



# Member Response Instructions (PRIS)

Georgia 811

2/22/2024

The Positive Response Information System (PRIS) is an automated system serving multiple functions.

- It allows the Georgia 811 utility member to respond to each individual ticket providing information on whether underground facilities are present or not present.
- It allows the excavator to check the responses to their tickets.
- It shows additional system responses (i.e. Additional Requests, Late Notices, etc.)  
*Please see the "Explanation of System Responses" document on our website for more information.*

The Georgia 811 portal can be accessed here: <https://my.ga811.com/>

Most compatible internet browser: Google Chrome.

1. Select **Login** from the top panel.



2. Enter your **Username** and **Password**, then select **Login**.

3. Select **Respond** from the top panel.



### Search Options

1. Ticket Number
2. Open – Shows tickets that have not been responded to and have not expired.
3. All – Shows all tickets.
4. Ticket Creation Date Range
5. Service Area Code

**Search Results Tool Bar**



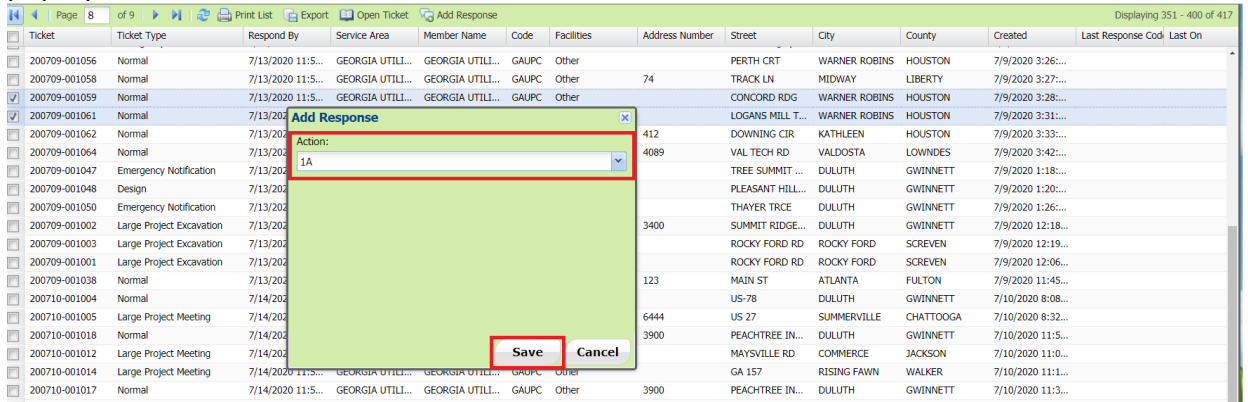
1. Page selection
  2. Refresh page
  3. Print ticket list
  4. Export ticket list
  5. Opens ticket view
  6. Allows user to enter a Response to a ticket
  7. Displays number of results
4. Once on the Respond page, you will notice a list of tickets. These are tickets that are due a response that have not been responded to, have not expired or includes an additional request. The tickets may be listed multiple times if they have more than one Service Area Code listed on it for your company.

