GEORGIA811

www.Georgia811.com

Online Ticket Creation Manual

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Contact Information

Contact Information

The Web Services Department is available to assist you with questions regarding issues such as: Online Ticket Creation (eRequest and Web), Training, Trouble Shooting and Mobile App.

> **Web Services Department:**
> Hours: Monday through Friday from 7:00 A.M. to 4:30 P.M.
> Email: WebHelpDesk@Georgia811.com
> Phone: (770)476-6050

The Contact Center is available for help with: Reporting a Damage, Submitting a Large Project request and Submitting tickets by phone:

> **Contact Center:**
> Hours: Monday through Friday from 7:00 A.M. to 6:00 P.M.
> Emergency Tickets and Damage Notifications: Available 24/7
> Phone: (770)623-4344, 811 or 1-800-282-7411

Customer Connections can assist with all Member related issues such as: Member Sign Up, Service Area Management, Responding to PRIS, Updating/Changing User or Company Information:

> **Customer Connections:**
> Hours: Monday through Friday from 7:00 A.M. to 4:30 P.M.
> Email: CustomerConnections@Georgia811.com
> Phone: (770)623-5786

The Georgia 811 liaison managers are dedicated to educating our members, excavators and the general public about the importance of safe digging and excavation under Georgia law. Liaisons are assigned to specific geographic areas of the state:

> **Liaisons:**
> To view the contact information of the liaison in your area, **Click Here**

Georgia 811 Online Ticketing System Terms of Use Agreement

Utilities Protection Center, Inc. (dba Georgia 811)

Click here to view a PDF version of our Online Ticketing System Terms of Use Agreement.

You shall comply with the terms and conditions of the agreement at all times when accessing or utilizing the GEORGIA 811 Online Ticketing System (System) or any information derived from it. GEORGIA 811 may without notice restrict access to any user in breach of these Terms of Use, GEORGIA 811 Membership Agreement, or the Georgia Utility Facility Protection Act. You agree to not use the System in a manner that violates any laws, regulations, or any agreements with GEORGIA 811. You understand that any unlawful use of the System may be subject to civil or criminal liability and that access to the System can be removed at any time.

You shall ensure that information entered into the System does not include any harmful viruses or software or anything similar that will compromise the security of the System. This System is a resource for individuals, companies and organizations excavating in Georgia as well as members of GEORGIA 811 to support the Georgia Utility Facility Protection Act (GUFPA).

GEORGIA 811 will strive to ensure that the System is available and reliable at any time and that the System will have sufficient integrity. However, no user shall be entitled to any compensation for any downtime of the System or for any breach of security or integrity of the System. GEORGIA 811 may without notice make updates at any time to add, remove, or modify the functionality or features of the System. You understand and accept that the functionalities and features available in the System may vary depending on the user's role with GEORGIA 811, such as excavator or the type of membership held with GEORGIA 811.

EXCAVATORS:

A locate ticket is valid for 30 calendar days. If your work will not be completed within this time frame, GEORGIA 811 recommends you complete an Update for your ticket on the date listed on your ticket text.

The information represented in this data results from the compilation of a variety of source materials. Its intended use is as a resource for the excavators and members of GEORGIA 811 and it should not be used as a general research tool, legal description, or document. GEORGIA 811 makes no representation or warranty concerning the accuracy of such information, nor claims it as a legal information source.

You are about to indicate an excavation location. GEORGIA 811 makes no representation or warranty concerning the accuracy of the information you provide, nor claims it as a legal cartographic resource. GEORGIA 811 assumes no legal liability for the accuracy, completeness, or usefulness of any information, apparatus, product, or process disclosed herein and makes no warranty, expressed or implied, including, but not limited to, the warranties of merchantability, fitness for a particular purpose, title and non-infringement, with respect to documents or information available from GEORGIA 811 and/or this website. All direct, indirect, consequential, implied, punitive, and special damages are deemed waived if you use the information on this website in any manner.

Ticketing System Terms and Conditions

In an effort to improve ticket quality, GEORGIA 811 will accept a legal description or latitude and longitude to be used as reference only. Excavators remain responsible for providing the information needed to process a ticket, which may, without limitation, include providing sufficient particularity when describing the dig site and other information as needed. Some information originally submitted by the System user may be edited or removed to better clarify the pending excavation. Such minor edits may include, without limitation, driving directions that are unnecessary or confusing, misspelled street names, unnecessary or confusing characters or abbreviations, etc.

It is the responsibility of the excavator to maintain the marks at the dig site. GEORGIA 811 encourages excavators maintain the marks and submit locates no sooner than three business days and no longer than 10 business days prior to excavation. If an update is required, the law allows the members to respond within 2 business days of the update notice.

To prevent over notification and to be compliant with the law, please only request an Update if the scope of work described in the requested Update has not changed from the original ticket. A change in scope may be a change in work type or smaller area since excavation has been completed, a new excavation location, or a change in locate instructions.

If the scope of work has changed or if the locate is older than 30 days, please submit a new ticket via the System, or call Georgia 811 at 8-1-1 or 800-282-7411.

MEMBERS:

GEORGIA 811 provides electronic notification services as a delivery method for locate tickets. GEORGIA 811 assumes no liability for any damages or loss of any kind that might arise from members' failure to receive their tickets. The user acknowledges and agrees to provide due diligence in auditing the receipt of tickets on a regular basis to ensure proper functioning of their electronic services.

The Member Response feature is provided to assist members with providing the status of a ticket. It shall not be used to replace the member's responsibilities in communicating, locating, or marking the approximate location of their underground facilities or any other responsibilities outlined in GUFPA.

Every covered person under GUFPA is responsible for informing themselves of the provisions of GUFPA and complying with them. GEORGIA 811 does not provide legal advice and you should consult your own legal counsel for any such advice.

Last Updated: 6.29.2020

Ticket Creation

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.

1. Update Information:

   - The left side panel contains your "Excavator information". You can make changes to this information anytime by clicking on *Update Information*.

     o 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.

     o Click "Submit" to save changes.

