

OCTOBER LIVE! OPEN MIC WITH MISS DIG 811 NOTES

October's topic of discussion was the **14-day Rule and Ticket Timeline**. This subject brought some lively discussion:

Q. When a short notice ticket is requested, does the NSR say anything to the excavator?

A. There is a statement read to every caller who places a short notice ticket. STATE LAW REQUIRES UTILITIES 3 WORKING DAYS TO LOCATE THEIR LINES, THEY HAVE UNTIL...

Q. MISS DIG should use stronger verbiage when a short notice is requested. We don't think the person placing the ticket understands that it is a request, not a guarantee.

A. When a ticket is placed with MISS DIG the excavator can see the response due date on the positive response website. Told In addition, the NSR tells the excavator the legal start date.

Q. What steps does MISS DIG currently take to deal with excavators who repeatedly dig earlier than the three-business day wait?

A. It is not MISS DIG's role to take steps. However, if you are having problems with a specific excavator, you must first attempt to work it out with him directly. If this doesn't help you can report them online to the MPSC at www.michigan.gov/mpsc.

Q. When a call regarding markings on a site and the person wants to know why they are there, as a facility member, can I look up the ticket and tell them they can remove the flags if it is past the ticket life date?

A. That is fine, you can also direct the call to MISS DIG.

Q. I did not know that I could stagger dig start dates on tickets.

A. This is a good way to ensure that you are digging within the 14 days and your ticket stays good until the end of the project.

Q. What time does the ticket expire on the 14th day, 8am, the time the ticket was placed, or midnight?

A. The ticket expires at 11:59pm on the 14th day, if digging has not started.

Q. I am not a fan of project tickets, I don't think contractors are aware that they must call in restakes, they think they are done automatically.

A. Another attendee brought up an Enbridge Energy project in her area where project tickets worked very well because they were used correctly.

Q. There should be some guidelines on how long after placing a project ticket that an excavator can place a 2nd request for DESTROYED MARKINGS. They call back months after the placing the ticket and think they should be restaked in 24 hours.

A. These concerns will be brought to the appropriate committee.

After the 14-day rule and ticket timeline presentation discussions, all attendees were told about the MISS DIG 811 SMS certification program.

Q. Where on your website can I find this?

A. It is under the EDUCATION tab listed as MISS DIG CERTIFICATION PROGRAM.

Q. How long does it take to complete the program?

A. There are five modules that can be completed separately. Each module lasts anywhere from 10 to 45 minutes with a quiz at the end of each.