Ticket	Ticket Type	Respond By	Service Area	Member Name	Code	Facilities	Address Number	Street	City	County	Created	Last Response Code	Last On	Respondent
200709-001052	Normal	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW191	Sewer	638	NOTTINGHAM DR	Lawrenceville	GWINNETT	7/9/2020 3:00:...			
200709-001057	Emergency Notification	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW191	Sewer	628	NOTTINGHAM DR	LAWRENCEVILLE	GWINNETT	7/9/2020 3:26:...			
200709-001020	Normal	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW191	Sewer	5657	FRONTIER WALK	BUFORD	GWINNETT	7/9/2020 10:52...			
200709-001021	Normal	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW191	Sewer	3032	OAK VISTA WAY	LAWRENCEVILLE	GWINNETT	7/9/2020 10:54...			
200709-001036	Emergency Notification	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW191	Sewer	3400	summit ridge pk...	DULUTH	GWINNETT	7/9/2020 11:42...			
200709-001047	Emergency Notification	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW191	Sewer		TREE SUMMIT ...	DULUTH	GWINNETT	7/9/2020 11:42...			
200709-001048	Design	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW191	Sewer		PLEASANT HILL...	DULUTH	GWINNETT	7/9/2020 1:20:...			
200709-001050	Emergency Notification	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW191	Sewer		THAYER TRCE	DULUTH	GWINNETT	7/9/2020 1:26:...			
200709-001046	Normal	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW190	Water	3400	SUMMIT RIDGE...	DULUTH	GWINNETT	7/9/2020 1:16:...			
200709-001047	Emergency Notification	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW190	Water		TREE SUMMIT ...	DULUTH	GWINNETT	7/9/2020 1:18:...			
200709-001048	Design	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW190	Water		PLEASANT HILL...	DULUTH	GWINNETT	7/9/2020 1:20:...			
200709-001007	Large Project Meeting	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW190	Water	3400	SUMMIT RIDGE...	DULUTH	GWINNETT	7/9/2020 8:11:...			
200709-001008	Large Project Meeting	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW190	Water	3400	SUMMIT RIDGE...	DULUTH	GWINNETT	7/9/2020 8:12:...			
200709-001009	Large Project Meeting	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW190	Water	3400	SUMMIT RIDGE...	DULUTH	GWINNETT	7/9/2020 8:13:...			
200709-001013	Normal	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW190	Water	638	NOTTINGHAM DR	LAWRENCEVILLE	GWINNETT	7/9/2020 10:26...			
200709-001020	Normal	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW190	Water	5657	FRONTIER WALK	BUFORD	GWINNETT	7/9/2020 10:52...			
200709-001021	Normal	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW190	Water	3032	OAK VISTA WAY	LAWRENCEVILLE	GWINNETT	7/9/2020 10:54...			
200708-001030	Normal	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW190	Water	144	BLUE CEDAR W...	SUGAR HILL	GWINNETT	7/8/2020 10:13...			

5. Select a **Ticket** or **Tickets** needing a response from the list. You may respond to multiple tickets at one time, but all selected tickets must be the same ticket type and you must use the same response code.
6. Select **Add Response**.

Ticket	Ticket Type	Respond By	Service Area	Member Name	Code	Facilities	Address Number	Street	City	County	Created	Last Response Code	Last On	Respondent
200709-001007	Large Project Meeting	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW190	Water	3400	SUMMIT RIDGE...	DULUTH	GWINNETT	7/9/2020 8:11:...			
200709-001008	Large Project Meeting	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW191	Sewer	3400	SUMMIT RIDGE...	DULUTH	GWINNETT	7/9/2020 8:12:...			
200709-001008	Large Project Meeting	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW190	Water	3400	SUMMIT RIDGE...	DULUTH	GWINNETT	7/9/2020 8:12:...			
200709-001009	Large Project Meeting	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW191	Sewer	3400	SUMMIT RIDGE...	DULUTH	GWINNETT	7/9/2020 8:13:...			
200709-001009	Large Project Meeting	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW190	Water	3400	SUMMIT RIDGE...	DULUTH	GWINNETT	7/9/2020 8:13:...			
200709-001013	Normal	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW191	Sewer	638	NOTTINGHAM DR	LAWRENCEVILLE	GWINNETT	7/9/2020 10:26...			
200709-001013	Normal	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW190	Water	638	NOTTINGHAM DR	LAWRENCEVILLE	GWINNETT	7/9/2020 10:26...			
200709-001020	Normal	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW191	Sewer	5657	FRONTIER WALK	BUFORD	GWINNETT	7/9/2020 10:52...			
200709-001020	Normal	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW190	Water	5657	FRONTIER WALK	BUFORD	GWINNETT	7/9/2020 10:52...			
200709-001021	Normal	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW191	Sewer	3032	OAK VISTA WAY	LAWRENCEVILLE	GWINNETT	7/9/2020 10:54...			
200709-001021	Normal	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW190	Water	3032	OAK VISTA WAY	LAWRENCEVILLE	GWINNETT	7/9/2020 10:54...			
200709-001036	Emergency Notification	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW191	Sewer	3400	summit ridge pk...	DULUTH	GWINNETT	7/9/2020 11:42...			
200709-001036	Emergency Notification	7/13/2020 11:5...	GWINNETT CO...	GWINNETT CO...	GW190	Water	3400	summit ridge pk...	DULUTH	GWINNETT	7/9/2020 11:42...			

