



Normal Ticket Creation

Creating a Normal Ticket

A Normal ticket provides a communication to Georgia 811 to alert the involved utility facility owners or operators of the need to dig. Georgia 811 then notifies the utility members to locate the underground utility facilities in the dig site area within two business days.

- The ticket expires 30 calendar days following the date of notice.
- Utility members must respond to the Ticket Response System (PRIS) on a Normal ticket.

At the top menu bar of the ticketing system, click on “Create Ticket” to open the ticket creation screen. The ticket screen will default to a Normal ticket.

The ticket submitted will use the following contact information. Please update it if necessary.

Company:
(770) 623-4332
3400 Summit Ridge Pkwy
Duluth , GA 30096

Web User:
Digger Dogg
(770) 623-4332
webhelpdesk@georgia811.com

Field Contact:
Denzel Washington
(770) 623-4332
webhelpdesk@georgia811.com

Update Information

Important Dates

Legal On : 07/13/2020 07:00
Response By : 07/10/2020 23:59
Updateable On : 07/29/2020
Update By: 08/03/2020 16:30
Expires On : 08/07/2020

Your ticket will be submitted with the following information. Please verify it for accuracy.

Company

Phone: 7706234332

Name:

Address: 3400 Summit Ridge Pkwy

City: Duluth

State: GA

Zip: 30096

Web User

First Name: Digger

Last Name: Dogg

Phone: 7706234332

Email: webhelpdesk@georgia811.com

Field Contact

First Name:

Last Name: Washington

Phone: 7706234332

Email: webhelpdesk@georgia811.com

Cancel **Submit**

1. Update Information:

- The left side panel contains your “Excavator information”. You can make changes to this information anytime by clicking on *Update Information*.
 - Review and edit the necessary fields. (Any changes made here will be saved for the current ticket submission and any future submissions.)

Note: If the “Contact” person changes with various tickets, you will have to update the Field Contact information with each submission as necessary.

 - Click “Submit” to save changes.



Normal Ticket Creation

Ticket Type:	Normal	Will you be using explosives ?	<input type="radio"/> Y	<input type="radio"/> N
Work Type:	Select a work type...	Will you be using directional boring ?	<input type="radio"/> Y	<input type="radio"/> N
For:	Who are you doing the work for	Have you used white paint to indicate the excavation area ?	<input type="radio"/> Y	<input type="radio"/> N
		Duration:	<input type="text"/>	

2. Work Type:

- Select from the type of work you will be doing from the dropdown menu.

Note: You must enter all work types being performed.

Note: If the Work Type is Demolition of a building: Be sure to contact the gas provider to have the service turned off.

3. For:

- Indicate who you are doing the work for.

4. Will you be using explosives?

- Select whether you will be blasting with dynamite or any other explosives.

5. Will you be using directional boring?

- Select whether you will be doing any horizontal directional drilling (i.e. under a driveway, sidewalk or road).

6. Have you used white paint to indicate the excavation area?

- Select whether the dig site is white painted, white flagged or white staked?
 - If Yes: Enter the number of marked areas in the # *W-Lined Areas* box.

7. Duration:

- Select the expected duration of the digging portion of the work from the dropdown menu.



Normal Ticket Creation

State: County: City:

8. State / County / City:

- The State will default to GA.
- Type in the name of the County. Once you start typing, the dropdown will start to list available options. Select the County from the list.
- Type in the name of the City. Once you start typing, the dropdown will start to list available options. Select the City from the list.

Address:
Cross street:

9. Address:

- Enter the address number.
- Next, enter the street name.
- Then, enter the street type. (i.e. Road, Lane, Street, Drive, etc.)

10. Cross Street:

- Enter the name of the cross street along with the street type.

Locate Instructions:
Remarks:

11. Locate Instructions:

- Enter the Locate Instructions.
 - Describe the area where work will take place with Sufficient Particularity using concise locate instructions.

Note: Include all information pertaining to locating into this field, i.e. Boring information, lot numbers, multiple addresses, etc.



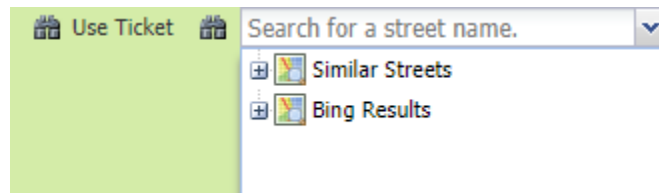
Normal Ticket Creation

Note: The locate instructions must be in sync with the Work Type and Work Information Questions.

