

## MAY LIVE! OPEN MIC WITH MISS DIG 811 NOTES

The topic of discussion for MAY was PREPARING FOR A SAFE DIGGING SEASON

- We discussed a variety of topics in preparation for a safe and busy digging season:
  - *Options available to place requests*
    - Notification Center
      - Call 811 or 800-482-7171 to reach our Notification Center, remember that the tickets per phone call has been recently changed to **ONE TICKET PER PHONE CALL**
    - Remote Ticket Entry (RTE)
      - RTE is a free program for excavators who place a variety of locate requests that may or may not be confined to a single address. It allows you to input locate info, map the work location and immediately receive a ticket number. You are not limited to a certain amount of tickets.
      - You can sign up for RTE by going to our website at [www.missdig811.org](http://www.missdig811.org) and clicking on SERVICES.
      - RTE also gives you the added benefits of Ticket Search, Excavator Response, adding Attachments to tickets and NEAR TICKET.
    - e-Web Suite
      - e-Locate
        - Single Addresses only
        - Added reference map (not required)
        - One cross street is required to submit
      - e-OHA
        - Overhead Assistance requests are only available online for single addresses, but can encompass more area if needed
        - Receive contact information for overhead utility owners in the area of the ticket as well as set meeting time, field contact information is required
        - Added Reference map (not required)
      - e-Plan
        - Design Ticket for homeowners at single addresses only to plan future work that will not occur within the next 3 business days to 14 calendar days
        - 21 calendar day response time; will change to 10 business-day response by 6/1/18
        - Added reference map (not required)
    - Design Ticket Program
      - For large projects in the designing and planning stages
      - You do not receive markings, only drawings or records for the area as described by the designer

- You can sign up for the Design Program by going to our website at [www.missdig811.org](http://www.missdig811.org) and clicking on SERVICES
  - **Recent Program Changes**
    - Locates Without Borders
      - Member facility owners will receive your request based solely on the mapped work location and not which city, township, village, or county you indicate on your ticket.
      - When placing a ticket using an RTE or Design account, make sure your entire work location is completely covered by the polygon you create on the map. All the members that are covered by your polygon should receive your request.
      - You may enter any one of the cities, townships, villages, or counties your work is in on the request, but be sure to map the entire work location in all places
      - It is important to note that all scope of work limitations still apply
        - Each street requires a separate ticket
        - Up to 10 addresses per ticket if they are on the same street, and within a mile of each other
        - When working along roads or cross-country route, only one or two miles per request, depending on intersecting roads
    - One Ticket Per Call
      - When calling a ticket in to the Notification Center you can only place one ticket per phone call
  - **Looking Forward**
    - Design Ticket Response Time Changing from 21 Calendar Days to 10 Business Days as of 6/1/18
    - New things being added to the e-Web Suite in the upcoming months
      - RE-TICKET
        - Will be used if a ticket is expired or is going to expire before work is completed. A new ticket number will be generated with the same information.
      - RE-MARK
        - Will be used to request a remark for destroyed markings
      - CANCEL
        - Will be used to cancel a locate request as long as it is before the Dig start date and time