



Create a Request

How to submit a single address locate request via eRequest.

Start Page

Before you begin, please review the disclaimer. This will help you understand the process and what to expect.

IMPORTANT

Please complete this application to begin the locate request process. The eRequest system is for requesting a non-emergency single address dig ticket. Only one building is permitted per ticket. We will review this application for quality assurance before we submit your request.

Demolition of a Building: Contact the Gas Provider(s) listed on your ticket if the work entered on the eRequest Application involves the "Demolition of a Building", so that the provider may take appropriate safety measures to discontinue the gas service.

Emergency Notifications: Under Georgia Law an "Emergency" is defined as 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. If your digging project requires immediate attention, please dial 811 (or 800-282-7411) and we will promptly complete your request over the phone.

If you wish to enter your own locate tickets, we offer online self-paced training and a traditional webinar with an instructor. Go to MYGEORGIA811.COM to register for training.

Please be aware that simply filling out the eRequest form **does not mean** you are ready to begin your digging project. The following steps will occur after you submit the eRequest form.

1. A Georgia 811 Customer Service Representative will process your eRequest Application within **1 business day** (Monday – Friday).
2. You will be sent a copy of your completed eRequest via email that includes the following information:
 - your locate request number – Example: 200717-001579
 - a list of utility member owners/operators that are responsible for responding to your ticket
 - the legal date (date on which you are legally allowed to begin digging pending responses from all affected utility owners/operators)
3. Prior to beginning your excavation project, check the responses from the affected utility members using the Ticket Response System (PRIS) and entering your locate request number. Go to: MYGEORGIA811.COM to view Ticket Responses.
4. You may not proceed with excavation until all facilities are coded "marked", "clear", or similar code.
5. Please contact the Web Help Desk at webhelpdesk@georgia811.com or **770-476-6050** if the utility members have not responded by the legal date or if you have any questions about this process.

If one of our Georgia 811 Customer Service Representatives has any questions about the information you submitted on your eRequest Application, you will be contacted by phone and/or email. We will allow **24 hours** for you to respond before considering your request null and void.

Please note that the person performing the digging activity needs to be the person who submits the eRequest. If you have hired a contractor, that person will need to secure their own locate request.

Browser Recommendation - eRequest supports the following browsers and may not work properly with those not listed

[Chrome](#) [Firefox](#) [Safari](#) [Edge](#)

Non-Emergency
Locate Request

Personal Information

We will need you to provide some information about who will be performing the work. Please choose from the following options:

1. Homeowner - Choose this option if you are the home/property owner or DIYer that will be doing the work.
2. Professional Excavator/Contractor - Select this option if you are a professional excavator or contractor that was hired to do the work.

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HELP

First, we need to get some information about you.

Please indicate which of the following best describes you

1 I am the Homeowner/DIYer doing my own work and not a hired contractor

2 I am a Professional Excavator/Contractor hired to do the work for someone else

Name

Your First and Last Name...

1 Personal 2 Address 3 Digsite 4 Details 5 Additional 6 Review

Requester Type Option

Personal Info Continued

You must provide some personal information before continuing.

1. Homeowners/DIYers are only required to provide their Name, Email Address, and Phone #.
2. In addition to Name, Email, and Phone, professionals must also provide information about their company and who they are doing the work for.

I am a Professional
Excavator/Contractor hired to do the
work for someone else

1

Name

Your First and Last Name...

Email

Your email address...

Phone 0/10

Your 10 digit phone #...

