



Overhead Ticket Creation

Creating an Overhead Ticket

An Overhead notice 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 facility members will then contact you to discuss the need to move, cover or de-energize the power lines.

- The person responsible for doing the work must give a 72-hour notice to Georgia 811 during regular business hours, excluding weekends and holidays.
- The owner/operator of the high voltage line must contact the person whose name is given “within a reasonable time” so that arrangements can be made to safeguard the area.
- The owner or operator of the high voltage line has three options for overhead protection:
 - De-energize and ground the line.
 - Relocate the line.
 - Install protective covering or mechanical barriers.
- If there is a delay with the arrangements, a new Overhead notice must be created.

Note: It is not necessary to send an Additional Request on an Overhead notice. Instead, notify the overhead utility member directly.

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* drop-down menu.

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



Overhead Ticket Creation

2. Popup Box – Overhead Disclaimer:

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.

- Read the disclaimer and click *OK*.

Attention: Web User - Web users are responsible for the accuracy of information entered on created locate tickets as well as ticket actions performed within the account including Additional Requests, Updates, and Cancels. Notified facility owners/operators are determined by the map data provided by the excavator.

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

Company:
 (770) 623-5786
 GEORGIA 811
 3400 SUMMIT RIDGE PKWY
 DULUTH, GA 30096

Web User:
 Whitney McClain
 (770) 623-5786
 wmccain@georgia811.com

Field Contact:
 Whitney McClain
 (770) 623-5786
 wmccain@georgia811.com

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

Company

Phone:

Name:

Address:

City:

State:

Zip:

Web User

First Name:

Last Name:

Phone:

Email:

Field Contact

First Name:

Last Name:

Phone:

Email:



Overhead Ticket Creation

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: | Who are you doing the work for | | |

3. Work Type:

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

Note: You must enter all work types being performed.

4. For:

- Indicate who you are doing the work for.

5. Commence On:

- Select a date from the calendar and the time you need overhead protection to start.

6. Completed By:

- Select a date from the calendar and the time you need overhead protection to end.

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

7. State / County / City:

- The state will default to *GA*.
- Type in the name of the county. Once you start typing, the drop-down will start to list available options. Select the county from the list.



Overhead Ticket Creation

- Type in the name of the city. Once you start typing, the drop-down 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 | | | | |

8. Address:

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

9. Cross Street:

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

| | |
|----------------------|--|
| Locate Instructions: | |
| Remarks: | |

10. 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.

11. Remarks:

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



Overhead Ticket Creation

- 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.)

12. Map/Search Results:

- Select *Use Ticket* to search for a location using the ticket information entered.
- The search results will list options for the *County Parcel*, *Intersection*, *Street Address In Range*, *Street Name*, *Similar Street Name*, *Google Results*, *Google Intersection*.

Note: Selecting *County Parcel* will bring up the exact address entered.



- Select the correct street or address where the work will be done using the available search results.
- Use the *Mark Point*, *Mark Line*, *Mark Area* or *Use Selection* tools to select the dig site.



- 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 with a 200ft buffer.
- Use Selection – Draws a 200ft buffer around the selection.

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

13. Submit Request:



Overhead Ticket Creation

- Click *Submit* to complete the ticket.

14. Reset:

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



15. Ticket Number / Utility Members Notified:

- Review your ticket number and list of members notified for your request.

Note: If you think a utility facility 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 Submitted

The ticket was submitted successfully.
Your ticket number is **230208-001025**

The following utilities will be notified:

| | | |
|---------------------------------|-------------------|--------|
| ATLANTA GAS LIGHT CHEROKEE - AG | Gas | AGL107 |
| ATT / D TELECOM - BSCA | Telecommunication | BSCA |
| CHEROKEE COUNTY SEWER - CKW02 | Sewer | CKW02 |
| CHEROKEE COUNTY WATER - CKW01 | Water | CKW01 |

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?