7. Select the appropriate **Response Code** from the Action drop down on the Add Response pop-up, then select **Save**.

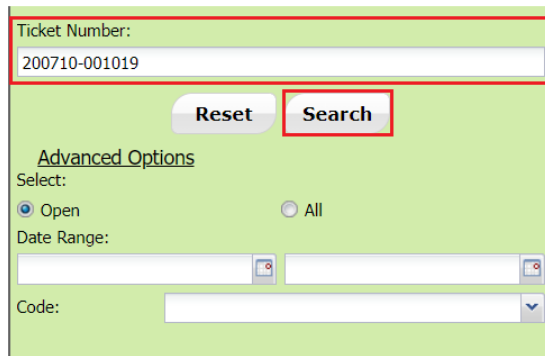


### Search by Ticket Number

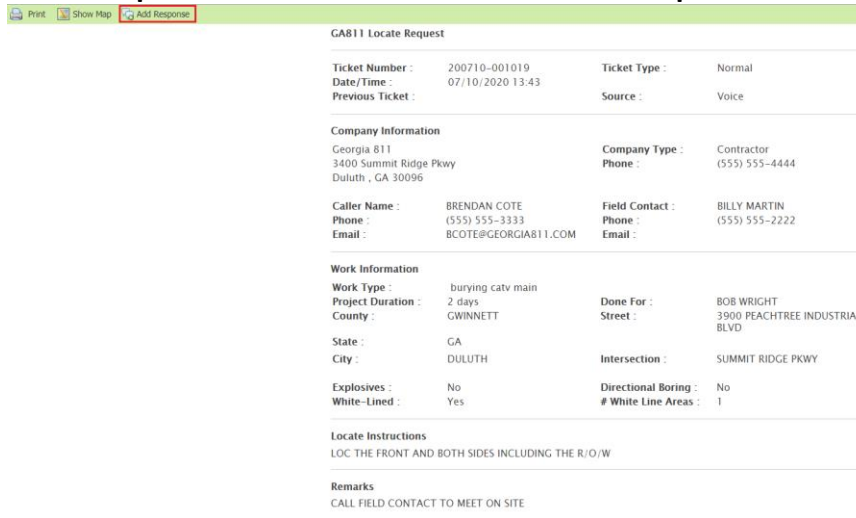
1. Select **Respond** from the top panel.



2. Enter the **Ticket Number** in the Ticket Number search field on the left-hand side of the screen.



3. Select **Search**.
4. This will **open** the text of the ticket. Select **Add Response** at the top of the page.



5. Select the **Facilities / Service Area code(s)** you want to respond to, then select a **Response Code** from the Action drop down box. Select **Save**.

The screenshot shows a dialog box titled "Add Response". Under "Facilities:", there are two checked checkboxes: "Water (GW190)" and "Sewer (GW191)". Below that, the "Action:" dropdown menu is set to "5". At the bottom right, there are "Save" and "Cancel" buttons. The "Save" button is highlighted with a red box.

**Note:** If you need to enter a different response per facility/service area code, you will need to respond to one and save the response then go back through the same steps to respond to the other service area code.

### Search by Service Area Code and by Date

1. Select **Respond** from the top panel.



2. Select your **Service Area Code** from the drop-down list.

The screenshot shows a search interface with a "Ticket Number:" input field and "Reset" and "Search" buttons. Below that is the "Advanced Options" section. Under "Select:", the "Open" radio button is selected. The "Date Range:" is set from "07/01/2020" to "07/03/2020". The "Code:" dropdown menu is set to "GAUPC". The "Search" button and the "Open" radio button are highlighted with red boxes.

3. Select the **Date Range**. This will search by the ticket creation date.
4. Select **Open** or **All**.
  - a. If you select **Open**, it will pull all tickets for the selected service area code and date range that have not been responded to.
  - b. If you select **All**, it will pull a list of all tickets during that date range for the selected service area code.
5. Select **Search**.

- Select a **Ticket** or **Tickets** needing a response from the list. You may respond to multiple tickets at one time, but all selected tickets must be the same ticket type.

