GEORGIA811

www.Georgia811.com

Online Ticket Creation Manual

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Contact Information

Contact Information

The Web Services Department is available to assist you with questions regarding issues, such as online ticket creation (eRequest and web), training, troubleshooting and issues with the Georgia 811 mobile app.

> **Web Services Department:**
> Hours: Monday through Friday from 7:00 A.M. to 4:30 P.M.
> Email: WebHelpDesk@Georgia811.com
> Phone: (770) 476-6050

The Contact Center is available for help with reporting a damage, submitting a Large Project request and submitting tickets by phone.

> **Contact Center:**
> Hours: Monday through Friday from 7:00 A.M. to 6:00 P.M.
> Emergency Tickets and Damage Notifications: Available 24/7
> Phone: 811, (770) 623-4344 or +1 (800) 282-7411

Customer Connections can assist with all member related issues, such as member sign up, service area management, responding to PRIS and updating/changing user or company information.

> **Customer Connections:**
> Hours: Monday through Friday from 7:00 A.M. to 4:30 P.M.
> Email: CustomerConnections@Georgia811.com
> Phone: (770) 623-5786

The Georgia 811 liaison managers are dedicated to educating members, excavators and the general public about the importance of safe digging under Georgia law. Liaisons are assigned to specific geographic areas of the state.

> **Liaisons:**
> To view the contact information of the liaison in your area, **Click Here**

Georgia 811 Online Ticketing System Terms of Use Agreement

Utilities Protection Center, Inc. (dba Georgia 811)

Click here to view a PDF version of our Online Ticketing System Terms of Use Agreement.

You shall comply with the terms and conditions of the agreement at all times when accessing or utilizing the GEORGIA 811 Online Ticketing System (System) or any information derived from it. GEORGIA 811 may without notice restrict access to any user in breach of these Terms of Use, GEORGIA 811 Membership Agreement, or the Georgia Underground Facility Protection Act. You agree to not use the System in a manner that violates any laws, regulations, or any agreements with GEORGIA 811. You understand that any unlawful use of the System may be subject to civil or criminal liability and that access to the System can be removed at any time.

You shall ensure that information entered into the System does not include any harmful viruses or software or anything similar that will compromise the security of the System. This System is a resource for individuals, companies and organizations excavating in Georgia as well as members of GEORGIA 811 to support the Georgia Underground Facility Protection Act (GUFPA).

GEORGIA 811 will strive to ensure that the System is available and reliable at any time and that the System will have sufficient integrity. However, no user shall be entitled to any compensation for any downtime of the System or for any breach of security or integrity of the System. GEORGIA 811 may without notice make updates at any time to add, remove, or modify the functionality or features of the System. You understand and accept that the functionalities and features available in the System may vary depending on the user's role with GEORGIA 811, such as excavator or the type of membership held with GEORGIA 811.

EXCAVATORS:

A locate ticket is valid for 30 calendar days. If your work will not be completed within this time frame, GEORGIA 811 recommends you complete an Update for your ticket on the date listed on your ticket text.

The information represented in this data results from the compilation of a variety of source materials. Its intended use is as a resource for the excavators and members of GEORGIA 811 and it should not be used as a general research tool, legal description, or document. GEORGIA 811 makes no representation or warranty concerning the accuracy of such information, nor claims it as a legal information source.

EORGIA 811 makes no representation or warranty concerning the accuracy of the information you provide, nor claims it as a legal cartographic resource. GEORGIA 811 assumes no legal liability for the accuracy, completeness, or usefulness of any information, apparatus, product, or process disclosed herein and makes no warranty, expressed or implied, including, but not limited to, the warranties of merchantability, fitness for a particular purpose, title and non-infringement, with respect to documents or information available from GEORGIA 811 and/or this website. All direct, indirect, consequential, implied, punitive, and special damages are deemed waived if you use the information on this website in any manner.

In an effort to improve ticket quality, GEORGIA 811 will accept a legal description or latitude and longitude to be used as reference only. Excavators remain responsible for providing the information needed to process a ticket, which may, without

limitation, include providing sufficient particularity when describing the dig site and other information as needed. Some information originally submitted by the System user may be edited or removed to better clarify the pending excavation. Such minor edits may include, without limitation, driving directions that are unnecessary or confusing, misspelled street names, unnecessary or confusing characters or abbreviations, etc.

It is the responsibility of the excavator to maintain the marks at the dig site. GEORGIA 811 encourages excavators maintain the marks and submit locates no sooner than three business days and no longer than 10 business days prior to excavation. If an update is required, the law allows the members to respond within 2 business days of the update notice.

To prevent over notification and to be compliant with the law, please only request an Update if the scope of work described in the requested Update has not changed from the original ticket. A change in scope may be a change in work type or smaller area since excavation has been completed, a new excavation location, or a change in locate instructions.

If the scope of work has changed or the locate request is expired, please submit a new ticket via the System, or call Georgia 811 at 8-1-1 or 800-282-7411.

MEMBERS:

GEORGIA 811 provides electronic notification services as a delivery method for locate tickets. GEORGIA 811 assumes no liability for any damages or loss of any kind that might arise from members' failure to receive their tickets. The user acknowledges and agrees to provide due diligence in auditing the receipt of tickets on a regular basis to ensure proper functioning of their electronic services.

The Member Response feature is provided to assist members with providing the status of a ticket. It shall not be used to replace the member's responsibilities in communicating, locating, or marking the approximate location of their underground facilities or any other responsibilities outlined in GUFPA.

Every covered person under GUFPA is responsible for informing themselves of the provisions of GUFPA and complying with them. GEORGIA 811 does not provide legal advice and you should consult your own legal counsel for any such advice.

Last Updated: 6.29.2020

Ticket Creation

Normal Ticket Creation

Creating a Normal Ticket

A Normal ticket provides a communication to Georgia 811 to alert the involved facility owners or operators of the need to dig. Georgia 811 then notifies the members to locate the underground facilities in the dig site area no later than midnight on the calendar date prior to the effective date.

- The ticket expires 30 calendar days following the effective date.
- Members must respond in the Ticket Response System (PRIS) on a Normal ticket.

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

1. Update Information:

   - The left side panel contains your excavator information. You can make changes to this information anytime by clicking on *Update Information*.

     o 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.

     o Click *Submit* to save changes.

Normal Ticket Creation

Ticket Type:	Normal		Will you be using explosives ?	⊙ Y	⊙ N
Work Type:	Select a work type...		Will you be using directional boring ?	⊙ Y	⊙ N
For:	Who are you doing the work for		Have you used white paint to indicate the excavation area ?	⊙ Y	⊙ N
			Duration:		
			Requires OH Protection:		

2. Work Type:

- Select from the type of work you will be doing from the drop-down menu.

   Note: You must enter all work types being performed.

   Note: Demolition of a Building: Please be aware that creating a locate request will not be notification for utilities to disconnect service from the building. Each utility provider is responsible for disconnecting any services they provide to the building at your dig site. Georgia 811 encourages you to contact all utilities to make sure service is discontinued before the demolition takes place.

3. For:

- Indicate who you are doing the work for.

4. Will you be using explosives?

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

5. Will you be doing directional boring?

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

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

- Select whether the dig site is white painted, white flagged or white staked.

   o If *Yes*: Enter the number of marked areas in the *# W-Lined Areas* box.

7. Duration:

- Select the expected duration of the digging portion of the work from the drop-down menu.

Normal Ticket Creation

8. Requires Overhead Protection:

- Select *Yes* if you will be working within 10 feet of any overhead high voltage power lines (a line that is carrying 750 volts or more).

  o If *Yes*, enter dates for:

    ▪ Commence On:

      - Select a date from the calendar and the time you need overhead protection to start.

    ▪ Completed By:

      - Select a date from the calendar and the time you need overhead protection to end.

9. Excavation Date:

- Select the date you would like to start your work from the available *Excavation Date* window in the calendar drop-down.

10. 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 | | | | | | |

11. Address:

- Enter the address number.

