



# Overhead Ticket Creation

## Creating an Overhead Ticket

An Overhead ticket provides a communication to Georgia 811 to alert the involved overhead utility facility owners or operators that you will be working within 10 feet of any overhead high voltage power lines (a line that is carrying 750 volts or more). The affected utility members will then contact you to discuss the need to move, cover or de-energize the power lines.

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

### 1. Ticket Type:

- Select *Overhead* from the *Ticket Type* dropdown menu.

**Note:** Only fields required for an Overhead ticket will be available.

A screenshot of a light blue popup box titled "Overhead Ticket". It contains a question mark icon, a paragraph explaining the need for an overhead ticket, a paragraph about notification from power companies, and a paragraph about potential billing. An "OK" button is at the bottom.

**Overhead Ticket**

If you will be working within 10 feet of an overhead high voltage power line, you need an overhead ticket.

We will notify the member power companies with overhead facilities near your area of work. They will contact you to discuss the need to insulate, move or de-energize the power line so you can safely perform your work.

The power company may bill you for this service.

OK

### 2. Popup Box – Overhead Disclaimer:

- Read the disclaimer and click *OK*.



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

**Company:**  
 (404) 623-4332  
 Georgia 811  
 3400 Summit Ridge Pkwy  
 Duluth , GA 30096

**Web User:**  
 WHITNEY MCCLAIN  
 (770) 623-4332  
 WMCLAIN@GEORGIA811.COM

**Field Contact:**  
 Digger Dogg  
 (770) 623-4332  
 WMCLAIN@GEORGIA811.COM

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

**Company**

Phone: 4046234332  
 Name: Georgia 811  
 Address: 3400 Summit Ridge Pkwy  
 City: Duluth  
 State: GA  
 Zip: 30096

**Web User**

First Name: WHITNEY  
 Last Name: MCCLAIN  
 Phone: 7706234332  
 Email: webhelpdesk@GEORGIA811.COM

**Field Contact**

First Name: Digger  
 Last Name: Dogg  
 Phone: 7706234332  
 Email: webhelpdesk@GEORGIA811.COM

### 3. 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.

Ticket Type: Overhead  Commence On:  12:00 AM

Work Type: Select a work type...  Completed By:  12:00 AM

For:

### 4. 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.

### 5. For:

- Indicate who you are doing the work for.



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6. Commence On:

- Select a Date from the calendar and the Time you need overhead protection to start.

7. Completed By:

- Select a Date from the calendar and the Time you need overhead protection to end.

State:	<input type="text" value="GA"/>	County:	<input type="text" value="GWINNETT"/>	City:	<input type="text" value="DULUTH"/>
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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:	<input type="text" value="Num"/>	<input type="text" value="PreDir"/>	<input type="text" value="Street Name"/>	<input type="text" value="St Type"/>	<input type="text" value="SufDir"/>
Cross street:	<input type="text" value="What is the nearest 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.



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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.

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

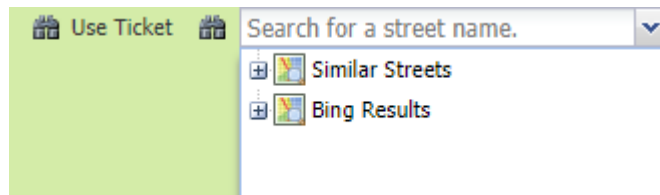
**Example:** If the work type is to install a water service line, the locate instructions should be to locate from the street to the building, not just the right of way.

## 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.)

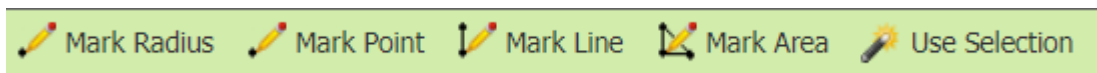


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## 13. Map/Search Results:

- 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.
  - 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.

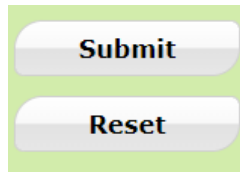


- Mark Radius – Draws a circle, at the selected point, according to the entered radius.
- Mark Point – Draws a point on the map with a 200ft buffer.
- Mark Line – Draws a line on the map with a 200ft buffer.
- Mark Area – Draws a shape on the map without a buffer.
- Use Selection – Draws a circle, at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

- Click *Submit* to complete the ticket.

## 15. Reset:


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

## 16. 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.

**Ticket Submitted**

 The ticket was submitted successfully.

Your ticket number is **201003-001001**

The following utilities will be notified:

ATT / D TELECOM - BSCA	Telecommunication	BSCA
GAINESVILLE DEPT OF WATER RESO...	Water	GVL50
GEORGIA POWER - GP280	Electric	GP280
GEORGIA UTILITIES PROTECTION CE...	Other	GAUPC
HABERSHAM EMC - HAB70	Electric	HAB70

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

Do you want to enter another ticket?

## 17. Click *OK*. Do you want to enter another ticket?

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