Ticket	Ticket Type	Respond By	Service Area	Member Name	Code	Facilities	Address Number	Street	City	County	Created	Last Response Cod	Last On
200709-001056	Normal	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other		PERTH CRT	WARNER ROBINS	HOUSTON	7/9/2020 3:26...		
200709-001058	Normal	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other	74	TRACK LN	MIDWAY	LIBERTY	7/9/2020 3:27...		
200709-001059	Normal	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other		CONCORD RDG	WARNER ROBINS	HOUSTON	7/9/2020 3:28...		
200709-001061	Normal	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other		LOGANS MILL T...	WARNER ROBINS	HOUSTON	7/9/2020 3:31...		
200709-001062	Normal	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other	412	DOWNING CIR	KATHLEEN	HOUSTON	7/9/2020 3:33...		
200709-001064	Normal	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other	4089	VAL TECH RD	VALDOSTA	LOWNDES	7/9/2020 3:42...		
200709-001047	Emergency Notification	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other		TREE SUMMIT ...	DULUTH	GWINNETT	7/9/2020 1:18...		
200709-001048	Design	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other		PLEASANT HILL...	DULUTH	GWINNETT	7/9/2020 1:20...		
200709-001050	Emergency Notification	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other		THAYER TRCE	DULUTH	GWINNETT	7/9/2020 1:26...		
200709-001002	Large Project Excavation	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other	3400	SUMMIT RIDGE...	DULUTH	GWINNETT	7/9/2020 12:18...		
200709-001003	Large Project Excavation	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other		ROCKY FORD RD	ROCKY FORD	SCREVEN	7/9/2020 12:19...		
200709-001001	Large Project Excavation	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other		ROCKY FORD RD	ROCKY FORD	SCREVEN	7/9/2020 12:06...		
200709-001038	Normal	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other	123	MAIN ST	ATLANTA	FULTON	7/9/2020 11:45...		
200710-001004	Normal	7/14/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other		US-78	DULUTH	GWINNETT	7/10/2020 8:08...		

- Select **Add Response**.
- Select the appropriate **Response Code** from the Action drop down on the Add Response pop-up, then select **Save**.

Ticket	Ticket Type	Respond By	Service Area	Member Name	Code	Facilities	Address Number	Street	City	County	Created	Last Response Cod	Last On
200709-001056	Normal	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other		PERTH CRT	WARNER ROBINS	HOUSTON	7/9/2020 3:26...		
200709-001058	Normal	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other	74	TRACK LN	MIDWAY	LIBERTY	7/9/2020 3:27...		
200709-001059	Normal	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other		CONCORD RDG	WARNER ROBINS	HOUSTON	7/9/2020 3:28...		
200709-001061	Normal	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other		LOGANS MILL T...	WARNER ROBINS	HOUSTON	7/9/2020 3:31...		
200709-001062	Normal	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other	412	DOWNING CIR	KATHLEEN	HOUSTON	7/9/2020 3:33...		
200709-001064	Normal	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other	4089	VAL TECH RD	VALDOSTA	LOWNDES	7/9/2020 3:42...		
200709-001047	Emergency Notification	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other		TREE SUMMIT ...	DULUTH	GWINNETT	7/9/2020 1:18...		
200709-001048	Design	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other		PLEASANT HILL...	DULUTH	GWINNETT	7/9/2020 1:20...		
200709-001050	Emergency Notification	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other		THAYER TRCE	DULUTH	GWINNETT	7/9/2020 1:26...		
200709-001002	Large Project Excavation	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other	3400	SUMMIT RIDGE...	DULUTH	GWINNETT	7/9/2020 12:18...		
200709-001003	Large Project Excavation	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other		ROCKY FORD RD	ROCKY FORD	SCREVEN	7/9/2020 12:19...		
200709-001001	Large Project Excavation	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other		ROCKY FORD RD	ROCKY FORD	SCREVEN	7/9/2020 12:06...		
200709-001038	Normal	7/13/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other	123	MAIN ST	ATLANTA	FULTON	7/9/2020 11:45...		
200710-001004	Normal	7/14/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other		US-78	DULUTH	GWINNETT	7/10/2020 8:08...		
200710-001005	Large Project Meeting	7/14/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other	6444	US 27	SUMMERVILLE	CHATTOOGA	7/10/2020 8:32...		
200710-001018	Normal	7/14/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other	3900	PEACHTREE IN...	DULUTH	GWINNETT	7/10/2020 11:5...		
200710-001012	Large Project Meeting	7/14/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other		MAYSVILLE RD	COMMERCE	JACKSON	7/10/2020 11:0...		
200710-001014	Large Project Meeting	7/14/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other		GA 157	RIISING FAWN	WALKER	7/10/2020 11:1...		
200710-001017	Normal	7/14/2020 11:5...	GEORGIA UTIL...	GEORGIA UTIL...	GAUPC	Other	3900	PEACHTREE IN...	DULUTH	GWINNETT	7/10/2020 11:3...		