- Next, enter the street name.

- Then, enter the street type. (i.e. *Road*, *Lane*, *Street*, *Drive*, etc.)

12. Cross Street:

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

| Locate Instructions: | |
| Remarks: | |

13. Locate Instructions:

- Enter the Locate Instructions.

    o 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.
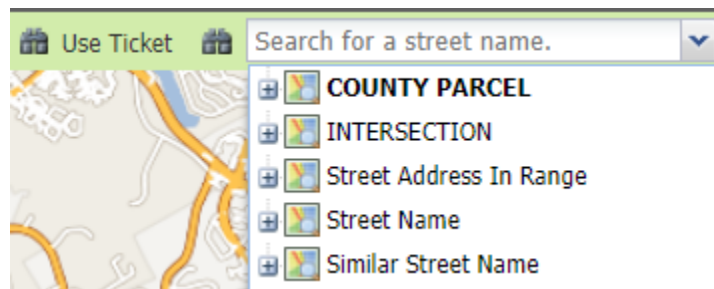
14. Remarks:

- Add any additional information you want to provide to the locators:

  o Arrange an on-site meeting, gate codes, etc.

  o Provide driving directions if needed.

  o Add additional information given to describe the location of property. (i.e. GPS coordinates, name of subdivision or community, name of mall, name of office park, street alias information, name of business, etc.)
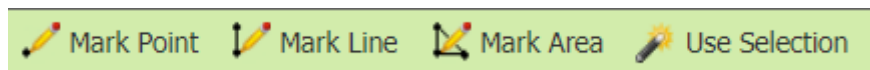
15. Map/Search Results:

- 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*.

  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.

  o Mark Point – Draws a point on the map with a 200 ft. buffer.

  o Mark Line – Draws a line on the map with a 200 ft. buffer.

  o Mark Area – Draws a shape on the map with a 200 ft. buffer.

  o Use Selection – Draws a 200 ft. buffer around the selection.
  Note: You must double-click at the end point to release the tool and complete the drawing.

Normal Ticket Creation

16. Review the Legal Dates and Times:

   o The locate ticket becomes effective at 7:00 A.M. on (Effective On Date).

   o The underground facilities in the dig site area should be marked by 11:59 P.M. on (Response By Date). If the members have not responded to the Ticket Response System (PRIS) by then, we will automatically send a late notice which will give them until noon on the Effective On Date to respond. At that time, if there are no visible and obvious signs of unmarked, underground utilities, you are clear to begin your work.

   o This ticket expires on Expires On Date.

   o If you do not anticipate completing your excavation by then, you may update your ticket between Updateable On Date and 4:30 P.M. on the Update By Date.
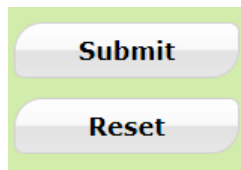
Important Dates

Effective On :   01/10/2023 07:00
Response By :   01/09/2023 23:59
Updateable On :   01/31/2023
Update By: 02/03/2023 16:30
Expires On :   02/09/2023

17. Submit Request:

   • Click *Submit* to complete the ticket.

18. Reset:

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

Submit

Reset

19. Ticket Number / Utility Members Notified:

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

   Note: If you think an underground facility member is missing from the list of utilities, contact the Web Help Desk department at (770) 476-6050.

20. 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?

Yes   No

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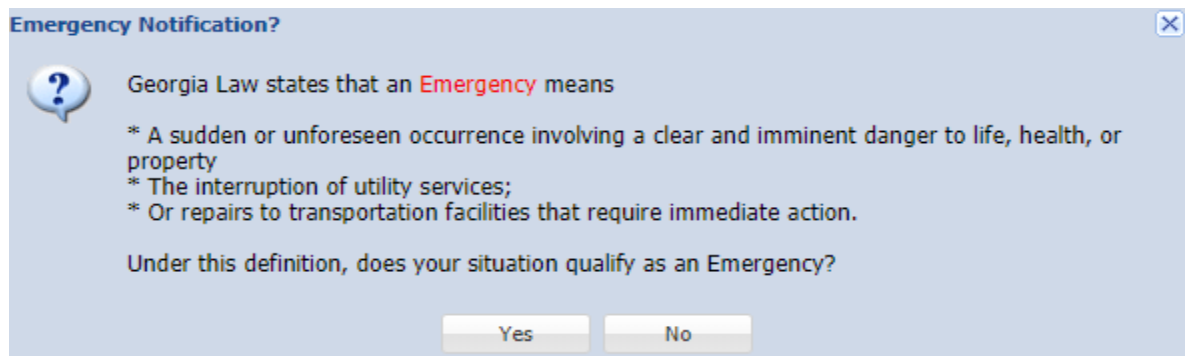
- It is effective immediately and expires at 7:00 A.M. three business days after the ticket is made.

_____

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.
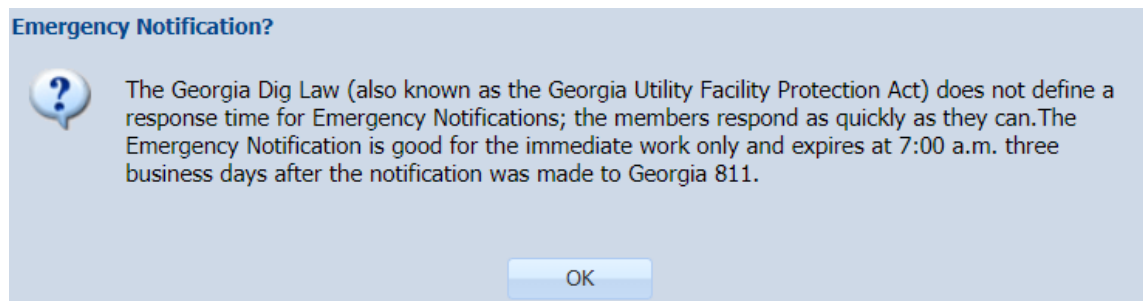
Emergency Notification

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*.

Emergency Notification

Reason For Emergency:	Service is out.
Crew ETA:	○ Crew Is On-Site ○ Crew ETA is ASAP ◉ Other
Other Crew Info:	The crew is scheduled to be onsite 05/01 @9:00 AM
Additional Remarks:	

OK

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

7. Update Information:

- The left side panel contains your excavator information. You can make changes to this information anytime by clicking on *Update Information*.

    o 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.

    o Click *Submit* to save changes.

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.

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?

    o 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.

    o 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:

    o Arrange an on-site meeting, gate codes, etc.

    o Provide driving directions if needed.

    o 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.)
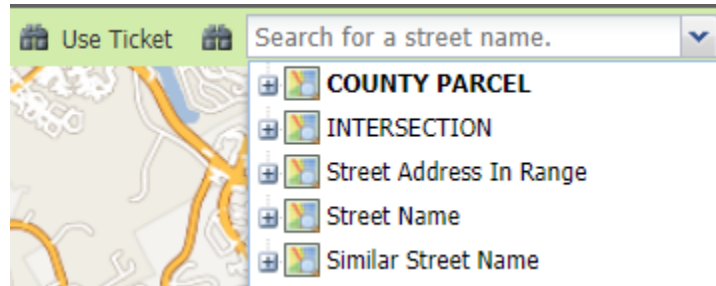
18. Map/Search Results:

- 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*.
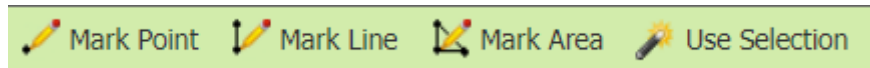
Emergency Notification

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.

  o Mark Point – Draws a point on the map with a 200ft buffer.

  o Mark Line – Draws a line on the map with a 200ft buffer.

  o Mark Area – Draws a shape on the map with a 200ft buffer.

  o 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:

  o The ticket *Effective On* date is effective immediately.

  o This ticket *Expires On* date is at 7:00 A.M. three business days after the date of notification.

20. Submit Request:

- Click *Submit* to complete the ticket.

