








DAMAGE PREVENTION SUMMIT

Mission

Georgia 811 will be an industry leader in promoting safety and preventing damage to underground and overhead facilities through high quality education and notification services.

Strategic Priority Areas

				
Stakeholder Engagement	Education	Legislation	Operations and Technology	Staff and Board Development
Communication, relationship and enhance partnerships	Training content and build awareness of that content	Education, influence and compliance	Business Intelligence – Work force management, CRM Data and Analytics – Thoughtspot data, survey data, Employee Engagement, etc..	Continuing education, development and relationship building

History



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United Press International

SCENE OF GAS EXPLOSION: The Hapeville, Ga., Day Nursery. Blast was touched off by a bulldozer that struck a gas line buried outside building. Seven children died.

**7 Children and 2 Adults Killed
As Gas Blast Wrecks Nursery**

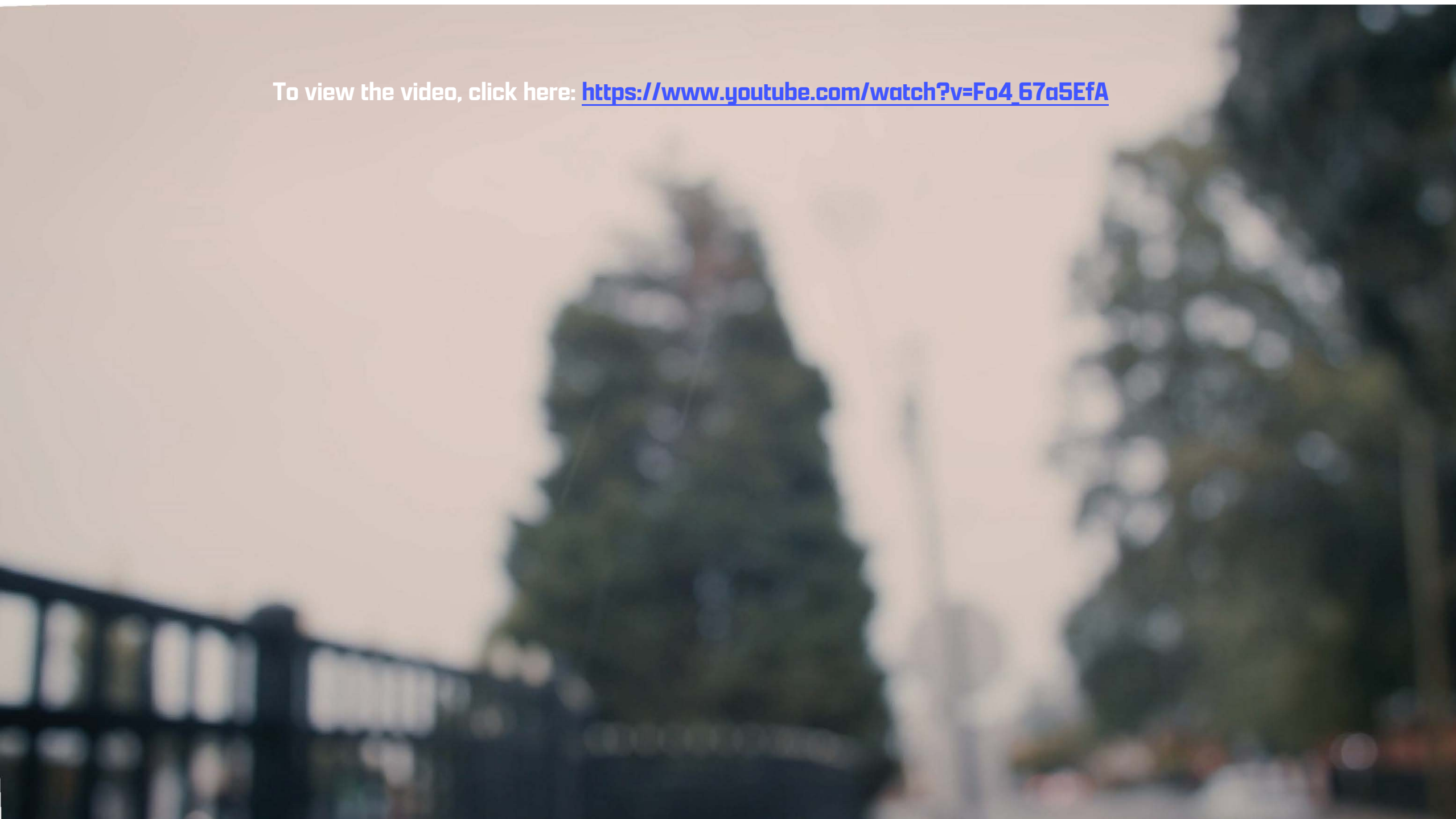
By WALTER RUGABER
Special to The New York Times

HAPEVILLE, Ga., May 29—Seven young children and two adults were killed today in a gas explosion that sent fire and

still others apparently had been playing in other rooms. When the first firemen arrived, they also were unable at first to find the valve that shut

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To view the video, click here: https://www.youtube.com/watch?v=Fo4_67a5EfA



GEORGIA 811 FUNCTIONS



Provides the participating members an opportunity to identify and locate or otherwise protect their facilities



Provides excavators and the general public a single point of contact for notifying all affected Georgia811 member utility companies before excavating



Notify member facility owner/operators with overhead electric lines that someone/something will be working within 10 feet of the lines

A few functions we don't do: Excavate, Operate Utilities and Locate Underground Lines or Enforce Georgia's Dig Law (GUFPA)

The Life of a Locate Request



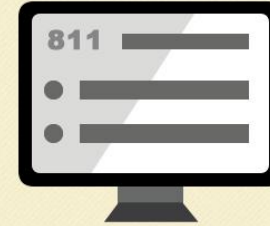
Excavation is planned.
White lining your proposed excavation site with paint or stakes is recommended.



Excavator contacts GA811 at least 3 biz days before work begins.
Contact info: Georgia811.com or by dialing 811

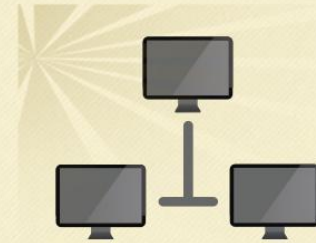


GA811 transmits the excavation info to member utilities.
On average, 8 utility members are notified.



Excavators check member responses.

With the locate request number you may access the member responses by visiting MyGeorgia811.com and clicking on the appropriate links.



Affected GA811 members respond to each locate request.



Damage Prevention Stakeholders



Board of Directors

- **Sara Austin**, *AT&T*
- **Joseph Caubo**, *Southern Co Gas*
- **Kirk King**, *Diverse Power*
- **Rob Holbrook**, *Cobb County*
- **Brandy Kitchel**, *Georgia Power*
- **Eban Grasti**, *Southern Co Gas*
- **Elizabeth Reynolds**, *AT&T*
- **Jim Laplander**, *City of Savannah*
- **Lisa McKnight** (*Chairperson*), *City of Lawrenceville*
- **Nando Quiñones**, *Georgia Power*
- **Frankie Rigdon**, *Ellijay Telephone Company*
- **Robert Jack**, *Colonial Pipeline*



