



OCA External User Guide

11/21/2025





Disclaimer

This document contains proprietary and confidential information.

All data submitted to the recipient is provided in reliance upon its consent not to use or disclose any information contained herein except in the context of its business dealings with PelicanCorp and MISS DIG 811.

The recipient of this document agrees to inform its present and future employees, employers, and partners who view or have access to the document's content of its confidential nature.

The recipient agrees to instruct each employee that they must not disclose any information concerning this document to others except to the extent that such matters are generally known to, and are available for use by, the public.

The recipient also agrees to not duplicate or distribute or permit others to duplicate or distribute any material contained herein without PelicanCorp's express written consent.

PelicanCorp retains all title, ownership and intellectual property rights to the material and trademarks contained herein, including all supporting documentation, files, marketing material, and multimedia.

Nothing in this proposal constitutes a license for recipient to utilize PelicanCorp's/ MISS DIG 811's technology or intellectual property rights.

BY ACCEPTANCE OF THIS DOCUMENT, THE RECIPIENT AGREES TO BE BOUND BY THE AFOREMENTIONED STATEMENT.



Contents

How MISS DIG 811 Works	4
Dig and Design Notice Overview	4
After Submitting a Ticket	5
Creating a User Account	6
Logging In for The First Time	7
Updating Your Contact Information	8
Creating Default Settings for Ticket Entry	8
Recovering a Username or Password	9
Message of the Day and Service Announcements	10
Creating a New Ticket-Entering Ticket Details	10
Ticket Types and Scope of Work	11
Design Ticket	13
Dig Tickets	13
Scope of Work Equivalents	14
Normal Ticket Polygon Equivalents	14
Urban - 20,000 Sq. Ft.	14
Rural - 50,000 Sq. Ft.	14
Written Scope of Work Guidelines	15
Urban Areas	15
Rural Areas	15
Signage Scope of Work	15
Single Location	15
Multiple Sign Locations	16
Type of Work and Activity	17
Excavation Method and Depth	17
Ticket Dates	18
Working on Behalf of & Name of Utility/Authority	18
Onsite Contact Company, Name, and Phone	19
Require a Private Locate?	19
Is the area pre-marked?	19
Outdoor Pet on Property?	19



Work is in a Body of Water?	19
Creating a new ticket-Mapping the Work Location	19
Finding the work location-Performing a Search	20
Mapping the Work Location	21
Mapping Tools.....	21
Creating Multiple Polygons	24
Confirm Dig Site	28
Additional Information.....	28
Ticket History	29
Export Tickets.....	30
Positive Response	31
Positive Response Codes.....	34
Ticket Actions.....	36
Retransmitting a Ticket.....	36
Destroyed Markings.....	37
Unmarked Facilities.....	40
Additional Assistance	43
Member Response	46
Continue Ticket	48
MISS DIG 811 APPROVED ABBREVIATIONS LIST	49

This manual is intended to provide instruction to external users of the OneCallAccess program for placing and managing design and dig notices in the state of Michigan.

The information contained in this manual includes a description of system functions, capabilities, and step-by-step procedures for use of the OneCallAccess program.



How MISS DIG 811 Works

Public Act 174 of 2013 established guidelines for the protection of underground facilities prior to excavating or blasting. This law is also known as the MISS DIG Underground Facility Damage Prevention Safety Act. Public Act 174 may be viewed in its entirety on the About page of the MISS DIG 811 website. Dig and Design Notice Overview.

Dig and Design Notice Overview

A dig notice may be placed between 3 working days and 14 calendar days prior to excavation or blasting by using the OneCallAccess online program or by contacting the MISS DIG 811 Notification Center at 811 or 800-482-7171. OneCallAccess is available at MISSDIG811.ORG. A dig notice contains dig site information that is sent to member facility owners/operators in the area of excavation or blasting. Facility owners/operators are required to respond to a dig notice by supplying facility information so informed decisions can be made regarding excavation.

When facility information is needed for the planning of a project, a design notice may be completed. A dig notice is required prior to digging, even when a design notice was placed. The same platform is used for placing design and dig notices.

Prior to submitting a dig or design notice, a user account is created in OneCallAccess (OCA). Each person using the OneCallAccess program should create their own account. OCA accounts may be accessed by going to the MISS DIG 811 website at MISSDIG811.ORG. Users may also review and manage their profile and requests in OneCallAccess.

Important information regarding the polygon and other information collected on a ticket.

The polygon(s) transmitted on a MISS DIG 811 tickets represent Public Act 174 of 2013 Section 5. (2) (b) "A description of the proposed area of blasting or excavation, including the street address and a property description".

Excavators providing a dig notice to MISS DIG 811 communicate their area of excavation by either creating a polygon of the dig site location or communicating the area to a MISS DIG 811 representative who in turn completes a polygon. The polygon is transmitted on the MISS DIG 811 ticket to the facility owners. The polygon reflects the area the excavator has designated to MISS DIG 811 as the excavation/blasting area to be located and marked. Positive Responses provided are for the entire area covered under the polygon associated with the ticket.

Address information is also collected and provided in the dig ticket. Facility Owners and/or Operators are responsible for determining the precise area to mark their facilities in response to the dig ticket, whether by locating either the entire property of the address of the dig ticket, or only the polygon area determined by the excavator.

Additional information provided on a ticket such as remarks, Latitude and Longitude are there to assist locators in understanding the polygon, they do not replace or alter the area represented by the address and polygon.



After Submitting a Ticket

Upon submitting a dig or design notice to MISS DIG 811, a ticket with a unique ticket number is generated. Facility owners shall respond to a dig or design ticket by the work legal start date and time on the ticket. Tickets may be viewed and managed by logging into OneCallAccess.

The following requirements must be met prior to digging.

The work legal start date and time has arrived. Facility owners/operators are required to respond to a request by the work legal start date and time. State law prohibits digging prior to the work legal start date, even if all facility owners/operators have responded.

Facility Owners/Operators have responded that it is safe to dig. Facility owners/operators should respond to a ticket by the work legal start date/time.

