

NOVEMBER MISS DIG 811 LIVE! NOTES

November's topic of discussion was **Positive Response**. Some of the questions and comments regarding these subjects included:

Q. Are mobile home parks required to be members of MISS DIG? They don't show up in positive response?

A. If a mobile home park is not a member of MISS DIG 811, the park will not be listed for contact on the ticket. Any questions regarding private lines must be directed to the mobile home park directly. A facility owner/operator with lines in the R-O-W is required to be a member of MISS DIG 811.

Q. Should I post 004 (utility required on site) before or after calling the excavator to let them know we need to be on site?

A. You can call the excavator when it best works for you, but you also must to post to positive response within the 3 business days. You can post right on site using your smart phone by going to post.missdig.org

Q. Do I need to post to positive response if there are no lines present at the work location?

A. Yes, any ticket received by a facility owner/operator must be responded to in the positive response system.

Q. What is the protocol when there are multiple requests for unmarked facilities and the facility owner /operator still does not respond to positive response?

A. Third requests are routed to the Supervisors at MISS DIG 811. The facility owner /operator then receives a follow-up email and/or phone call. *(Also see answer to next question).*

Q. Is anything being done to follow up on the 007 postings (stated scope of work complete)? The post should generate an automatic e-mail to alert the excavator.

A. MISS DIG 811 does not interpret or enforce the law. If a facility owner/operator is consistently posting 007 codes, our suggestion is to begin the complaint process by first submitting a Dispute Assistance Form (www.missdig.org/excavators/daffy.html) to try and resolve the issue informally, as required by Public Act 174. If that process does not resolve the issue, the next step is to file a complaint with the Michigan Public Service Commission.

Q. Is positive response required on a Joint Meet? There are a lot of 999 codes (has not responded) before the meet.

A. The response due date and time is the same time as the meet date and time. Therefore, many facility owner/operators do not respond until the joint meet has concluded. Based on the joint meet results, some may also use the 005 code (on-going coordination).

After the presentation, all attendees were informed about our MISS DIG 811 CERTIFICATION ON THE ROAD and the inclusion of continuing education credits for some trades.