2

Company

Company Name

Address

Address

1 Personal **2** Address **3** Details **4** Details **5** Additional **6** Review

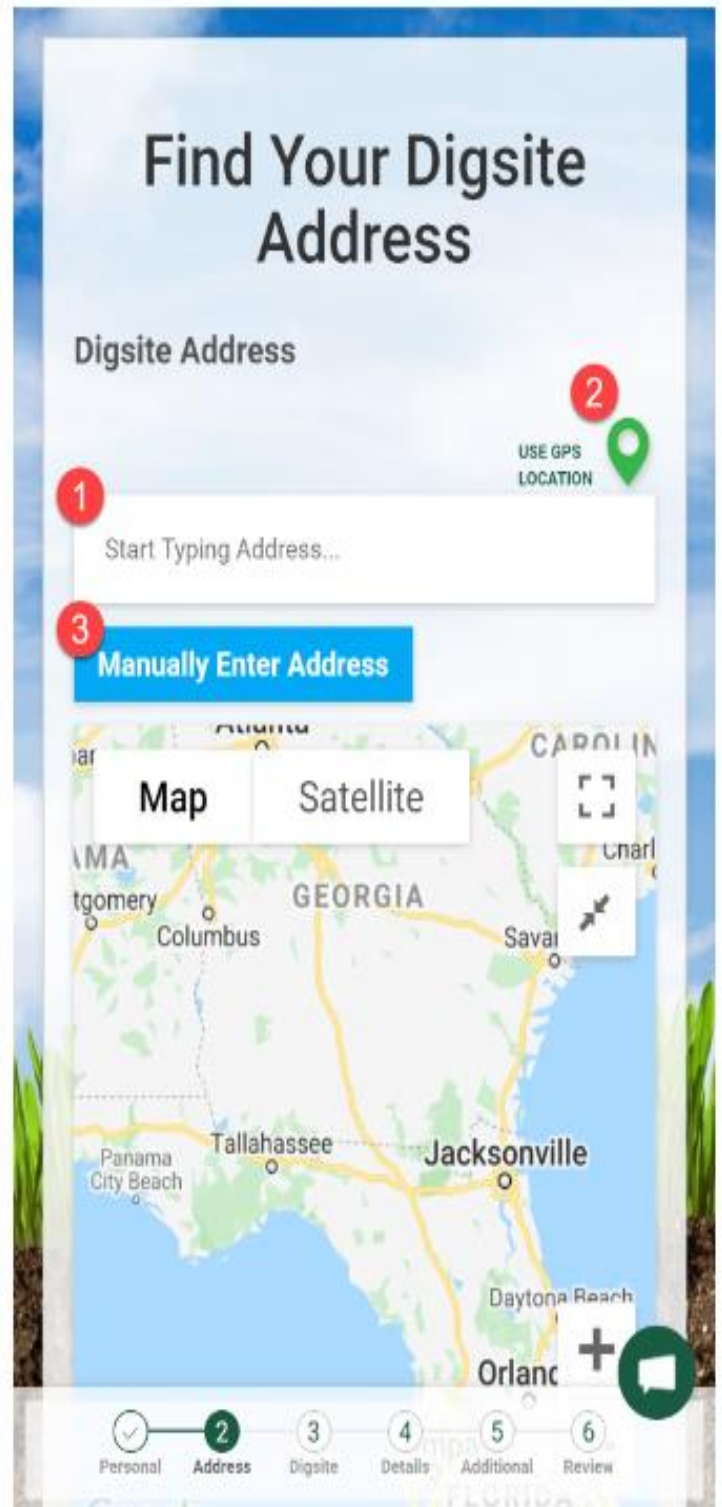
City e Zip US

Personal Info Form

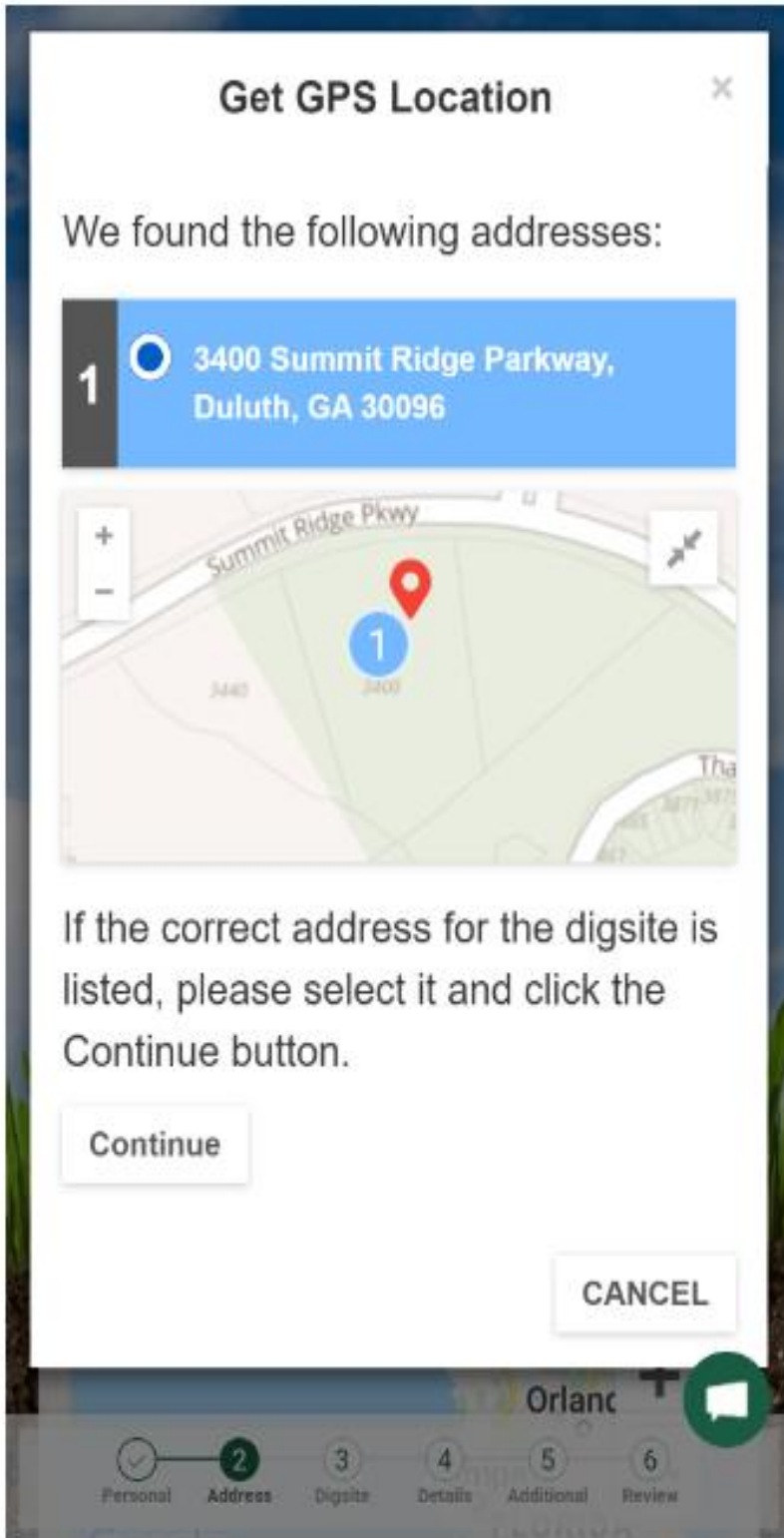
Digsite Address

You can search for or manually enter the address of the digsite.

1. Address Autocomplete Search Bar - Start typing your address here and select your address if it is shown while you type.
2. GPS Location - If you are on site, but do not know the address or do not get a match via search, you can attempt to use your current location via GPS or enter coordinates manually.
3. Manual Address Entry - If you cannot find your address via search, you can manually enter it using this option.



Address Input and Map



GPS Location

Using the GPS Location option, we can try to determine your location via GPS. If this is supported and returns an accurate GPS position, we allow you to select your address from a list of nearby addresses. On the map, we will show a map marker designating your location and color coded numbered markers corresponding to the addresses found.

GPS Search

GPS Location Continued

If GPS is unsupported or does not provide an accurate position for any reason, we allow you to manually enter the coordinates of the location. We will attempt to find addresses near the location provided.

1. Latitude - Enter the Latitude of the coordinates.
2. Longitude - Enter the Longitude of the coordinates.

Get GPS Location ✕

We are unable to acquire your location because it is unsupported or was not detected properly.