21. Reset:

- Click *Reset* to clear the form and start over.
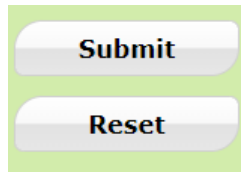
22. Ticket Number / Utility Members Notified:

- 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.

Normal Ticket Creation
Backup to an Emergency Notification

Creating A Normal Ticket – Backup to an Emergency Notification

A Normal Backup to an Emergency ticket provides a communication to Georgia 811 to alert the involved underground facility owners or operators of the need to dig past the expiration of an Emergency Notification.

- You must select the first available excavation date when creating the Normal ticket.
- The ticket expires 30 calendar days following the effective date.
- Members must respond to the Ticket Response System (PRIS) on a Normal ticket.

_____

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

1. Update Information:

   - The left side panel contain s your excavator information. You can make changes to this information anytime by clicking on *Update Information*.

     o 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.

     o Click *Submit* to save changes.

Ticket Type:	Normal		Will you be using explosives ?	○ Y	○ N
Work Type:	Select a work type...		Will you be using directional boring ?	○ Y	○ N
For:	Who are you doing the work for		Have you used white paint to indicate the excavation area ?	○ Y	○ N
			Duration:		
			Requires OH Protection:		

2. Work Type:

- Select from the type of work you will be doing from the drop-down menu.

   Note: You must enter all work types being performed.

   Note: Demolition of a Building: Please be aware that creating a locate request will not be notification for utilities to disconnect service from the building. Each utility provider is responsible for disconnecting any services they provide to the building at your dig site. Georgia 811 encourages you to contact all utilities to make sure service is discontinued before the demolition takes place.

3. For:

- Indicate who you are doing the work for.

4. Will you be using explosives?

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

5. Will you be using directional boring?

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

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

- Select whether the dig site is white painted, white flagged or white staked?

   o If *Yes*: Enter the number of marked areas in the *# W-Lined Areas* box.

7. Duration:

- Select the expected duration of the digging portion of the work from the drop-down menu.

8. Requires Overhead Protection:

- Select *Yes* if you will be working within 10 feet of any overhead high voltage power lines (a line that is carrying 750 volts or more).

  - If *Yes*, enter dates for:

    - Commence On:

      - Select a date from the calendar and the time you need overhead protection to start.

    - Completed By:

      - Select a date from the calendar and the time you need overhead protection to end.

9. Excavation Date:

- Select the first available day from the *Excavation Date* window in the calendar drop-down.

10. 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 | | | | | | | | |

11. Address:

- Enter the address number.

- Next, enter the street name.

- Then, enter the street type. (i.e. *Road*, *Lane*, *Street*, *Drive*, etc.)

12. Cross Street:

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

| Locate Instructions: | |
| Remarks: | |

13. Locate Instructions:

- Enter the Locate Instructions.

  o 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.

14. Remarks:

- Add any additional information you want to provide to the locators:

  o Arrange an on-site meeting, gate codes, etc.

  o Provide driving directions if needed.

  o 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.)

15. 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*.

  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.

  o Mark Point – Draws a point on the map with a 200ft buffer.

  o Mark Line – Draws a line on the map with a 200ft buffer.

  o Mark Area – Draws a shape on the map with a 200ft buffer.

Normal Ticket Creation
Backup to an Emergency Notification

o 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.

16. Review the Legal Dates and Times:

    o The locate ticket becomes effective at 7:00 am on (Effective On Date).

    o The underground facilities in the dig site area should be marked by 11:59 P.M. on (Response By Date). If the members have not responded to the Ticket Response System (PRIS) by then, we will automatically send a late notice which will give them until noon on Effective On Date) to respond. At that time, if there are no visible and obvious signs of unmarked, underground utilities, you are clear to begin your work.

    o This ticket expires on (Expires On Date).

    o If you do not anticipate completing your excavation by then, you may update your ticket between (Updateable On Date) and (Update By Date) by 4:30 P.M.

Important Dates

Effective On :   01/10/2023 07:00
Response By :   01/09/2023 23:59
Updateable On : 01/31/2023
Update By: 02/03/2023 16:30
Expires On :   02/09/2023

17. Submit Request:

• Click *Submit* to complete the ticket.

18. Reset:

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

Submit

Reset

19. 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.

20. 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?

[Yes]   [No]

Design Ticket Creation

Creating a Design Ticket

A Design (Survey) ticket is created for advanced planning purposes. It indicates the crew will not be digging but wants to know where underground facility lines are for survey purposes.

It does not allow for excavation.

- The Ticket Size Policy does not apply.
- Design tickets do not have an expiration date, therefore cannot be updated.
- members must respond to the Ticket Response System (PRIS) within 10 working days on a Design ticket.
- If a member fails to respond to a Design ticket, contact the utility directly to resolve the issue. If you are unable to resolve the issue, contact the Web Help Desk at webhelpdesk@georgia811.com or (770) 476-6050.

_____

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

1. Ticket Type:

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

     Note: Only fields required for a Design ticket will be available.
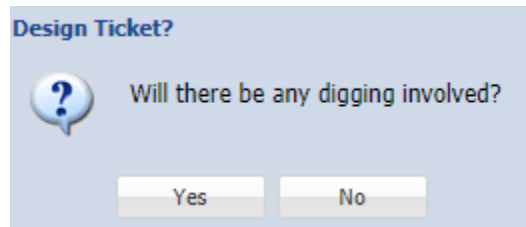
2. Popup Box – Design Ticket: *Will there be any digging involved?*

   - If *Yes* is selected, the ticket type will return to a Normal ticket

   - If *No* is selected, you may continue with your Design Ticket.

3. Popup Box – Design Disclaimer:

- Read the disclaimer and click *OK*.

4. Update Information:

- The left side panel contains your excavator information. You can make changes to this information anytime by clicking on *Update Information*.

  o 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.

  o Click *Submit* to save changes.

5. For:

- Indicate who you are doing the work for.

6. 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.

7. Is This a Single Address?:

- Select *YES* if the locate request is for a single address.

  - The Response Type defaults to *Mark Utilities*.

    Note: A single address at a residential site is generally considered a single-family dwelling. It does not include multi-family dwellings such as: apartment complexes, condominiums, town homes, mobile home communities.

    Is this a single address ?   ● Y   ○ N

    Response Type : Mark utilities

- Select *NO* if the locate request is for multiple addresses.

  - The Response Type defaults to *Provide a best available description or allow an authorized person to copy the drawings or other records.*

    Is this a single address ?   ○ Y   ● N

    Response Type : Provide a "best available description" or allow an authorized person to view a copy of drawings or other records

8. State / County / City:

    State: GA   County: GWINNETT   City: DULUTH

- 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.

9. Address:

    - Enter the address number.

    - Next, enter the street name.

    - Then, enter the street type. (i.e. *Road*, *Lane*, *Street*, *Drive*, etc.)

10. Cross Street:

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

11. Locate Instructions:

    - Enter the Locate Instructions.

        o 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.

12. Remarks:

    - Add any additional information you want to provide to the locators:

        o Arrange an on-site meeting, gate codes, etc.

        o Provide driving directions if needed.

        o 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.)

13. Map/Search Results:

Design Ticket Creation

- 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*.

   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.

   o   Mark Point – Draws a point on the map with a 200ft buffer.

   o   Mark Line – Draws a line on the map with a 200ft buffer.

   o   Mark Area – Draws a shape on the map with a 200ft buffer.

   o   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.

14. Review the Legal Dates and Times:

- The *Response By* date is 10 business days after the ticket is made.

   Example: The above *Important Dates* reflects a ticket created on 07/14/2020. The member has 10 business days to respond by 07/28/2020. (Reminder - This notice has no expiration date and the ticket cannot be Updated.)

15. Submit Request:

- Click *Submit* to complete the ticket.

