



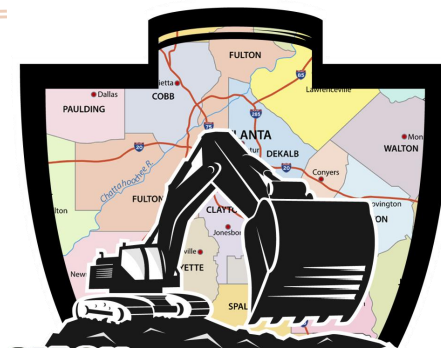
GEORGIA811
www.Georgia811.com

DAMAGE PREVENTION SUMMIT

Best Practices for Georgia 811 Membership

HOW TO BE A GOOD GEORGIA 811 MEMBER

October 6, 2022



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-DAMAGE-PREVENTION-SUMMIT-

Locate Utilities

- Locate accurately
- Use paint, stakes, flags, permanent markers or other marks
- In accordance with APWA Color Code
- In accordance with the Georgia Public Service Commission Marking Standards

Respond to Positive Response

- Positive Response Information System (PRIS) is an automated system serving two functions:
 - It allows Georgia 811 members to **respond** to each locate request providing information on whether underground utilities are present or not present.
 - It also allows the Excavator to **check** the status of their locate request before digging.
- Members must respond to each ticket and each service area code by the “Respond by” date and time listed on each request.
- When 3J, 3M or 3N is used, you **must** update the response once you locate the utility or determine that it is clear or no conflict.
- What happens if no response is entered into PRIS?
 - A late notice will be sent to the member
 - The member will incur a fee of \$1.10 per late notice
 - A possible damage to the utility

Update Your Service Area Map(s)

- As a member of Georgia 811 it is your responsibility to ensure that your Service Area Map spatial data is current so you will receive notifications when excavation is being done in an area in which you have underground and/or overhead utilities. At a *minimum*, members are required to update their map when new facilities are acquired or installed outside of their current service area. Your service area map should include all main and service lines up to the meter / connection point.
- **Importance of keeping your service area map up to date:**
 - Reduce the number of tickets you receive.
 - Ensure you are notified in areas of excavation where you have underground facilities.
 - Prevent damages to your underground facilities.
- **If you are missing from a ticket that you should have been listed on, follow these steps:**
 1. Update your Service Area Map
 2. Locate the facility for the excavator

Note: Georgia 811 cannot manually add members to tickets.

Keep Your Contact & Ticket Delivery Information Current

❖ Internal Contact Information

- Person of Record Contact
- Main Point of Contact
- GIS Mapping Contact
- Ticket Delivery Issues Contact

❖ Telephone Numbers listed on Tickets

- Main – listed on Normal, Design and Overhead tickets.
- Damage number
- Emergency number
- Large Project Contact phone number

Please note these telephone numbers are listed on tickets for the excavator to contact you regarding their ticket.

❖ Ticket Delivery

- Update any ticket delivery addresses, as needed
- Ticket delivery methods:
 - Email
 - Web Service (XML)
- Notify Customer Connections for any ticket resends.

Member Billing

- Keep membership in good standing.
- Pursuant to Georgia 811's bylaws, any member who shall be in arrears in the payment of any installment of fees, periodic dues or assessments more than 60 days after their due date shall not be in good standing and shall not be entitled to vote as a member.
- Late notice fees increased to \$1.10 per late notice effective 1/1/2022.
- Mergers/Acquisitions: If a member merges with or is acquired by another member during the calendar year, Georgia 811 will invoice the surviving member or new entity for all financial obligations due from the acquired member. The following calendar year dues for the surviving member or new entity will be based upon combined total usage of the surviving member and the acquired member from the prior year.
- You can find our Billing Explanation on our website.
- Notify Customer Connections of any billing contact changes.

Member Resources & Training

- ThoughtSpot Training
- Damage Prevention Training
- 2022 Dig Law Updates
- Online Ticket Entry
- Locate Ticket Management
- Locate Companies
- Utility Marking Products
- Sharing Georgia 811



Customer Connections Department

CustomerConnections@Georgia811.com

770-623-5786