We can try to find the address if you enter the GPS coordinates below

Latitude

1

Longitude

2

[How to find Latitude and Longitude via Google](#)

Personal Address **Digits** Details Additional Review

GPS Coordinates Search

Street #

Street

City

State

GA

Zip 0/5

Switch back to Address Search

Personal Address **2** 3 4 5 6
Step 1 Step 2 Step 3 Step 4 Step 5 Step 6

Manual Address Entry

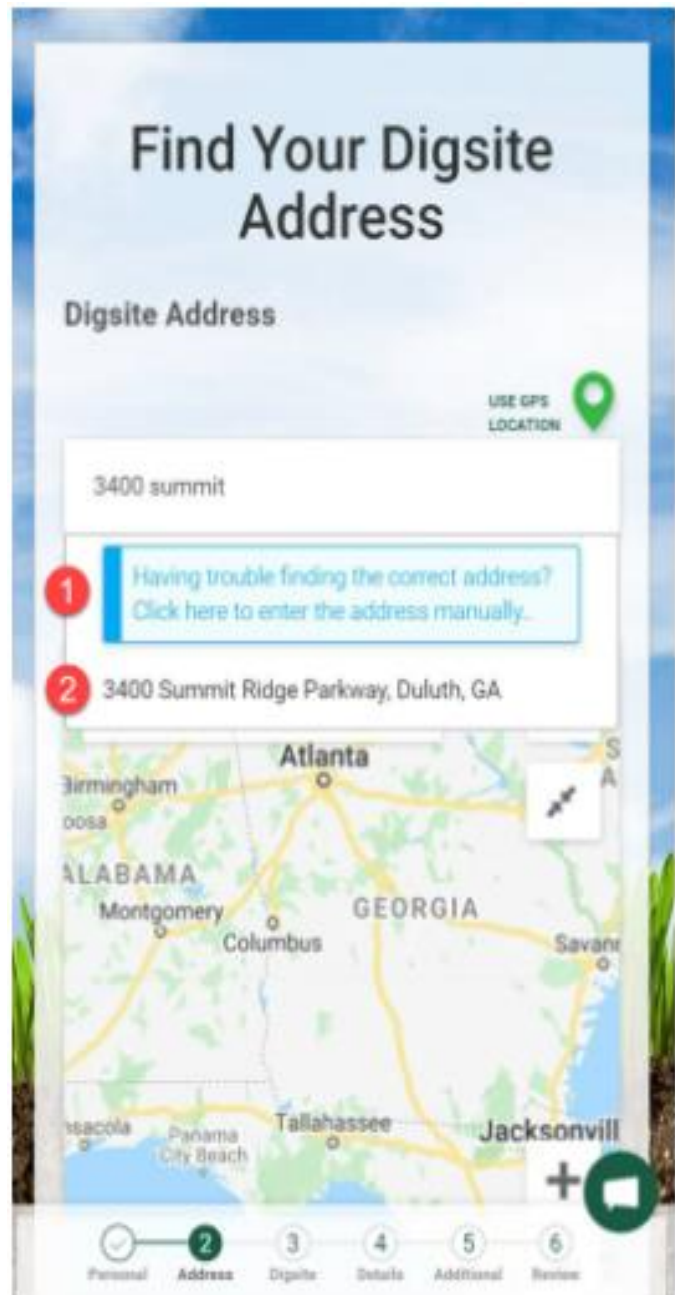
If your address is not showing up in the search, use the Manual Address Entry Form to provide all of the address information that is required.

Address Form

Address Search

Start typing your address and select your address when it appears. As you type, the following options will be displayed:

1. An option to manually enter your address will appear after you have typed part of the address.
2. Possible address matches based on what you have typed so far.

