# Emergency Notification

**Note:** Selecting *County Parcel* will bring up the exact address entered.



- Select the correct street or address where the work will be done using the available search results.
- Use the *Mark Point*, *Mark Line*, *Mark Area* or *Use Selection* tools to select the dig site.



- Mark Point – Draws a point on the map with a 200ft buffer.
- Mark Line – Draws a line on the map with a 200ft buffer.
- Mark Area – Draws a shape on the map with a 200ft buffer.
- Use Selection – Draws a 200ft buffer around the selection.

**Note:** You must double-click at the end point to release the tool and complete the drawing.

## 19. Review the Legal Dates and Times:

- The ticket *Effective On* date is effective immediately.
- This ticket *Expires On* date is at 7:00 A.M. three business days after the date of notification.

### Important Dates

Effective On : 01/05/2023 15:03  
Expires : 01/10/2023 07:00

## 20. Submit Request:

- Click *Submit* to complete the ticket.

## 21. Reset:



# Emergency Notification

- Click *Reset* to clear the form and start over.



## 22. Ticket Number / Utility Members Notified:

- Review your ticket number and list of members notified for your request.

**Note:** If an underground facility member is missing, contact the Web Help Desk department at (770) 476-6050.

## 23. Do you want to enter another ticket?

- Select *Yes* to open a new ticket creation screen.
- Select *No* to return to the home page.

**Ticket Submitted**

 The ticket was submitted successfully.  
Your ticket number is **230208-001025**  
The following utilities will be notified:

ATLANTA GAS LIGHT CHEROKEE - AG	Gas	AGL107
ATT / D TELECOM - BSCA	Telecommunication	BSCA
CHEROKEE COUNTY SEWER - CKW02	Sewer	CKW02
CHEROKEE COUNTY WATER - CKW01	Water	CKW01

If you will be working with within 10 feet of overhead high voltage power lines, you will need to create a separate Overhead ticket.

Do you want to enter another ticket?