**How to Use the Response Reports to Respond to tickets.**

- Select **Report** from the top panel.
- Once on the Report page, you will notice a list of tickets. These are tickets that are due a response that have not been responded to and have not expired. The tickets may be listed multiple times if they have more than one Service Area Code listed on it for your company.

Ticket Date	Ticket Number	Type	Respond By	Service Area Code	Facilities	City	County	Address	Street	Last Response	Last Action On	Responder
5/12/2020 12:13:24 AM	200512-001003	Large Project E...	7/10/2020 11:59:59 PM	GAUPC	Other	decatur	DEKALB		W TRINITY FL	LP04	7/8/2020 12:05:10 AM	System
5/12/2020 12:13:28 AM	200512-001005	Large Project E...	7/10/2020 11:59:59 PM	GAUPC	Other	decatur	DEKALB		CHURCH ST	LP04	7/8/2020 12:05:11 AM	System
5/12/2020 12:13:31 AM	200512-001006	Large Project E...	7/10/2020 11:59:59 PM	GAUPC	Other	decatur	DEKALB		CHURCH ST	LP04	7/8/2020 12:05:12 AM	System
5/14/2020 9:15:25 AM	200514-001008	Large Project E...	7/10/2020 11:59:59 PM	GAUPC	Other	decatur	DEKALB		W TRINITY FL	LP04	7/8/2020 12:05:21 AM	System
5/14/2020 9:15:55 AM	200514-001009	Large Project E...	7/10/2020 11:59:59 PM	GAUPC	Other	decatur	DEKALB		SCOTT BLVD	LP04	7/8/2020 12:05:22 AM	System
5/16/2020 12:07:46 AM	200516-001001	Large Project E...	7/14/2020 11:59:59 PM	GAUPC	Other	decatur	DEKALB		OLD ROCKBRID...	LP04	7/10/2020 12:05:05 AM	System
5/16/2020 12:07:49 AM	200516-001002	Large Project E...	7/14/2020 11:59:59 PM	GAUPC	Other	decatur	DEKALB		SCOTT BLVD	LP04	7/10/2020 12:05:07 AM	System
5/19/2020 12:05:06 AM	200519-001001	Large Project E...	5/21/2020 11:59:59 PM	GAUPC	Other	decatur	SAVANNAH		E RIVER ST	LATE	6/24/2020 12:33:05 AM	System
5/19/2020 12:09:03 AM	200519-001003	Large Project E...	5/21/2020 11:59:59 PM	GAUPC	Other	decatur	DEKALB		OLD ROCKBRID...	LATE	6/24/2020 12:33:00 AM	System
5/20/2020 12:02:12 AM	200520-001001	Large Project E...	5/22/2020 11:59:59 PM	GAUPC	Other	decatur	ATHENS		CLARKE	LATE	6/24/2020 12:32:59 AM	System

- Select one of these Response Reports and enter your search parameters.
  - All Ticket Responses – Closed**
    - Search Tickets Already Responded to
  - All Ticket Responses – Open**
    - Search Tickets Needing Responses
  - All Ticket Responses – Respond By**
    - Search Tickets by Respond By Date
  - All Ticket Responses – Ticket Date**
    - Search Tickets by Ticket Date

4. Once you have searched using one of the reports, a list of ticket results will appear.
5. **Double Click** the ticket you need to respond to. This will open the ticket in a new browser tab.
6. Select **Add Response** at the top of the page.