Ticket Type:	Normal ⌄		Will you be using explosives ?	○ Y	○ N
Work Type:	Select a work type... ⌄		Will you be using directional boring ?	○ Y	○ N
For:	Who are you doing the work for		Have you used white paint to indicate the excavation area ?	○ Y	○ N
			Duration:	⌄	

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?

   o 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.

| State: | GA | County: | GWINNETT | ▾ | City: | DULUTH | ▾ |

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: | Num | PreDir ▾ | Street Name | St Type | SufDir ▾ |
| Cross street: | 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.

| Locate Instructions: | |
| Remarks: | |

11. Locate Instructions:

- Enter the Locate Instructions.

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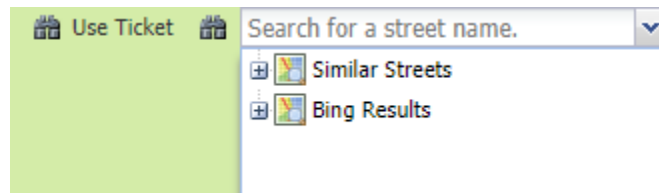
Note: The locate instructions must be in sync with the Work Type and Work Information Questions.

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:

  o Arrange an on-site meeting, gate codes, etc.

  o Provide driving directions if needed.

  o 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.

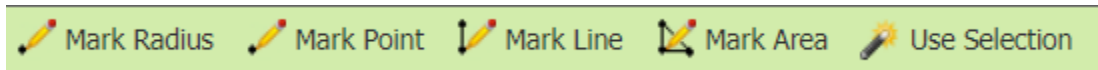 **Note:** Selecting *Bing Results* will bring up the exact address entered.

- Select the correct street or address where the work will be done.

  o When you select an option from Exact Street, Street Begins With or Similar Streets, the map will highlight the selected road.

  o 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.

o 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.

o Mark Radius – Draws a circle, at the selected point, according to the entered radius.

o Mark Point – Draws a point on the map with a 200ft buffer.

o Mark Line – Draws a line on the map with a 200ft buffer.

o Mark Area – Draws a shape on the map without a buffer.

o 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.

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
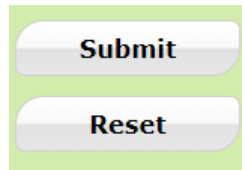Expires On : 08/07/2020

14. Review the Legal Dates and Times:

o The locate ticket becomes effective at 7:00 am on (Legal On Date).

o 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.

o This ticket expires on (Expires On Date).

       o   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.

Creating an Emergency Notification

An Emergency Notification is a communication to alert the involved facility owners or operators of the need of excavation that requires immediate attention due to: **A sudden or unforeseen occurrence involving a clear and imminent danger to life, health, or property; the interruption of utility services; or repairs to transportation facilities that require immediate action.**

- It is effective immediately and expires at 7:00 AM three business days after the ticket is made.
- The Georgia Dig Law (also known as the Georgia Utility Facility Protection Act) does not define a response time for Emergency Notifications; the members respond as quickly as they can.

_____

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

1. Ticket Type:

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

     Note: Only fields required for an Emergency will be available.

2. Popup Box - Emergency Definition:

   - Read the definition of an Emergency Notice.
   - Select *Yes* if the following is true: *Under this definition, does your situation qualify as an Emergency?*

Emergency Notification Creation

Note: If No, select *No* and ticket type will return to a *Normal* ticket.

Emergency Notification?

The Georgia Dig Law (also known as the Georgia Utility Facility Protection Act) does not define a response time for Emergency Notifications; the members respond as quickly as they can. The Emergency Notification is good for the immediate work only and expires at 7:00 a.m. three business days after the notification was made to Georgia 811.

OK

3. Popup Box – Emergency Notification:

- Read the disclaimer and click *OK*.

Emergency Notification

Reason For Emergency:	Service is out.
Crew ETA:	○ Crew Is On-Site ○ Crew ETA is ASAP ◉ Other
Other Crew Info:	The crew is scheduled to be onsite 05/01 @9:00 AM
Additional Remarks:	

OK

4. Reason For Emergency:

- Type the *Reason For Emergency*.

    Example: *Service is out, sewage escaping, etc.*

5. Crew ETA:

- Select *Crew Is On-Site*, *Crew ETA is ASAP*, or *Other.*
    - If *Other* was selected, enter the date and time of the crew eta in the box.

6. Additional Remarks:

- Enter any additional information that you want to provide to the locators.

7. Click *OK*.

    Note: The information from that pop up will be stamped into the Remarks field on the ticket. (If any information needs to be changed, double click on the Remarks field. Change the needed information in the emergency pop up and click *OK*.)

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
WMCCLAIN@GEORGIA811.COM

Field Contact:

Digger Dogg
(770) 623-4332
WMCCLAIN@GEORGIA811.COM

Update Information

Important Dates

Legal On : 10/03/2020 10:46
Expires : 10/08/2020 07:00

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

Cancel   Submit

8. 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:	Emergency Notification ▼	Will you be using explosives ?	○ Y	○ N
Work Type:	Select a work type... ▼	Will you be using directional boring ?	○ Y	○ N
For:	Who are you doing the work for	Have you used white paint to indicate the excavation area ?	○ Y	○ N
		Requires OH Protection:	▼	

9. 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.

10. For:

- Indicate who you are doing the work for.

11. Will you be using explosives?

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

12. Will you be using directional boring?

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

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

- Select whether the dig site is white painted, white flagged or white staked?

  o If *Yes*: Enter the number of marked areas in the *# W-Lined Areas* box.

14. 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:	Num	PreDir ▼	Street Name	St Type	SufDir ▼
Cross street:	What is the nearest cross street				

15. Address:

- Enter the address number.

- Next, enter the street name.

- Then, enter the street type. (I.e. Road, Lane, Street, Drive, etc.)

16. Cross Street:

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

Locate Instructions:	
Remarks:	Reason For Emergency: Water Escaping Crew ETA: Crew Is On-Site

17. Locate Instructions:

- Enter the Locate Instructions.

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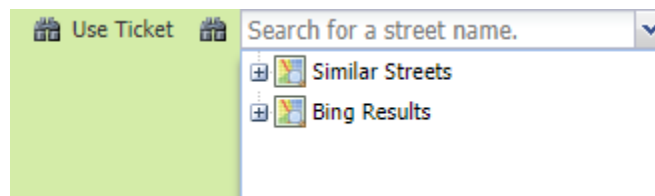
    Example: If the work type is to install a water service line, the locate instructions should be to locate from the street to the building, not just the right of way.