Leadership



PRESIDENT & CEO
Meghan Rafinski



EXECUTIVE VICE PRESIDENT
OF OPERATIONS & COO
Brian Gilliam



DIRECTOR OF TECHNOLOGY
Rick Bell



LIAISON DIRECTOR
Holly Files



Leadership



DIRECTOR OF CORPORATE
COMMUNICATIONS
Megan Estes



CONTACT CENTER DIRECTOR
Jessica Baker



ACCOUNTING DIRECTOR
Brandon Thornhill



DIRECTOR OF HUMAN
RESOURCES
Kelly Holl

Leadership



SENIOR BUSINESS
INTELLIGENCE ANALYST

Greg Abernathy



SENIOR LIAISON MANAGER

Becky Kinsey

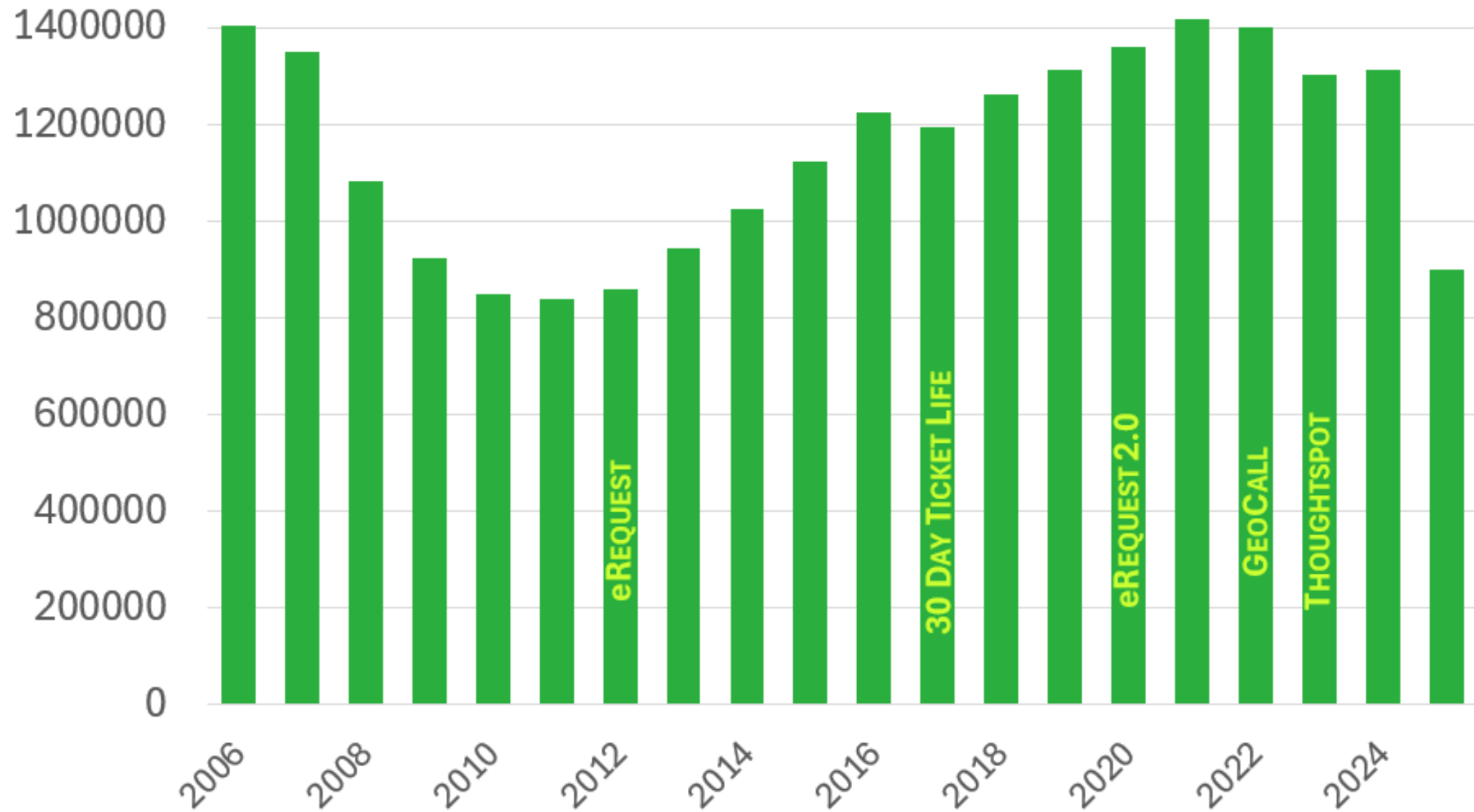


MEMBER SERVICES
SUPERVISOR

Michelle Madding

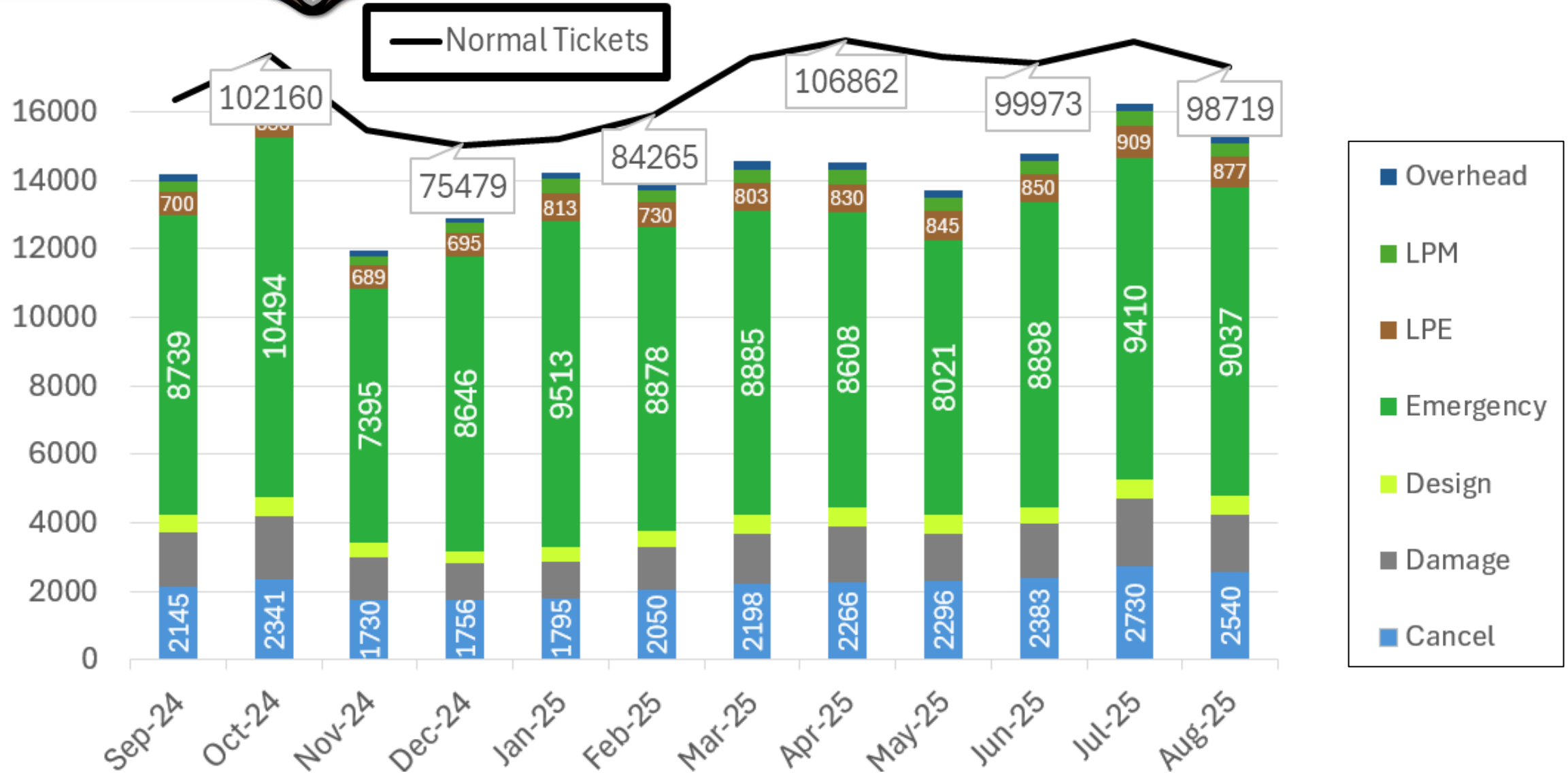


Annual Ticket Totals

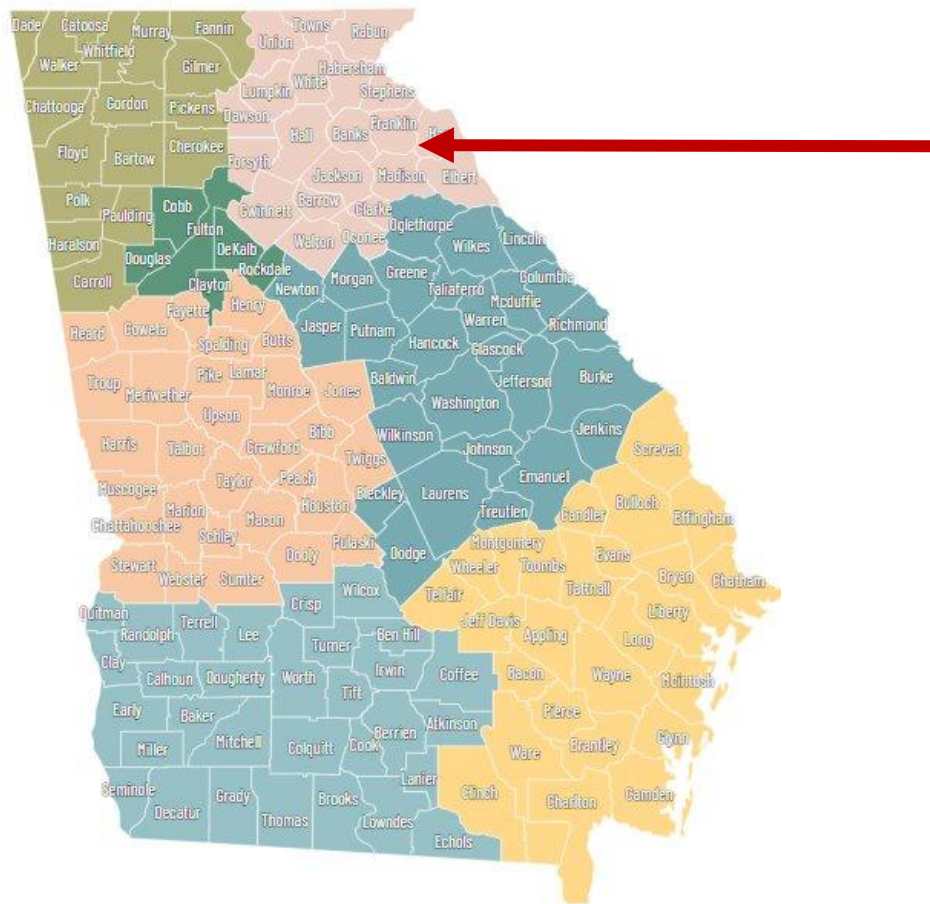




Monthly Ticket Types



GUCC Region 1



UCCs:

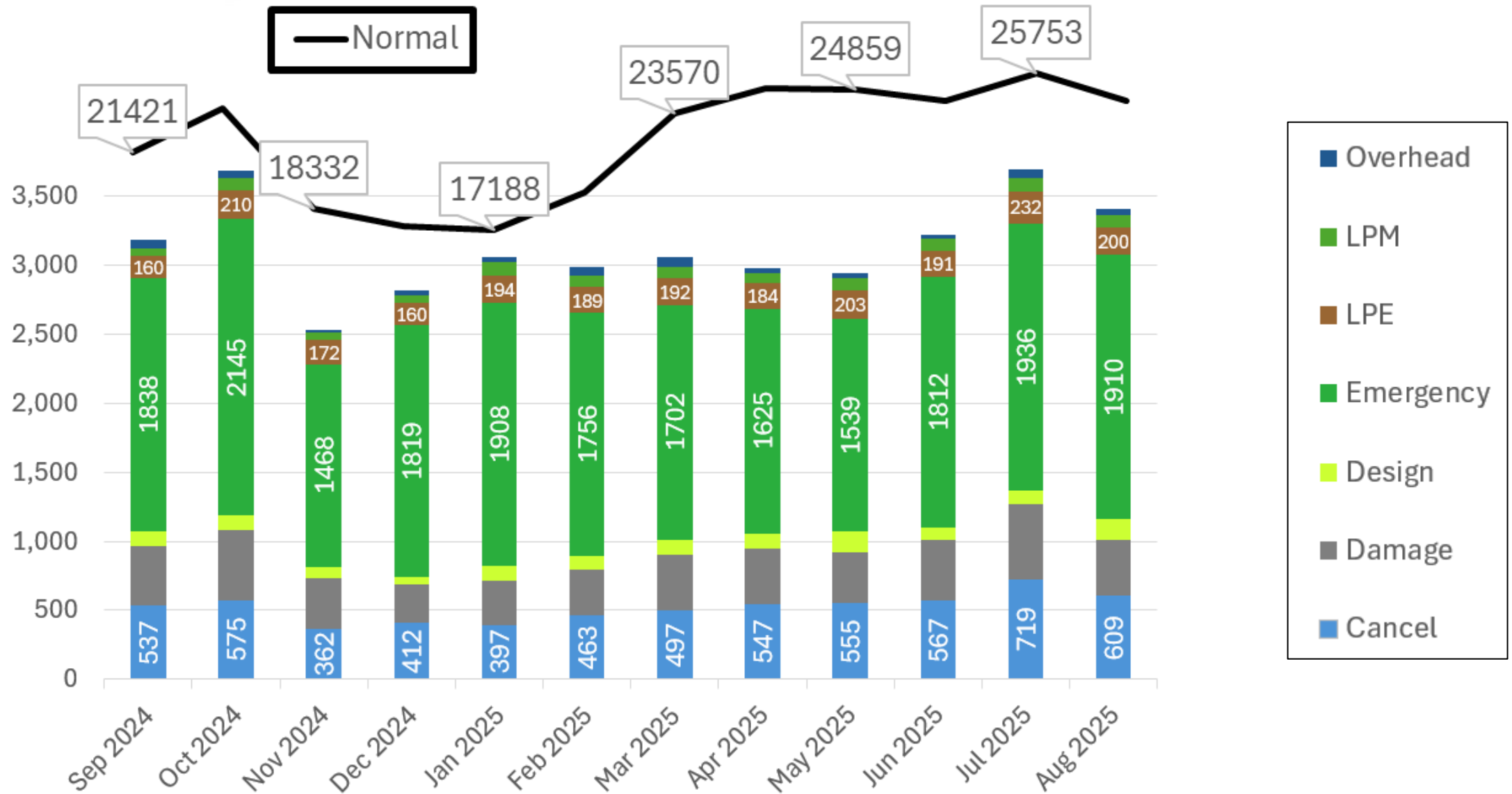
- Barrow
- Clarke/Oconee
- Forsyth
- Franklin, Hart, Stephens, & Elbert
- Gwinnett
- Jackson
- Hall
- Walton