If a response is unclear, reach out to the facility owner/operator prior to digging. To view contact information for facility owners, download the confirmation sheet by clicking Download on the upper right side of the ticket's details page.

If a facility owner is non-responsive or has not completed marking by the response due date & time, retransmit the ticket for Unmarked Facility.

Field conditions indicate it is safe to dig. If conditions appear unsafe or if the response posted by a facility owner/operator does not match the field conditions, do not dig until the issue is resolved. A ticket should be retransmitted when any of the following conditions exist, as paraphrased from PA 174 section 5. (9):

Visible evidence of a facility with no visible marks.

Lack of positive response.

A response from a facility owner/operator indicating the presence of a facility with no visible marks.

The following Uniform Color Code system is adopted nationwide by the American Public Works Association (APWA) for the marking of underground facilities. Facility owners/operators will mark the approximate location using stakes, flags, paint, or other suitable material.

	Proposed Excavation
	Temporary Survey Markings
	Electric Power Lines, Cables, Conduit and Lighting Cables
	Gas, Oil, Steam, Petroleum or Gaseous Materials
	Communication, Alarm or Signal Lines, Cables or Conduit
	Potable Water
	Reclaimed Water, Irrigation and Slurry Lines
	Sewers and Drain Lines



Markings may be removed upon completion of your job after you have verified there are no other jobs in the area that are using the same markings.

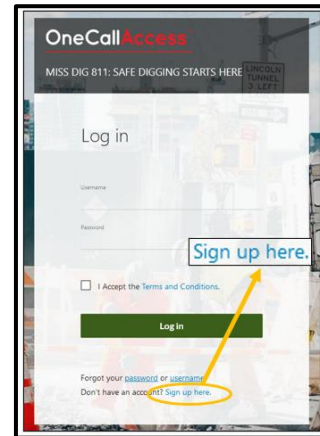
Creating a User Account

A new user account is created prior to submitting the first ticket. To create a new user account, go to MISSDIG811.ORG and click *Submit Locate Request*.

Setting Up User Profile

The log in page will appear. Click *Sign up Here*.

Enter Customer Details to include company contact information.



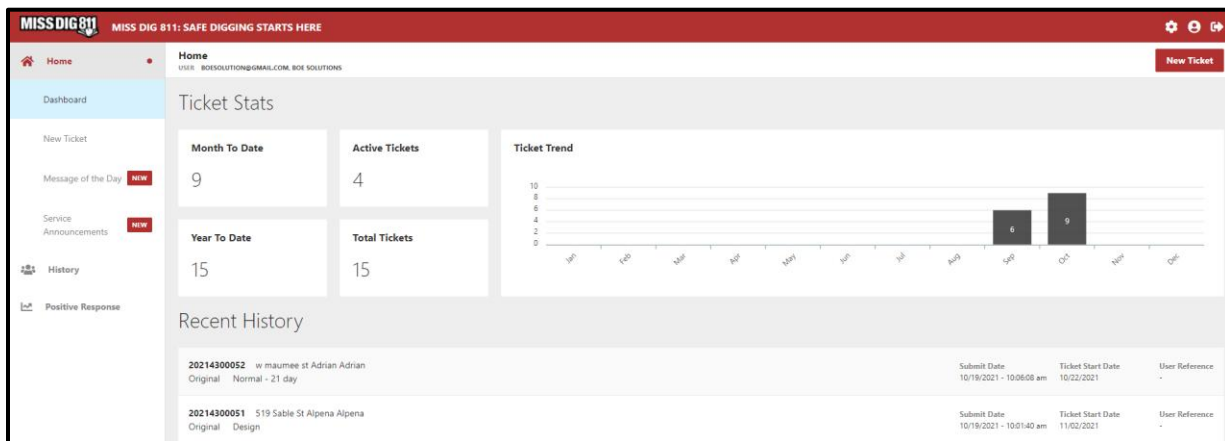
Company names are listed in alphabetical order. Start to type your company name until it appears. If your company is not on the list, choose -Not Listed-. If you Not Listed is selected, a Full Company Name field will appear for you to provide your company name so it can be added to the list. Once the account is created, the Quality Control Department will add the company name to our system. MISS DIG 811 will then reach out to you via email once your company name is added to the list and your account has been updated.



Once an account is created, an email will be sent with a link to *validate your email address*. Validating the email will allow ticket confirmations to be emailed to the new user and tickets to be created with the account. The new user may log into their account once the email has been validated.

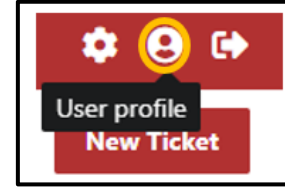
Logging In for The First Time

Upon logging in, the HOME page will display, also known as the Dashboard. From the Dashboard, tickets stats and history can be viewed, contact information can be updated, and certain ticket fields may be pre-populated to save the user time from entering the same information on every ticket. You should log into your account daily to see MISS DIG 811 messages or service announcements to users. The system will indicate when there is a new message. Positive Response, the program to check ticket status, may be accessed from the Home Page as well.



Updating Your Contact Information

Contact information may be updated by clicking on the *User Profile* icon located on the upper right side of the home page. Make changes to the necessary fields and click *Save* to keep the changes.

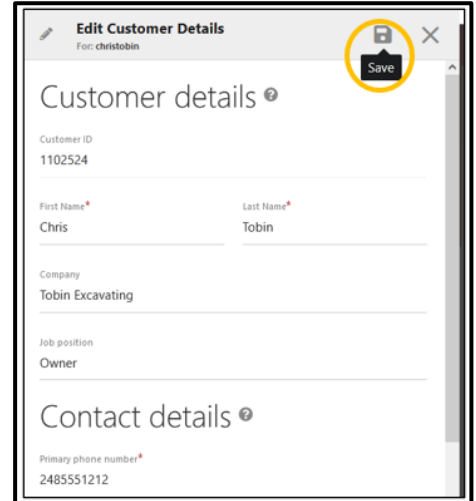


Username

Usernames may not be changed. If you require a new username, a new account must be created.