18. Remarks:

- Add any additional information you want to provide to the locators:

  o Arrange an on-site meeting, gate codes, etc.

  o Provide driving directions if needed.

  o 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.)
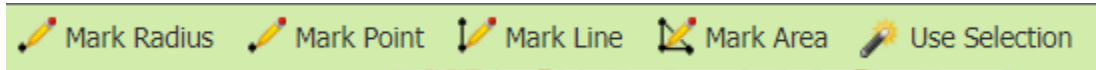

19. Map/Search Results:

- 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.

  o When you select an option from Exact Street, Street Begins With or Similar Streets, the map will highlight the selected road.

  o 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.

  o 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.

20. Review the Legal Dates and Times:

  - The ticket Legal On date is effective immediately.

  - This ticket Expires On date is at 7:00 A.M. three business days after the date of notification.

21. Submit Request:

- Click *Submit* to complete the ticket.

22. Reset:

- Click Reset to clear the form and start over

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?

| Yes | No |

23. 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.

24. Do you want to enter another ticket?

- Select *Yes* to open a new ticket creation screen.

- Select *No* to return to the home page.

Design Ticket Creation

Creating a Design Ticket

A Design (Survey) ticket is created for advanced planning purposes. It indicates the crew will not be digging but wants to know where underground utility lines are for survey purposes.

It does not allow for excavation.

- This notice has no expiration date and the Ticket Size Policy does not apply.
- Utility Members must respond to the Ticket Response System (PRIS) within 10 working days on a Design ticket.

To create a Design ticket, you will:

1. Enter the Preferred Response Method.
2. Follow standard Normal ticket procedures.

_____

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

1. Ticket Type:

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

     Note: Only fields required for a Design ticket will be available.
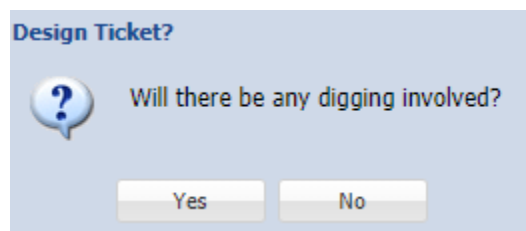
2. Popup Box – Design Ticket: *Will there be any digging involved?*

   - If *Yes* is selected, the ticket type will return to a *Normal* ticket
   - If *No* is selected, you may continue with your Design Ticket.

Status

Please be aware that no digging is permitted on a Design ticket. Georgia 811 Members have **10 working days** to either respond by marking the utilities, providing a "best available description" of any facilities in the area of proposed excavation, or allowing an authorized person to inspect or copy the drawings or other records within the proposed area.

Visit MyGeorgia811.com to view member responses for your Design Notice.

OK

3. Popup Box – Design Disclaimer:

- Read the disclaimer and click *OK*.

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
WMCCLAIN@GEORGIA811.COM

Field Contact:

Digger Dogg
(770) 623-4332
WMCCLAIN@GEORGIA811.COM

Update Information

Important Dates

Response by : 10/19/2020 23:59

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

Cancel   Submit

4. Update Information:

- The left side panel contains your "Excavator information". You can make changes to this information anytime by clicking on *Update Information*.

   o 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.

   o Click "Submit" to save changes.

5. For:

   • Indicate who you are doing the work for.

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

   • Select whether the dig site is white painted, white flagged or white staked?

      o If *Yes*: Enter the number of marked areas in the *# W-Lined Areas* box.

7. Preferred Response Type:

   • Select the *Preferred Response method* from the dropdown menu.

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.

Design Ticket Creation

Address:	Num	PreDir ▾	Street Name	St Type	SufDir ▾
Cross street:	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.

Locate Instructions:	
Remarks:	This information has not been verified by the Utilities Protection Center, Inc. d.b.a. Georgia 811 and is not warranted for any purpose. This information is furnished solely as an accommodation to the requesting party who warrants that it shall not be used in connection with any excavation or other work covered by Title 25, Chapter 9 of the Official Code of Georgia Annotated.

11. Locate Instructions:

- Enter the Locate Instructions.

    o 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.
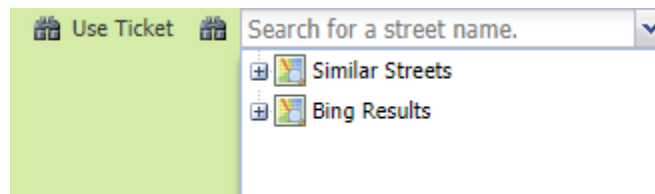
12. Remarks:

- Add any additional information you want to provide to the locators:

  o Arrange an on-site meeting, gate codes, etc.

  o Provide driving directions if needed.

  o 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.)
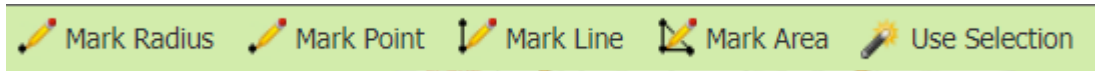
13. Map/Search Results:

- 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.

  o When you select an option from Exact Street, Street Begins With or Similar Streets, the map will highlight the selected road.

  o 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.

  o 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.

Design Ticket Creation

- Use the Mark Radius, Mark Point, Mark Line, Mark Area or Use Selection tools to select the dig site.

  - o Mark Radius – Draws a circle, at the selected point, according to the entered radius.

  - o Mark Point – Draws a point on the map with a 200ft buffer.

  - o Mark Line – Draws a line on the map with a 200ft buffer.

  - o Mark Area – Draws a shape on the map without a buffer.

  - o 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.

14. Review the Legal Dates and Times:

15. Review the Legal Dates and Times:

- The *Response By* date is 10 business days after the ticket is made.

Important Dates
Response by : 07/28/2020 23:59

    Example: The above *Important Dates* reflects a ticket created on 07/14/2020. The member has 10 business days to respond by 07/28/2020. (Reminder - This notice has no expiration date and the ticket cannot be Updated.)

16. Submit Request:

- Click *Submit* to complete the ticket.

17. Reset:

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

18. 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.

19. Do you want to enter another ticket?

- Select *Yes* to open a new ticket creation screen.

- Select *No* to return to the home page.

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.

_____

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.

2. Popup Box – Overhead Disclaimer:

    - Read the disclaimer and click *OK*.

