



### **Who is Indiana 811?**

- A not-for-profit organization formed by the owners and operators of underground facilities to reduce damage to those facilities and 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 does not notify any non-member utilities. It is the responsibility of the excavator, or person responsible, to notify any non-member utilities.

### **Why are you required to contact 811 prior to disturbing the earth?**

The [law](#) requires all persons excavating to contact Indiana 811 at least two full working days before digging. A locate request is created and sent to any Member who has underground facilities in the proposed dig area.

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

- Locate requests are processed 24/7/365
- Document retention for your legal protection
- Access to our [Education and Outreach](#) team
- Ticket routing to fit your business needs

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

The [law](#) requires an operator that has underground facilities located in Indiana to be a Member. Start the process by completing this [form](#).

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

A current list can be found [here](#).

## **Service Area/Mapping**

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

Members will receive locate requests based on the Service Area that they provide.

### **How can I add our Service Area into Indiana 811's system?**

Manually draw the map or import ESRI shapefiles using our online platform.

### **What happens if a Service Area changes?**

Your Service Area should be reviewed regularly, especially when new underground facilities are added. Access your Service Area 24/7, at <https://811.indiana811.org/login>. Contact [memberservices@indiana811.org](mailto:memberservices@indiana811.org) if you do not have a login.

### **Who can view our Service Area map?**

Only your authorized users have access to your Service Area maps.

### **Why do I get tickets that are not in my Service Area?**

The dig site is mapped and confirmed based on information provided by the requestor. Most dig sites include the affected address range and a 200-foot buffer to prevent damage to Members who have underground facilities in rear easements or run 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 of injury or damage. If you were manually added to a ticket, please review your active Registration/Service Area map. When manually added, the Remarks field will have a message like 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**

#### **What methods are available to receive our locate requests?**

- Email
- Web Service – Indiana 811 can provide additional information by emailing [Member Services](#)
- SMS

#### **What is a Ticket Management System?**

Ticket Management Systems help manage your incoming locate requests from Indiana 811. A Ticket Management System is not required to be a Member of Indiana 811. For more information and a list of known companies who offer this service, please visit <https://indiana811.org/ticket-management-systems/>.

#### **How does Indiana 811 notify Members of Emergency locates that are sent outside of business hours?**

Members can customize where they would like to have certain ticket types transmitted based on their business needs. Indiana 811 will call on Emergency and Damage tickets that have a requested start date and transmission date that fall within the times 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  
Martin Luther King Jr. Day  
Presidents' Day  
Good Friday  
Primary Election Day  
Memorial Day  
Juneteenth  
Independence Day

Labor Day  
Columbus Day  
General Election Day  
Veterans' Day  
Thanksgiving Day  
Lincoln's Birthday (Day after Thanksgiving)  
Washington's Birthday (Christmas Holiday)  
Christmas Day

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

Contact Member Services at 317-893-1470 or our Support Desk at 317-893-1416.

#### **Who do I contact when I want to change where my tickets are sent?**

We prefer to receive the request to have a destination change made to [memberservices@indiana811.org](mailto:memberservices@indiana811.org). If the change is urgent, please call 317-893-1470 or our Support Desk at 317-893-1416.

## Member Billing

### **What type of tickets are billable?**

Each ticket is considered a legal document so when created or revised, Indiana 811 must transmit the ticket to the affected Member(s). 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 with corrections that altered the locate instructions, dig site location or mapping.

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

Yes. 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 to all Members with facilities in the proposed dig site.

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

Monthly invoices are sent via email to our Members. Payments can be made by check, credit card, or ACH payment. Credit card transaction fees will be passed along at 3.50% per total transaction. To avoid these fees, Members can convert to an ACH payment at no charge.

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

- To change your billing information, contact our Finance Department at 317-893-1400, option 3 or [receivables@indiana811.org](mailto:receivables@indiana811.org)
- If you have questions regarding the number of tickets for which you were billed, contact our Member Services Department at 317-893-1470 or [memberservices@indiana811.org](mailto:memberservices@indiana811.org).

## Locate Requests

### **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 boring location information (ex: boring under 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 (ex: installing cable tv, landscaping, etc.)
- The county and township of the dig site.
- The location of the dig site (ex: address, intersection, etc.).
- The nearest cross street to the dig site and whether the cross street is within a ¼ of a mile.
- The closest city or town to the dig site.
- If the location is within city limits. (yes or no)
- Locate instructions (ex: locate along front of property, locate both sides of the road, etc.)
- A section is also included for placing remarks needed to provide more information and/or clarification.

