



Adapting to COVID-19 Impact

As the COVID-19 situation progresses, MISS DIG 811 is adapting to meet the needs of our members. In return, we ask that our members maintain accurate contact information for their codes, allowing us to provide necessary updates and reach out to address issues in a timely manner. Contacts can be updated using the available RMA accounts.

A temporary Positive Response code has been created to communicate with excavators that the facility owner is unable to perform locating and has been in communication with the contractor. This new code is not an auto-response. Facility owner/operators or their locators will be required to select the code and provide an associated comment. Comments should always include contact information. Below is the official language of the response code:

018-NOT MARKED- FACILITY OWNER OPERATOR CLOSED DUE TO STATE EXECUTIVE ORDER 2020-4 - Facility owner operator is closed due to Executive Order 2020-4. Facility owner operator reached out to the excavator as noted on the locate request about being unable to complete locate request.

Additionally, we are offering to waive the set-up fee and any associated transmission fees for additional temporary locator codes. These codes can be used by members to increase the number of locations to which a ticket is delivered. Ticket delivery formats include both email and text message. The use of these codes is beneficial for organizations that choose to shut down office operations. As always, each code can contain one ticket delivery destination; ticket delivery can go directly to an employee's personal email or cell phone. Members can also use their Remote Member Access (RMA) account to monitor and respond to tickets.

To set up an additional code for email delivery, please complete the [Member Information and Ticket Delivery Set-Up](#) form. If you would like to establish a code for text message delivery, the [Authorization to Transmit Additional Locate Information by Text Message](#) form should be completed. These forms can be returned to membersupport@missdig811.org.

If you're looking to reduce in office staff, consider the use of additional RMA accounts. Each employee assisting with locates could be responding directly through his or her own account. This will provide timely data back to the excavator and provides members with data on ticket responses. For temporary RMA accounts, please input "Temporary RMA account" in the final field of the application. Accounts can be created by selecting the Complete an Application(s) button at the bottom of the [Remote Access](#) webpage.

For both temporary codes and RMA accounts, the Member Services Department will track creation and follow up with members to terminate access and codes once the current situation is resolved.

If you have any additional questions, please contact the Member Services Department at membersupport@missdig811.org or (800) 482-7161.