Overhead Ticket Creation

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
WMCCLAIN@GEORGIA811.COM

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

Update Information

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

Cancel   Submit

3. Update Information:

- The left side panel contains your "Excavator information". You can make changes to this information anytime by clicking on *Update Information*.

    o 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.

    o Click "Submit" to save changes.

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.

Overhead Ticket Creation

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:	GA	County:	GWINNETT		City:	DULUTH	

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:	Num	PreDir	Street Name	St Type	SufDir	
Cross street:	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.

Locate Instructions:	
Remarks:	

11. Locate Instructions:

- Enter the Locate Instructions.

    o 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:

    o Arrange an on-site meeting, gate codes, etc.

    o Provide driving directions if needed.

    o 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.)

Overhead Ticket Creation

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.

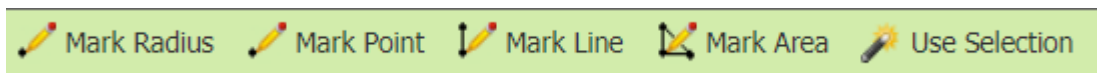 o When you select an option from Exact Street, Street Begins With or Similar Streets, the map will highlight the selected road.

  o 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.

  o 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.

  o Mark Radius – Draws a circle, at the selected point, according to the entered radius.

  o Mark Point – Draws a point on the map with a 200ft buffer.

  o Mark Line – Draws a line on the map with a 200ft buffer.

  o Mark Area – Draws a shape on the map without a buffer.

  o 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.

Overhead Ticket Creation

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.

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.

Ticket Actions

Search Tickets

The Search Tickets menu allows excavators to do more complex searches with or without a ticket number.

_____

At the top menu bar of the ticketing system, click on "Search Tickets" to open the ticket search menu.

1. Search:

    -   You may perform a search by:

        o   Ticket Number

        o   Date Range

        o   County

        o   City

        o   Work Date (Legal On date)

        o   Company

        o   Addr/Str (Street Number and Street Name)

        o   Cross Street

        o   Phone (Excavator Phone Number)

2. You will have access to your company's tickets processed. This list of existing tickets will automatically display on the right along with some other searching tools.
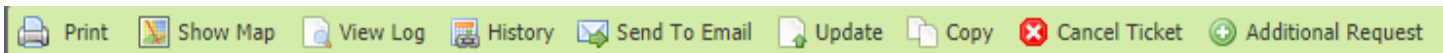
    In the toolbar at the top of the display window, you will see:

    | Page 1 of 5 ▶ ▶| ⟳ 🖶 Print List 📋 Export 📖 Open Ticket   Displaying 1 - 50 of 244 |

    -   The total number of pages included in the search.

    -   The total amount of tickets found. (If there are multiple pages, use the blue arrows in the toolbar to switch between pages.)

    -   A blue circle to **"refresh"** the list as needed.

    -   **"Export"** - Export the list of tickets to a spreadsheet.

    -   **Print List -** Print the ticket shown on the screen.

    -   **Open Ticket** - View details of any ticket in the list. You may also double-click to select the ticket from the list.

        Note: Each column can be sorted by clicking directly on the column header or using the drop-down arrow on the right side of the column to choose **"Sort Ascending"** or **"Sort Descending"**. On the drop-down arrow, you also have the ability to choose to remove or add columns to customize to your needs. Click on **"Columns"** to check or uncheck the column you want to see or remove.

3. Once a ticket is open, you will have access to additional features in the toolbar at the top of the ticket:

    | 🖶 Print 📄 Show Map 📄 View Log 🖼 History 📧 Send To Email 📄 Update 📋 Copy ❌ Cancel Ticket ⊕ Additional Request |

    -   **Print** - Print the ticket shown on the screen.

    -   **Show Map** - This will take you to a map view. This indicates the dig site marked by the GA811 CSR or the Excavator based on the work site information on the ticket. All Facility Members registered within this marking are notified on the GA811 Ticket.

    -   **History** - View the history of an existing Ticket. The history would include the original ticket number and any additional ticket number listed for the entire history of that original ticket. This would normally include any **"Update"** tickets. To view the ticket details and access the other features of any ticket in the history list, double-click the ticket.

    -   **Send to email** - Send a copy of the Ticket to the email address you enter.

Search Tickets (Advanced Options)

- **Update** - Update the ticket for another 30 days and have locators go back to the site to check/remark the underground facilities.

- **Copy** - Copy/Duplicate Ticket.

- **Cancel Ticket** - Cancel an existing Ticket.

- **Additional Request -** Send an additional notice to Facility Members on an active Ticket.

Update

Updating a Ticket

An Update extends the life of an existing Normal ticket. A new ticket will be generated. The ticket lets the utility members know that the digging is ongoing and to check their markings. The Utility members must respond to the Ticket Response System (PRIS) and markings will be remarked if necessary.

The new ticket expires 30 calendar days following the date of notification.

- A ticket can be Updated starting on the *Updateable On* date through 4:30 P.M. on the *Update By* date.

_____

At the top menu bar of the ticketing system, click on "Search Tickets" to open the ticket search menu.

1. Search:

    - Search for the ticket you want to Update. You may perform a search by:

        o Ticket Number
        o Date Range
        o County
        o City
        o Work Date (Legal On date)
        o Company
        o Addr/Str (Street Number and Street Name)
        o Cross Street
        o Phone (Excavator Phone Number)

    - Select / double click on the ticket that you want to renew.

2. Update:

    - Review the ticket details to ensure you have entered the ticket number for the correct dig site and all information is accurate and unchanged.

    - Click *Update* to extend the ticket for another 30 days.

3. Popup Box – Update Ticket:

- Type any additional comments that you wish to add to the ticket if needed.

- Update the Field Contact information if it has changed (Field Contact Name, Phone and Email).

- Click *OK*

4. Ticket Number:

- Review your new Ticket Number.

Additional Request

Creating an Additional Request

An Additional Request is sent to re-notify the utility members on an active ticket.

Before submitting an Additional Request, you must either wait for a response to be loaded in the Ticket Response System (PRIS), wait until noon on the legal date, or request to add information that does not change the integrity of the notice.

An Additional Request does not extend the life of a ticket. The ticket number, legal dates and times will remain the same.

Utility Members must respond to the Ticket Response System (PRIS) on an Additional Request.