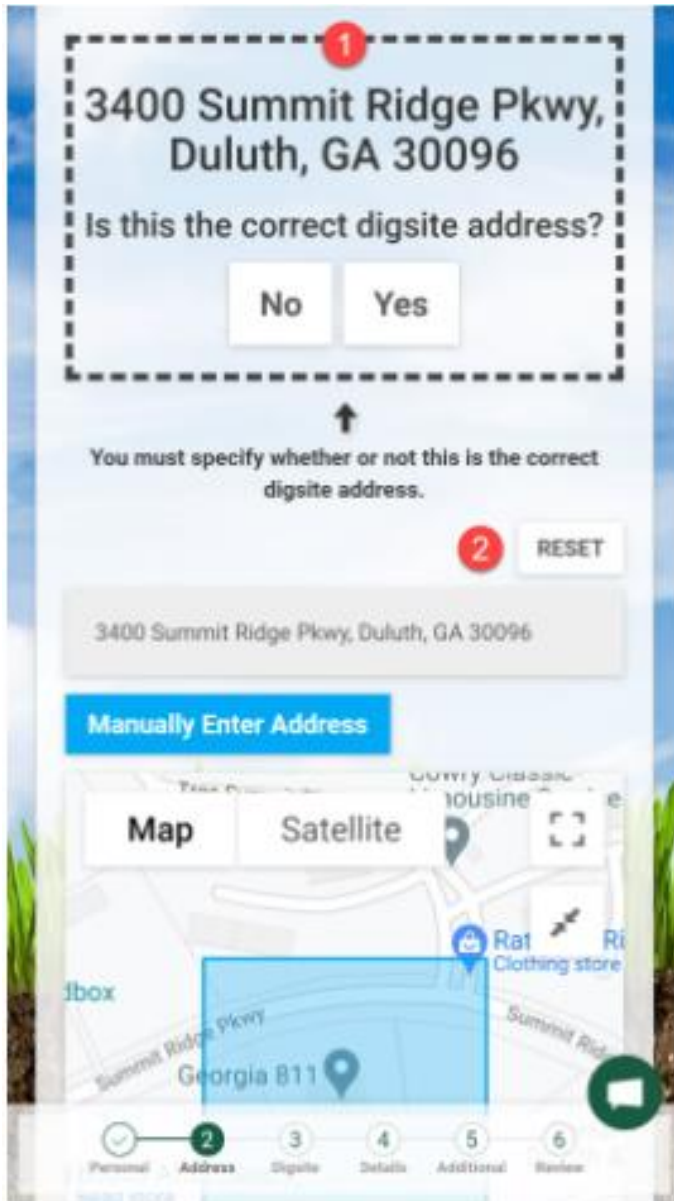


Autocomplete Search

Verify Address

Once you have selected your address, you will be asked to verify that the correct address is displayed.

1. Please select Yes or No when asked to specify whether or not the correct address is displayed.
2. The Reset button will clear out the address and the map and allow you to restart the address search.

