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 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.

Why do I have to become a member of Indiana 811?
The law requires Indiana operators of underground facilities to be members.

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/registration map 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?
Regularly review your service area, especially with new underground facilities. Access your service area 24/7 at https://811.indiana811.org/login. For login issues, contact memberservices@indiana811.org.

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 based on the requestor's information. Dig sites typically cover the affected address range and a 200-foot buffer to protect underground facilities in rear easements or cross-country areas. The buffer might extend into your service area, potentially sending the locate request to you.

What happens when the requestor mentions that a member was not listed?
Indiana 811 members will be manually added to the ticket to reduce risks. If you are manually added, review your Registration/Service Area map. The Remarks field will include a message when manually added.

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Remarks : All tickets are taken and processed on Eastern Daylight Time
* ID4636 WAS MANUALLY ADDED TO THIS TICKET, PLEASE CHECK YOUR DATABASE
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Transmitting Locate Requests to Our Members

What methods are available to receive our locate requests?

- Email
- JSON – Contact memberservices@indiana811.org for additional information.
- SMS

What is a Ticket Management System?
Ticket Management Systems manage incoming locate requests from Indiana 811. They are not required to be an Indiana 811 member. For more information and a list of providers, visit this link.

How does Indiana 811 notify members of Emergency locates that are sent outside of their business hours?
Members can choose where to transmit ticket types based on their needs. Indiana 811 can also set up automated calls around the clock, per your specifications. Find out more and set up your automated callouts.

What are the holidays that affect the 2-working day notice?
View the State and/or Federal Holidays.

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. 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.
- Suppressed – for more information on Suppression on additional notices, please see the Responsibilities section.

When a ticket is sent to us again during the 20-day expiration period, 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?
Members receive monthly invoices by email. Payments can be made by check, credit card, or ACH payment. Credit card transaction fees are 3.5%, but converting to ACH payment avoids these fees.

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 1 or 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.

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?

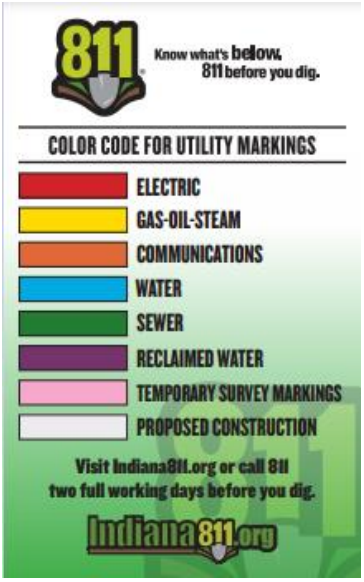
- *Normal Notice* - Each person responsible for the excavation or demolition shall serve notice at least two (2) full working days but not more than ten (10) calendar days before the commencement of work. Working day means every day except Saturday, Sunday, and state and national legal holidays.
- *Additional Notice* (e.g., 2nd Notice) – Created when the affected member(s) has not responded or the site was not properly marked once the requested start date and time passes.
- *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 may not be used for excavation. Indiana 811 also advises the caller that they should contact the service to report the damaged line. If the damaged line presents an "imminent danger to life, health, or property" (ex: blowing gas line, pipeline, etc.), they should call 911 immediately.
- *Retransmit* – Used if clarification is needed on a previously submitted ticket. There is no charge for retransmitting tickets. Examples include:
    - The caller notes there is a dog in their backyard.
    - Driving directions are added.
    - Locate instructions are clarified but remain within the original scope.

- *Cancel* – If a ticket has incorrect information affecting its legality, it will be canceled and a new ticket issued. Members will be notified with reasons for the cancellation. Examples include:
    - Incorrect address provided.
    - Changed locate instructions (west side instead of east side).
- *Joint Meet* – Excavators may meet to discuss the job. A Joint Meet is not a legal locate request, and utilities are not obligated to attend. Before excavating, the excavator must submit a legal ticket.
- *Design Ticket* – Used for bidding, preconstruction engineering, or advanced planning. Members have ten working days to respond, providing the location and description of their underground facilities. This includes prints, maps, drawings, on-site markings, and other records.

What happens when Indiana 811 cannot map a proposed dig area?
The ticket defaults to township on rare occasions. Members with facilities there will be notified to prevent damage. This "place" ticket is not billable.

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?
Starting January 1, 2025, all members must use Indiana 811's Positive Response system to communicate tickets efficiently. This reduces the need for additional notices. Learn more and sign up here.

How does a member enter Positive Response through Indiana 811's system for their locate requests?
There are two options for providing Positive Response information to Indiana 811:

- JSON - Typically reserved for members who use a ticket management system. Configuration Documentation - Contact memberservices@indiana811.org for an API Key.
- Manual Entry - Each user must have an Exactix account with their own email address. Accounts cannot be shared. Sign up for a Positive Response account.

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.

What is suppression?
Effective at 7am ET on May 17, 2025, Indiana 811 will enable a new feature, suppressing your service area if a closed positive response code has been provided to Indiana 811 prior to an additional notice being processed. Service Areas with a closed positive response code (1-marked, 2-clear) will not receive, or be billed for additional notice tickets. Open codes like 3C will not trigger suppression. If a caller requests that a suppressed service area be notified on an additional notice, Indiana 811 will manually override the setting to send the ticket.

Member Help

How does a member report a ticket problem?
Please visit Contact - Indiana 811. The contact page provides the appropriate options for reaching Indiana 811 based on the type of assistance needed. For immediate help, call our Support Desk at 317-893-1416.
If you believe you received a ticket in error, Member Services will review it. Your Service Area might need adjustment to avoid unnecessary tickets. Email memberservices@indiana811.org for assistance.

How does a member report a false emergency?
Please visit https://indiana811.org/education-outreach/ for instructions.

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

- Carly Dunsmore & April Butler, Member Services Specialists 317-893-1470 or memberservices@indiana811.org
- Jill Gast, Interim Executive Director/ Director of Operations and Business Intelligence 317-893-1408 or jgast@indiana811.org
- Finance Department 317-893-1400x1 or receivables@indiana811.org
- Support Desk at 317-893-1416
- To request a locate:
    - Online (24/7): To request a locate at any time, please visit www.indiana811.org
    - By Phone: Dial 811or 800-382-5544. Phone requests are accepted Monday through Friday from 7:00 AM to 6:00 PM (ET), excluding state and federal holidays. Please note that emergency and damage-related tickets are only accepted by phone outside of these hours.