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.

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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 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.

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Ticket Type:	Normal
Work Type:	Select a work type...
For:	Who are you doing the work for

Will you be using explosives ? ○ Y ○ N
Will you be using directional boring ? ○ Y ○ N
Have you used white paint to indicate the excavation area ? ○ Y ○ N
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).

  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 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.

- 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.

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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
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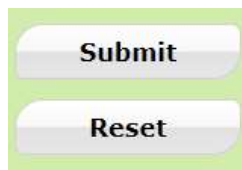
17. Submit Request:

    - Click *Submit* to complete the ticket.

18. Reset:

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

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Submit

Reset
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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