Region 1 Liaison: Becky Kinsey

- BKinsey@Georgia811.com
- 404-375-6209

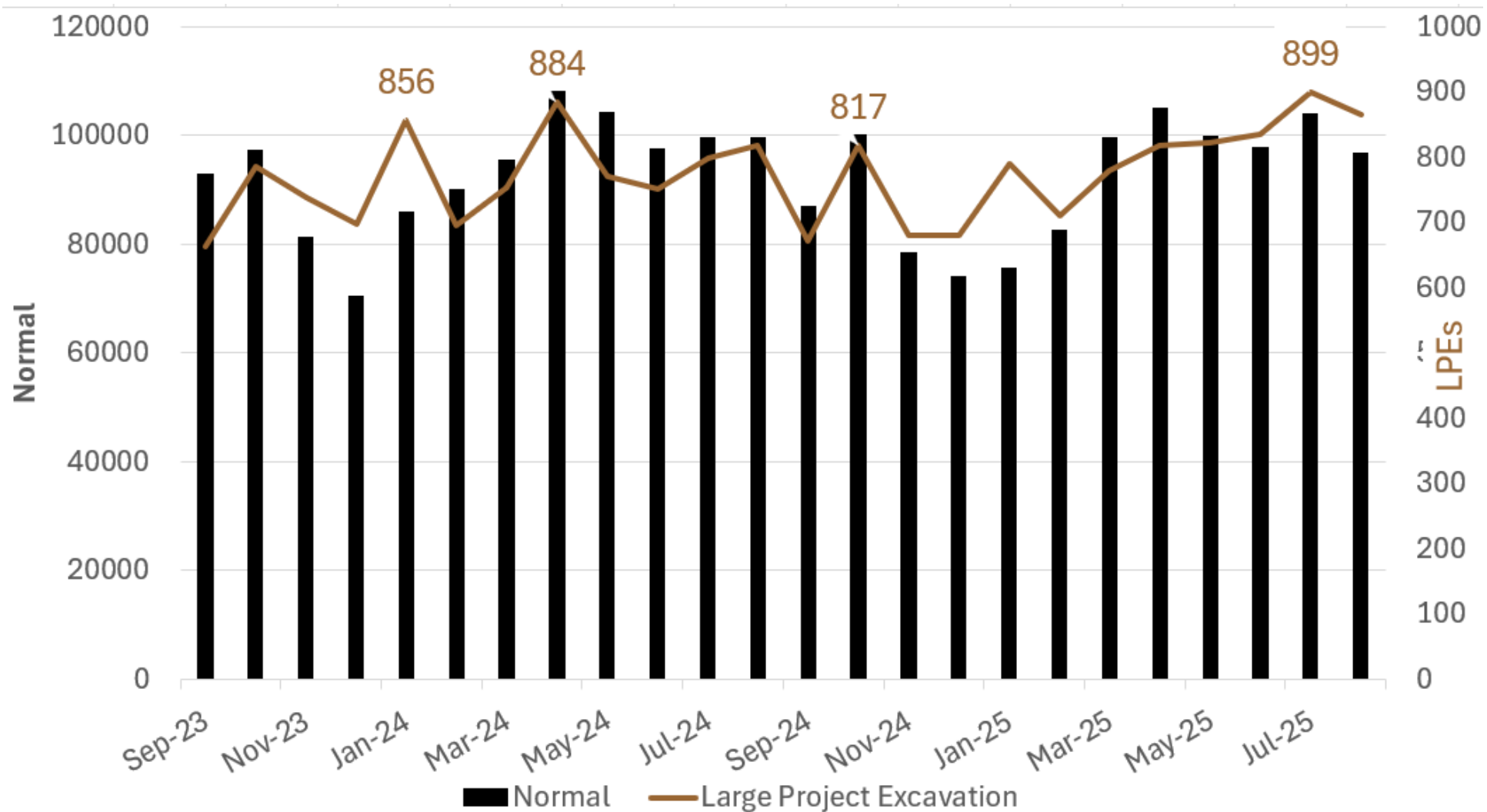


Region 1 Monthly Ticket Types



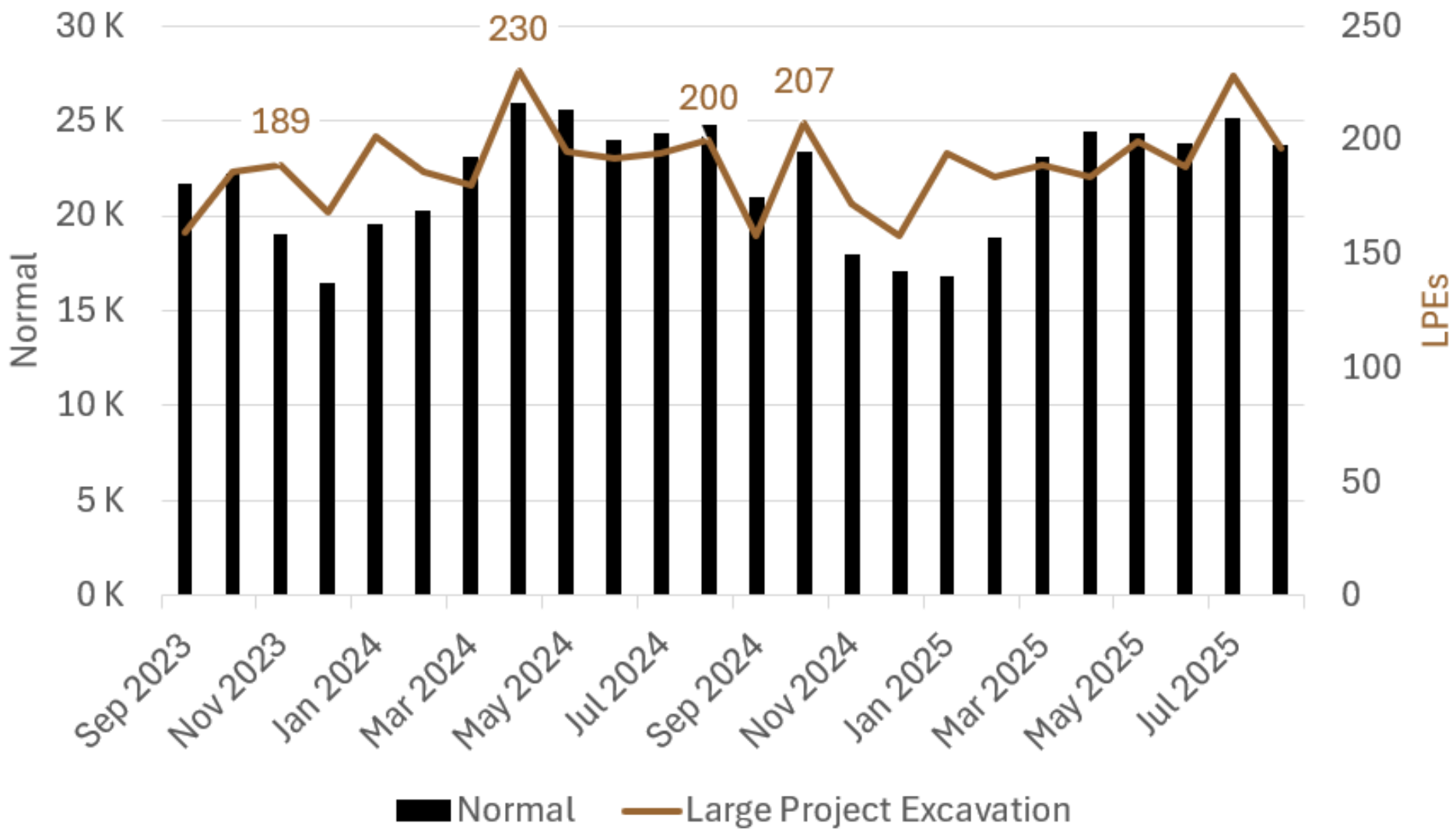


Normal Tickets and LPEs

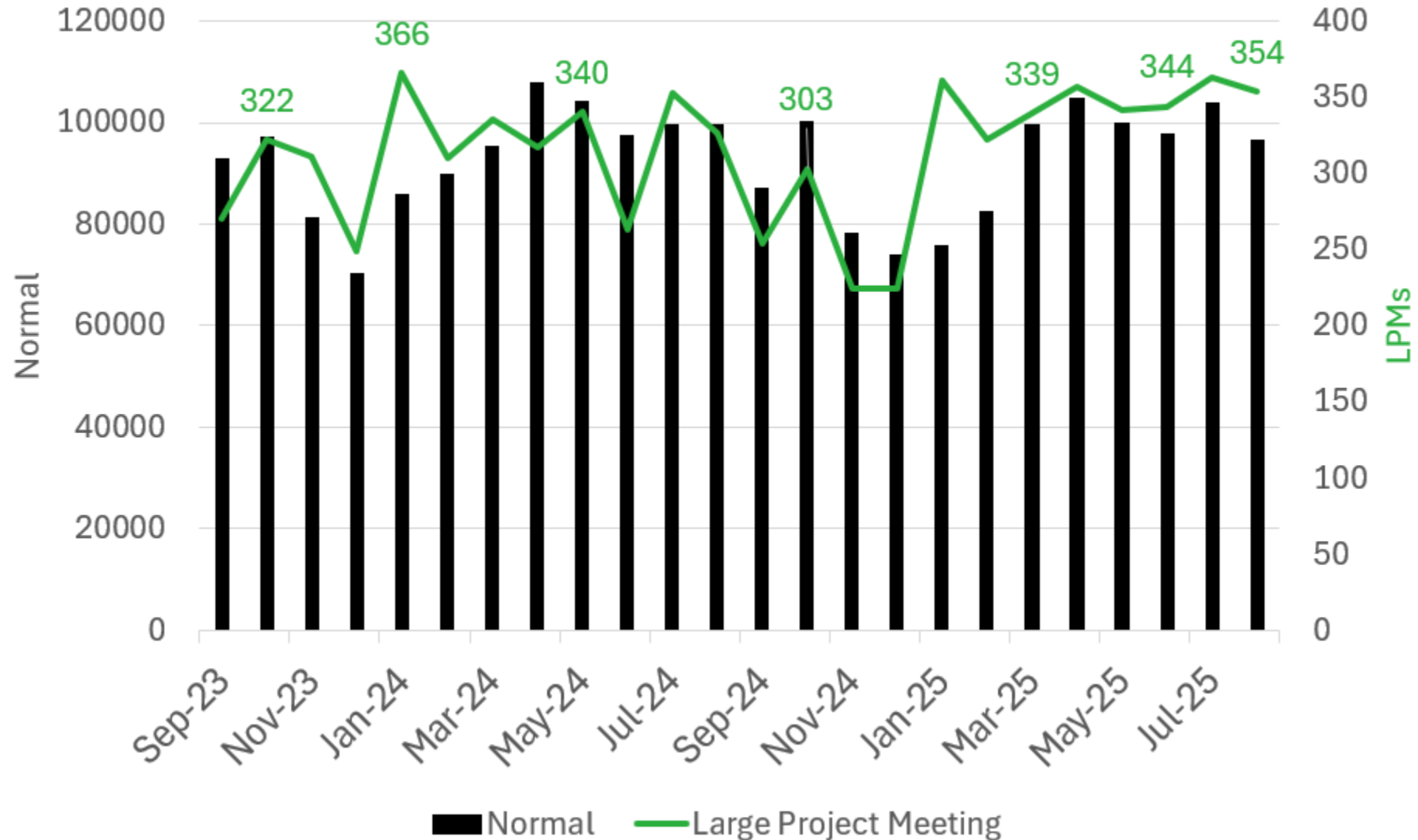