Reasons to Issue an Additional Request

- You disagree with the Ticket Response System (PRIS).
- The utility member has not responded to the Ticket Response System (PRIS) and it is past noon on the legal date.
- An Additional Request has already been made and there is still no response.
- Notify utility members of new information that does not change the integrity of the ticket (i.e. gate code or job number).

_____

At the top menu bar of the ticketing system, click on "Search Tickets" to open the ticket search menu.

1. Search:

   - Search for the ticket you want to create an additional request on. You may perform a search by:

       o Ticket Number
       o Date Range
       o County
       o City
       o Work Date (Legal On date)
       o Company
       o Addr/Str (Street Number and Street Name)
       o Cross Street
       o Phone (Excavator Phone Number)

   - Select / double click on the ticket that you want to create an additional request for.

2. Select *Additional Request*

In the dialog box, you must:

- Select the affected Members:

  o Select the checkbox next to the Member (or Members) that you want to respond to the Additional Request. (To renotify all Members, select checkbox next to *Members.*)

- Select the reason for the Request:

  o Select and highlight the reason for the Additional Request.

- Add Comments:

  o Notate any additional information that you want to provide.

    NOTE: If you select the *AR05 – Other Request* response action, it is required that you provide additional information to explain the need for the Additional Request.

Additional Request

3. Click *Submit.*

   Note: Your additional request information will be viewable within the ticket text next to the Member(s) you selected to receive the Additional Request.

Additional Request Codes Explained

AR01 – Excavator has requested explosives/blasting, please re-mark within 24 hours

- Adds blasting to an existing ticket.

  Note: When submitting an Additional Request to add blasting, you must notify ALL Members. (To renotify all Members, select checkbox next to *Members.*)

AR02- Dispute Member response

- Use this code to ask a Member to review and/or re-mark when there are obvious signs of unmarked utilities at the dig site that does not coincide with the Member's response.

AR03 - Facility marks no longer visible, please re-mark

- Use this code when excavation or weather has destroyed markings. (Also state the reason for re-marking in the *Comment* box, ex. marks destroyed by excavation; rain washed away marks; etc.)

AR05 - Other Request

- Use this code if none of the other codes provided apply to your situation. You must also provide the reason for this Additional Request in the *Comment* box.

Additional Request

Note: An Additional Request can be submitted to notify Members of new information that does not change the integrity of the ticket (i.e. gate code or job number). If you need to change the original ticket information, a new ticket must be created.

AR08 - Members Not Responded

- Use this code to re-notify Members who have failed to respond by noon on the *Legal On* date listed on the ticket.

  Note: The system will automatically send a *Late Notice* to all Members who have failed to respond to the Ticket Response System (PRIS) by the *Respond By* date listed on the ticket.

Members (responses as of Monday, July 20, 2020 8:27 AM)

Code	Name	Facility Type	Phone
ALC01	HARGRAY TELEPHONE – ALC01	Telecommunication	(843) 684-0342 [Main]
			(843) 686-1138 [Damage]

July 18, 2020 12:22 AM **LATE: Response is late** (System)

AR09 - Marks incomplete/incorrect

- Use this code to notify Members that the entire dig site has not been located as requested.

Create Multiple Tickets

Once the first ticket has been successfully submitted, the system will generate a dialog box that shows the Ticket Number and the affected Utility Members Notified.

1. Do you want to enter another ticket?

   • Select *Yes.*

2. Follow standard procedures for your chosen Ticket Type.

Copy a Ticket

A Copy allows you to replicate an existing ticket through the Online Ticketing System. This feature will allow you to replicate all fields of an existing ticket including the dig site map, and change or update fields before submitting. A new ticket will be created, and you will receive new legal dates and times.
_____

At the top menu bar of the ticketing system, click on "Search Tickets" to open the ticket search menu.

1. Search:

   • Search for the ticket you want to Copy. You may perform a search by:

      o Ticket Number
      o Date Range
      o County
      o City
      o Work Date (Legal On date)
      o Company
      o Addr/Str (Street Number and Street Name)
      o Cross Street
      o Phone (Excavator Phone Number)

   • Select / double click on the ticket that you want to Copy.

2. Copy:

   • Click the *Copy button.*

3. Review the ticket information (this includes map information) and follow standard ticket creation procedures for your chosen ticket type.

    Note: If you change the address information, you must also update the map to match the new dig site information including the County and City.

Cancel a Ticket

The Cancel Ticket feature allows you to cancel an existing ticket. Cancelling a ticket will also disable the following ticket actions on all associated active tickets within the web portal: Additional Request, Update, Cancel.

_____

At the top menu bar of the ticketing system, click on "Search Tickets" to open the ticket search menu.

1. Search:

    -   Search for the ticket you want to Cancel. You may perform a search by:

        o   Ticket Number
        o   Date Range
        o   County
        o   City
        o   Work Date (Legal On date)
        o   Company
        o   Addr/Str (Street Number and Street Name)
        o   Cross Street
        o   Phone (Excavator Phone Number)

    -   Select / double click on the ticket that you want to Cancel.

2. Cancel Ticket:

    -   Click the *Cancel Ticket button.*

3. Review the new ticket number (They system will generate a new ticket number for the Cancel request)

3. Read the following disclaimer and type the reason that you need to cancel the ticket:

   *Please be advised by cancelling this ticket, the following ticket actions on all associated active tickets within the web portal will be disabled: Additional Request, Update, Cancel. If you need one of these ticket actions performed on an associated active ticket, you will need to contact the Web Help Desk at (770)476-6050.*Reason for cancellation.

   Reason for cancellation   ☒

   Please be advised by cancelling this ticket, the following ticket actions on all associated active tickets within the web portal will be disabled: Additional Request, Update, Cancel. If you need one of these ticket actions performed on an associated active ticket, you will need to contact the Web Help Desk at (770)476-6050.

   Example: Duplicate Request - please cancel. See ticket number 200717-001044.

   [submit]

4. Click *Submit*.

Mapping

Mapping (Single Address)

Single Address

State:	GA	County:	GWINNETT		City:	DULUTH	
Address:	3400	PreDir	SUMMIT RIDGE			PKWY	SufDir
Cross Street:	PEACHTREE INDUSTRIAL BLVD						

1. Address:

    - Enter the address number.

    - Next, enter the street name.

    - Then, enter the street type. (I.e. Road, Lane, Street, Drive, etc.)

