



Know what's below. 811 before you dig.

## **Membership FAQ**

### **What is Indiana 811?**

Indiana Underground Plant Protection Service (Indiana 811), a not-for-profit organization, was formed in 1981 by the owners and operators of underground facilities as a means of reducing damage to those facilities and to promote public safety by reducing the number of incidents statewide.

- Indiana 811 does not locate the underground facilities. Indiana 811 transmits the locate request to all Members in the area of the dig site, and it is their responsibility to mark their lines.
- Indiana 811 will only notify Member utilities.
- Indiana 811 does not notify any Non-Member utilities. It is the responsibility of the excavator, or person responsible, to notify any Non-Member utilities.

### **Why do you have to contact 811 prior to disturbing the earth?**

The Indiana Underground Utility Facilities Damage Prevention Act IC 8 has been in effect since January 1, 1991. The law requires all persons excavating to contact Indiana 811 at least two full working days before digging, and no more than 20 calendar days prior to digging. The act in its entirety can be viewed on our website [www.Indiana811.org](http://www.Indiana811.org).

### **How do I contact the administrative team?**

- Our Administrative line is 877-230-0495
- Justin Sell, Executive Director 317-893-1402 or [jsell@usa811.org](mailto:jsell@usa811.org)
- Michelle Williams, Director of Operations 317-893-1403 or [mwilliams@usa811.org](mailto:mwilliams@usa811.org)
- Lauryn Luckey, Education & Outreach 317-501-2615 or [lluckey@indiana811.org](mailto:lluckey@indiana811.org)
- Rhonda Mercer, Finance Department 317-893-1468 or [rmercerc@usa811.org](mailto:rmercerc@usa811.org)
- Carly Dunsmore & April Butler, Member Services Coordinators 833-538-0923 or [memberservices@usa811.org](mailto:memberservices@usa811.org)
- If you are experiencing issues, contact our Support Desk at 317-893-1416
- To request a locate 24/7, please visit [www.indiana811.org](http://www.indiana811.org) or call 811 or (800-382-5544).

## **Member Information**

### **Why do I have to become a Member of Indiana 811?**

According to IC 8-1-26-17, an operator that has underground facilities located in Indiana must be a member of the Indiana Underground Plant Protection Service (DBA Indiana 811). A full copy of the law can be viewed on our website at <http://www.Indiana811.org>.

### **How do I become a Member of Indiana 811?**

Information on becoming a Member of Indiana 811 can be obtained by visiting our website <http://www.Indiana811.org> or contacting Member Services at [memberservices@usa811.org](mailto:memberservices@usa811.org).

### **What are the benefits of becoming a Member of Indiana 811?**

Indiana law requires that all excavators, contractors, utilities, and homeowners who are planning to dig, contact Indiana 811. In turn, Indiana 811 creates a locate request and transmits that request to any Member who has underground facilities in the area where the dig is scheduled to take place. Indiana 811 is open 24 hours a day, 7 days a week (including state and federal holidays).

### **How can I find out who is a Member of Indiana 811?**

If you would like to view a listing of current Indiana 811 Members, you can visit our website [www.Indiana811.org](http://www.Indiana811.org) and click on the Member Utilities link.

## **Member Service Area**

### **How does Indiana 811 know that a Member has underground facilities at a dig site?**

Each Member must identify their Service Area which represents where their underground facilities are located. Members will receive locate requests when the dig site encroaches their Service Area.

### **How does a Member identify their Service Area?**

Members are set up with Exactix accounts that provide access to our software, which allows them to manually draw in their Service Area. In addition, ESRI shapefiles containing facility locations for Members can be imported into Exactix.

### **What happens if a Member's Service Area changes?**

Your Service Area should be reviewed on a regular basis, especially when new underground facilities are added. Members can access their Service Area 24/7, at <https://811.indiana811.org/login>. When Indiana 811 updates our base maps, we ask our Members to review their Service Area.

### **What happens when I update my Service Area?**

When a Member updates their Service Area, they must complete the registration and send an email to [memberservices@usa811.org](mailto:memberservices@usa811.org). After 811 receives the request to activate the new mapping, the changes will be saved into production and the Member will receive a confirmation email.