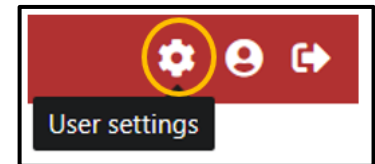
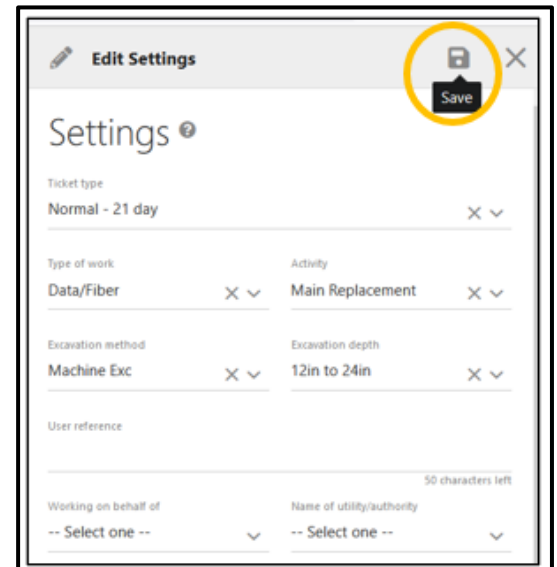
Multi-factor Authentication

The system is currently not set up for multi-factor authentication. The default setting is INACTIVE. Do not change this setting at this time or the system will prevent you from logging in.

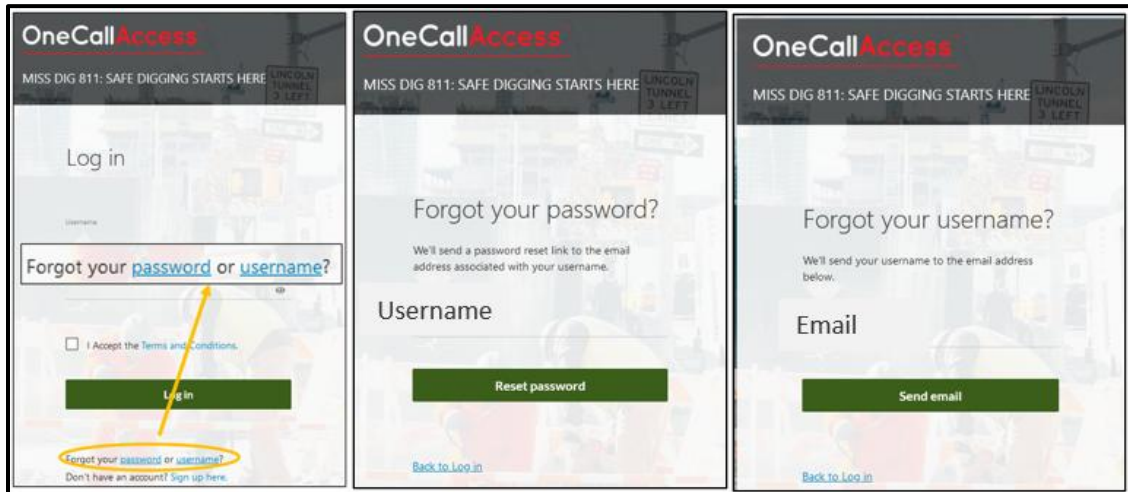
A screenshot of the "Edit Customer Details" form for a user named "christobin". The form has a "Save" button circled in yellow in the top right corner. The form contains fields for "Customer ID" (1102524), "First Name" (Chris), "Last Name" (Tobin), "Company" (Tobin Excavating), "Job position" (Owner), "Contact details", and "Primary phone number" (2485551212).

Creating Default Settings for Ticket Entry

If the same type of work is performed regularly, default answers may be pre-set to certain ticket entry questions. These answers may be edited when placing a ticket. Click on the *Settings* icon located on the upper right side of the ticket entry screen, enter data into the appropriate fields and click *Save*.


A screenshot of the "Edit Settings" form. The form has a "Save" button circled in yellow in the top right corner. The form contains fields for "Ticket type" (Normal - 21 day), "Type of work" (Data/Fiber), "Activity" (Main Replacement), "Excavation method" (Machine Exc), "Excavation depth" (12in to 24in), "User reference", "Working on behalf of" (Select one), and "Name of utility/authority" (Select one).

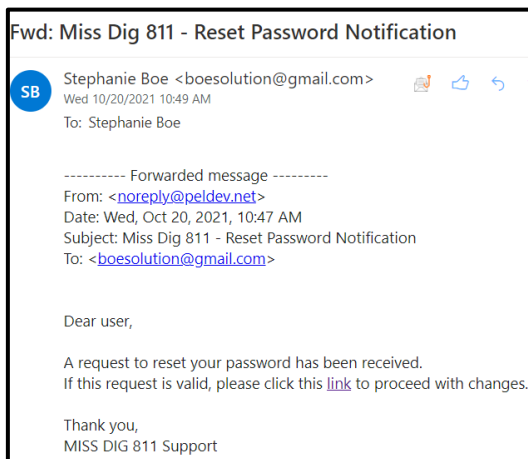
Recovering a Username or Password



The first screenshot shows the login page with the 'Forgot your password or username?' link highlighted. The second screenshot shows the 'Forgot your password?' form with a 'Reset password' button. The third screenshot shows the 'Forgot your username?' form with a 'Send email' button.

To retrieve a username or to retrieve (reset) your password, go to the MISS DIG 811 website at MISSDIG811.ORG and click [SUBMIT REQUEST / LOG INTO OCA](#). At the bottom of the log in box, click on *password* or *username*. To retrieve a password, a username is required. To retrieve a username, an email address is required.

Resetting Password- An email is sent requiring the user to click a link, allowing the password to be updated. You may also change the password from User Profile on the home page of OCA.