2. Cross Street:

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

3. 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.

        o When you select an option from Exact Street, Street Begins With or Similar Streets, the map will highlight the selected road.

        o 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.

Mapping (Single Address)

o 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.

o Mark Radius – Draws a circle, at the selected point, according to the entered radius.

o Mark Point – Draws a point on the map with a 200ft buffer.

o Mark Line – Draws a line on the map with a 200ft buffer.

o Mark Area – Draws a shape on the map without a buffer.

o 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.

Mapping (Intersection)

Intersection

A single ticket may include an intersection - not to exceed 200ft in any direction of the intersection. If you need to request additional footage to be located, a separate ticket must be issued for each road. For more information, visit: https://www.georgia811.com/index.php/locate-request-size-policy/

_____

State:	GA	County:	GWINNETT	City:	DULUTH
Address:	Num	PreDir	SUMMIT RIDGE	PKWY	SufDir
Cross Street:	PEACHTREE INDUSTRIAL BLVD				

1. Address:

    • DO NOT enter an address number.

    • Enter the street name.

    • Next, enter the street type.

2. Cross Street:

    • Enter the name of the cross street (intersecting street) along with the street type.

Locate Instructions:	Locate 200 ft in all directions of the Intersection.
Remarks:	

3. Locate Instructions:

    • Enter the Locate Instructions for the intersection not to exceed 200ft in any direction.

        o 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.

Mapping (Intersection)

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.

4. 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.)

- Select the intersection that the work will be on by choosing:

  o Bing Intersection

    Note: The map will highlight the selected road.
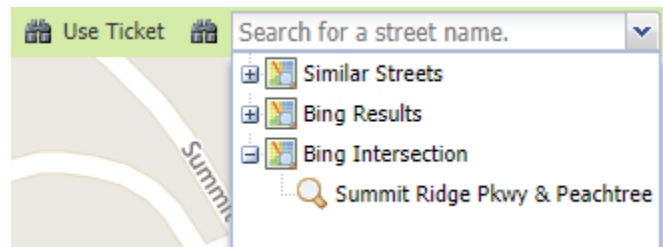
- Use the Draw Circle, Draw Point, Draw Line or Draw Polygon tools to select the dig site – making sure to cover the entire area that needs to be located.

  o Use Selection – Draws a circle, at the selected point, using a 200ft radius.
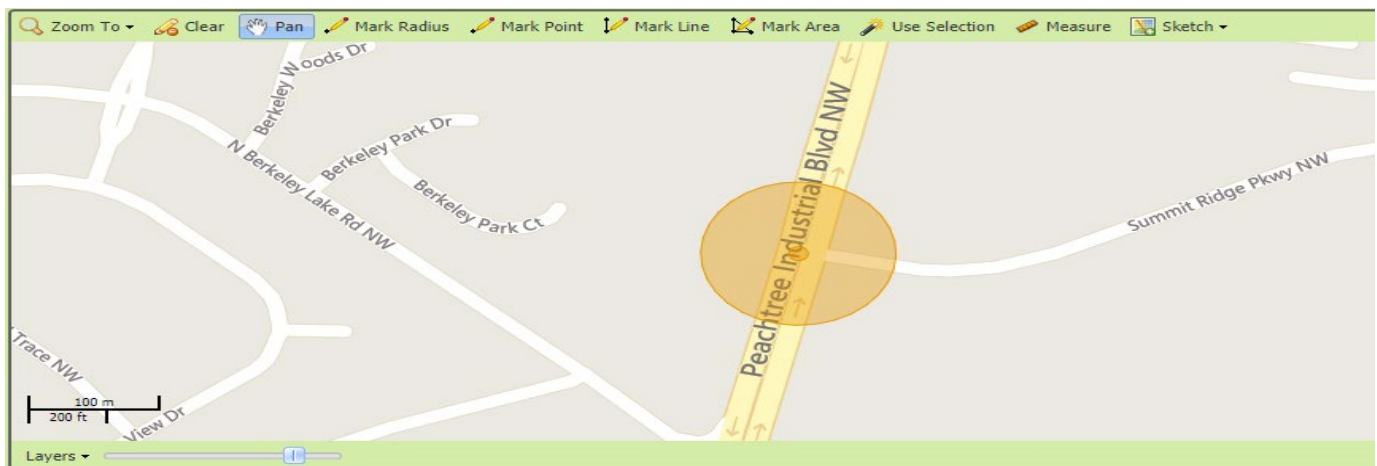
Mapping (Multiple Address)

Multiple Addresses

You may not request more than 5 address, lots, or buildings to be located on a single ticket. For more information, visit: https://www.georgia811.com/index.php/locate-request-size-policy/

_____

State:	GA	County:	GWINNETT	City:	DULUTH
Address:	Num	PreDir	SUMMIT RIDGE	PKWY	SufDir
Cross Street:	PEACHTREE INDUSTRIAL BLVD				

1. Address:

   - DO NOT enter an address number.

   - Enter the street name.

   - Next, enter the street type.

2. Cross Street:

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

Locate Instructions:	Locate the front of the property at Lots 1,2,3,4, and 5.
Remarks:	Ammersee Lakes Subdivision

3. Locate Instructions:

   - Enter the Locate Instructions.

     o Enter ALL address numbers for the properties that need to be located not to exceed 5 address, lots or buildings.

     o Describe the area where work will take place with Sufficient Particularity using concise locate instructions.

Mapping (Multiple Address)

> **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.

4. 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.)

- Select the correct street that the work will be on by choosing an option from one of the following:

  o Exact Street

  o Street begins With

  o Similar Streets.

  > **Note:** The map will highlight the selected road.

- Use the Draw Circle, Draw Point, Draw Line or Draw Polygon tools to select the dig site – making sure to cover all addresses.
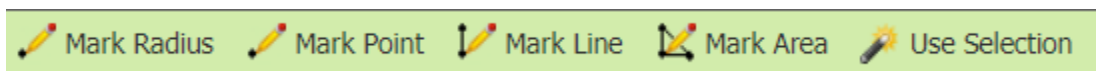
  o Mark Radius – Draws a circle, at the selected point, according to the entered radius.

  o Mark Point – Draws a point on the map with a 200ft buffer.

  o Mark Line – Draws a line on the map with a 200ft buffer.

  o Mark Area – Draws a shape on the map without a buffer.

  o 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.