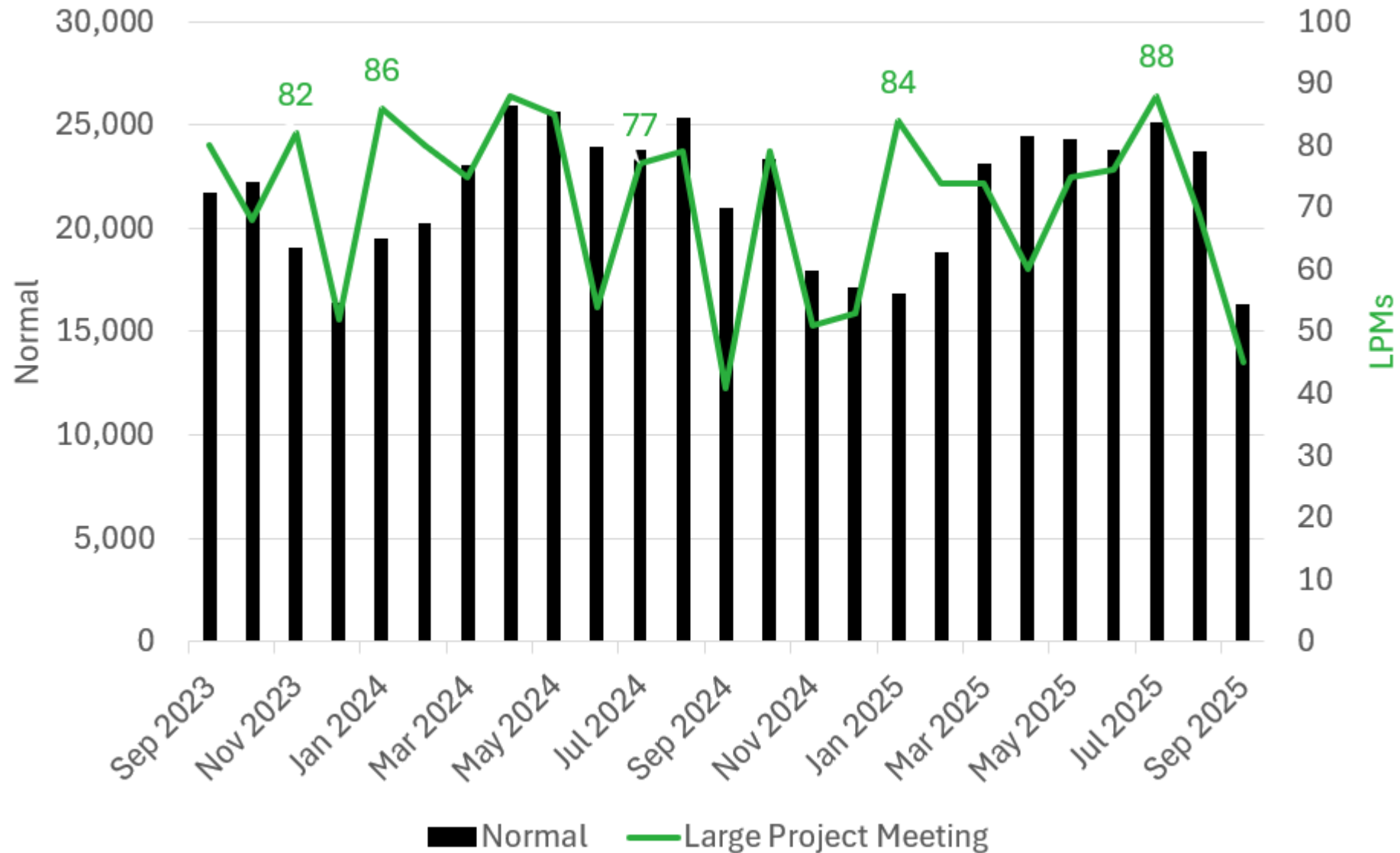


Region 1 Normal Tickets and LPEs



Large Project Meetings



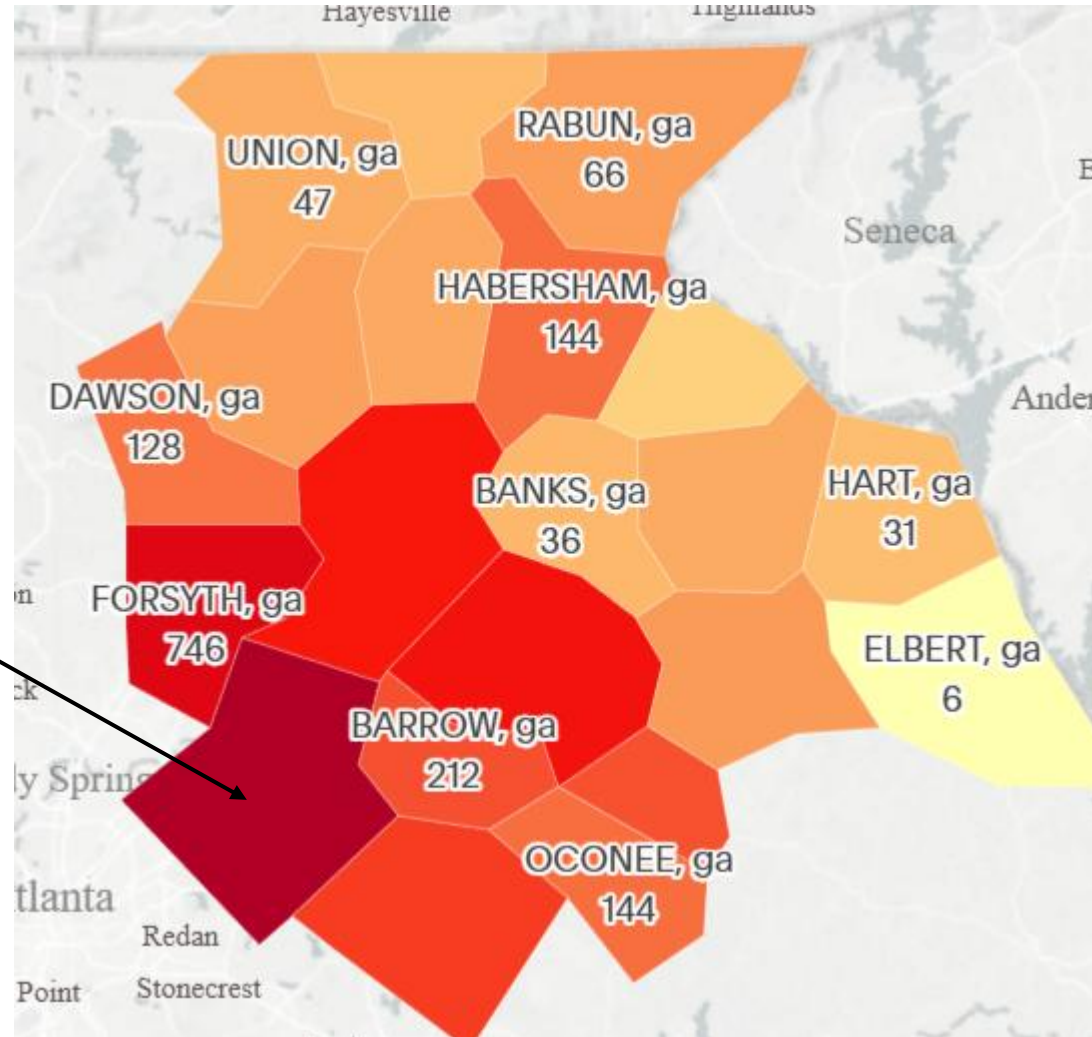




Region 1 Damages in the Past 12 Months

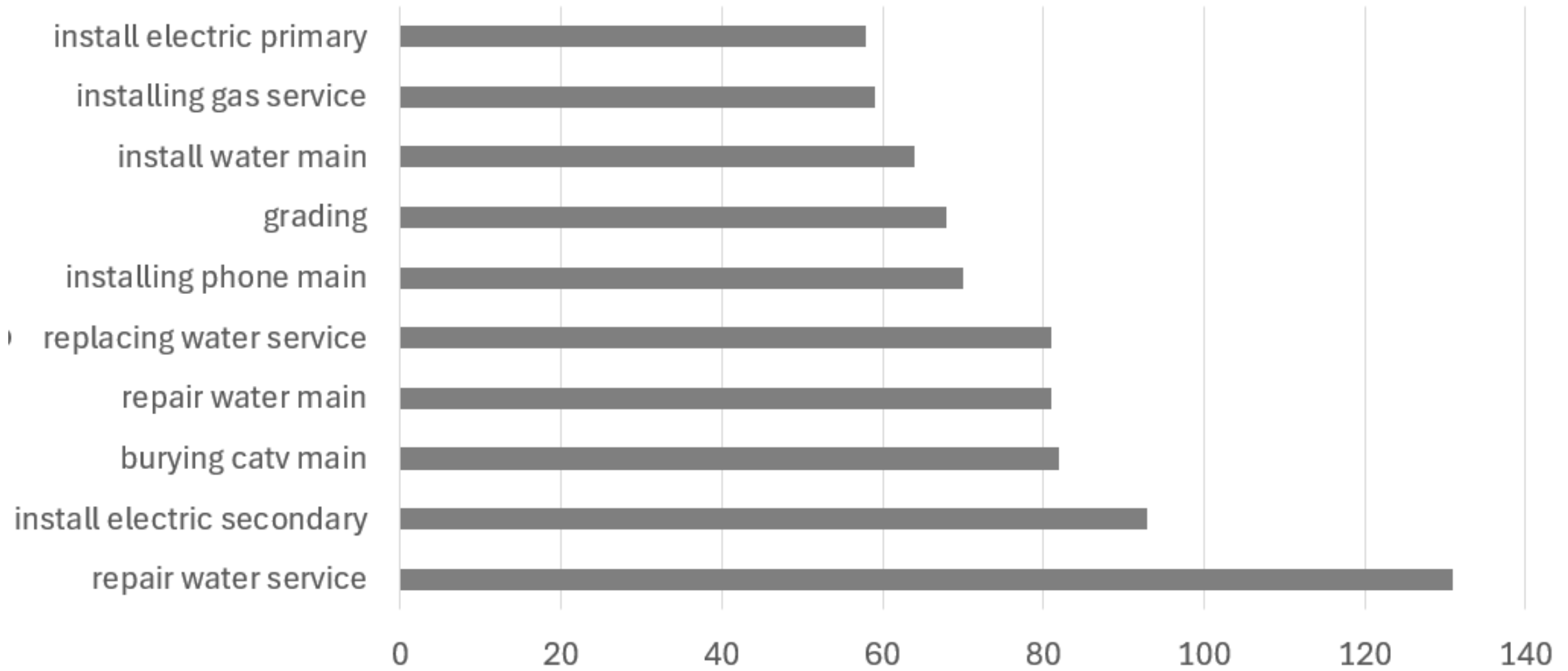
Gwinnett:

