



## ANNUAL INVOICE COVERAGE AND GETTING THE MOST OUT OF YOUR MEMBERSHIP

Membership for participation in MISS DIG 811 is billed annually. The single invoice has multiple line items to communicate with members about their membership set-up and how the funds are spent to support the system and membership in complying with the requirements of Michigan Public Act 174 of 2013 (PA 174). This document summarizes each line item on the invoice (i.e. how it is calculated and what the funding supports). It also provides tips for making the greatest use of the system.

### Transmission-Based Annual Membership Fee

This cost-sharing billing structure supports the operation of the Notification Center, including compliance with the PA 174 requirements to host Positive Response and retain data for six years. The fee is calculated based on member codes and associated transmissions for the previous dig season. The base fee for these codes will include the first 500 transmissions. The remaining financial needs for the system will be equitably assigned to each transmission over the first 500 on the codes. The total expense for each code is combined to determine the members annual membership fee. As with our previous billing structure, there will be a minimum fee for all members, which is equal to the base fee of a single member code. Outside of the minimum fee, there is a 10% curb to assist members with fluctuations in ticket volume.

### GET THE MOST OUT OF YOUR MEMBERSHIP

In addition to the System retaining records associated with your tickets for six years, as required under state law, you can utilize the tools and services offered by the Member Services Department and the Education Department to maximize your MISS DIG 811 membership! Access mapping, Positive Response, reports, and learning opportunities.

### Member Code Maintenance Fee

Member codes are unique databases that contain ticket delivery, contact information, after-hours instructions (phone numbers or delivery rules), and shape files. The annual maintenance fee of \$51.52 covers the maintenance and support of the codes, as well as updates to the features and functionality of the code.

### GET THE MOST OUT OF YOUR MEMBER CODES

Did you know member codes can house up to two after-hours phone numbers for IVR callouts and five after-hours phone numbers for text notifications? In addition, take advantage of the 12 free shape file uploads per member code per year. Supply maps from engineering firms or create on Google Maps, and we will upload them to your code(s) and your design code. Keeping maps up-to-date and precise ensures members receive all tickets they need, while also minimizing receipt of unnecessary tickets. Need to update more frequently? Self-map through your Remote Member Access account or take advantage of our low hourly service rate of \$49.00.



## Remote Member Access Fee

Each Remote Member Access (RMA) account incurs an annual maintenance fee of \$38.55. The maintenance fee supports the creation of additional reports and features, as well as associated online training and guides. RMA accounts provide members access to the MISS DIG 811 System to research and query tickets, check on the status of delivery queues, view member notification areas, perform database maintenance, and much more. The different types of RMA accounts available to the membership are shown in the chart below. If one individual will be utilizing the system, a full-access account (RMAF) should be established. RMA accounts are user-specific and benefit members by providing increased internal controls. MISS DIG 811 staff will not share your login credentials with other individuals.

	Contact Updates	Mapping	Positive Response	Ticket Search	Reports
RMAA <i>(Administrator)</i>	X		X	X	X
RMAF <i>(Full)</i>	X	X	X	X	X
RMAL <i>(Limited)</i>	X			X	X
RMAM <i>(Mapping)</i>		X		X	
RMAP <i>(Positive Response)</i>			X		Some reports
RMAS <i>(Search)</i>				X	

Account Names	Account Passwords
Account names begin with "RMA", which is prepopulated in the Account Name field of the application. To formulate your account name, add the account type letter (i.e. A, F, L, M, P, or S) after "RMA" and then add your member code.	<p>Passwords must contain at least three letters, three numbers, and one special character (e.g. *, ?, !, @, etc.).</p> <p>Passwords are case sensitive.</p>

## GET THE MOST OUT OF YOUR REMOTE MEMBER ACCESS ACCOUNTS

Complete the online training to harness the benefits of the tools provided, especially reporting. Reach out to MISS DIG 811's Member Support team with suggested enhancements that would benefit your organization. When new features are added, members are notified via broadcast to the receiver of the tickets and via email to the affected account holders. Use these RMA accounts to receive the full benefit of the complimentary after-hour emergency notification. The Positive Response Posting with Images complies with PA 174 of 2013 requirement to retain records for six years. Images, comments, and remarks included on a ticket will be available through Ticket Search even after the ticket has expired.



## Education Fee

The education fee is based on the member's invoiced amount, as outlined in the table below:

Invoice Amount	Education Fee
\$0.00 - \$1,000	\$100.00
\$1,001 - \$2,500	\$250.00
\$2,501 - \$5,000	\$500.00
\$5,001 - \$10,000	\$1,000.00
\$10,001 - \$25,000	\$2500.00
\$25,001 or more	\$5,000.00

The fee is used to support the requirement under PA174 of 2013, Section 6 (2), "The notification system shall publicize the availability and use of the notification system and educate the public, governmental agencies, excavators, farm operators, facility owners, and facility operators regarding the practices and procedures of the notification system, the requirements of this act, and practices to protect underground facilities from damage." Publicized through billboards and public service announcements, MISS DIG 811 is a nationally recognized notification center.

MISS DIG 811 educates through the Safe Excavation Practices Certification Program. The certification offers excavators training and information on several safety and facility damage prevention topics at no cost. MISS DIG 811 Certification satisfies the training portion of your company's Safety Management System, which is one of the requirements of being Gold Shovel Standard Certified. It can also be a positive statement to your customers.

In addition to the online Safe Excavation Practices Certification course, which offers two Continuing Education Credits, Education Specialists present the certification course on the road with the Safe Excavation Practices Workshops at locations throughout the state. Live workshops meet requirements for three Continuing Education Credits. Our credits are available for Professional Engineers, Surveyors, Drinking Water, Wastewater, Residential Builders, Builders Prelicensure, Landscape Architect, Residential Maintenance & Alternation Contractor, and Residential Maintenance & Alternation Contractor Prelicensure.

### GET THE MOST OUT OF THE EDUCATION FEE

While some credits may cost as little as \$11.99, we found the average cost of a CEC in Michigan is closer to \$30.00. By attending a workshop, you gain valuable damage prevention knowledge and will offset the education fee through CEC savings.

If you cannot make it to one of our scheduled workshops, on request, an Education Specialist will come to you and your employees.