**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) – Created when one or more of the affected Member Utilities have not responded or the site was not properly marked once the two full working days have passed.
- 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 – Created when Indiana 811 is informed that a line has been hit. A damage notification is for informational purposes only and may not be used for excavation. 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” (ex: blowing gas line, pipeline, etc.), they should call 911 immediately.
- Retransmit – If clarification is needed on a previously submitted ticket. Members are not charged for Retransmitted tickets. Examples of why a ticket may be retransmitted:
  - The caller wants to note that they have a dog in their backyard.
  - Driving directions are added.
  - Locate instructions are clarified but still within the original scope.
- Cancel – If the original ticket contains incorrect information that alters the legality of the ticket, then that ticket will be canceled and a new ticket submitted. The cancel 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 –Excavators may want to meet to discuss the job. 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. Before excavating, the excavator must call back to submit a legal ticket.
- Design Ticket – Created to aid in bidding, preconstruction engineering, or other advanced planning efforts. 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 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.

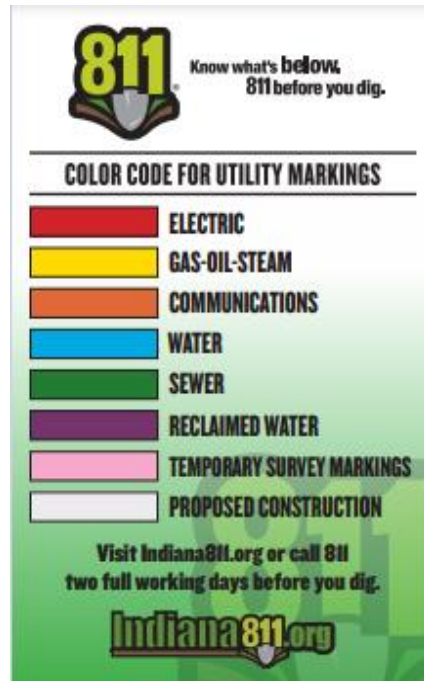
## What happens when Indiana 811 cannot map a proposed dig area?

The ticket automatically defaults to township on these rare occasions. All Members who have facilities in that township will be notified, to avoid damage. This is also referred to as a “place” ticket and is not a billable ticket.

## Responsibilities of Member Utilities

### 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 do I respond when we do not have any underground facilities at the dig site?

[Law](#) requires you to make a reasonable attempt to provide notification within the response time to the person responsible for the excavation or demolition. Responses may be made in one or more of the following methods:

- 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.
- By utilizing [Indiana 811's Positive Response system](#). **As indicated in [IURC \(Indiana Utility Regulatory Commission\) Rulemaking #22-03](#), Pipeline Operators are required to use this method.**

### 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:

- Web Service - Typically reserved for Members who use a ticket management system. For setup information, please visit <https://811.indiana811.org/api/external/positiveresponse>. Contact [memberservices@indiana811.org](mailto:memberservices@indiana811.org) for a user ID and password.
- Manual Entry - Each user must have an Exactix account with their own email address. Accounts cannot be shared. To request an account, please contact [memberservices@indiana811.org](mailto:memberservices@indiana811.org).

Positive Response instructions and a short video, as well as other Exactix features, can be found [here](#).

### We have departments that locate different facility types. Can Indiana 811's system handle this situation?

Indiana 811 can configure the Positive Response system in one of the following ways:

- By Service Area – If there is one facility type listed under your Service Area or if you would like to enter one response for all facility types (ex: Water, Sewer, Electric, etc.).
- By Utility Type – If multiple facility types are listed under your Service Area and you would like to enter a separate response for each type.

## Member Help

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

Please contact our Ticket Research team at [ticketresearch@indiana811.org](mailto:ticketresearch@indiana811.org). The ticket will be reviewed, and appropriate action will be taken. If you need immediate assistance, contact our Support Desk at 317-893-1416.

If you feel you received the ticket in error and the ticket was mapped incorrectly, Member Services will review. In some cases, your Service Area may need to be revised to eliminate receiving unnecessary tickets. Please email [memberservices@indiana811.org](mailto:memberservices@indiana811.org) so Member Services can work with you to resolve those issues.

### **Who do I contact if I have a question not covered in this document?**

- Carly Dunsmore & April Butler, Member Services Coordinators 317-893-1470 or [memberservices@indiana811.org](mailto:memberservices@indiana811.org)
- Lauryn Luckey, Director of Education and Outreach 317-501-2615 or [lluckey@indiana811.org](mailto:lluckey@indiana811.org)
- Rhonda Teague, Director of Finance 317-893-1468 or [rteague@indiana811.org](mailto:rteague@indiana811.org)
- Support Desk at 317-893-1416
- Justin Sell, Executive Director 317-893-1402 or [jsell@indiana811.org](mailto:jsell@indiana811.org)
- Jill Gast, Director of Operations and Business Intelligence 317-893-1408 or [jgast@indiana811.org](mailto:jgast@indiana811.org)
- To request a locate 24/7, please visit [www.indiana811.org](http://www.indiana811.org) or call 811/800-382-5544