16. Reset:

- Click *Reset* to clear the form and start over.
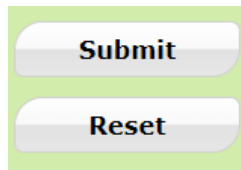
17. Ticket Number / Utility Members Notified:

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

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

18. Do you want to enter another ticket?

- Select *Yes* to open a new ticket creation screen.

- Select *No* to return to the home page.

Overhead Ticket Creation

Creating an Overhead Ticket

An Overhead notice provides a communication to Georgia 811 to alert the involved overhead utility facility owners or operators that you will be working within 10 feet of any overhead high voltage power lines (a line that is carrying 750 volts or more). The affected utility facility members will then contact you to discuss the need to move, cover or de-energize the power lines.

• The person responsible for doing the work must give a 72-hour notice to Georgia 811 during regular business hours, excluding weekends and holidays.

• The owner/operator of the high voltage line must contact the person whose name is given "within a reasonable time" so that arrangements can be made to safeguard the area.

• The owner or operator of the high voltage line has three options for overhead protection:

   • De-energize and ground the line.

   • Relocate the line.

   • Install protective covering or mechanical barriers.

• If there is a delay with the arrangements, a new Overhead notice must be created.

Note: It is not necessary to send an Additional Request on an Overhead notice. Instead, notify the overhead utility member directly.

_____

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

1. Ticket Type:

   • Select *Overhead* from the *Ticket Type* drop-down menu.

      Note: Only fields required for an Overhead notice will be available.

2. Popup Box – Overhead Disclaimer:

Overhead Ticket

If you will be working within 10 feet of an overhead high voltage power line, you need an overhead ticket.

We will notify the member power companies with overhead facilities near your area of work. They will contact you to discuss the need to insulate, move or de-energize the power line so you can safely perform your work.

The power company may bill you for this service.

OK

- Read the disclaimer and click *OK*.

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
wmcclain@georgia811.com

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

Update Information

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:	wmcclain@georgia811.com

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

Cancel   Submit

Overhead Ticket Creation

Update Information:

- The left side panel contains your excavator information. You can make changes to this information anytime by clicking on *Update Information*.

    o 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.

    o Click *Submit* to save changes.

Ticket Type:	Overhead		Commence On:		12:00 AM
Work Type:	Select a work type...		Completed By:		12:00 AM
For:	Who are you doing the work for				

3. Work Type:

- Select from the type of work you will be doing from the drop-down menu.

    Note: You must enter all work types being performed.

4. For:

- Indicate who you are doing the work for.

5. Commence On:

- Select a date from the calendar and the time you need overhead protection to start.

6. Completed By:

- Select a date from the calendar and the time you need overhead protection to end.

| State: | GA | County: | GWINNETT | City: | DULUTH |

7. 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.

Overhead Ticket Creation

- 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				

8. Address:

- Enter the address number.

- Next, enter the street name.

- Then, enter the street type. (i.e. *Road*, *Lane*, *Street*, *Drive*, etc.)

9. Cross Street:

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

Locate Instructions:	
Remarks:	

10. Locate Instructions:

- Enter the Locate Instructions.

  o 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.

11. Remarks:

- Add any additional information you want to provide to the locators:

o Arrange an on-site meeting, gate codes, etc.

o Provide driving directions if needed.

o 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.)

12. 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*.

    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.

o Mark Point – Draws a point on the map with a 200ft buffer.

o Mark Line – Draws a line on the map with a 200ft buffer.

o Mark Area – Draws a shape on the map with a 200ft buffer.

o 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.

13. Submit Request:

- Click *Submit* to complete the ticket.

14. Reset:

- Click *Reset* to clear the form and start over.
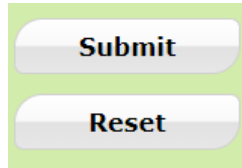
15. Ticket Number / Utility Members Notified:

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

  Note: If you think a utility facility member is missing, contact the Web Help Desk department at (770) 476-6050.

17. Click *OK*. 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 Actions

Search Tickets (Advanced Options)

Search Tickets

The Search Tickets menu allows excavators to do more complex searches with or without a ticket number.

_____

At the top menu bar of the ticketing system, click on *Search Tickets* to open the ticket search menu.

1. Search:

   - You may perform a search by:

       o Ticket Number

       o Date Range

       o County

       o City

       o Work Date (Legal On date)

       o Company

       o Addr/Str (Street Number and Street Name)

       o Cross Street

       o Phone (Excavator Phone Number)

2. A list of existing tickets will display to the right of the screen.

3. The top toolbar displays the following information and options:

◄◄ ◄ Page 1 of 5 ► ►► 🔄 🖨 Print List 🗐 Export 📖 Open Ticket	Displaying 1 - 50 of 244

- The total number of pages and number of tickets included in the search.

- Refresh

- Print List

- Export

- Open Ticket

🖨 Print	🗺 Show Map	📄 View Log	🖥 History	✉ Send To Email	📄 Update	📋 Copy	❌ Cancel Ticket	⊕ Additional Request
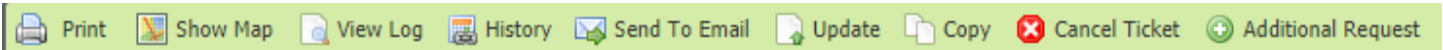
4. Once a ticket is open, the top toolbar displays the following information and options:

- Print - Print the selected ticket.

- Show Map - View the dig site area marked during ticket creation.

- View Log - View the *Ticket View Activity* window to show the timestamps of those who viewed the selected ticket.

- History - View the history of the selected ticket and any associated updates.

- Send to Email - Email a copy of the selected ticket.

- Update - Update the ticket for another 30 days and have locators go back to the site to check/remark the underground facilities.

- Copy - Duplicate the selected ticket.

- Cancel Ticket - Cancel the selected ticket.

- Additional Request - Send an additional notice to facility members on the selected ticket.

<u>Update</u>

<u>Updating a Ticket</u>

An update extends the life of an existing Normal ticket. A new ticket will be generated. The new ticket lets the underground facility members know that the digging is ongoing and to check their markings. The underground facility members must respond to the Ticket Response System (PRIS) and markings will be remarked if necessary.

The new ticket expires 30 calendar days following the date of notification.

- A Normal ticket may only be updated between the Updateable On date and the Update By date listed on the ticket. The update process does not allow for edits or changes to a ticket.

- The maximum number of times a Normal ticket can be updated may not exceed two times after its creation or exceed a period of 90 days, in compliance with The Georgia Public Service Commission's Large Project Rule 515-9-4-.13 and the Georgia Dig Law 25-9-6 (e).

  The Georgia Public Service Commission's Large Project Rule 515-9-4-.02 (j) defines a Large Project as any single mechanized excavation or blasting, involving excavation at a contiguous geographical site or area, that exceeds or will exceed one (1) linear mile or that reasonably requires or will require more than ninety (90) days to complete. To review the entire document, click here.

  The Georgia Underground Facility Protection Act 25-9-6 (e) states that no person, including facility owners or operators, shall request marking of a site unless excavating is scheduled to commence. In addition, no person shall make repeated requests for re-marking, unless the repeated request is required for excavating to continue or due to circumstances not reasonably within the control of such person. To review the entire document, click here.

  To request a Large Project, dial 811 to speak to the Large Project team or click here to submit an online request for a Large Project.

  For more information about Large Projects click here.

- To Update a Normal ticket in excess of two times, you will be prompted to enter an Update Reason and acknowledge that the locate request may be in violation of the above Commission Rule 515-9-4-.13 and O.C.G.A. 25-9-6(e). Georgia 811 will report the potential violation to the Georgia Public Service Commission for review.

_____

Update

At the top menu bar of the ticketing system, click on *Search Tickets* to open the ticket search menu.

1. Search:

   - Search for the ticket you want to update. You may perform a search by:

     - Ticket Number
     - Date Range
     - County
     - City
     - Work Date (Legal On date)
     - Company
     - Addr/Str (Street Number and Street Name)
     - Cross Street
     - Phone (Excavator Phone Number)

   - Select / double-click on the ticket that you want to renew.