Mapping (Along a Street or R/O/W)

Along a Single Street or R/O/W

You may not request more than 1 (one) mile along a single street to be located on a single ticket. For more information, visit: https://www.georgia811.com/index.php/locate-request-size-policy/

_____

State:	GA	County:	GWINNETT	City:	DULUTH
Address:	Num	PreDir	SUMMIT RIDGE	PKWY	SufDir
Cross Street:	PEACHTREE INDUSTRIAL BLVD				

1. Address:

   - DO NOT enter an address number.

   - Enter the street name.

   - Next, enter the street type.

2. Cross Street:

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

Locate Instructions:	From the Intersection of Peachtree Industrial Blvd locate the entire street of Summit Ridge Pkwy on both sides of the road.
Remarks:	

3. Locate Instructions:

   - Enter the Locate Instructions for a single street not to exceed one mile.

     o 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.

4. 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.)

- Select the correct street that the work will be on by choosing an option from one of the following:

   o Exact Street

   o Street begins With

   o Similar Streets.

   Note: The map will highlight the selected road.

- Use the Draw Circle, Draw Point, Draw Line or Draw Polygon tools to select the dig site – making sure to cover the entire area that needs to be located.

   o Mark Radius – Draws a circle, at the selected point, according to the entered radius.

   o Mark Point – Draws a point on the map with a 200ft buffer.

   o Mark Line – Draws a line on the map with a 200ft buffer.

   o Mark Area – Draws a shape on the map without a buffer.

   o 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.

Address Not On Map

When the dig site address or street does not show on the mapping system, you must use the search tools to identify the general area.

_____

State:	GA	County:	GWINNETT	▼	City:	DULUTH	▼
Address:	Num	PreDir ▼	SUMMIT RIDGE			PKWY	SufDir ▼
Cross Street:	PEACHTREE INDUSTRIAL BLVD						

1. Address:

    - Enter the address number.

    - Next, enter the street name.

    - Then, enter the street type. (I.e. Road, Lane, Street, Drive, etc.)

2. Cross Street:

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

3. Locate Instructions:

    - Enter the Locate Instructions for a single street not to exceed one mile.

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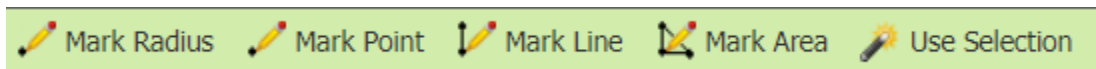
            Example: If the work type is to install a water service line, the locate instructions should be to locate from the street to the building, not just the right of way.

4. Remarks:

    - Provide driving directions to the dig site.

- 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.)

5. Map/Search Results:

- Use the *Search for a street name* box and type in the nearest known intersecting street found on the map - and press Enter.

    o The Search Results will list options for the Exact Street, Bing Results, Street Begins With and Similar Streets.

- Select one of the below options to find the nearest intersecting street near the area you need to map:

    o Exact Street

    o Street begins With

    o Similar Streets.

        Note: When you select an option from Exact Street, Street Begins With or Similar Streets, the map will highlight the selected road.

- Using the *Pan* tool, find move the map to find the correct dig site area that the work will be on.

- Use the Mark Radius, Mark Point, Mark Line, Mark Area or Use Selection tools to select the dig site.

    o Mark Radius – Draws a circle, at the selected point, according to the entered radius.

    o Mark Point – Draws a point on the map with a 200ft buffer.

    o Mark Line – Draws a line on the map with a 200ft buffer.

    o Mark Area – Draws a shape on the map without a buffer.

    o 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.

Map Tools

Map Tools

The Map Tools helps you search, identify and mark the dig site.
_____

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.

  Note: Selecting *Exact Street*, *Street Begins With* or *Similar Streets* will find and highlight the selected road near the area you need to map.

- Select the correct street or address where the work will be done.

  o When you select an option from Exact Street, Street Begins With or Similar Streets, the map will highlight the selected road.

  o 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.

  o 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.

Map/Tools:

- Use the Mark Radius, Mark Point, Mark Line, Mark Area or Use Selection tools to select the dig site:

  o Mark Radius – Draws a circle, at the selected point, according to the entered radius.

  o Mark Point – Draws a point on the map with a 200ft buffer.

  o Mark Line – Draws a line on the map with a 200ft buffer.

  o Mark Area – Draws a shape on the map without a buffer.

  o Use Selection – Draws a circle, at the selected point, using a 200ft radius.

Map Tools

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

Ticket Response (PRIS)

Member Response

Member Response

Contacting Georgia 811 will begin the process where Georgia 811 will contact our members that own utility facilities in your area to notify them of your intentions to dig. Those members will then send out a utility locate technician to locate public utilities owned by that member on your property. They will only locate public utilities and not private utilities, as private utilities are the responsibility of the property owner. Click here for more information on Public vs. Private Utilities.

The Ticket Response System (PRIS) allows you to check your ticket status and the responses from the affected utility members. You may not proceed with excavation until all facilities are coded "marked," "clear," or similar code.

Remarks

Dates

Legal Date :	06/24/2020 07:00
Respond By :	06/23/2020 23:59
Updateable On :	07/08/2020
Update By :	07/13/2020 16:30
Expires On:	07/19/2020

Members (responses as of Monday, June 22, 2020 2:23 PM)

Code	Name	Facility Type	Phone
BSCA	ATT / D TELECOM – BSCA	Telecommunication	(305) 409-1542 Ext 1 [Main] (800) 247-2020 Ext 3 [Damage]

June 19, 2020 11:11 AM **4A: Clear: No facilities** (mmadding@comcast.net)
June 19, 2020 11:11 AM **4A: Clear: No facilities** (mmadding@comcast.net)
June 19, 2020 11:11 AM **4A: Clear: No facilities** (mmadding@comcast.net)
June 19, 2020 11:11 AM **4A: Clear: No facilities** (mmadding@comcast.net)
June 19, 2020 11:11 AM **4A: Clear: No facilities** (mmadding@comcast.net)

Code	Name	Facility Type	Phone
CMAWAL	COMCAST TELECOM – CMAWAL	Telecommunication	(470) 787-4657 [Main] (770) 559-7603 [Damage]
GAUPC	GEORGIA UTILITIES PROTECTION CENTER – GAUPC	Other	(770) 623-4332 [Main]