### **Who gets a copy of a Service Area map?**

Only Members have access to their Service Area maps. Maps are not shared with anyone else.

### **Why do I get tickets that aren't in my Service Area?**

During the creation of a Locate Request, the dig site is mapped based on information provided by the requestor. Most dig sites include the affected address range and a 200-foot buffer. This is done to prevent damage to Members who have underground facilities which do not run along or under roads, but are in rear easements or cross-country. The buffer may cause the dig site to encroach your Service Area, which could result in the locate request being sent to you.

### **What happens when the requestor mentions that a Member was not listed?**

If the utility is a Member of Indiana 811, we will manually add the Member to the ticket to minimize the chance that an underground utility line is damaged. If you were manually added to a ticket, please review your active Registration/Service Area map. When a Member is manually added, the Remarks field will contain a message similar to the following:

Remarks : All tickets are taken and processed on Eastern Daylight Time  
\* ID4636 WAS MANUALLY ADDED TO THIS TICKET, PLEASE CHECK YOUR DATABASE

## **Transmitting Locate Requests To Our Members**

**How are Members notified of a locate request?** Indiana 811 can transmit tickets to our Members by email or XML. Indiana 811 can provide additional information concerning XML.

**How does Indiana 811 handle notifying Members of Emergency locates that occur after-hours, on weekends, or on holidays?**

Members can customize where they would like to have certain priority tickets transmitted based on their business needs. Indiana 811 will call on high priority tickets that have a requested start date and transmission date that fall within the timeframes below:

- 6pm ET through 7am ET Monday - Thursday
- 6pm ET on Friday through 7am ET on Monday
- All day on State and/or Federal Holidays that you observe.

|                            |                       |
|----------------------------|-----------------------|
| New Year's Day             | Labor Day             |
| Martin Luther King Jr. Day | Columbus Day          |
| President's Day            | General Election Day  |
| Good Friday                | Veterans Day          |
| Primary Election Day       | Thanksgiving Day      |
| Memorial Day               | Lincoln's Birthday    |
| Juneteenth                 | Washington's Birthday |
| Independence Day           | Christmas Day         |

To view the Holiday list with dates, visit [www.Indiana811.org](http://www.Indiana811.org), under the Resources Tab.

**Who do I contact when I need to have a ticket resent?**

Contact our Support Desk by calling 317-893-1416.

**Who do I contact when I want to change my destination information (e.g. where my tickets are being sent)?**

Our Support Desk or Member Services can assist in making ticket destination changes but we do require written confirmation from the Member. A request to have a destination change made can be made to [memberservices@usa811.org](mailto:memberservices@usa811.org). If the change is urgent, please call our Support Desk at 317-893-1416.

## **Member Billing**

**What type of tickets are billable?**

Each ticket is considered a legal document so any time that document is created or revised, Indiana 811 is required to transmit the ticket to the Member(s) who were notified on the ticket. Indiana 811 charges for all ticket types except for the following:

- Place - Tickets that were defaulted to a County/Township.
- Retransmitted - Tickets with minor corrections or explanations.
- Canceled - Tickets that had to be canceled due to corrections that altered the locate instructions, dig site location or mapping.
- Joint Meet - Does not meet the minimum legal requirements of a locate request, and the utilities are under no obligation to attend the requested meeting.

**When a ticket is sent to us again during the 20-day timeframe, do we get charged again?**

Each ticket is considered a legal document. Any time that document is created or revised, Indiana 811 is required to transmit the ticket to the Member(s) who were notified on the ticket. Other than the types listed above, we charge for all tickets that are transmitted to our Members.

### **Why do I get charged for tickets that our utility submits to Indiana 811?**

As required by law, Indiana 811 must transmit these documents to all Members who have facilities in the area of the proposed dig site.

### **When does Indiana 811 bill Members and how can payments be made?**

Members are billed on a monthly basis. Payments can be made by check or credit card.