1,490 out of 4,791
Total Regional
Damages









Region 1: Top 10 Damages by Work Type



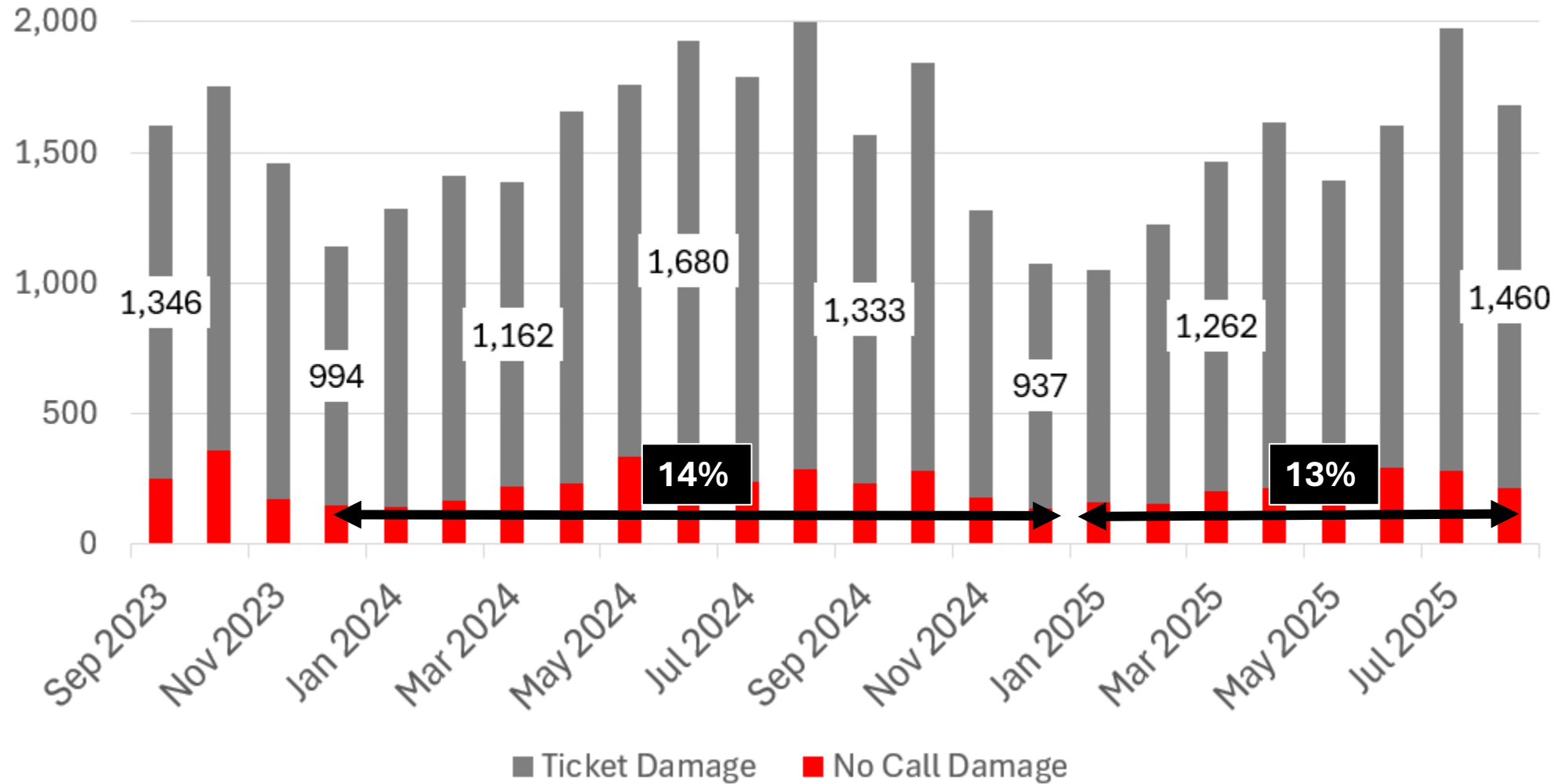
National Root Causes of Damages

Root Cause	2022*	2023*	2024*
 Locating Practices	33%	34%	34%
 Excavation Practices	35%	33%	35%
 No Locate Request	27%	27%	25%
 Invalid Use of Request by Excavator	6%	6%	7%

**Consistent reporters dataset*

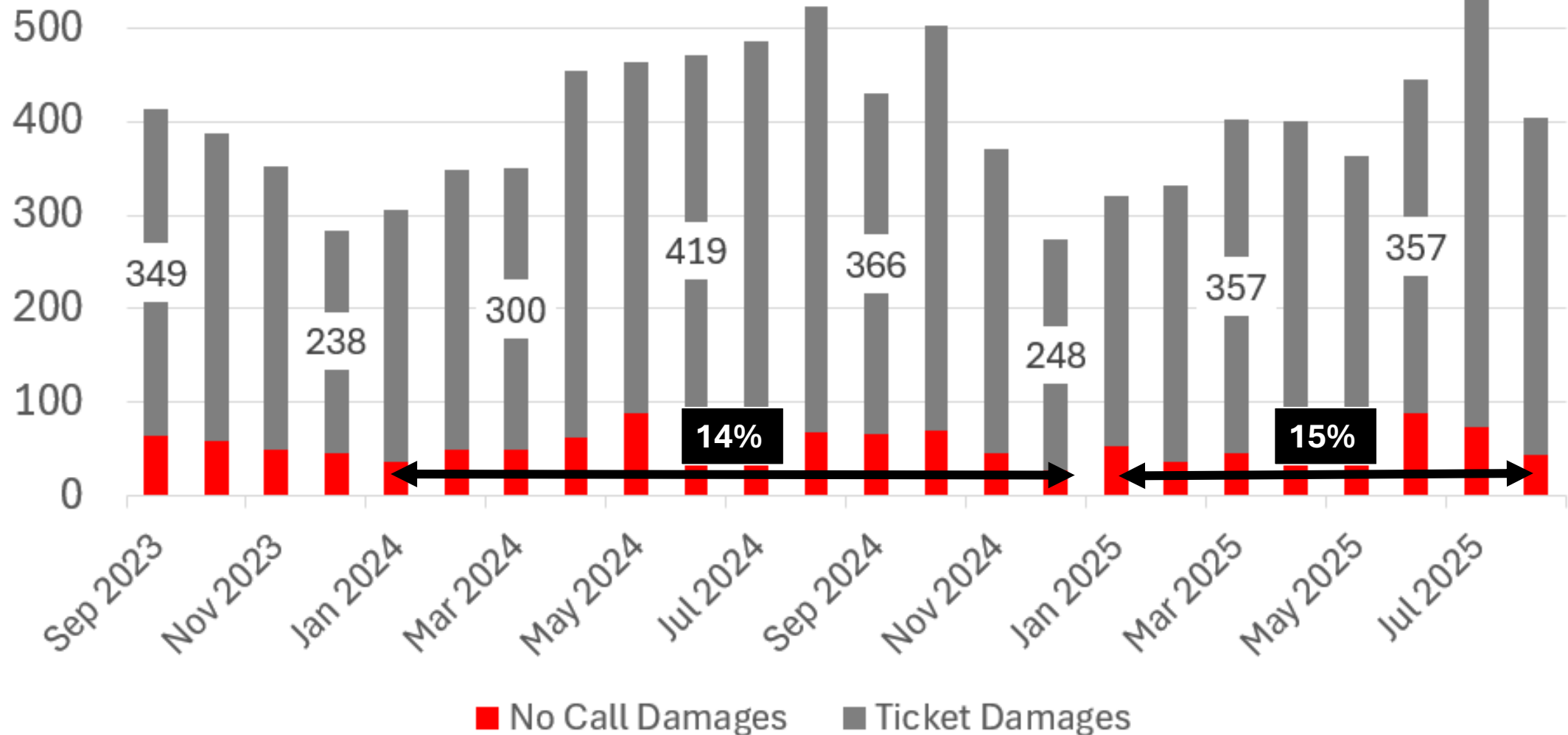


No Call Ticket Damages





Region 1 No Call Ticket Damages





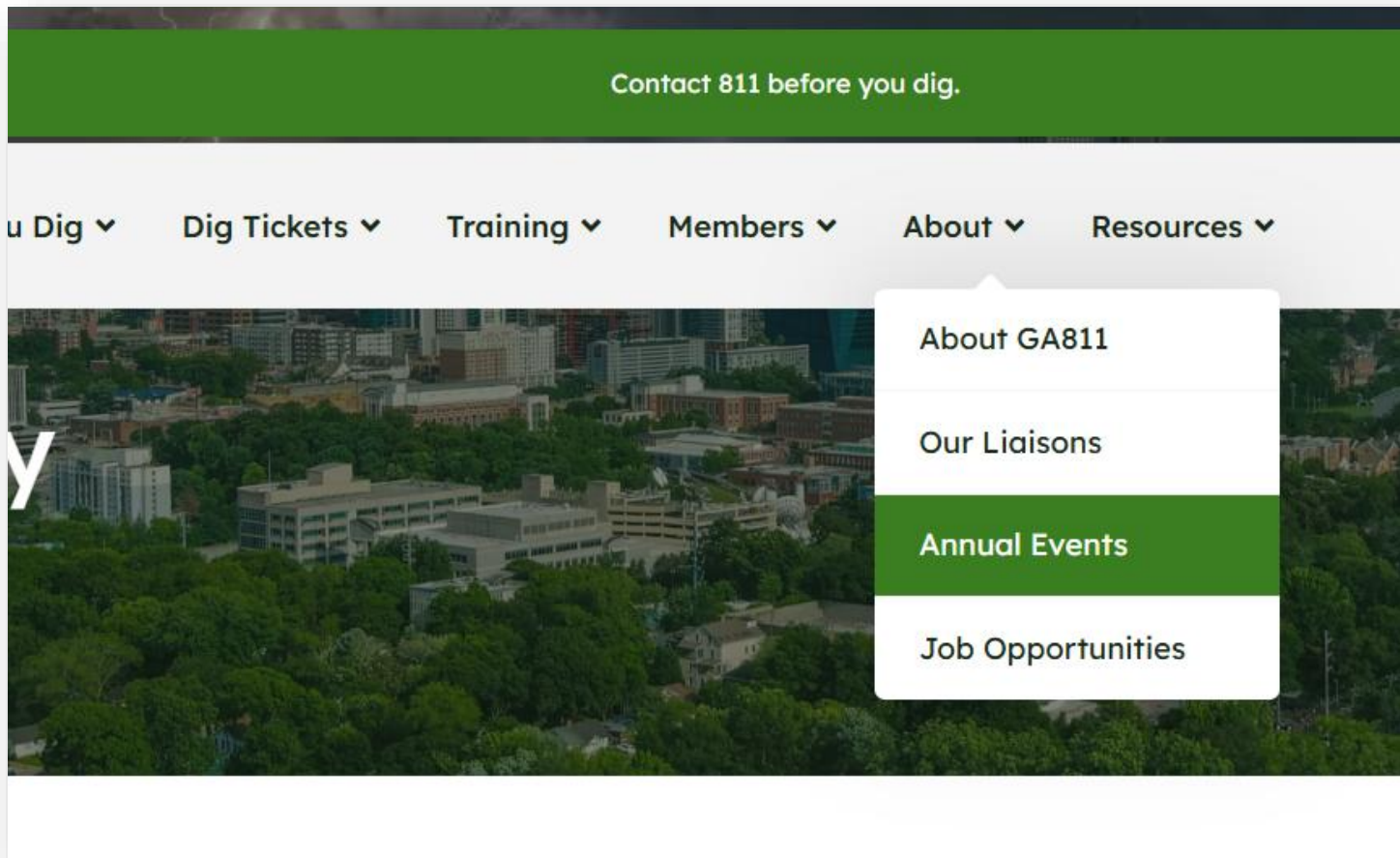
Corporate Communications



Safe Digging Month

- “Be a Good Neighbor” Rural Billboard Initiative
- Cliff Meidl Media Tour
- Spanish Outreach
- Statewide and Local Proclamations
- Geofencing with Home Depot, Lowe’s, and Ace
- Savannah Summit








811 Day Promotion

- **Dates:** August 1 – 31
- **Criteria:** Complete online ticket training and submit your first ticket.
- **Reward:** \$25 gift card

**Submit.
Dig Safely.
Win.**

A green shovel graphic with a long handle and a flat head, positioned vertically to the right of the text.

Local Proclamations

\$300 Winners:

- Barrow Co UCC
- Franklin/Hart/Stephens UCC
- Hall Co UCC
- Augusta/Richmond Co UCC
- Henry Co. UCC
- Berrien UCC
- Clayton Co UCC

\$600 Winners:

- Jackson Co UCC
- Fayette Co UCC
- Houston UCC
- Cherokee Co UCC
- Carroll Co UCC
- Paulding Co UCC
- Pickens Co UCC



City of Bowman



City of Nicholson

Survey Research





Accounting



How We Bill

Standard Members:

- More than 100 tickets
- % use of Georgia 811's budget
- Late notices = \$1.47
- \$200 annual membership fee

Limited Members:

- 100 tickets or less
- Late notices = \$1.47
- \$25 annual membership fee



Member Services

Responding to Positive Response (PRIS)



Member PRIS Login

Members with accounts have full access to respond to tickets. To obtain an account, contact Member Services at memberservices@georgia811.com.