2. Update:

   - Review the ticket details to ensure you have entered the correct ticket number for the dig site and to ensure all information is accurate for the continued excavation.

   - Click *Update* to extend the ticket for an additional 30 days.

3. Popup Box – Update Ticket:

   - Type any additional comments that you wish to add to the ticket if needed.

Update

- Update the field contact information if it has changed (*Contact* name, *Phone* and *Email*).

- Click *OK*

4. Ticket Number:

- Review your new ticket number.

Additional Request

Creating an Additional Request

An Additional Request is sent to re-notify underground facility members of updated ticket information or to request assistance on an active ticket. (There is no limit to the number of Additional Requests that can be submitted.)

Before submitting an Additional Request, you must either wait for a response to be loaded in the Ticket Response System (PRIS), wait until noon on the legal date, or request to add information that does not change the integrity of the notice.

An Additional Request does not extend the life of a ticket. The ticket number, legal dates and times will remain the same.

Members must respond to the Ticket Response System (PRIS) on an Additional Request.

> **The following are acceptable reasons to submit an Additional Request:**
> - The underground facility member has not responded to the Positive Response Information System (PRIS) and it is past noon on the Effective date.
> - You disagree with the information entered in the Positive Response Information System (PRIS).
> - Locate markings are no longer visible.
> - Notify underground facility members of new information (for example: contact information, driving instructions or a gate code).
> - Add blasting information

> **You cannot submit an Additional Request for the following reasons:**
> - Change or add *Work Types*
> - Change the locate instructions in any capacity
> - Change the dig site address, area or street information
> - Add boring information

_____

At the top menu bar of the ticketing system, click on *Search Tickets* to open the ticket search menu.

1. Search:

   - Search for the ticket you want to create an Additional Request on. You may perform a search by:

     - Ticket Number

Additional Request

      o   Date Range
      o   County
      o   City
      o   Work Date (Legal On date)
      o   Company
      o   Addr/Str (Street Number and Street Name)
      o   Cross Street
      o   Phone (Excavator Phone Number)

- Select / double-click on the ticket that you want to create an Additional Request for.

2. Select Additional Request.

   In the dialog box, you must:

- Select the affected members:

   o Select the checkbox next to the member(s) that you want to respond to the Additional Request. (To renotify all members, select checkbox next to *Members.*)

- Select the reason for the request:

   o Select and highlight the reason for the Additional Request.

- Add Comments:

   o Notate any additional information that you want to provide.

   NOTE: If you select the *AR05 – Other Request* response action, it is required that you provide additional information to explain the need for the Additional Request.

Additional Request

Additional Request

Select the affected Members:

	Members
☐	ATT / D TELECOM - BSCA (BSCA) For
☐	CITY OF THOMASVILLE ELECTRIC - THM50 (THM50) For
☐	CITY OF THOMASVILLE GAS - THM51 (THM51) For
☐	CITY OF THOMASVILLE SEWER - THM53 (THM53) For
☐	CITY OF THOMASVILLE WATER - THM52 (THM52) For
☐	GEORGIA UTILITIES PROTECTION CENTER - GAUPC (GAUPC) For
☐	JOHN D. ARCHBOLD MEMORIAL HOSPITAL PNEUMATIC TUBE - JDA02 (JDA02) For
☐	JOHN D. ARCHBOLD MEMORIAL HOSPITAL TELECOM - JDA01 (JDA01) For
☐	MEDIACOM, LLC TELECOM - TCI05 (TCI05) For
☐	COMMUNITY NETWORK SERVICES-THOMASVILLE TELECOM - CNS01 (CNS01) For

Select the reason for the Request:

Response Action
AR01 - Excavator has requested explosives/blasting, please re-mark within 24 hours
AR02 - Dispute Member response
AR03 - Facility markings no longer visible, please re-mark
AR05 - Other Request
AR08 - Member Not Responded
AR09 - Marks Not Complete/Incorrect

Comments

[Submit] [Cancel]

3. Click *Submit.*

   Note: Your Additional Request information will be viewable within the ticket text next to the member(s) you selected to receive the Additional Request.

Members (responses as of Monday, July 20, 2020 4:17 PM)

Code	Name	Facility Type	Phone
BSCA	ATT / D TELECOM – BSCA	Telecommunication	(305) 409–1542 Ext 1 [Main] (800) 247–2020 Ext 3 [Damage]
CNS01	COMMUNITY NETWORK SERVICES–THOMASVILLE TELECOM – CNS01	Telecommunication	(229) 227–3398 [Main] (229) 227–3398 [Damage]
CNS01F	COMMUNITY NETWORK SERVICES–THOMASVILLE TELECOM – CNS01F	Telecommunication	(229) 227–3398 [Main] (229) 227–3398 [Damage]
GAUPC	GEORGIA UTILITIES PROTECTION CENTER – GAUPC	Other	(770) 623–4332 [Main]
TCI05	MEDIACOM, LLC TELECOM – TCI05	Telecommunication	(845) 545–6944 [Main] (845) 545–6944 [Damage]
THM50	CITY OF THOMASVILLE ELECTRIC – THM50	Electric	(229) 227–7098 [Main] (229) 227–5499 [Damage]
THM51	CITY OF THOMASVILLE GAS – THM51	Gas	(229) 403–9632 [Main] (229) 227–5499 [Damage]

July 20, 2020 3:42 PM **AR02: Dispute Member response** (hfiles@georgia811.com) Gas meter on site and no marks
July 20, 2020 3:36 PM **1A: Marked** (hfiles@georgia811.com)

| THM52 | CITY OF THOMASVILLE WATER – THM52 | Water | (229) 403–9632 [Main] (229) 227–5499 [Damage] |

July 20, 2020 3:36 PM **1A: Marked** (hfiles@georgia811.com)

| THM53 | CITY OF THOMASVILLE SEWER – THM53 | Sewer | (229) 403–9632 [Main] (229) 227–5499 [Damage] |

July 20, 2020 3:37 PM **5: No conflict, utility is outside of requested work site.** (hfiles@georgia811.com)
July 20, 2020 3:36 PM **1A: Marked** (hfiles@georgia811.com)

Additional Request

Additional Request Codes Explained

AR01 – Excavator has requested explosives/blasting, please re-mark within 24 hours

- Adds blasting to an existing ticket.

  Note: When submitting an Additional Request to add blasting, you must notify ALL members. (To renotify all members, select checkbox next to *Members.*)

AR02- Dispute Member Response

- Use this code to ask a member to review and/or re-mark when there are obvious signs of unmarked utilities at the dig site that does not coincide with the member's response.

AR03 - Facility marks no longer visible, please re-mark

- Use this code when excavation or weather has destroyed markings. (Also state the reason for re-marking in the comment box, ex. *marks destroyed by excavation*; *rain washed away marks*; etc.)

AR05 - Other Request

- Use this code if none of the other codes provided apply to your situation. You must also provide the reason for this Additional Request in the *Comment* box.

  Note: An Additional Request can be submitted to notify members of new information that does not change the integrity of the ticket (i.e. gate code or job number). If you need to change the original ticket information, a new ticket must be created.

AR08 - Members Not Responded

- Use this code to re-notify members who have failed to respond by noon on the *Legal On* date listed on the ticket.

  Note: The system will automatically send a Late Notice to all members who have failed to respond to the Ticket Response System (PRIS) by the *Respond By* date listed on the ticket.

Members (responses as of Monday, July 20, 2020 8:27 AM)

Code	Name	Facility Type	Phone
ALC01	HARGRAY TELEPHONE – ALC01	Telecommunication	(843) 684-0342 [Main] (843) 686-1138 [Damage]

July 18, 2020 12:22 AM **LATE**: Response is late (System)

Additional Request

AR09 - Marks incomplete/incorrect

- Use this code to notify members that the entire dig site has not been located as requested.

Create Multiple Tickets, Copy, Cancel

Create Multiple Tickets

Once the first ticket has been successfully submitted, the system will generate a dialog box that shows the ticket number and the affected members that were notified.