### **Who do I contact when I have a question about my bill?**

- If you want to change any of the contact information on a bill, contact our Finance Department at 317-893-1468 or [receivables@usa811.org](mailto:receivables@usa811.org).
- If you have questions regarding the amount of tickets for which you were billed, contact our Member Services Department at 833-538-0923 or [memberservices@usa811.org](mailto:memberservices@usa811.org).

## **Locate Requests**

### **What is a locate request?**

When Indiana 811 is contacted about a scheduled dig, a locate request is created.

- Locate requests can be submitted online at [www.indiana811.org](http://www.indiana811.org) or by dialing 811 or (800-382-5544).
- For more information on our Web Ticket Entry programs, click [here](#) or contact our Web Training Department at 317-893-1464 or [webtraining@usa811.org](mailto:webtraining@usa811.org).
- A locate request is a legal document.
- Each locate request is assigned a ticket number.
- Members who have underground facilities in the area of the dig site will be sent a copy of the ticket. It is their responsibility to respond to the locate request.

### **What type of information is collected when creating a locate request?**

- Name and phone number of the person requesting the locate.
- Name and phone number of the company or person doing the digging.
- Mailing address and/or city of the person or company doing the digging.
- Will explosives or blasting take place at the dig site? (yes or no)
- Will boring equipment be used at the dig site? (yes or no)
- If boring equipment is going to be used, then specific information will also be obtained (e.g. boring under sidewalk, road, etc.).
- Will they be white-lining the dig site? (yes or no)
- How deep are they digging in feet?
- How long will it take to complete the job?
- The type of work being done (e.g. laying pipe, installing cable, etc.).
- The county and township of the dig site.
- The location of the dig site (e.g. address, main road, etc.).
- The nearest cross street to the main location, and whether the cross street is within a ¼ of a mile to the dig site.
- The city or town that the dig site is in or nearest to.
- If the location is within city limits. (yes or no)
- Locate instructions (e.g. locate entire property, locate along front of property, etc.)
- A section is also included for placing remarks that might be needed to provide additional information and/or clarification.
- The IDs of the Members who will receive the ticket are also listed.

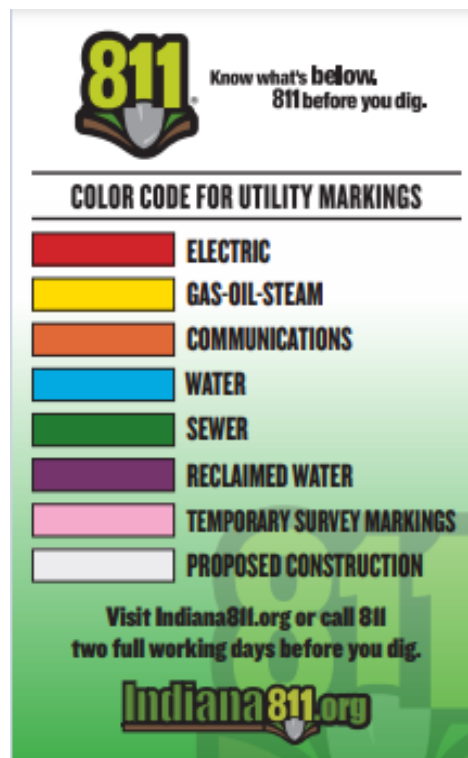
**Note:** Information obtained on where the dig site is located assists us in mapping the locate request.