[Click Here To Login](#)

- Legal Obligation
- Keep Excavators Informed
- Reduce Risks
- Improved Communication
- Avoid Late Fees

Maintain Accurate Contact and Ticket Delivery Information

- **Provide phone numbers** for all ticket types: Normal, Emergency, Damage, and Large Projects.
- **Notify Georgia 811 immediately** whenever your contact information changes.



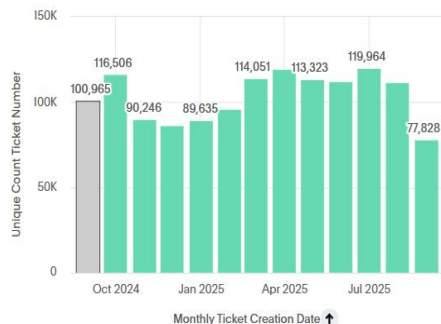
Member Service Area Map



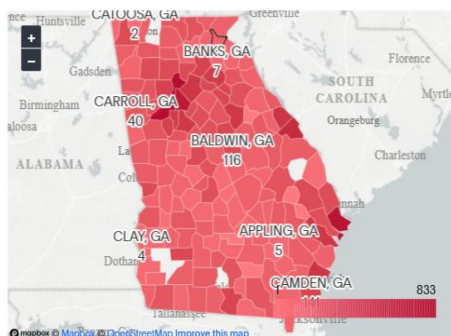
- Maintain Current Service Area Maps
- Stay Informed
- Update as Needed

Member Reporting -ThoughtSpot

Ticket Totals Monthly

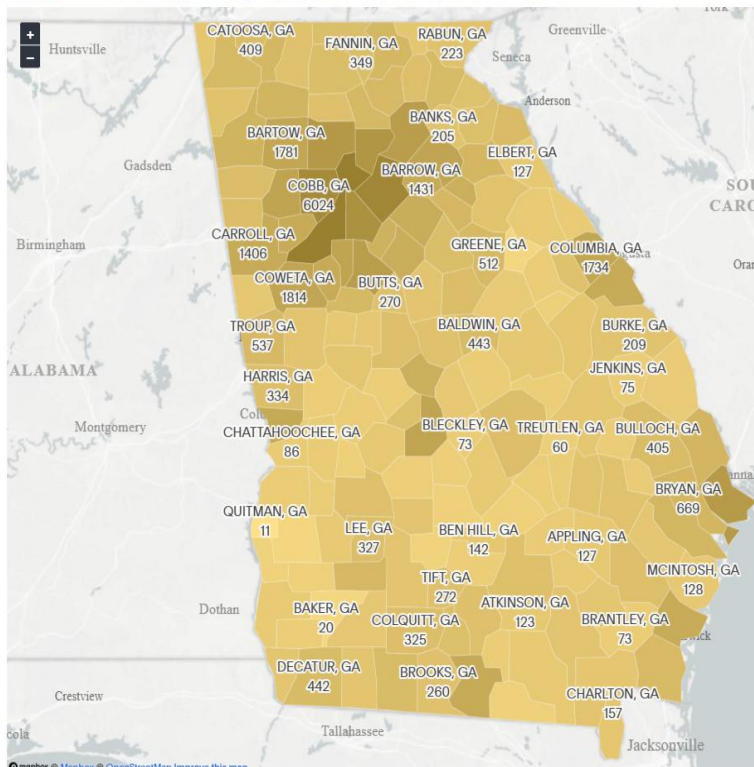


Late Notices Last 30 Days



Tickets by County Last 30 Days

Drill down to explore tickets in that county by other data, such as Ticket Type, Day Type, or Last Response Code



- View your ticket totals
- Monitor Late Notices
- View Positive Response (PRIS) information (i.e., how often a response code was used, who responded, etc.)
- Access to ticket details



Enterprise Services



GEORGIA811
TEST

Georgia 811 Service Area Editor TEST Environment

Home

Ticket

Homeowner Ticket

Ticket Search

Responses

Ticket Drafts

Edit Service Area

Excavators

▶ Mapping

▶ Administration

Create New Ticket

<

>

1/5

▼

Next

Search for work site

Work County

Work Place

Address

Prefix

Name

Type

Suffix

Work Intersection

eRequest – version 4

- **Save** your excavator information for faster ticket entry
- Uses your existing **trusted authentication** providers like Google, Microsoft, Facebook, and Apple
- **Improved help** all through the ticket process

The screenshot shows the GEORGIA811 eRequest version 4 mobile app interface. At the top, there is a dark green header with the GEORGIA811 logo on the left and the 'eRequest' logo on the right. Below the header, a green banner contains the text 'Sign up or sign in to save your profile information' and icons for Google, Microsoft, Apple, and a generic authentication provider. The main content area is a green card titled 'EXCAVATOR' with the question 'What type of excavator are you?'. There are two radio button options: 'Homeowner:' with the description 'I am a Homeowner/DIYer doing my own work and not a hired contractor.' and 'Contractor:' with the description 'I am a Contractor hired to do work for someone else.' To the right of the main card, a dark green sidebar contains the text 'If you use the eRequest system often, you can save your profile by creating a login, and complete the request faster!' and a chat icon at the bottom. At the bottom of the screen, a dark green navigation bar shows a series of icons and labels: 'Excavator' (checked), 'Work Type', 'Location', 'Instructions', 'Timeline', 'Project', and 'Review'. A right arrow is visible at the end of the navigation bar.

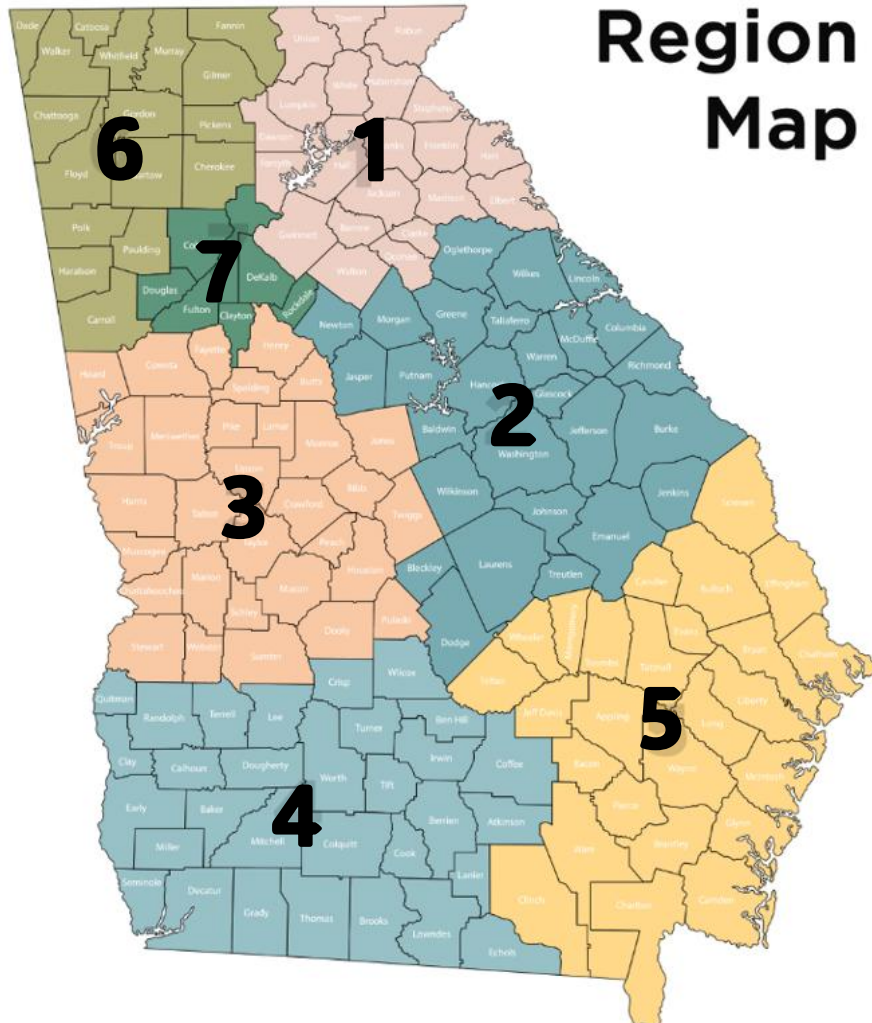
Mobile App Improvements

- Default Maps
- Member Contact Information
- System Alerts
- Spanish





Liaisons



Region Map

Becky Kinsey: Region 1

Brendan Cote: Regions 2 and 5

O'tania Jenkins: Regions 3 and 4

Terry McLaurin: Regions 3 and 6

Salie Johnson: Region 7

Holly Files: Liaison Director

Ale Frutos: Liaison Support

Amanda Banks: Liaison Support

In-Person Training Request



In-person Training Request

[Home](#) > [In-person Training Request](#)

[Online Training](#)
[Courses](#)
[Online Ticket](#)
[Training](#)
[In-person Training](#)
[Request](#)
[Excavator Resources](#)


COURSE

Damage Prevention Training for Groups

Georgia 811 Liaison Managers serve the state of Georgia in many capacities. They offer training and education, dispute resolution, networking with industry stakeholders that would include local governments, utility owners/operators, excavators, contract locate companies, industry nonprofit

Training Topics Can Include:

1. Marking Standards
2. Damage Investigation
3. Positive Response (PRIS)
4. Large Projects
5. Potential Membership
6. High Voltage Safety Act
7. Damage Prevention (in 15 minute, 45 minute, or 2 hour sessions)



Training Disclaimer

- This and all other training modules provided by Georgia 811 are intended to educate parties regarding the Georgia Underground Facility Protection Act (GA Code § 25-9) and Georgia's High-voltage Safety Act (GA Code § 46-3-33). Our training is not intended and does not extend to other Federal or State laws or regulations that may apply to the activities in which parties may engage while complying with this law or any regulations issued pursuant to it.
- Each individual is solely responsible for compliance with all applicable laws and regulations as written and has an independent obligation to familiarize themselves with them. Georgia 811 does not warrant that its training is anything more than our best effort to familiarize parties with our understanding of the law. Indeed, if you believe that our understanding of the law is incorrect, or if you have other questions or concerns, you have an independent obligation to consult with your own counsel regarding the matter or matters in question and act accordingly.

Escalation Process



Escalation List



Files



Record



Status



Recall

Utility Has NOT Responded

NO visible and obvious signs
of an unmarked utility:

Wait until after noon on
the effective date

Additional request.