1. Do you want to enter another ticket?

   • Select *Yes.*

2. Follow standard procedures for your chosen ticket type.

Copy a Ticket

A copy allows you to replicate an existing ticket through the Online Ticketing System. This feature will allow you to replicate all fields of an existing ticket including the dig site map and change or update fields before submitting. A new ticket will be created, and you will receive new legal dates and times.
_____

At the top menu bar of the ticketing system, click on *Search Tickets* to open the ticket search menu.

1. Search:

   • Search for the ticket you want to copy. You may perform a search by:

     o Ticket Number
     o Date Range
     o County
     o City
     o Work Date (Legal On date)
     o Company
     o Addr/Str (Street Number and Street Name)
     o Cross Street
     o Phone (Excavator Phone Number)

   • Select / double-click on the ticket that you want to copy.

2. Copy:

   • Click the *Copy* button.

3. Review the ticket information (this includes map information) and follow standard ticket creation procedures for your chosen ticket type.

   Note: If you change the address information, you must also update the map to match the new dig site information including the county and city.

Cancel a Ticket

The Cancel Ticket feature allows you to cancel an existing ticket.

- A canceled ticket is no longer a legal dig notice.
- A canceled ticket cannot be reinstated. A new ticket must be created, and the new dates and times will apply.

_____

At the top menu bar of the ticketing system, click on *Search Tickets* to open the ticket search menu.

1. Search:

   - Search for the ticket you want to cancel. You may perform a search by:

     o Ticket Number
     o Date Range
     o County
     o City
     o Work Date (Legal On date)
     o Company
     o Addr/Str (Street Number and Street Name)
     o Cross Street
     o Phone (Excavator Phone Number)

   - Select / double-click on the ticket that you want to cancel.

2. Cancel Ticket:

   - Click the *Cancel Ticket* button.

3. Reason for cancellation:

- Type the reason that you need to cancel the ticket.

Reason for cancellation

Example: Duplicate Request - please cancel. See ticket number 200717-001044.

submit

4. Click *Submit*.

Mapping

Mapping (Single Address)

Single Address

Mapping on a ticket for a single address is when excavation will occur at a single property with a known address.

Note: Web users are responsible for the accuracy of information entered on created locate tickets. Notified facility owners/operators are determined by the map data provided by the excavator.

_____

1. Address:

   - Enter the address number.

   - Next, enter the street name.

   - Then, enter the street type (i.e., *Road*, *Lane*, *Street*, *Drive*, etc.).

2. Cross Street:

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

3. 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*.

Mapping (Single Address)

Note: Selecting *County Parcel* will bring up the exact address entered.
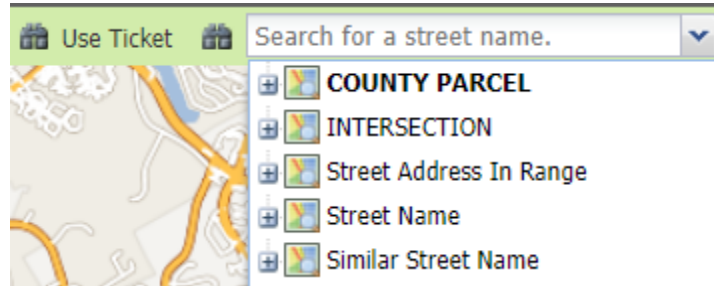
- Select the correct street or address where the work will be done using the available search results.

- Use the *Mark Point*, *Mark Line*, *Mark Area* or *Use Selection* tools to select the dig site.
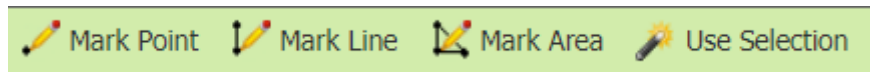
  o   Mark Point – Draws a point on the map with a 200 ft. buffer.

  o   Mark Line – Draws a line on the map with a 200 ft. buffer.

  o   Mark Area – Draws a shape on the map with a 200 ft. buffer.

  o   Use Selection – Draws a 200 ft. buffer around the selection.

  Note: You must double-click at the end point to release the tool and complete the drawing.
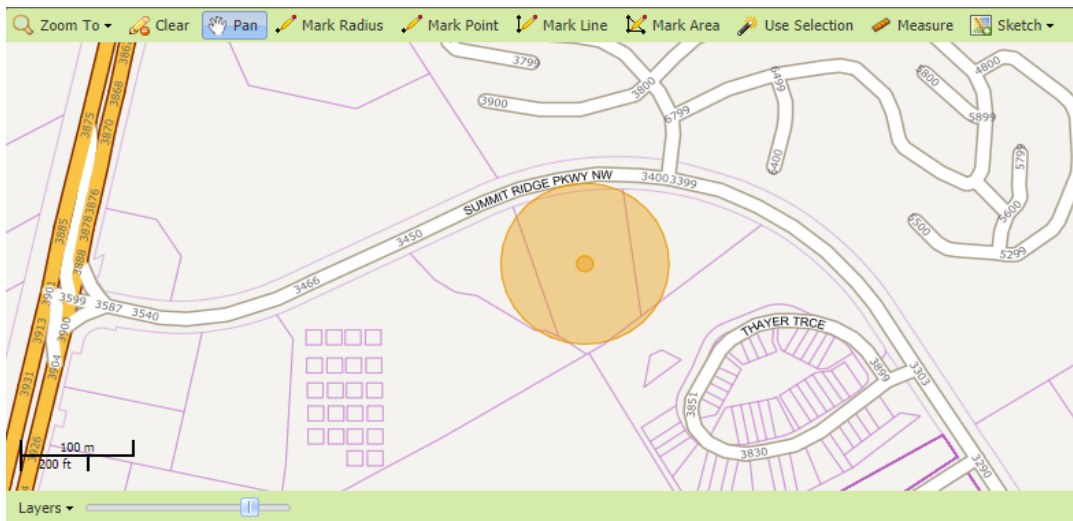
Mapping (Intersection)

Intersection

A single ticket may include an intersection, not to exceed 200 ft. in any direction of the intersection. If you need to request additional footage to be located, a separate ticket must be issued for each road. For more information, visit: https://www.georgia811.com/index.php/locate-request-size-policy/

Note: Web users are responsible for the accuracy of information entered on created locate tickets. Notified facility owners/operators are determined by the map data provided by the excavator.

_____

State:	GA	County:	GWINNETT	▼	City:	DULUTH	▼
Address:	Num	PreDir ▼	SUMMIT RIDGE		PKWY	SufDir ▼	
Cross Street:	PEACHTREE INDUSTRIAL BLVD						

1. Address:

    - DO NOT enter an address number.

    - Enter the street name.

    - Next, enter the street type (i.e., *Road*, *Lane*, *Street*, *Drive*, etc.).

2. Cross Street:

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

Locate Instructions:	Locate 200 ft in all directions of the Intersection.
Remarks:	

3. Locate Instructions:

    - Enter the locate instructions for the intersection not to exceed 200 ft. in any direction.

        o Describe the area where work will take place with Sufficient Particularity using concise locate instructions.

Mapping (Intersection)

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.

4. 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*.

- Select the intersection that the work will be on by choosing:

  o *Intersection*

     Note: The map will mark an X at the selected intersection.
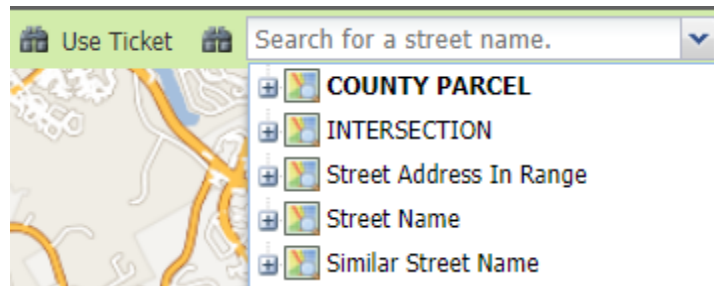
- Use the *Mark Point* or *Mark Area* tools to select the dig site – making sure to cover the entire area that needs to be located.

  o Use Selection – Draws a 200 ft. buffer around the selection.