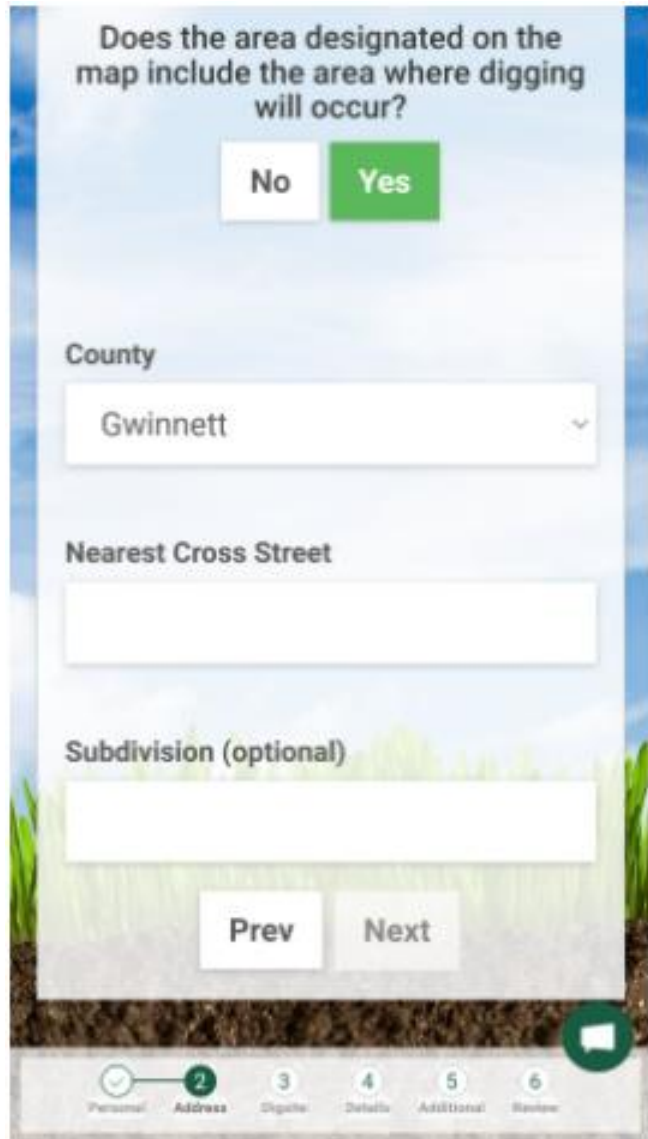


Address Input and Map

The days shown on the calendar in bold are available dates to start your project. Click on the date you would like to start. Once you have chosen the date, the date chosen will highlight in blue.

Remaining Address Info

Some additional information related to the digsite is required before you can continue. The County may or may not be automatically selected, depending on how the address was entered and the results in our system.



Does the area designated on the map include the area where digging will occur?

County

Gwinnett

Nearest Cross Street

Subdivision (optional)

Progress indicator: 1 Personal, 2 Address (active), 3 Digsite, 4 Details, 5 Additional, 6 Review


The form is displayed on a mobile device screen with a background image of a field. At the bottom, there is a progress indicator with six steps: 1 Personal, 2 Address (highlighted with a green circle), 3 Digsite, 4 Details, 5 Additional, and 6 Review. A green speech bubble icon is located in the bottom right corner of the form area.

Address Form Continued

Digsite Information

Please select area of the property where you will be digging. This is broken into 4 quadrants designating the Back Left, Back Right, Front Left, and Front Right of the property, as viewed from the street facing property.

Now let's get some information about the digsite...



BACK LEFT **BACK RIGHT**

FRONT LEFT **FRONT RIGHT**

If you are standing on the street facing the property, where on the property will you be digging?

Personal Address **3** Digsite 4 Details 5 Additional 6 Review

Location on Property

If you are standing on the street facing the property, where on the property will you be digging?
Any additional locate instructions to the area selected above? (optional)

Additional Instructions...

Please select the type of work you will be doing.

INSTALL LANDSCAPING

INSTALL IRRIGATION INSTALL FENCE

STUMP GRINDING

OTHER

Prev Next

Personal Address **3 Digsite** 4 Details 5 Additional 6 Review

Type of Work

Digsite Info Continued

Please provide any additional instructions that may be helpful to know and also select the type of work you will be doing. You may choose Other and manually enter the work type.

Details

We need to know if you will be boring, blasting, or working near overhead power lines and if you will be designating the area where digging will occur with white paint, stakes, or flags.

1. Use the toggle button to specify whether or not you will be doing any boring.
2. Use the toggle button to specify whether or not you will be doing any blasting.
3. Use the toggle button to specify whether or not any of your equipment will come within 10 feet of any overhead power lines. If it will, you must specify a date range for when the work near the lines will occur. You will receive a separate ticket when requesting an "Overhead".
4. Use the toggle button to specify whether or not you will mark the area you will be digging. If you will, please provide the number of areas you will be marking.

The screenshot shows a mobile application interface with a light blue background and a grassy field at the bottom. The title 'More digsite information...' is at the top. Below it are four numbered questions, each with a red toggle switch. The first three switches are in the 'off' position (white circle on the left, red 'X' on the right). The fourth switch is in the 'on' position (green circle on the left, white circle on the right). At the bottom, there is a progress indicator with six steps: Personal, Address, Digsite, Details, Additional, and Review. The 'Details' step is highlighted with a green circle and a checkmark. A small green speech bubble icon is in the bottom right corner.

More digsite information...

- 1 Will you be doing any boring under any driveways, sidewalks, etc.?
- 2 Will you be doing any blasting with any explosive materials?
- 3 Will any of your equipment come within 10ft of any overhead high voltage power lines?
- 4 We ask that you designate the area where you are going to be digging with white paint, white stakes or white flags, so the locate techs will know precisely where

Personal Address Digsite **Details** Additional Review

Boring, Blasting, Overhead..