June 19, 2020 11:22 AM **3N: Unmarked: Late.** (customerconnections@georgia811.com) mk
June 19, 2020 11:22 AM **3N: Unmarked: Late.** (customerconnections@georgia811.com) mk

Code	Name	Facility Type	Phone
LVL90	CITY OF LAWRENCEVILLE GAS – LVL90	Gas	(770) 231-2144 [Main] (770) 963-3332 [Damage]
OGPC50	GEORGIA POWER ELECTRIC NO PRIS RESPONSE REQUIRED – OGPC50	Electric	(404) 506-6539 [Main] (888) 891-0938 Ext 3 [Damage]
OWAL70	WALTON EMC OVERHEAD NO PRIS RESPONSE REQUIRED – OWAL70	Electric	(770) 266-2547 [Main] (770) 267-2505 [Damage]
WAL01	WALTON COUNTY WATER – WAL01	Water	(770) 466-4887 [Main] (678) 898-8364 [Damage]

Member Response

Note: The system will automatically send a *Late Notice* to all Members who have not responded to the Ticket Response System (PRIS) by the *Respond By* date listed on the ticket.

Members (responses as of Monday, July 20, 2020 8:27 AM)

Code	Name	Facility Type	Phone
ALC01	HARGRAY TELEPHONE – ALC01	Telecommunication	(843) 684-0342 [Main] (843) 686-1138 [Damage]

July 18, 2020 12:22 AM **LATE**: Response is late (System)

If there are obvious signs of an unmarked utility, contact Georgia 811 for an Additional Request then contact the utility directly. If you need further assistance, contact a Liaison Manager.
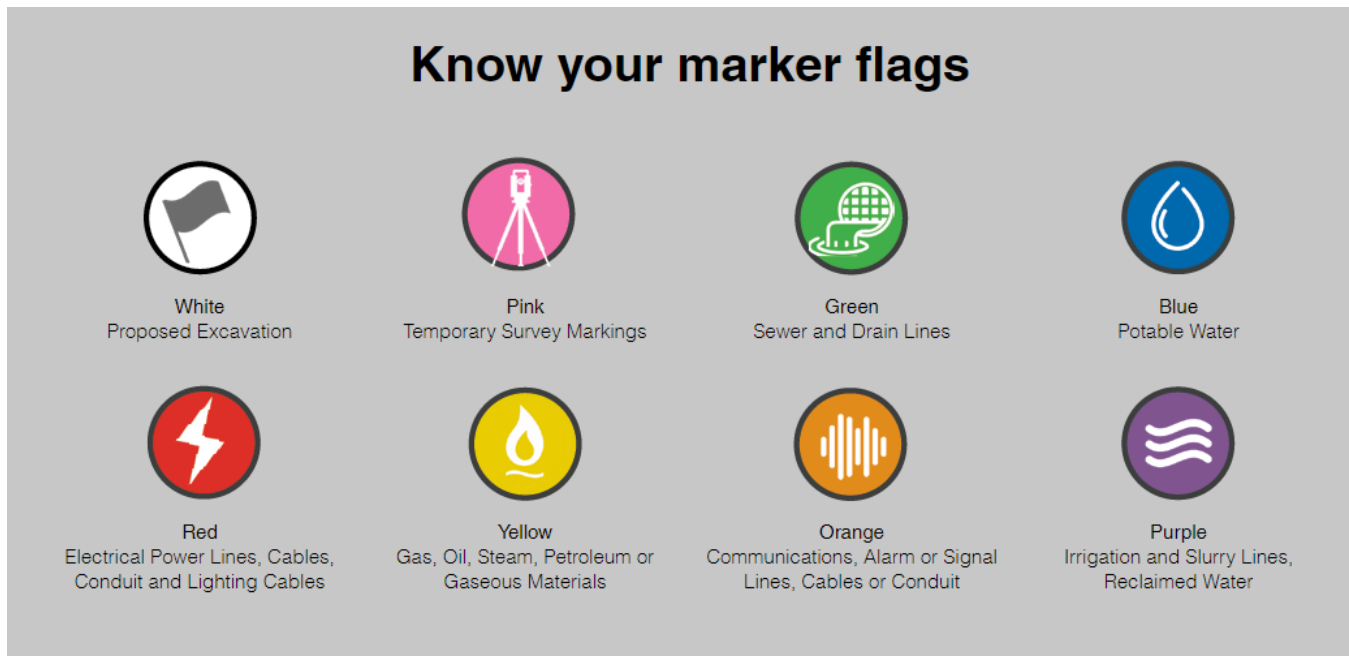
What Do the Markings Mean?

What Do the Markings Mean?

When a utility member marks a location, they use colored flags and/or paint to identify the type of underground utility. Here is what the color codes indicate:

APWA Uniform Color Guide for flags and marks

The Ticket Response System (PRIS) allows you to check your ticket status and the responses from the affected utility members. You may not proceed with excavation until all facilities are coded "marked," "clear," or similar code.

If there are obvious signs of an unmarked utility, contact Georgia 811 for an Additional Request then contact the utility directly. If you need further assistance, contact a Liaison Manager.

Web Ticket Guideline

Work Types

Work Types

You must be specific on the ticket when listing the type of work being performed and include ALL types of work that will take place.

Also, when requesting a ticket for work being performed on a utility line, you must:

- Specify what is being done to the line: Installing, Repairing or Replacing.
- Specify which utility: Electric, Gas, Water, etc.
- Include whether the line is a Main or Service line.

_____

Acceptable Work Types includes:

- Cleaning Ditches, Install Drainpipes
- Grading and Landscaping
- Install Foundation for Building
- Install sewer and water main
- Repair Water Service
- Replace Electric Primary
- Planting Trees, Bushes, Shrubs
- Install Street Lights
- Install Pole Mount, CATV Service
- Install Anchors
- Killing Gas Service

Unacceptable Work Types:

- Digging or Trenching
- Excavating
- New Construction
- Underground Utilities
- Water Leak
- Locate Power line

*This list includes but is not limited to the Work Types listed above.

Sufficient Particularity & Ticket Size Policy

Sufficient Particularity Policy

For more information, visit: https://www.georgia811.com/index.php/sufficient-particularity/

Ticket Size Policy

For more information, visit: https://www.georgia811.com/index.php/locate-request-size-policy/