Fwd: Miss Dig 811 - Reset Password Notification

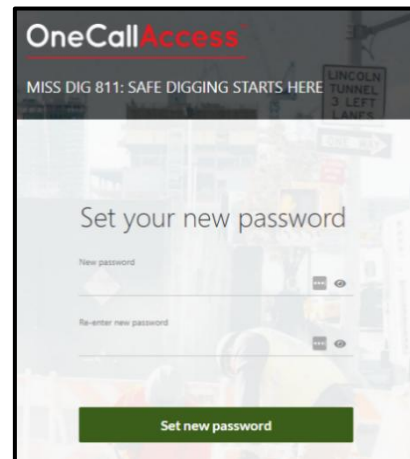
Stephanie Boe <boesolution@gmail.com>
Wed 10/20/2021 10:49 AM
To: Stephanie Boe

----- Forwarded message -----
From: <noreply@peldev.net>
Date: Wed, Oct 20, 2021, 10:47 AM
Subject: Miss Dig 811 - Reset Password Notification
To: <boesolution@gmail.com>

Dear user,

A request to reset your password has been received.
If this request is valid, please click this [link](#) to proceed with changes.

Thank you,
MISS DIG 811 Support

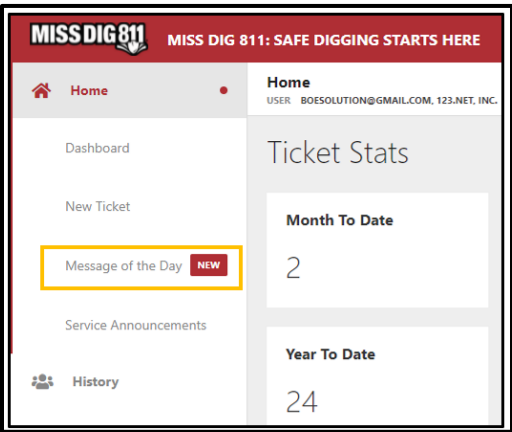


The screenshot shows the 'Set your new password' form with fields for 'New password' and 'Re-enter new password', and a 'Set new password' button.



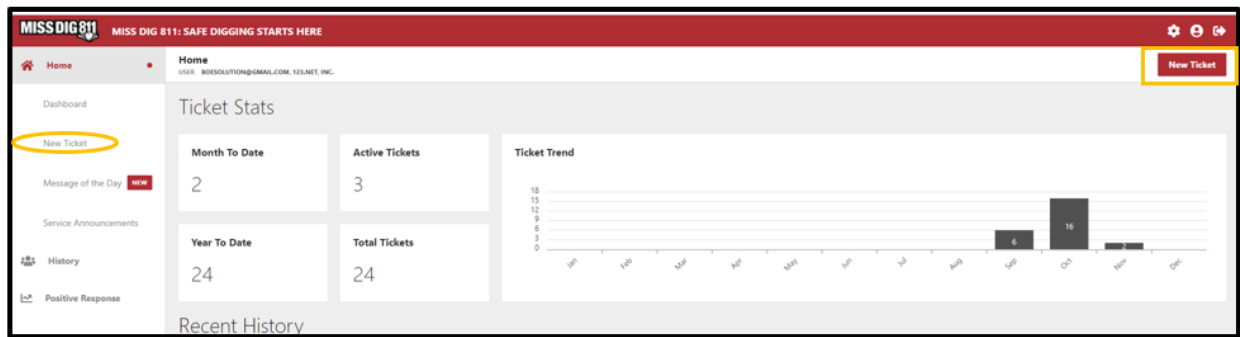
Message of the Day and Service Announcements

MISS DIG 811 will occasionally send messages regarding the system or MISS DIG 811 related information. Look for “New” messages daily.



Creating a New Ticket-Entering Ticket Details

To create a new dig or design ticket, click New Ticket on the Home page.



Ticket Types and Scope of Work

The first ticket field is the ticket type. There are two main categories of tickets: Dig and Design.

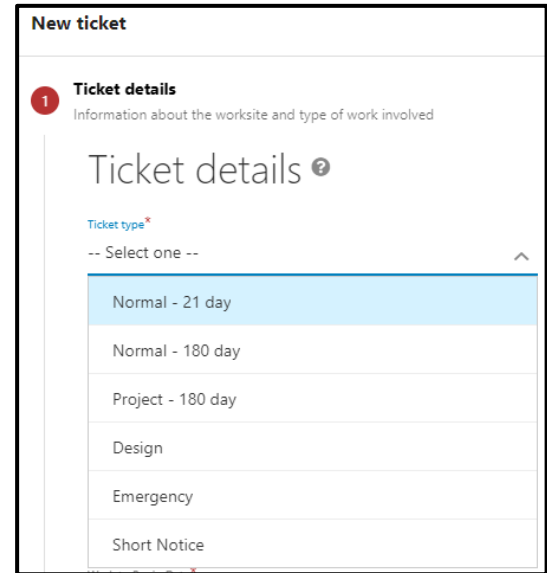
A dig ticket may be placed between three working days and fourteen calendars prior to digging or disturbing the ground. There are multiple types of dig tickets: Normal 21-day, Normal 180-day, Emergency, Short Notice, Concerned Caller, and Damage. An explanation of each ticket may be viewed below.

Design tickets are for the planning phase of a project: Digging may not occur because of a design ticket. Facility owner/operators must respond within 10 working days. The response to a design ticket is not to mark any facilities but to provide general information regarding the location of underground facilities. However, if a facility owner or operator does not have drawings or records that show the location of a facility, the facility owner/operator shall mark that facility under the procedures described in Section 7 of PA 174.

Ticket types are based on multiple factors including the urgency, and duration of the project being performed. New, untrained users have two ticket choices available to them: Normal 21-day (dig ticket) and Design.

Normal 21-day tickets are for jobs that are up to 1,320 linear feet in any direction, with a maximum of 20,000 sq. ft in urban areas. The limit in rural areas is up to 2,640 linear feet in any direction, with a maximum area of 50,000 sq. ft.

Design tickets are for the planning phase of a project. These jobs are not marked by locators. Instead, records or drawings of facilities are emailed to you.