Additional Information

When do you want to start your project?

The following days are available
for you to choose your effective date to start your excavation project:

The days shown on the calendar highlighted are the available dates to start your project. Click on the date you would like to start. Once you have chosen the date, the date will highlight in blue.

September 2022						
Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1

Additional Information

Please select the approximate duration of the work and provide any other information that would be helpful to know.

Additional Information

Approximately how long will this work take?

1/2 DAY 1 DAY 2 DAYS 3 DAYS

4 DAYS 5 DAYS 6 DAYS 1 WEEK

2 WEEKS 3 WEEKS 1 MONTH

2 MONTHS LESS THAN 90 DAYS

Do you have any other information that would be helpful to know? (optional)

Prev Next

Personal Address Sign Up Details **Additional** Review

Additional Info Form

Request Verification

All of the information you provided will be available for your review before you submit your request. You can click the edit buttons next to each section to jump directly to the section you would like to edit. If all of the information is correct. Click the Submit button to submit your request.

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Verify Your Information

Contact Information

Name: [redacted]
Phone: [redacted]

Additional Information


Project Duration: 1 DAY
Additional Information: [redacted]

[Edit Additional Info](#)

Prev **Submit**

Personal Address Digsite Details Additional **6** Review

Verify Info



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HELP


Your non-emergency eRequest Application has successfully submitted!

You will receive your 12-digit locate ticket number (Example: 200717-001579) via email within 1 business day.

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

You will need your 12-digit locate ticket number and use one of these methods:

- View Ticket Responses online at MYGEORGIA811.COM
- On mobile devices, download the Georgia 811's Mobile App
- Call the Georgia 811 Contact Center



Successful Request

Request Submitted

If your request is submitted successfully, you will see information regarding how you can check on the status of your request once it is approved. If it fails for any reason, please review the failure information and contact Georgia 811 for assistance.

Your non-emergency eRequest Application has successfully submitted!

You will receive your 12-digit locate ticket number (Example: 200717-001579) via email within 2 business days.

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

You will need your 12-digit locate ticket number and use one of these methods:

- View Ticket Responses online at MYGEORGIA811.COM
- On mobile devices, download the Georgia 811's Mobile App
- Call the Georgia 811 Contact Center by dialing 811 or (770) 623-4344

Please be aware of the following information in connection with your ticket:

- The ticket itself will be good at **7:00am** on the date labeled **Effective On**. The underground facilities in the dig site area should be marked by **11:59pm** on the date labeled **Response By** listed on your locate ticket.
- If the underground facility member owners/operators have not responded to the Ticket Response System (PRIS) by the time noted for the Effective On date, we will automatically send an additional request and they will have until noon on the Effective On date to respond. At that time if there are no visible and obvious signs of unmarked underground facilities, you are clear to begin your work.
- Please contact the Web Help Desk at webhelpdesk@georgia811.com or (770)476-6050 if the underground facility member owners/operators have not responded by the Effective date.
- Please make note of the Expires On date listed on your locate ticket. If your excavation needs to continue after this date, you will need to renew your locate ticket before 4:30pm on the Updateable On date or during the 2 business days prior. Go to MYGEORGIA811.COM to renew your locate ticket.
- Please be aware that all public underground facilities are marked from the main connection point at the street to the utility facility meter on the property or to the connection point at the house or building. All facility lines beyond the meter or connection point are private facilities and are the property owner's responsibility. To find a listing of private utility facility locating companies do a search online under 'private utility locating companies near me'.
- For more information about Private and Public Facilities go to <http://georgia811.com/index.php/public-and-private-utilities/>. To review the Color Guide for Flags and Marks you may see at your dig site, go to <http://georgia811.com/index.php/have-my-lines-been-marked/>.
- It is required by Georgia Law that you report any damages to us at Georgia 811 as well as to the affected underground facility member owner/operator. If the damage involves gas, electricity, or a hazardous situation, don't forget to call 911 first.

Thank you for using the Georgia 811 eRequest system for your commitment to safe digging.