May proceed with
excavation as long as
all other requirements
of GUFPA are met



Utility Has NOT Responded

Existing visible and obvious
sign of an unmarked utility:

Wait until after noon on
the effective date

Additional Request

Ask for issue to be
escalated

Contact Liaison



**Utility Has
Responded**

Unmarked: Late

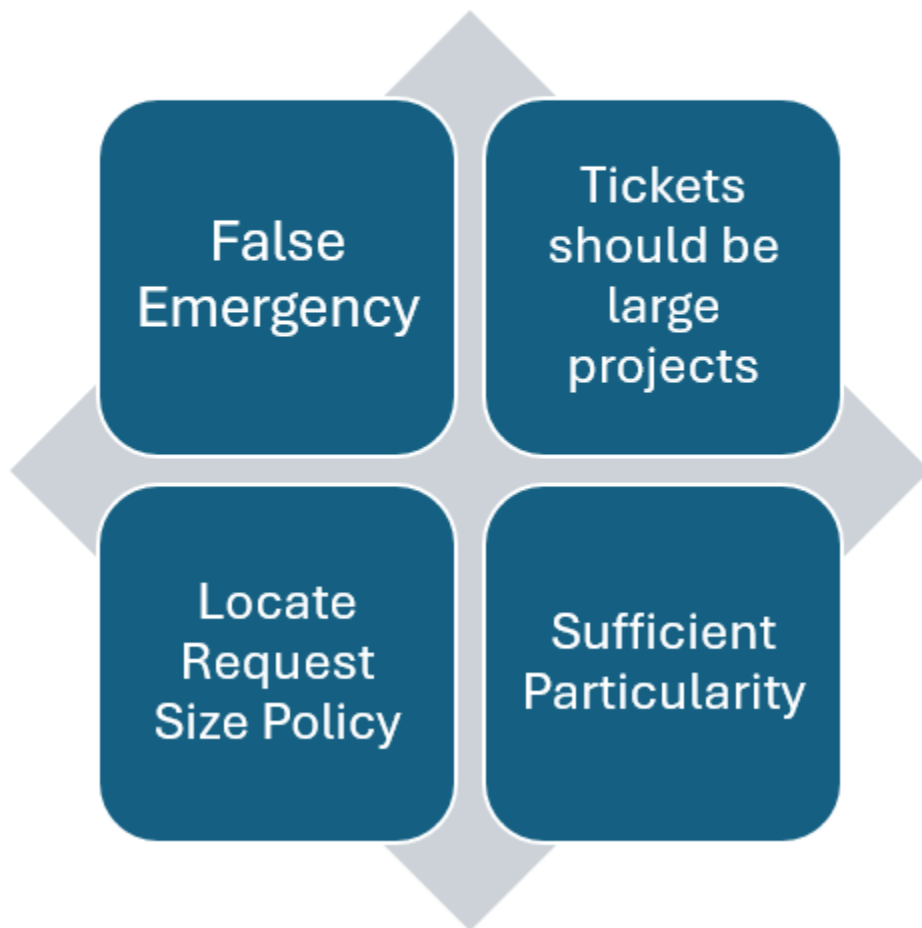
Wait until after noon on the effective date

Additional Request

Contact utility listed on ticket

Utility member does not respond,
or states must contact their
contract locator, contact Georgia
811 for escalation

Locators

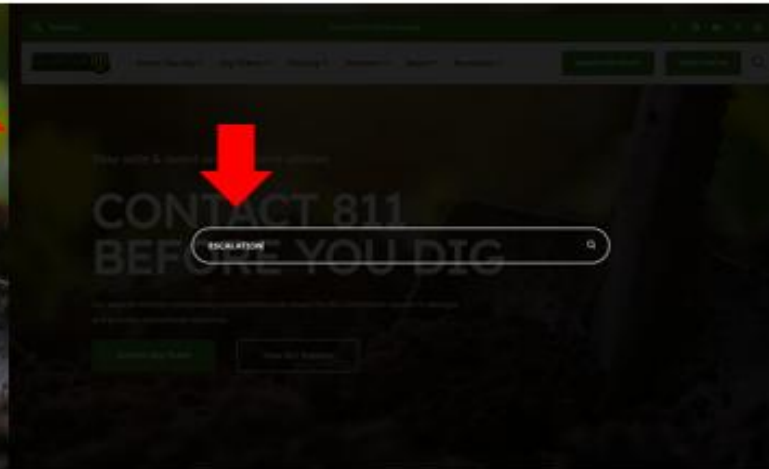




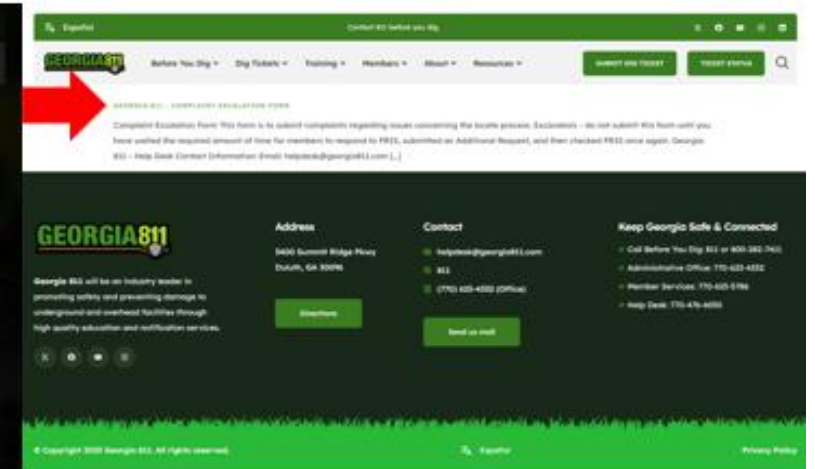
Escalation Form



Georgia811.com



Search: Escalation



Complaint Escalation Form

<https://georgia811.com/georgia-811-complaint-escalation-form/>

Complaint Escalation Form

Home » Georgia 811 » Complaint Escalation Form



This form is to submit complaints regarding issues concerning the locate process.

Excavators - do not submit this form until you have waited the required amount of time for members to respond to PRIS, submitted an Additional Request, and then checked PRIS once again.

Georgia 811 - Help Desk Contact Information: Email: helpdesk@georgia811.com Phone: (770) 679-6000

Name *(Required)*

First

Last

Company Name *(Required)*

Email *(Required)*

Phone *(Required)*

What Is Your Issue? (Choose all that apply) *(Required)*

- ☐ Large Project
☐ Ticket Issue (ie. Work Type, Locate Instructions, Sufficient Particularity)
☐ Other

Ticket Information

Provide ticket information, if known. (Up to 10 tickets)

Do you have ticket information available? *(Required)*

- ☐ Yes
☐ No

Have you spoken with anyone regarding this issue? *(Required)*

Any additional information?

Please share any correspondence information, who you spoke with and their contact information, and any other information you may have.



This form is to submit complaints regarding issues concerning the locate process.

Excavators – do not submit this form until you have waited the required amount of time for members to respond to PRIS, submitted an Additional Request, and then checked PRIS once again.

Georgia 811 – Help Desk Contact Information: Email: helpdesk@georgia811.com Phone: (770) 476-6050

Name *(Required)*

First

Last

Company Name *(Required)*

Email *(Required)*

Phone *(Required)*

What Is Your Issue? (Choose all that apply) *(Required)*

- ☐ Large Project
- ☐ Ticket Issue (ie. Work Type, Locate Instructions, Sufficient Particularity)
- ☐ Other



Ticket Information

Provide ticket information, if known. (Up to 10 tickets)

Do you have ticket information available? *(Required)*

☐ Yes

☐ No

Have you spoken with anyone regarding this issue? *(Required)*

Yes



Any additional information?

Please share any correspondence information, who you spoke with and their contact information, and any other information you may have.

Submit

Submit

Assigned to liaison

Liaison contact

Facility owner/contract
locator or excavator.



Contact Center



811 | 800-282-7411 | 770-623-4344 | HelpDesk@Georgia811.com



www.mygeorgia811.com

Ticket Type: Normal

Work Type: Select a work type...

For: Who are you doing the work for

Effective Date: Select the date you will begin your excavation

State: GA County: Select a county... City: City

Address: Num PreDir Street Name St Type SufDir

Cross Street: What is the nearest cross street

Locate Instructions: Describe the area where digging will take place using a concise description.

Remarks: Add any additional information you want to provide to the locators, i.e. gate code, GPS coordinates, driving directions, name of subdivision or community.

Will you be using explosives? ☐ Y ☐ N

Will you be using directional boring? ☐ Y ☐ N

Have you white lined the excavation area? ☐ Y ☐ N

Duration:

Submit

Reset

Zoom To Clear Pan Mark Point Mark Line Mark Area Use Selection Measure

Use Ticket Search for a street name.

Map showing Georgia counties: GUSK, TOOSA, FANNING, UNION, RABUN, WALKER, WHITEHALL, GOLMER, WHITE, HARTZOG, LAMAR.



811

Large Project Online Locate Request

Contact Meeting Info Project Attachments Digsite Preparation

Name *
Your name 0/150

Email *
Your email address 0/250

Company Name *
Your company's name 0/250

Consent to Phone Number *

eRequest

Prior to submitting an eRequest, please review [eRequest requirements](#) on the Online Ticket Options page. It's important to remember that eRequests are not transmitted directly to utility owners/operators and are first reviewed by Georgia 811 Contact Center Agents.

Browser Recommendation - eRequest supports the following browsers and *may not* work properly with those not listed:
Chrome, Edge, Firefox, Safari

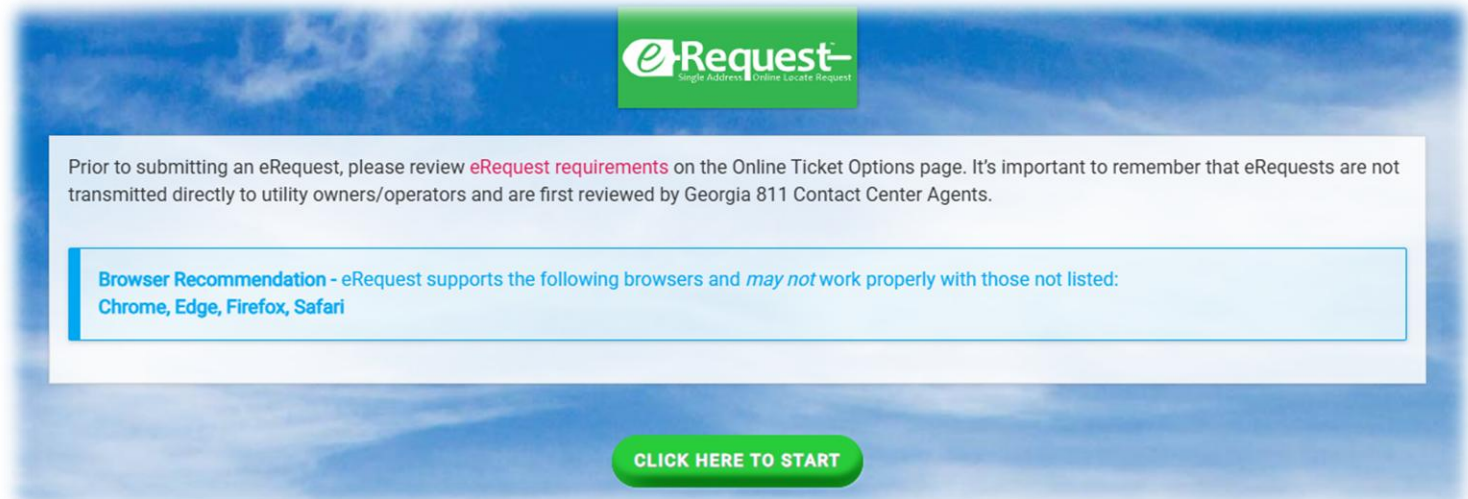
CLICK HERE TO START

Benefits of Self-Service

- 24/7 Availability
- Faster Resolutions
- User-Friendly
- No Limits
- Transparency

eRequest

- Perfect for DIYers & Property Owners
- Low Ticket Volumes
- Normal & Overhead
- No Training



Online Ticketing System

No Training

No Login Credentials





Large Project Online Form

The screenshot shows the "Large Project Online Locate Request" form on the Georgia 811 website. The form is set against a background image of construction equipment. At the top left of the form area is the "A811" logo. Below the title is a navigation bar with six buttons: "Contact" (green), "Meeting Info" (blue), "Project" (blue), "Attachments" (blue), "Digsite" (blue), and "Preparation" (blue). The main form area contains several input fields, each with a label, a red asterisk indicating it is required, and a character count on the right.