Mapping (Intersection)
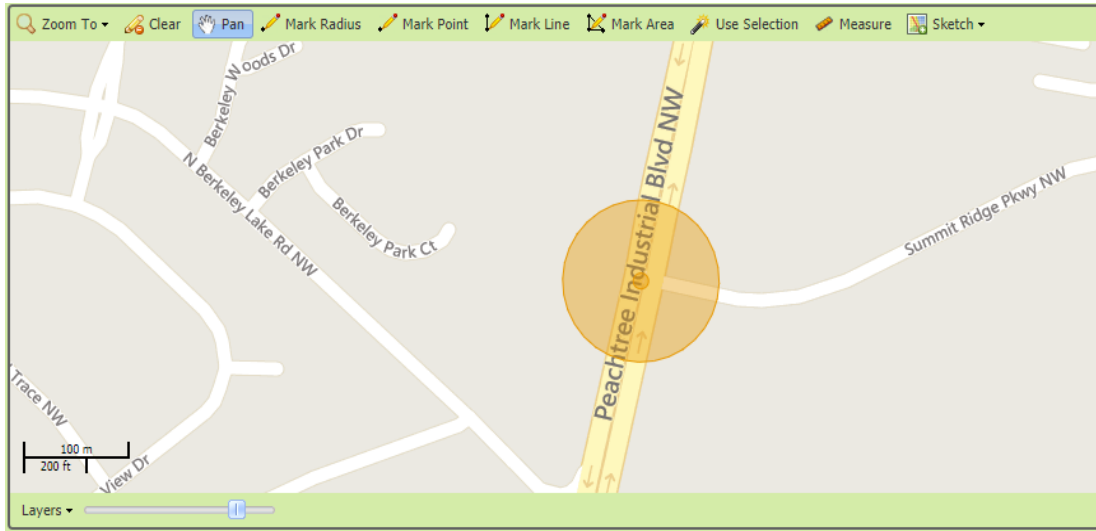
Mapping (Multiple Address)

Multiple Addresses

You may not request more than five address, lots, or buildings to be located on a single ticket. For more information, visit: https://www.georgia811.com/index.php/locate-request-size-policy/

- If the work will be taking place on an individual piece of property, a maximum of five individual addresses, buildings or lots/areas will be allowed per ticket.
- The distance between the first and last address may not exceed one mile on a single street.
- A maximum of two tickets (10 addresses, buildings, or lots/areas) can be requested before a Large Project ticket is required. An entire apartment complex must be a large project.

Note: Web users are responsible for the accuracy of information entered on created locate tickets. Notified facility owners/operators are determined by the map data provided by the excavator.

_____

State:	GA	County:	GWINNETT	City:	DULUTH
Address:	Num	PreDir	SUMMIT RIDGE	PKWY	SufDir
Cross Street:	PEACHTREE INDUSTRIAL BLVD				

1. Address:

   - DO NOT enter an address number.

   - Enter the street name.

   - Next, enter the street type (i.e., *Road*, *Lane*, *Street*, *Drive*, etc.).

2. Cross Street:

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

| Locate Instructions: | Locate the front of the property at Lots 1,2,3,4, and 5. |
| Remarks: | Ammersee Lakes Subdivision |

Mapping (Multiple Address)

3. Locate Instructions:

- Enter the locate instructions.

    o Enter ALL address numbers for the properties that need to be located not to exceed five addresses, lots or buildings.

    o 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.

4. Map/Search Results:

- Select *Use Ticket* to search for a location using the ticket information entered.

- The search results will list options for the *Exact Street*, *Exact Property Boundary*, *Bing Results*, *Bing Intersection*, *Street Begins With* and *Similar Streets*.

- Select the correct street that the work will be on by choosing an option from one of the following:

    o Exact Street

    o Street begins With

    o Similar Streets.

      Note: The map will highlight the selected road.

Mapping (Multiple Address)

- Use the *Mark Line* or *Mark Area* tools to select the dig site, making sure to cover all addresses.

  o Mark Line – Draws a line on the map with a 200 ft. buffer.

  o Mark Area – Draws a shape on the map with a 200 ft. buffer.

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

Along a Single Street or Right-Of-Way

You may not request more than one mile along a single street to be located on a single ticket. For more information, visit: https://www.georgia811.com/index.php/locate-request-size-policy/

Note: Web users are responsible for the accuracy of information entered on created locate tickets. Notified facility owners/operators are determined by the map data provided by the excavator.

_____

State:	GA	County:	GWINNETT	City:	DULUTH
Address:	Num	PreDir	SUMMIT RIDGE	PKWY	SufDir
Cross Street:	PEACHTREE INDUSTRIAL BLVD				

1. Address:

   - DO NOT enter an address number.

   - Enter the street name.

     - Next, enter the street type (i.e., *Road*, *Lane*, *Street*, *Drive*, etc.).

2. Cross Street:

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

Locate Instructions:	From the Intersection of Peachtree Industrial Blvd locate the entire street of Summit Ridge Pkwy on both sides of the road.
Remarks:	

3. Locate Instructions:

   - Enter the locate instructions for a single street not to exceed one mile.

     o Describe the area where work will take place with Sufficient Particularity using concise locate instructions.

Mapping (Along a Street or Right-Of-Way)

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.
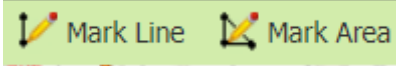
4. Map/Search Results:

- Select *Use Ticket* to search for a location using the ticket information entered.

- The search results will list options for the *Exact Street*, *Exact Property Boundary*, *Bing Results*, *Bing Intersection*, *Street Begins With* and *Similar Streets*.

- Select the correct street that the work will be on by choosing an option from one of the following:

  o Exact Street

  o Street begins With

  o Similar Streets.

  Note: The map will highlight the selected road.

- Use the *Mark Line* or *Mark Area* tools to select the dig site, making sure to cover the entire area that needs to be located.
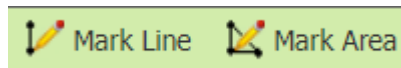
  o Mark Line – Draws a line on the map with a 200 ft. buffer.

  o Mark Area – Draws a shape on the map with a 200 ft. buffer.

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

Address Not On Map

When the dig site address or street does not show on the mapping system, you must use the search tools to identify the general area.

Note: Web users are responsible for the accuracy of information entered on created locate tickets. Notified facility owners/operators are determined by the map data provided by the excavator.

_____

State:	GA	County:	GWINNETT	▼	City:	DULUTH	▼
Address:	Num	PreDir ▼	SUMMIT RIDGE			PKWY	SufDir ▼
Cross Street:	PEACHTREE INDUSTRIAL BLVD						

1. Address:

   - Enter the address number.

   - Next, enter the street name.

   - Then, enter the street type. (i.e. *Road*, *Lane*, *Street*, *Drive*, etc.)

2. Cross Street:

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

3. Locate Instructions:

   - Enter the locate instructions for a single street not to exceed one mile.

     o 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.

4. Remarks:

- Provide driving directions to the dig site.

- Add additional information given to describe the location of property (i.e. GPS coordinates, name of subdivision or community, name of mall, name of office park, street alias information, name of business, etc.)

5. Map/Search Results:

- Use the *Search for a street name* box and type in the nearest known intersecting street found on the map, and press *Enter*.

    o The search results will list options for the *Google Results*, *Google Intersection*, *Intersection*, *Street Address In Range*, *Street Name*, *Similar Street Name*.

- Select one of the below options to find the nearest intersecting street near the area you need to map:

    o Street Name

    o Similar Street Name

    o Google Intersection

    o Intersection

    Note: When you select either *Street Name* or *Similar Street Name*, the map will highlight the selected road.

- Using the *Pan* tool, find move the map to find the correct dig site area that the work will be on.