New ticket	
Ticket details Information about the worksite and type of work involved	
Ticket details ?	
Ticket type*	
-- Select one --	
Normal - 21 day	
Normal - 180 day	
Project - 180 day	
Design	
Emergency	
Short Notice	




For users who need access to place tickets for larger jobs, 180-Day tickets, Emergency Tickets, and retransmit tickets, an External Plus account is needed. To obtain an External Plus account, users must fulfill two requirements, which can be completed using one of the following two options:

OPTION 1: Self-Paced Training Path

Complete the OneCallAccess Basic Online Training 2-13-25 & the OneCallAccess External Plus Online Training 2-13-25.


OneCallAccess Training

Ticket Entry Training




OneCallAccess Basic Online Training 2-13-25

Group Assigned




OneCallAccess External Plus Online Training 2-13-25

Group Assigned



OneCallAccess Tutorial Webinar

Group Assigned



OneCallAccess Tutorial Webinar Quiz 07/01/24


Group Assigned

OPTION 2: Instructor-Led Webinar Path

First, complete the OneCallAccess Tutorial Webinar & then take the OneCallAccess Tutorial Webinar Quiz.


OneCallAccess Training

Ticket Entry Training




OneCallAccess Basic Online Training 2-13-25

Group Assigned




OneCallAccess External Plus Online Training 2-13-25

Group Assigned



OneCallAccess Tutorial Webinar

Group Assigned



OneCallAccess Tutorial Webinar Quiz 07/01/24

Group Assigned

****Each individual user must complete the online course in its entirety and create their own distinct login and password. There is absolutely NO SHARING of usernames and passwords. ****



Design Ticket

Type	Description	Urban Limits	Rural Limits
Design	For planning purposes only. Facility information is emailed to the requestor; site is not typically marked.	Up to 2 sq. miles	Up to 2 sq. miles

Dig Tickets

Type	Description	Urban Limits	Rural Limits
Normal 21-Day	21 days or less to complete; most single address tickets will be classified as normal 21-day tickets. May be placed by all users. This is the most common ticket type. No written scope of work guidelines	Up to 1,320 linear feet in any direction, maximum of 20,000 sq. ft.	Up to 2,640 linear feet in any direction, maximum of 50,000 sq. ft.
Normal 180-Day	Jobs that take over 21 days of digging to complete. May be placed by MISS DIG 811 operators or external plus users.	Up to 1,320 linear feet in any direction, maximum of 20,000 sq. ft.	Up to 2,640 linear feet in any direction, maximum of 50,000 sq. ft.
Project 180-Day	Larger jobs that take over 21 days of digging to complete. Written scope of work shown below; may be placed by MISS DIG 811 operators or external plus users.	20,001 – 1,742,400 sq. ft., maximum of 1,320 feet in any direction. Written Guidelines	50,001 – 6,969,600 sq. ft., maximum of 2,640 linear feet in any direction Written Guidelines
Emergency	Requiring a response in less than three working days due to danger to life, health, property, or environment, or to restore governmental services, utility services, or transportation; may be placed by MISS DIG 811 operators or external plus users.	Up to 1,320 linear feet in any direction, maximum of 1,742,400 sq. ft. Written Instructions	Up to 2,640 linear feet in any direction, maximum of 6,969,600 sq. ft. Written Guidelines
Short Notice	Requesting a response in less than three working days but not meeting emergency criteria. This type of ticket is discouraged; it is not legal to dig prior to the work legal start date on the ticket. May be placed by MISS DIG 811 operators or external plus users.	Up to 1,320 linear feet in any direction, maximum of 20,000 sq. ft. Written Guidelines	Up to 2,640 linear feet in any direction, maximum of 50,000 sq. ft. Written Guidelines



Concerned Caller	Placed by a concerned party when excavation is taking place, but no ticket is found; facility owner/operators are not required to post a response.
Damage	For informational purposes only, affected members must still be directly notified of the damage. Contact 911 if there is danger to life, health, or property.

Scope of Work Equivalents

One mile is 5,280 ft.

½ mile is 2,640 ft.

¼ mile is 1,320 ft.

Normal Ticket Polygon Equivalents

Urban - 20,000 Sq. Ft.	Rural - 50,000 Sq. Ft.
1,320 ft. x 15.5 ft.	2,640 ft. x 19.93 ft.
1,000 ft. x 20 ft.	2,000 ft. x 25 ft.
500 ft. x 40 ft.	1,320 ft. x 37.87 ft.
100 ft. x 200 ft.	1,000 ft. x 50 ft.
500 ft. x 40 ft.	500 ft. x 100 ft.
100 ft. x 200 ft.	100 ft. x 500 ft.
90 ft. x 222 ft.	90 ft. x 555 ft.
80 ft. x 250 ft.	80 ft. x 625 ft.
70 ft. x 285 ft.	70 ft. x 714 ft.
60 ft. x 332 ft.	60 ft. x 833 ft.
50 ft. x 400 ft.	50 ft. x 1,000 ft.
40 ft. x 500 ft.	40 ft. x 1,250 ft.
30 ft. x 665 ft.	30 ft. x 1,666 ft.



Written Scope of Work Guidelines

Urban Areas

- One street per ticket
- Divided roads: traffic-bound in each direction on a separate ticket.
- Up to 200ft radius of intersections
- Up to 10 addresses per ticket within 1,320 linear ft.
- Up to 5 buildings within 1,320 linear ft.

Rural Areas

- One street per ticket
- Divided roads: traffic-bound in each direction on a separate ticket.
- Up to 200ft radius of intersections
- Up to 10 addresses per ticket within 2,640 linear ft.
- Up to 5 buildings within 2,640 linear ft.

Signage Scope of Work

Tickets should include the following:

Single Location

- A polygon that accurately depicts the precise dig location. GPS coordinates of the sign location may be used to pinpoint its precise location on the map.
- A description of the location. This may be a wooden stake, existing sign, paint, or other identifiable mark. This information may be entered in the "Is the area pre-marked?" field or written in the Remarks field. This is not necessary if the polygon accurately describes the dig location (not oversized).
- If the polygon is precise and is an accurate depiction of the dig location, enter SEE POLYGON in the Remarks field.
- The approximate distance the sign is from the nearest intersecting roads, address, AND which side of the road it is located on. This is not necessary if the polygon accurately describes the dig location (not oversized).
- Up to a 20ft radius may be requested of the sign location using the polygon or a written description if the polygon is oversized.

