



## MEMBERSHIP ACCOUNT SET-UP

This document contains information on becoming a member of the MISS DIG 811 system. Once completed and returned to MISS DIG 811, along with the supporting documents, MISS DIG 811 will be able to establish you as a member and you will begin receiving dig notices (also known as tickets) when excavators and homeowners are working near your underground lines. If, while completing this document, you have any questions, please contact the MISS DIG 811 Member Services Department at 800-482-7161 or by email at [membersupport@missdig811.org](mailto:membersupport@missdig811.org).

### Do you own or operate underground facilities?

i.e. Fiber, irrigation, drains, or pipelines

If you do not own or operate underground facilities, you do not need to be a member of MISS DIG 811. Please consider Associate Membership.

If you do own or operate underground facilities, please continue to *Step 2*.

### Which below best describes you?

**PUBLIC/PRIVATE FACILITY OWNER:** Pipeline, cable TV, fiber, factory, school district, or utility authority. Please print and sign an Underground Mileage Membership Agreement.

How many miles of underground facilities do you own? \_\_\_\_\_

**MUNICIPALITY:** City, township, village, county, road or drain commission. Please print and sign a Public Agency Agreement.

**OTHER:** If you are unsure of which type of member you are, or don't believe that either of the membership agreements above are applicable (i.e. contaminated land, gas or electric utility company) contact member services

The final page of the agreements contains information on annual membership and maintenance fees.

### What Does It Mean to be a Member?

When you become a member of the MISS DIG 811 system, we will create a database for each facility type you own. Each database will have a unique identifying code, referred to as a member code. The database will contain information on where to send your dig tickets and a map of where your facilities are located so that you receive tickets when excavation is occurring near your facilities. Once you receive a dig ticket, your or your locating company must mark the

approximate location of your facility in line with the standard marking guidelines and post to the Positive Response Server within the time allowed under PA 174. The time by which the ticket needs to be responded to is provided on each notice as the start date and time. Information on positing to Positive Response and marking guidelines can be found on the MISS DIG 811 webpage under the education tab or by going to <http://www.missdig811.org/education/infographics.html>.

## Member Contact Information

This must be the contact information for the member, not a third-party locator. If you are using a locator, please provide that information in the next section (*Step 4*).

Member Name \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Contact person \_\_\_\_\_

Email \_\_\_\_\_ Phone \_\_\_\_\_

## Are you using a third-party locator?

I.e. A for-profit locating company, neighboring municipality, or utility authority

If you are using a third-party, who will be locating for you? \_\_\_\_\_.

Please complete an Agent Letter, which can be downloaded from the MISS DIG 811 webpage, and provide the locator's information in *Step 5*.

If you are *not* using a third-party locator, the information provided below will be used to determine where to send your dig tickets. This may be the same as the member information above, or perhaps information for your DPW Director or employee group that will be marking the lines.

## Ticket Delivery information

The information provided in this section will determine where MISS DIG 811 sends your dig ticket. A dig ticket is the information provided by the homeowner or excavator. This information is transmitted via email. The email address you provide should be exclusively for receipt of MISS DIG 811 tickets. This allows you to set up an internal forward to multiple people within your organization, or provide access to a secondary employee during your absence. Please be aware of storage limits, as tickets cannot be emailed to a full inbox. If you have any questions while filling out this section, please contact the MISS DIG 811 Member Services Department at 800-482-7161.

## Delivery for Standard Dig Notices

This information will be used to determine where your standard dig notices will be sent.

Who should we contact if an issue with the transmission of your notices were to arise?

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What is the best number at which to reach this contact?

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MISS DIG 811 expects the email used for transmission of your tickets to be monitored during normal business hours. Some members utilize their email beyond normal business hours. When an emergency ticket is placed between the hours of 4:00pm and 8:00am the following workday, and all day weekends and holidays, the MISS DIG 811 automated system will contact your designated after-hours contact(s) via phone call, text message, or both. During which hours will tickets be monitored? \_\_\_\_\_

**DELIVERY EMAIL:** Please provide the email address to which you would like your dig notices sent. Please keep in mind that this should be exclusively for receipt of MISS DIG 811 notices.

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Are you using a ticket management software program to parse and manage your tickets? If so, which one? \_\_\_\_\_

As stated above, when an emergency notice is placed after hours, the MISS DIG 811 automated system will contact your designated after-hours contact(s) via phone call, text message, or both. Please provide after-hours contact phone numbers. You can use up to two manned phone numbers for automated (IVR) phone calls and five cell phone numbers for text (SMS) messages. Any numbers provided will be contacted simultaneously.

1. After-hours IVR phone number & name:

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2. Additional after-hours IVR phone number & name:

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3. SMS (text) after-hours phone number & name\*:

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4. Additional SMS after-hours phone number & name:

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5. Additional SMS after-hours phone number & name:

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6. Additional SMS after-hours phone number & name:

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7. Additional SMS after-hours phone number & name:

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## Delivery for Design Notices

Under Section 6(a) of PA 174, facility owners and operators will receive design notices. These notices are placed primarily by engineering firms, utility companies, and large contactors. Design notices do not *need* be located; they are notice future projects in the planning stage. When you receive a design notice, you will be able to respond to the notice via email and provide information on the location of your lines so that future excavation can be planned. If you are unable to provide sufficient information, you may go out and locate the lines. The information below should be for the receipt of design tickets. This will likely be information for the same person who locates your lines or for your engineering department.