Example: If the work type is to install a water service line, the locate instructions should be to locate from the street to the building, not just the right of way.

12. Remarks:

- Add any additional information you want to provide to the locators:
 - Arrange an on-site meeting, gate codes, etc.
 - Provide driving directions if needed.
 - Add additional information given to describe the location of property. (i.e. Coordinates, name of subdivision or community, name of mall, name of office park, street alias information, name of business, etc.)



13. Map/Search Results:

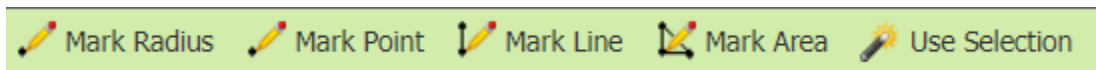
- Select *Use Ticket* to search for a location using the ticket information entered.
- The Search Results will list options for the Exact Street, Bing Results, Street Begins With and Similar Streets.

Note: Selecting *Bing Results* will bring up the exact address entered.
- Select the correct street or address where the work will be done.
 - When you select an option from Exact Street, Street Begins With or Similar Streets, the map will highlight the selected road.
 - When you select Bing Results, the map will place an X on the road or property parcel if the entered road or address is found on the map.



Normal Ticket Creation

- If you select an option from the list that has a box to the left of the name or click on the box, a list of cross streets for that street will drop down. To collapse the intersecting street list, click on the box.
- Use the Mark Radius, Mark Point, Mark Line, Mark Area or Use Selection tools to select the dig site.



- Mark Radius – Draws a circle, at the selected point, according to the entered radius.
- Mark Point – Draws a point on the map with a 200ft buffer.
- Mark Line – Draws a line on the map with a 200ft buffer.
- Mark Area – Draws a shape on the map without a buffer.
- Use Selection – Draws a circle, at the selected point, using a 200ft radius.

Note: You must double click at the end point to release the tool and complete the drawing.

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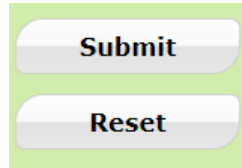
14. Review the Legal Dates and Times:

- The locate ticket becomes effective at 7:00 am on (Legal On Date).
- The underground facilities in the dig site area should be marked by 11:59 P.M. on (Response By Date). If the members have not responded to the Ticket Response System (PRIS) by then, we will automatically send a late notice which will give them until noon on (Legal On Date) to respond. At that time, if there are no visible and obvious signs of unmarked, underground utilities, you are clear to begin your work.
- This ticket expires on (Expires On Date).



Normal Ticket Creation

- If you do not anticipate completing your excavation by then, you may update your ticket between (Updateable On Date) and (Update By Date) by 4:30 P.M.

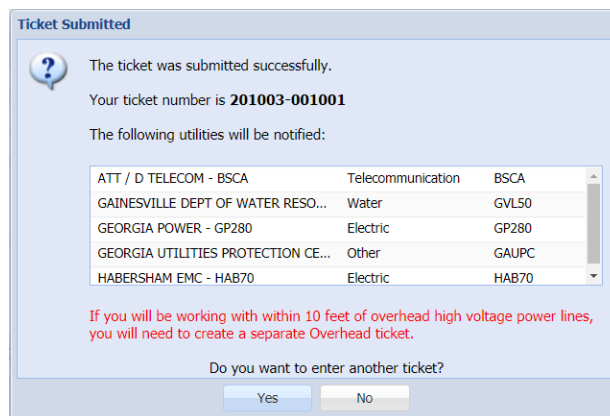


15. Submit Request:

- Click *Submit* to complete the ticket.

16. Reset:

- Click *Reset* to clear the form and start over.



17. Ticket Number / Utility Members Notified:

- Review your Ticket Number and list of Utility Members notified for your request.

Note: If you think a utility member is missing, contact the Web Help Desk department at (770)476-6050.

18. Do you want to enter another ticket?

- Select *Yes* to open a new ticket creation screen.
- Select *No* to return to the home page.

Note: If you will be working within 10 feet of overhead high voltage power lines, you will need to create a separate Overhead ticket.