Multiple Sign Locations

The map allows up to a maximum of 15 polygons to be drawn on the map of a single ticket. When multiple sign locations are requested on a single ticket, multiple polygons that accurately reflect the sign locations or an oversized polygon. If an oversized polygon is drawn to cover multiple locations, you are required to provide a written description of each sign location.

- A polygon that covers all sign locations.
- A description of each location. This may be a wooden stake, existing sign, paint, or other identifiable mark. This information may be entered in the “Is the area pre-marked?” field or written in the Remarks field.
- The number of locations (not approximate number) on each side of the road is required.
- The approximate distance of each sign location from the nearest intersection roads, address, or from a previously noted location AND which side of the road it is located on.
- Up to a 20ft radius may be requested around each location.

ACCEPTABLE WRITTEN INSTRUCTIONS

- LOCATE 10FT RADIUS OF 3 WOODEN STKS LOC 1) 500FT N OF MAIN ST ON E SD OF PARK AVE LOC 2) 700FT N OF MAIN ST ON W SD OF PARK AVE LOC 3) 500FT N OF LOC 2
- LOCATE 10FT RADIUS OF 5 WOOD STKS LOC ON E SD OF RD FIRST STK IS LOC APX 550FT S OF MAIN ST. REMAINING 4 STKS CONTINUE SOUTH APX EVERY 550FT

NOT ACCEPTABLE

- LOCATE 10FT RADIUS OF WOOD STK LOC BET 500FT & 600FT S OF MAIN ST ON E SD OF PARK AVE (*MISSING PRECISE LOCATION OF WOOD STK*)
- LOCATE 10FT RADIUS OF STAKES, SIGNPOSTS AND PAVEMENT PAINTED WHITE ON BTH SDS OF PARK AVE BET MAIN ST & ELM ST (*MISSING PRECISE LOCATION OF EACH STK, SIGNPOST OR PAINT MARKING, THE NUMBER OF LOCATIONS, AND SIDE OF ROAD*)
- LOCATE BTH SDS OF PARK AVE BET MAIN ST & ELM ST (*MISSING PRECISE LOCATION(S)*)

Sign locations must be marked prior to submitting a locate request. Signs may be identified with white or brown paint, an existing sign or stake with ribbon, or other identifiable marking. Do not use utility or survey colors.

If a map of the work location is available, indicate that in the Remarks field.

****The Remarks field is limited to 400 characters. The remarks field is used for the original ticket and any subsequent retransmits. Do not exceed 300 characters on the original ticket. DO NOT REMOVE ANY INFORMATION IN FROM PREVIOUS VERSIONS OF THE TICKET. ADD NEW INFORMATION TO THE TOP OF THE REMARKS FIELD. ****



Type of Work and Activity

The type of work drop-down menu contains a list of work categories including CATV, Construction, Driveway, Electric, Groundwork, Sewer, Telephone and more. The activity list is populated based off the type of work chosen. For example, if Sewer was chosen as the work type, the user would have a variety of activities related to sewer to choose from including Septic System, Service Install, Catch Basin.

If multiple work types and/or activities are being performed, additional ones may be written in the Remarks field prior to submitting the ticket.

Type of work*

Sewer

▼

Activity*

Main Repair

▼

Excavation Method and Depth

Choose the excavation method that best describes the work. An explanation of excavation methods can be found on the Excavation Pros Reference Material page on the MISS DIG 811 website.

Choose the maximum depth of digging.

Excavation method*

Vacuum Excavation

▼

Excavation depth*

24in to 48in

▼



Ticket Dates

There are four dates that are displayed on every ticket. Work to Begin Date and Work Completion Date are inputted by the user. The Work Legal Start Date and Work Expiration Date (Ticket Expiration) are calculated based on the ticket type, work to begin date inputted and PA 174 requirements.

An excavator may choose a Work to Begin Date between 3 working days and 14 calendar days from the date the excavator places the ticket. Choose a begin date that accurately reflects the expected excavation date. It is not recommended to use the default setting of 3 working days if your work will not begin at that time.

Work to Begin Date- The date the user will begin digging or planning.

Work Completion Date- The date the user expects to complete digging or planning.

Work Legal Start Date- This is auto-generated based on the ticket type and the chosen Work to Begin Date. This is the date the ticket becomes active and digging may commence following PA 174 requirements.

Work Expiration Date (Ticket Expiration)- The date the ticket expires based on the ticket type, Work to Begin Date and/or the Work Legal Start Date and PA 174 requirements.

User Reference- The user may include internal reference information, such as a job number or customer name. This field is optional.

Working on Behalf of & Name of Utility/Authority

When the user is performing work for a MISS DIG 811 Member, such as a utility company or municipality, *Local Government* or *Utility* may be chosen from the drop-down menu. *Other* is chosen when work is not being performed for a MISS Dig 811 Member.

Name of Utility/Authority provides the user with a list of municipalities or utility companies based on the answer to the Working on Behalf of. If *Other* was selected, Contractor (subcontractor), Homeowner, or Other Business are the selections.

The screenshot shows a web form with a dropdown menu titled "Working on behalf of". The selected option is "Utility". Below this, there is a label "Name of utility/authority*" and a dropdown menu with the text "-- Select one --". A list of utility companies is displayed below the dropdown menu, with "PRESQUE ISLE ELECTRIC & GAS CO-OP, INC." highlighted in blue. The list includes:

- PARISH COMMUNICATIONS
- PENINSULA FIBER NETWORK, LLC
- PIGEON TELEPHONE
- POINT BROADBAND FIBER HOLDING, LLC
- PRESQUE ISLE ELECTRIC & GAS CO-OP, INC.
- PRESQUE ISLE HARBOR WATER COMPANY
- SAND CREEK TELEPHONE
- SEMCO ENERGY



Onsite Contact Company, Name, and Phone

Onsite Contact Company (excavator doing work) is pre-populated from the company field in the User's Profile. This field may be edited. Enter the company or person performing the work if the company pre-set into the field is incorrect. Only one company name can be entered per ticket.

