



2026 Billing Explanation

Billing Tiers:

❖ **Standard Membership** (*Members receiving **over 100** billable tickets annually*)

Annual membership fees will be based on the total of the following:

1. A \$200 annual membership fee.
2. Late notices received between Sept 2024 – Aug 2025 are billed at \$1.54 per late notice.
3. A member's percentage use of the Center is calculated by dividing the total billable tickets the member received between Sept 2024 – Aug 2025 into the total billable tickets for all members during that same period. That percentage is then multiplied by the 2026 Board-approved budget allocated to tickets.

Members can elect to pay their total membership fee on an annual, monthly, or quarterly basis.

❖ **Limited Membership** (*Members receiving **100 or less** billable tickets annually*)

Annual membership fees will be based on the total of the following:

1. A \$25 annual membership fee
2. Late notices received between Sept 2024 – Aug 2025 are billed at \$1.54 per late notice.

❖ **New Members**—A one-time, non-refundable \$200.00 set up fee, then \$1.54 per ticket, billed monthly until we have sufficient historical ticket volume data (generally 12 months) to be included with all established members' percentage-use calculations. The following year, new members are then billed under the *Standard* or *Limited Membership* structure based on ticket volume.

Reminder: Georgia 811's ThoughtSpot data dashboard has a *Billing* liveboard allowing members to interactively drill-down and explore their billable ticket and late notice data. Members already signed up for ThoughtSpot can log in and select *Liveboards*, then *Billing*. Members not already signed up for free access to ThoughtSpot may click [here](#) to request access.



Billing Process:

- ❖ The total board-approved budget forms the basis of our billing formula. Each member in good standing is assessed an annual membership fee of \$200 or \$25 depending on ticket volume. The total of these fees is subtracted from the approved budget. Late notice fees, set by the board, are billed to the individual members based on their performance during the billing period. The total of these fees is subtracted from the approved budget. We then analyze the previous year's ticket data to calculate each standard member's percentage of total billable tickets which determines their share of the remaining budget.

Mergers and Acquisitions:

- ❖ If a member merges with or is acquired by another member during the calendar year, Georgia 811 will invoice the surviving member or new entity for all financial obligations due from the acquired member. The following calendar year dues for the surviving member or new entity will be based upon combined total usage of the surviving member and the acquired member from the prior year.

Glossary:

- ❖ **Billable Ticket:**

A member's original notification with a unique identifier (ticket number). A member is only billed for that one instance of an original ticket notification regardless of how many of their service area codes or delivery destinations are associated with that one ticket. Ticket numbers generated from cancels are excluded.

- ❖ **Billable Late Notice:**

Your total number of late notices automatically generated by our system and sent to you, precipitated by one or more of your service areas not responding to the Positive Response Information System (PRIS) by the *Response Due Date* on a ticket. Each service area code linked to a member code on a ticket can be billed for a late notice since each service area code requires a response to PRIS by law.

- ❖ **Billing Period:**

September through August of the previous year. For example, 2026 invoices include ticket and late notice data between Sept 2024 – Aug 2025.