GA811 Locate Request

Ticket Number :	200710-001019	Ticket Type :	Normal
Date/Time :	07/10/2020 13.43	Source :	Voice
Previous Ticket :			

Company Information

Georgia 811 3400 Summit Ridge Pkwy Duluth , GA 30096	Company Type : Contractor Phone : (555) 555-4444
Caller Name : BRENDAN COTE Phone : (555) 555-3333 Email : BCOTE@GEORGIA811.COM	Field Contact : BILLY MARTIN Phone : (555) 555-2222 Email :

Work Information

Work Type : burying catv main	Done For : BOB WRIGHT
Project Duration : 2 days	Street : 3900 PEACHTREE INDUSTRIAL BLVD
County : GWINNETT	Intersection : SUMMIT RIDGE PKWY
State : GA	
City : DULUTH	
Explosives : No	Directional Boring : No
White-Lined : Yes	# White Line Areas : 1

Locate Instructions  
LOC THE FRONT AND BOTH SIDES INCLUDING THE R/O/W

Remarks  
CALL FIELD CONTACT TO MEET ON SITE

7. Select the **Facilities / Service Area code(s)** you want to respond to, then select a **Response Code** from the Action drop down box. Select **Save**.

Add Response

Facilities:

Water (GW190)       Sewer (GW191)

Action:

5

Save      Cancel

**Note:** If you need to enter a different response per facility/service area code, you will need to respond to one and save the response then go back through the same steps to respond to the other service area code.

8. To go back to your report list, close the browser tab of the ticket you opened.

## Other important information

- Tickets that Require a Response to PRIS:
  - Normal
  - Large Project Meeting
  - Large Project Excavation
  - Design
- Tickets that do not require Response to PRIS:
  - Emergency notifications – GA811 highly encourages members to respond to PRIS but it is not required. No late notice will be issued on Emergency notifications.
  - Late Notice / Additional Request – If the original response has changed, we highly encourage you to update the response via PRIS.
  - Overhead Tickets – Utility member must work directly with the excavator to determine how the overhead lines will be protected.
  - Damage Notification – is a notice to the member indicating a damage has occurred at a particular job site.
  - Cancel ticket – is a notification that a ticket has been cancelled and is no longer valid.
- Frequently Asked Questions:

**Q** - Where can I find a list of the positive response codes?  
**A** - You can find a list on our website at Georgia811.com → Member → Member Resources.

**Q** - How can I get access to respond to locate request?  
**A** - You can email Customer Connections at [customerconnections@georgia811.com](mailto:customerconnections@georgia811.com) or call 770.623.5786 to request access.

**Q** - What information will I need to provide when contacting Customer Connections to get access to respond?  
**A** – First / Last name, phone number, email address, and service area code(s) you will need to respond for.

**Q** - If I have multiple service area codes, do I have to respond for each code?  
**A** - Yes, you will need to respond to each service area code listed on the ticket.



**Q** - What do I do if someone is no longer with the company or no longer needs access to respond to tickets?

**A** - Contact Customer Connections via phone or email to have the account locked.

**Q** - Can multiple people use the same login to respond to Positive Response?

**A** - We recommend each person have their own account to respond.

**Q** - How do I respond if the ticket is past the respond by date and time?

**A** - You will follow the same procedures to respond to the locate request even though it is past the respond by date and time. However, you will not be able to respond to an expired ticket.

**Q** - Is it necessary to respond to both Large Project Meeting and Excavation Notices?

**A** - Yes, each ticket requires an appropriate response code. You can refer to our website Georgia811.com → Members → Member Resources page to find more information regarding Large Project responses.

**Q** - If I declare Extraordinary Circumstances (EC), do I need to reply to the locate request?

**A** - Yes, you will need to respond with the appropriate EC response code 3J – Unmarked: Extraordinary circumstances exist; contact the utility owner/operator directly for details. You will also need to go back in once the EC code has ended and update to the appropriate response code.

**Q** - If using the 3M – Unmarked: Late, weather conditions or 3N – Unmarked: Late when responding to a ticket, do I need to go back in and update the response?

**A** - Yes, once you locate the utility or determine that it is clear or no conflict.

**Q** - Our service area code is missing from a ticket; how do I respond?

**A** - You will not be able to respond to any ticket that your code is not listed on. You will need to contact the excavator to let them know that the facility has been marked or is clear.