Onsite Contact Name & Phone- When there is an additional contact person, other than the user, enter their contact details.

Require a Private Locate?

Public facility providers mark their lines through the MISS DIG 811 process. It is the responsibility of the excavator to ensure private lines are marked prior to digging. This may include lines to outbuildings, outdoor lighting on residential lots or private lines on school or hospital campuses, churches, or shopping centers.

Choosing Yes will send the ticket to a private locating company(s) in the area who are MISS DIG 811 members. The private locating company will reach out to the excavator with more information regarding their service. Private utility locating is a fee-based service. Clicking Yes is not a contract for service.

Is the area pre-marked?

If the excavator has marked the dig site prior to submitting a dig notice, that may be indicated by choosing from the drop-down menu.

Outdoor Pet on Property?

Outdoor pets may interfere with the locator's ability to access or mark a site. If there is an outdoor pet on the property, click Yes. The locator can contact the property owner prior to entering the property to ensure their safety.

Work is in a Body of Water?

Clicking Yes to working in a body of water will alert the facility owners that additional contact or coordination may be required to mark the site.

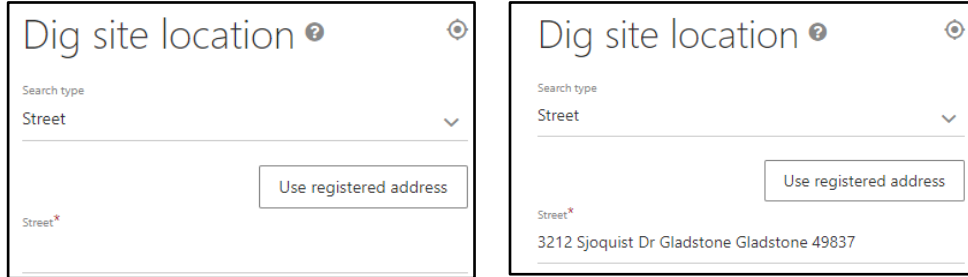
Creating a new ticket-Mapping the Work Location

A polygon is drawn to depict the work location. The polygon size is limited by the ticket type chosen. There are three ways to search for the work location on the map.

Finding the work location-Performing a Search

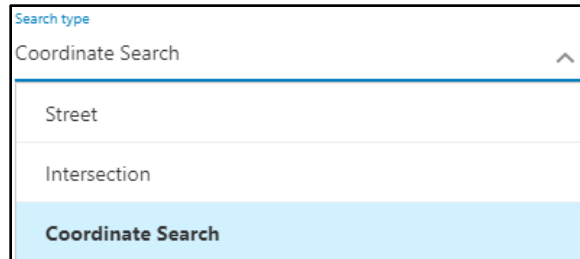
Street- To find the location using an address or street. Enter the address including the address number, street, city/township/village. Choices may appear under the Street field. Click on the appropriate choice or click Search.

***If you are doing work at the address saved in the User Profile Setting in your account, you can click on the button “Use Registered Address” and the saved address will be populated into the street field. Once the address is populated in the Street field, a blue target will display the searched for results on the map.



Intersection- Search for the work location using a nearby intersection. Enter the intersecting roads in the First Street and Second Street fields. Enter the city/township/village in the Town/City field and click SEARCH.

Coordinate Search- GPS coordinates. Enter the coordinates as shown (ex: 32.771909, - 117.224812) and click Search.



The map will populate upon performing a search. If the work location is not viewable on the map, the map may be moved or zoomed for a better view.

To move the map, click and hold the left clicker, dragging the map to the desired location. Release the left clicker to discontinue moving the map.

Zooming may be performed by the mouse wheel or clicking the +/- icon on the upper left side of the map.


Mapping the Work Location

The work location is mapped and sent to facility owners/locators as part of all dig and design requests. Mapping the work location is done by drawing a polygon(s) over the dig site.


The polygon(s) must cover the entire dig site and be as precise and accurate as possible. This information is used by facility owners/locators to locate and mark their facilities at the indicated dig site. Inaccurate polygons may prevent the dig site from being marked.

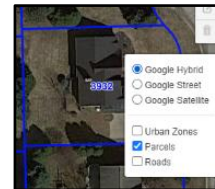
Member facility owners are notified based on the location of the polygon(s). If the polygon does not cover the entire dig site, the system may fail to notify the correct facility owners of your job.

Mapping Tools


Map Layers- Google Hybrid is the default map layer. To view other layers that will assist with finding the work location, click on the layer icon  located in the upper right side of the map.

The parcel layer will display parcel information and aid in locating addresses.

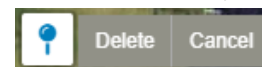
Ruler- To measure, click on the protractor  symbol. Click on the map to begin measuring. Drag the mouse to the desired location. Click to change directions, if needed. The distance will appear in footage as the mouse is moved along the map. Double click to discontinue measuring.



Push Pin- Push pins may be set on the map as placeholders. **Pins are for the excavator's use only and are not transmitted with the ticket.** Facility owners/locators do not see the pins placed on the map. The user may perform multiple searches without losing previous search data by setting pins to mark reference points.

To pin locations on the map, click on the Push Pin icon  to activate. A red push pin will appear at the end of the mouse cursor. Click on the map at the desired location(s) to place the pin(s).

When finished pinning the location(s), click Cancel to deactivate the push pin tool or click on another tool to begin using the next tool. To delete a push pin on the map, click on the Push Pin icon, click Delete and select the desired push pin to be removed.



Polygon- The polygon tool is the standard drawing tool. Click the polygon icon.




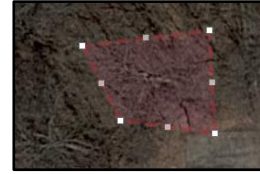
Click on the map to begin drawing. Click to change directions. To complete drawing, click on the beginning point.

Circle- The circle tool may be used to draw a circle around an object. Click the circle icon.