- Use the *Mark Point*, *Mark Line*, *Mark Area* or *Use Selection* tools to select the dig site.

    o Mark Point – Draws a point on the map with a 200 ft. buffer.

    o Mark Line – Draws a line on the map with a 200 ft. buffer.

    o Mark Area – Draws a shape on the map with a 200 ft. buffer.

    o Use Selection – Draws a 200 ft. buffer around the selection.

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

Note: The *Zoom To* Map tool will allow you to view the state of Georgia. Use the selected tool to go back to the selected area on the map. The XY Coordinate will allow you to enter GPS coordinates to locate an area on the map. GPS coordinates cannot be used in place of specific locate instructions.

Zoom To Coordinate ✕

Latitude: `Formats: 00 00 00 or 00 00.00 or 000.00`

Longitude: `Formats: 00 00 00 or 00 00.00 or 000.00`

You can enter the latitude and longitude in any of the following formats:

Format	Example Latitude	Example Longitude
Decimal Degrees	32.910415	-96.745373
Degrees Minutes Seconds	32 54 37.494	-96 44 43.3428
Degrees Minutes	32 54.62	-96 44.726

Note: DMS or DM values will automatically be converted into decimal degrees. Longitude values must be negative.

OK   Close
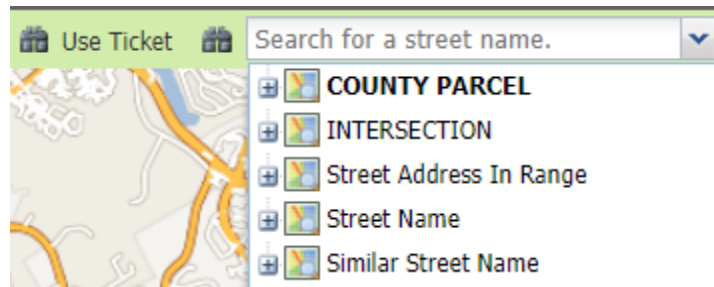
Map Tools

Map Tools

The map tools help you search, identify and mark the dig site.

Note: Web users are responsible for the accuracy of information entered on created locate tickets. Notified facility owners/operators are determined by the map data provided by the excavator.
_____

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*.

    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.

Map/Tools:

- Use the *Mark Point*, *Mark Line*, *Mark Area* or *Use Selection* tools to select the dig site:

    o Mark Point – Draws a point on the map with a 200 ft. buffer.

    o Mark Line – Draws a line on the map with a 200 ft. buffer.

    o Mark Area – Draws a shape on the map with a 200 ft. buffer.

    o Use Selection – Draws a 200 ft. buffer around the selection.

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

    o Measure – Measures the area on the map. (The measure tool does not save the map).

Map Tools

- o Pan – Moves the viewable map area.

- o Clear – Clears the map.

- o Zoom – Zoom in and out of the map.

- o Layers – Provides two map views: map and aerial view.

Ticket Response (PRIS)

Member Response

Member Response

Contacting Georgia 811 will begin the process where Georgia 811 will contact its members that own underground facilities in your area to notify them of your intentions to dig. Those members will then send out a locate technician to locate public underground facilities owned by that member on your property. They will only locate public facilities and not private facility, as private facilities are the responsibility of the property owner. For more information on Public vs. Private Utilities, Click Here.

The Positive Response Information System (PRIS) allows you to check your ticket status and the responses from the affected underground facility members. You may not proceed with excavation until all facilities are coded "marked," "clear," or with a similar code.

Remarks

Dates

Legal Date :	06/24/2020 07:00
Respond By :	06/23/2020 23:59
Updateable On :	07/08/2020
Update By :	07/13/2020 16:30
Expires On:	07/19/2020

Members (responses as of Monday, June 22, 2020 2:23 PM)

Code	Name	Facility Type	Phone
BSCA	ATT / D TELECOM – BSCA	Telecommunication	(305) 409-1542 Ext 1 [Main] (800) 247-2020 Ext 3 [Damage]
	June 19, 2020 11:11 AM **4A: Clear: No facilities** (mmadding@comcast.net) June 19, 2020 11:11 AM **4A: Clear: No facilities** (mmadding@comcast.net) June 19, 2020 11:11 AM **4A: Clear: No facilities** (mmadding@comcast.net) June 19, 2020 11:11 AM **4A: Clear: No facilities** (mmadding@comcast.net) June 19, 2020 11:11 AM **4A: Clear: No facilities** (mmadding@comcast.net)		
CMAWAL	COMCAST TELECOM – CMAWAL	Telecommunication	(470) 787-4657 [Main] (770) 559-7603 [Damage]
GAUPC	GEORGIA UTILITIES PROTECTION CENTER – GAUPC	Other	(770) 623-4332 [Main]
	June 19, 2020 11:22 AM **3N: Unmarked: Late.** (customerconnections@georgia811.com) mk June 19, 2020 11:22 AM **3N: Unmarked: Late.** (customerconnections@georgia811.com) mk		
LVL90	CITY OF LAWRENCEVILLE GAS – LVL90	Gas	(770) 231-2144 [Main] (770) 963-3332 [Damage]
OGPC50	GEORGIA POWER ELECTRIC NO PRIS RESPONSE REQUIRED – OGPC50	Electric	(404) 506-6539 [Main] (888) 891-0938 Ext 3 [Damage]
OWAL70	WALTON EMC OVERHEAD NO PRIS RESPONSE REQUIRED – OWAL70	Electric	(770) 266-2547 [Main] (770) 267-2505 [Damage]
WAL01	WALTON COUNTY WATER – WAL01	Water	(770) 466-4887 [Main] (678) 898-8364 [Damage]

Member Response

Note: The system will automatically send a *Late Notice* to all members who have not responded to the Positive Response Information System (PRIS) by the *Respond By* date listed on the ticket.

Members (responses as of Monday, July 20, 2020 8:27 AM)

Code	Name	Facility Type	Phone
ALC01	HARGRAY TELEPHONE – ALC01	Telecommunication	(843) 684-0342 [Main]
			(843) 686-1138 [Damage]

July 18, 2020 12:22 AM **LATE: Response is late** (System)

If there are obvious signs of an unmarked underground facilitiy, contact Georgia 811 for an Additional Request. Then contact the underground facility member directly. If you need further assistance, contact a Liaison Manager.

What Do the Markings Mean?

What Do the Markings Mean?

When an underground facility member marks a location, they use colored flags and/or paint to identify the type of underground facility. Here are what the color codes indicate:

APWA Uniform Color Guide for flags and marks

Positive Response Information System (PRIS) allows you to check your ticket status and the responses from the affected underground facility members. You may not proceed with excavation until all facilities are coded "marked," "clear," or with a similar code.

If there are obvious signs of an unmarked facility, contact Georgia 811 for an Additional Request. Then contact the underground facility member directly. If you need further assistance, contact a Liaison Manager.

Web Ticket Guideline

Work Types

Work Types

You must be specific on the ticket when listing the type of work being performed and include all types of work that will take place.

Also, when requesting a ticket for work being performed on a utility line, you must:

- Specify what is being done to the line: *installing*, *repairing* or *replacing*.
- Specify which utility: *electric*, *gas*, *water*, etc.
- Include whether the line is a *main* or *service* line.

_____

Acceptable Work Types:

- Cleaning Ditches, Install Drainpipes
- Grading and Landscaping
- Install Foundation for Building
- Install Sewer and Water Main
- Repair Water Service
- Replace Electric Primary
- Planting Trees, Bushes, Shrubs
- Install Street Lights
- Install Pole Mount, CATV Service
- Install Anchors
- Killing Gas Service
- Soil Test Boring

Unacceptable Work Types:

- Digging or Trenching
- Excavating
- New Construction
- Underground Utilities
- Water Leak
- Locate Power Line

*This list includes but is not limited to the Work Types listed above. To view additional work types, click here.

Sufficient Particularity Policy

For more information, visit: https://www.georgia811.com/index.php/sufficient-particularity/

Ticket Size Policy

For more information, visit: https://www.georgia811.com/index.php/locate-request-size-policy/