## What are the ticket types?

- Normal Notice - Each person responsible for the excavation or demolition shall serve notice at least two (2) full working days but not more than twenty (20) calendar days before the commencement of work. Working day means every day except Saturday, Sunday, and state and national legal holidays.
- Additional Notice (e.g. 2<sup>nd</sup> Notice) – Additional notices are created when:
  - The two full working days are up, one or more utilities have not responded, or the site was not properly marked.
- Emergency - Created at the request of the caller or when the situation specifically fits the legal definition of an emergency. Indiana State Law defines an emergency as: “imminent danger to life, health, property or loss of service.”
- Damage – When we are contacted and informed that a line has been hit, a Damage ticket is created. In addition, we advise the caller that they should contact the provider of the service to report the damaged line. If the damaged line is one that presents an “imminent danger to life, health, or property” (e.g. blowing gas line, pipe line, etc.), they should call 911 immediately.
- Retransmit – If clarification is needed on a previously submitted ticket, then information is placed in the Remarks field and the ticket is retransmitted to the Member. Members are not charged for Retransmitted tickets. For example:
  - The caller wants to note that they have a dog in their backyard.
  - Driving directions are added.
  - Locate instructions are clarified.
- Cancel – If the original ticket contains incorrect information that alters the legality of the ticket then the previous ticket will be canceled, and a new ticket submitted. When a ticket is canceled a copy will be sent to the Members to explain why the ticket was canceled. Examples include:
  - The wrong address was provided.
  - The locate instructions were changed (west side of property instead of east side of property).
- Remark – A Remark is required if the markings have been disturbed, damaged, or are no longer visible. Per law, excavation or demolition may not continue until each affected Member provides a response for the proposed location. Members have two full working days to respond.
- Job Extension – Ticket requests are good for 20 calendar days. An Extension is required when the markings from the previous ticket are still visible but the digging will not be completed by the expiration date. The requestor is issued a new ticket number and the Members have two full working days to respond.
- Joint Meet – Prior to starting a job, some contractors want the utilities to meet with them so they can explain where the digging will take place and where the lines need to be marked. However, a Joint Meet does not meet the minimum legal requirements of a locate request, and the utilities are under no obligation to attend the requested meeting. Prior to actually digging at the site, the contractor/excavator must call back to submit a legal ticket.
- Design Ticket – When a person/company is not digging, but is involved in bidding, preconstruction engineering, or other advanced planning efforts, a Design ticket is created. Members have ten full working days to respond to a Design Ticket. Members may respond to the individual or company with the approximate location and a description of all the operator’s underground facilities that are located in the proposed excavation or demolition. This includes, but is not limited to, prints, maps, drawings, on-site markings, and other facility records of existing utility facilities.

### When marking the facilities, what color should I use?

Markings should consist of a combination of paint, chalk, flags, or stakes using the color code guide below.



### How does a Member respond to the request when there are not any facilities in the dig site?

When a Locate Request is received, the Member responds within the response time with one or more of the following methods:

- Utilizing Indiana 811's [Positive Response system](#).
- Contacting the person excavating to inform them the dig site is clear of your underground facilities.
- Marking "OK" or "Clear" with company identification on site with their corresponding color.

### How does a Member Utility enter Positive Response through Indiana 811's system for their locate requests?

- There are two options for providing Positive Response information to Indiana 811:
  - Import Process - Typically reserved for Members who use a ticket management system. For setup information, please visit <https://811.indiana811.org/api/external/positiveresponse>.
  - Manual Entry - Each user must have an Exactix account with their own email address. Accounts cannot be shared. A current contact listed for your 811 Membership should fill out the form that can be found [here](#). Once Indiana 811 receives the form and the account has been created, instructions will be emailed to the Positive Response account holder. If you have an existing Exactix account, Positive Response permissions will be added.
- Positive Response instructions and a short video, as well as other Exactix features, can be found [here](#).

**What happens when Indiana 811 cannot map a ticket?**

On rare occasions when a locate request cannot be mapped, the ticket automatically defaults to township. This will notify all Members who have facilities in that township, in order to avoid damages. This is also referred to as a “place” and is not considered a billable ticket.

**How does a Member report a ticket problem?**

Any time you have a ticket concern, you can contact our Ticket Research team at [ticketresearch@usa811.org](mailto:ticketresearch@usa811.org). Depending on your concerns, in most cases the ticket will be reviewed by our Member Services team and appropriate action will be taken. If you need immediate assistance, you may contact our Support Desk, 24/7, at 317-893-1416.

If you feel you received the ticket in error because you do not have service in the area of the dig site, and the ticket was mapped correctly, it will be passed on to Member Services for their review. In some cases, your Service Area may need to be revised to eliminate receiving unnecessary tickets. You can email Member Services at [memberservices@usa811.org](mailto:memberservices@usa811.org) and they will work with you to resolve those issues.