Name * 0/150

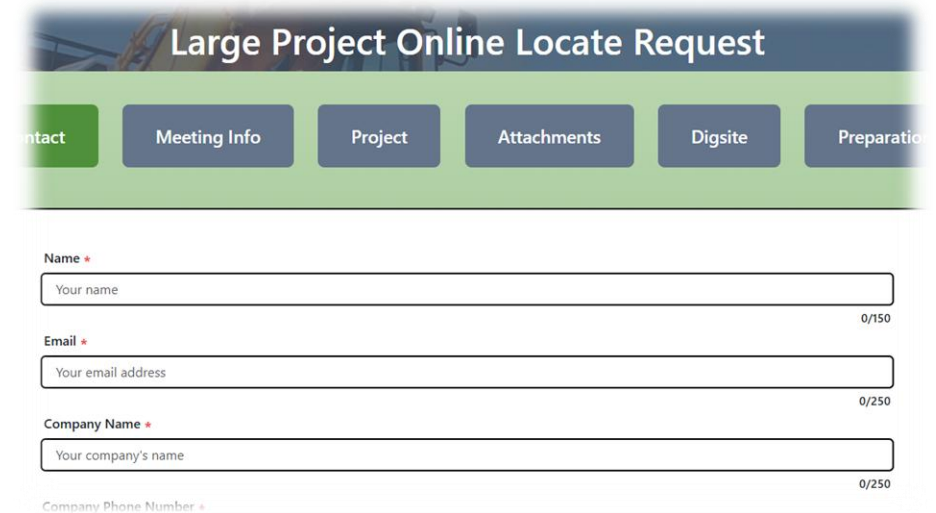
Email * 0/250

Company Name * 0/250

Company Phone Number *

Large Project Online Form

- Members & Professional Excavators
- Projects:
 - ✓ Over 1 contiguous mile
 - ✓ More than 90 days to excavate
 - ✓ More than 10 addresses, buildings, lots, or areas
 - ✓ 100 or more acres
- No Training
- Attachments Feature



The screenshot shows the 'Large Project Online Locate Request' form. At the top, there is a header with the title 'Large Project Online Locate Request'. Below the header is a navigation bar with several tabs: 'Contact', 'Meeting Info', 'Project', 'Attachments', 'Digsite', and 'Preparation'. The 'Contact' tab is currently selected. The form fields include: 'Name' (with a red asterisk), 'Email' (with a red asterisk), 'Company Name' (with a red asterisk), and 'Company Phone Number' (with a red asterisk). Each field has a corresponding input box and a character count (e.g., 0/150 for Name, 0/250 for Email, 0/250 for Company Name, and 0/250 for Company Phone Number).

Attachments

- Media Service Link
- File Formats
 - doc & docx
 - pdf
 - jpg & jpeg
 - png
 - txt
 - kml & kmz
- Upload files later

Large Project Online Locate Request

ContactMeeting InfoProjectAttachmentsDigsitePreparation

[Media Service Link](#)

The link above will automatically be included in the remarks field on the next page and on the success page at the end. If you do not have attachments at this time, you can return to the media service and upload files once the form has been submitted. A **sample** marking agreement will also be added to your media service account.

Click to select files

Or drag and drop

5 files max - 25MB per file

Accepted formats:
doc, docx, pdf, jpg, png, jpeg, txt, kml, kmz

If you don't have any attachments, click Next.

****Once you click Next, you cannot delete files****

Large Project Online Locate Request

[Contact](#)[Meeting Info](#)[Project](#)[Attachments](#)[Digsite](#)[Preparation](#)

[Media Service Link](#)

The link above will automatically be included in the remarks field on the next page and on the success page at the end. If you do not have attachments at this time, you can return to the media service and upload files once the form has been submitted. A **sample** marking agreement will also be added to your media service account.

Click to select files

Or drag and drop

5 files max

If you don't have any attachments, click Next.

****Once you click Next, you cannot delete files****



Attachments

- Media Service Link
- File Formats
 - doc & docx
 - pdf
 - jpg & jpeg
 - png
 - txt
 - kml & kmz
- Upload files later

Large Project Online Locate Request

ContactMeeting InfoProjectAttachmentsDigsitePreparation

[Media Service Link](#)

The link above will automatically be included in the remarks field on the next page and on the success page at the end. If you do not have attachments at this time, you can return to the media service and upload files once the form has been submitted. A **sample** marking agreement will also be added to your media service account.

Click to select files

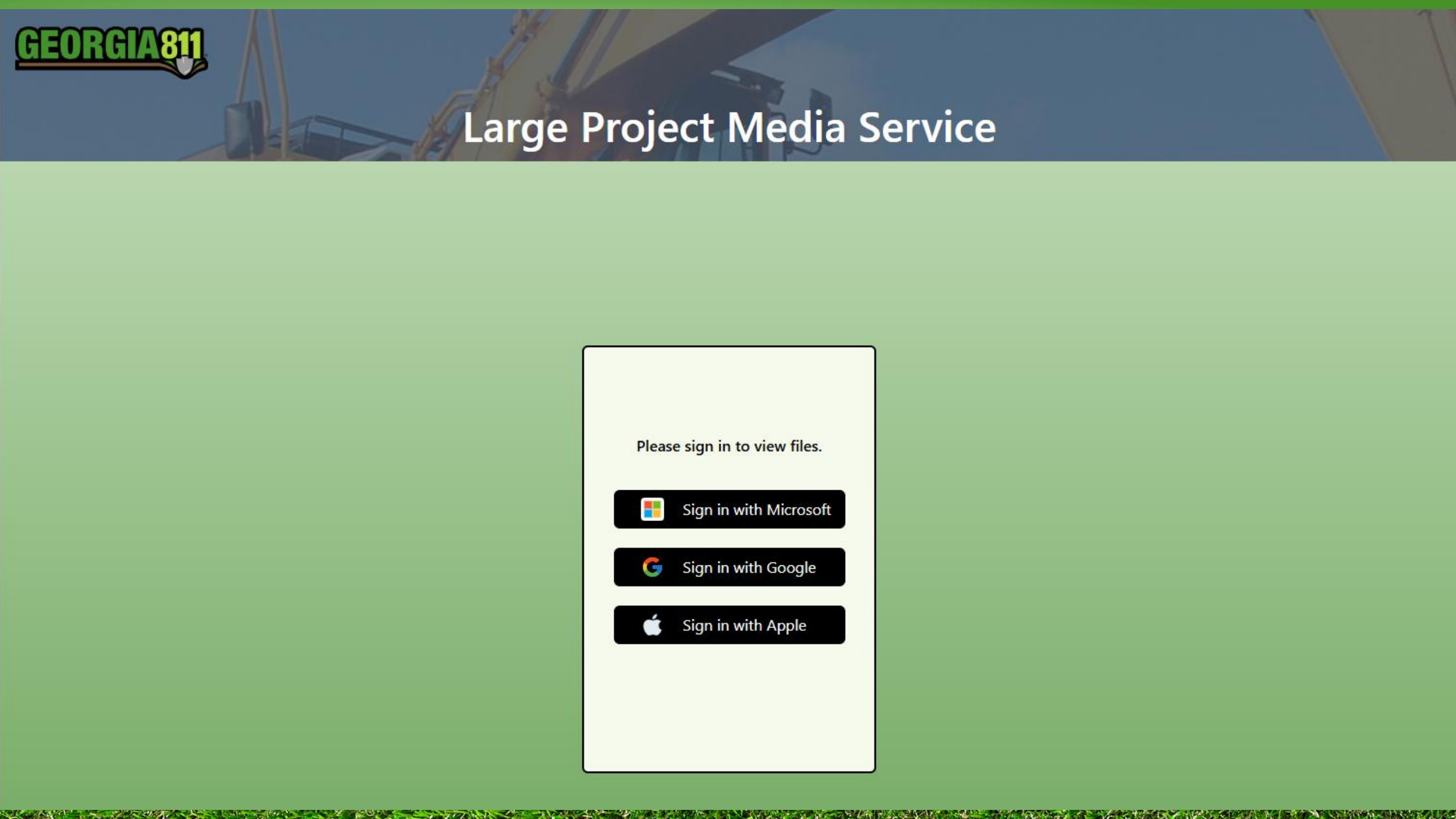
Or drag and drop

5 files max - 25MB per file

Accepted formats:
doc, docx, pdf, jpg, png, jpeg, txt, kml, kmz


If you don't have any attachments, click Next.


****Once you click Next, you cannot delete files****




Large Project Media Service

Please sign in to view files.

 Sign in with Microsoft

 Sign in with Google

 Sign in with Apple

Large Project Online Form

Complete
Locate
Instructions



Subdivision/Community If Applicable

4/150

Locate Instructions *

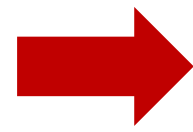
Locate the entire property.

27/4000

Driving Instructions

4/1000

Careful NOT
to remove
Media
Service
Link



Are there any other remarks that will be helpful?

The link to your uploads has been added below.

<https://lpform.geocall.ga811.com/b1178a8c-0bd7-4c89-bcbb-615922e19e31>

97/2500



Mobile App



MOBILE APP

Download Instructions

Search for "**Georgia 811**" in the Apple App Store or in Google Play to download the free app.

Mobile App Minimum OS Versions:

iOS – 10.3

Android – 8.0





www.mygeorgia811.com

Ticket Type: Normal

Work Type: Select a work type...

For: Who are you doing the work for

Effective Date: Select the date you will begin your excavation

State: GA County: Select a county... City: City

Address: Num PreDir Street Name St Type SufDir

Cross Street: What is the nearest cross street

Locate Instructions: Describe the area where digging will take place using a concise description.

Remarks: Add any additional information you want to provide to the locators, i.e. gate code, GPS coordinates, driving directions, name of subdivision or community.

Will you be using explosives? ☐ Y ☐ N

Will you be using directional boring? ☐ Y ☐ N

Have you white lined the excavation area? ☐ Y ☐ N

Duration:

Submit

Reset

Zoom To Clear Pan Mark Point Mark Line Mark Area Use Selection Measure

Use Ticket Search for a street name.

Map showing Georgia counties: DICKENS, TOOLE, FANNIN, TOWNE, UNION, BARLOW, WALKER, WHITEHALL, GOLMER, WHITE, HARTZOG, LAMAR, HARTZOG.



811

Large Project Online Locate Request

Contact Meeting Info Project Attachments Digsite Preparation

Name *
Your name 0/150

Email *
Your email address 0/250

Company Name *
Your company's name 0/250

Consent to Phone Number *

eRequest

Prior to submitting an eRequest, please review [eRequest requirements](#) on the Online Ticket Options page. It's important to remember that eRequests are not transmitted directly to utility owners/operators and are first reviewed by Georgia 811 Contact Center Agents.

Browser Recommendation - eRequest supports the following browsers and *may not* work properly with those not listed:
Chrome, Edge, Firefox, Safari

CLICK HERE TO START

Contact Center Leadership



CONTACT CENTER
SUPERVISOR
Tieahs Anderson



CONTACT CENTER
SUPERVISOR
Scott Blair



CONTACT CENTER
SUPERVISOR
Melinda Butler



CONTACT CENTER
SUPERVISOR
Piper Harvey



SENIOR CONTACT CENTER
SPECIALIST
Lauren Crenshaw



SENIOR CONTACT CENTER
SPECIALIST
Chekeya Diggs



SENIOR CONTACT CENTER
SPECIALIST
Sheneika Hinesman



SENIOR CONTACT CENTER
SPECIALIST
Rosalyn Searcy



Audience Q&A

① The Slido app must be installed on every computer you're presenting from



Audience Q&A

① The Slido app must be installed on every computer you're presenting from