Who should we contact if an issue with the transmission of your design tickets were to arise?

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What is the best number at which to reach this contact?

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**DESIGN DELIVERY EMAIL:** Please provide the email address to which you would like your design notices sent. \_\_\_\_\_

Are you using a ticket management software program to parse and manage your tickets? If so, which one? \_\_\_\_\_

## Establishing Member Codes/Databases

MISS DIG 811 will establish a database for each facility type you own, as well as one exclusively for receipt of design notices. The information provided below will be used to determine the number of member codes needed. MISS DIG 811 charges a set-up fee of \$369.00 for all new member codes/databases. However, we understand that many of our new members will need multiple codes. Therefore, MISS DIG 811 has a discounted rate for additional codes. There are two types of member codes or databases. The first is referred to as a facility code, or Positive Response code. These are codes that receive the normal dig tickets. The second type of code is a design code, which is exclusively for receipt of design tickets. When a member sets up multiple codes at once, we can duplicate the database prior to mapping facilities or establishing the unique code for the account. This saves time, and that savings is passed on to our members.

Additional databases of the same type are billed at a rate of \$153.00. For example, if the MISS DIG 811 System owned fiber, sewer, and water, we would have four codes: one for fiber, one for sewer, one for water, and one for receipt of design tickets. The unique identifier would be something like MSDIGWTR, MSDIGSWR, MSDIGFBR, and DSGMSDIG. Our fees for set-up would be \$369 for MSDIGWTR, \$153 for MSDIGSWR, \$153 for MSDIGFBR, and \$369 for DSGMSDIG. Each database would contain a map/ shape files of where the different types of facility lines are located. Once the codes are established, you will be able to provide your shape files. Additional information on mapping can be found on the MISS DIG 811 website by selecting “Members” on the home page, or by going to <http://www.missdig811.org/members/mapping.html>.

## Facility Types

MISS DIG 811 will create a database for each facility type that you own, as well as one exclusively for receipt of design tickets. The information provided in the table below will be used to determine the number of codes needed.

Place a checkmark next to **all** facility types that your company owns, operates, and/or locates.

DESCRIPTION	COLOR	ABBREVIATION	<input type="checkbox"/>
Brine	Purple	BRNE	
Cable TV	Orange	CTV	
Chilled Water	Purple	CHW	
Electric	Red	ELE	
Fiber Optics	Orange	FBR	
Gas	Yellow	GAS	
Hazardous Waste	Purple	HAZ	
Irrigation	Purple	IRIG	
Land Use		LU	
Other		OTHR	
Overhead		LOCT	
Pipeline	Yellow	PL	
Propane	Yellow	PROP	
Sanitary – Force Main	Green	FORC	
Sanitary Sewer	Green	SANI	
Sewer*	Green	SWR	
Steam	Yellow	STEA	
Storm Sewer	Green	STRM	
Telephone	Orange	PH	
Traffic	Red	TRF	
Potable Water Lead Conduit	Blue	WPB	
Potable Water	Blue	WTR	

\*Use only if both sanitary and storm sewers share the same conduit for their entirety; otherwise please choose sanitary and storm individually.

## County Database Documents

To map your database, MISS DIG 811 will upload shape files for the places you need to receive tickets for. To do this, you will need to provide MISS DIG 811 with the incorporated cities, townships, and/or villages in which you own underground lines. On the MISS DIG 811 website, under Supporting Agreement Documents, you will find a County Database Notification Document. This document is broken up into sections by county. Please complete and print the county sections in which you have lines. You do not need to print or return the entire document—only return documents for the counties that affect you. Once these places are added to your database, you will be able to complete the required mapping (with shapes/polygons) of your database.

## Check List

Please use the following checklist to make sure all of your information is complete before returning it to MISS DIG 811 by fax (248-370-6410), email ([larnold@missdig811.org](mailto:larnold@missdig811.org)), or mail (3285 Lapeer Road West, Auburn Hills, Michigan 48326).

1. Becoming a MISS DIG 811 Member Document, steps one through seven completed.
2. One signed agreement with the facility owner's contact information. (*Step 2*)
3. One Agent Letter, if you are using a third-party locator (you will not have this if you answered no to *Step 4*)
4. At least one County Database Document (*Step 7*)



Thank you for submitting your membership agreement and the necessary paperwork to establish your databases and unique member codes on the MISS DIG 811 System. Our Member Services Department will create your databases based on the information you provided. Once complete, they will send you an email with information on our Remote Member Access Accounts (RMA). These are web-based accounts that allow you to map your database, update contact information, run reports, locate old tickets, and post to Positive Response. They will also send you test tickets from both MISS DIG 811 servers to ensure that you are able to receive tickets. Please verify receipt of test tickets. The team will contact you if they have any questions. However, if you would like to get a hold of them, they can be reached at 800-482-7161.