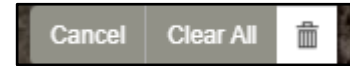


Click and hold the left clicker on the mouse. Drag the mouse to the desired location and release the left clicker.

Edit- To edit the polygon, click the edit icon.  White points will appear around the polygon. Click on a point to adjust the size and shape. When resizing is complete, click *Finish* to save the changes. Click *Cancel* to exit the edit function without saving.



Delete- To delete the polygon and measurements, click the trash icon, then click *Clear All*.



Covering the Dig Site with a Single Polygon

Most job sites can be represented with a single polygon. To create a polygon, select either the polygon or circle tool to activate it.



Two drawing tools are available for covering the work location, the polygon tool and circle tool. A drawing tool must be selected (activated) prior to creating a new shape.



Polygon Tool- The polygon tool is the more versatile drawing tool as it can be used to draw most shapes. Once the tool is activated, click on the map to begin drawing. Move the mouse to each corner of the shape and click to change directions. To complete drawing, click on the beginning point.



Circle Tool- Is best suited for creating a circle around smaller or circular objects. Once the tool is activated, click at the center of the desired object. Hold the left clicker on the mouse and drag the mouse to the desired location and release. Be sure to read the measurement of the circle. If it is measuring in diameter, the total diameter must be doubled to equal the radius of the object.

The polygon should cover the dig site completely while being as precise as possible. Drawing an oversized polygon is discouraged. If an oversized polygon is necessary, a description of the precise dig site within the polygon must be written in the Additional Information-Remarks field at the bottom of the ticket.

Below are a few examples of tickets completed with a single polygon.

Example 1

The replacement of a driveway and sidewalk to the home.



Example 2

A stretch of road that is being replaced.



Example 3

The removal of a tree, roots, and stump grinding.



Creating Multiple Polygons

Multiple polygons may be created for jobs with multiple dig sites. Up to 15 polygons may be created per ticket.

To create a polygon, select either the polygon or circle tool.



Polygon Tool- The polygon tool is the more versatile drawing tool as it can be used to draw most shapes. Once the tool is activated, click on the map to begin drawing. Move the mouse to each corner of the shape and click to change directions. To complete drawing, click on the beginning point.



Circle Tool- Is best suited for covering a dig site that is around smaller or circular objects. Once the tool is activated, click at the center of the desired object. Hold the left clicker on the mouse and drag the mouse to the desired location and release. Be sure to read the measurement of the circle. If it is measuring in diameter, the total diameter must be doubled to equal the radius of the object.

After the first shape is drawn, click either the polygon or circle tool to activate it and draw the next shape on the map. Repeat the process for each additional shape. Each polygon should cover the associated dig site completely while being as precise as possible.

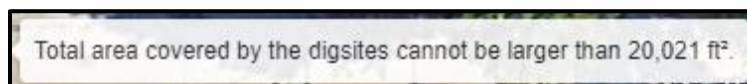
Drawing an oversized polygon is discouraged. If the polygon(s) cover areas outside/beyond of the proposed dig site, a description of the precise dig site must be written in the Additional Information-Remarks field at the bottom of the ticket.

Each polygon created is assigned a number. Up to 15 polygons may be created per ticket. When more than one polygon is created on the map, an area highlighted in blue will appear that connects the polygons. The blue highlighted area, or bounding geometry, is used to calculate the total area of the job.

***The red polygons determine which facility owners receive the request, and which areas are to be located. The blue shape is not a work location polygon and is not used by facility owners/locators to determine the dig site. ***

The measurement/area of each circle/polygon and the total area of the job may be viewed in the Dig Site Location section. This will include the diameter of a circle, the area of a polygon, and the total area of the blue highlighted area.

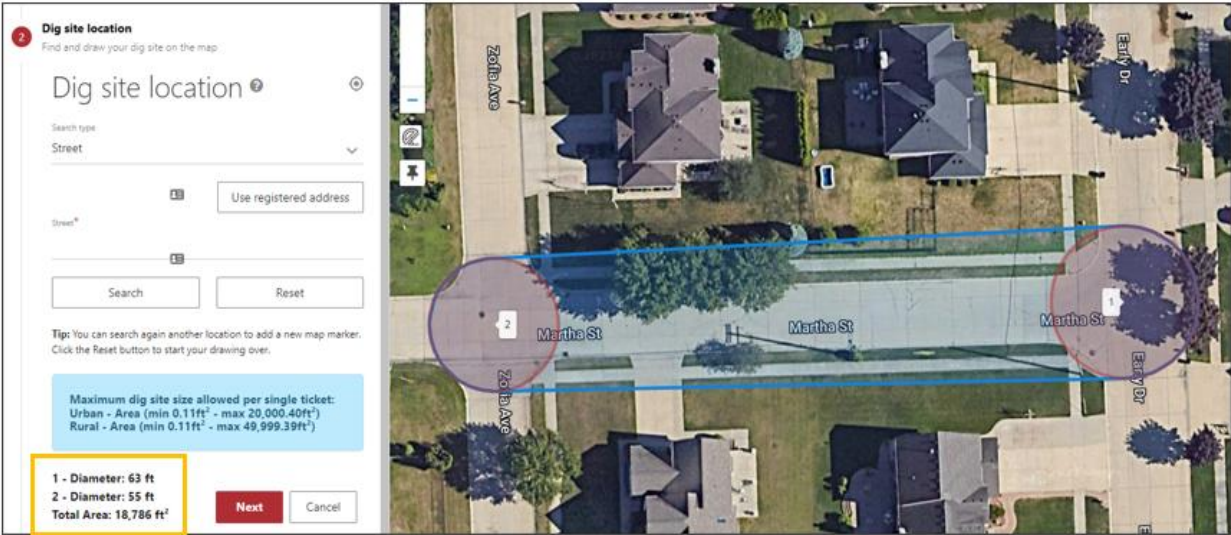
If the area highlighted in blue does not meet the size requirements for the ticket type selected and work zone, an error will appear on the screen indicating the error.



Below are examples of tickets created with multiple polygons.

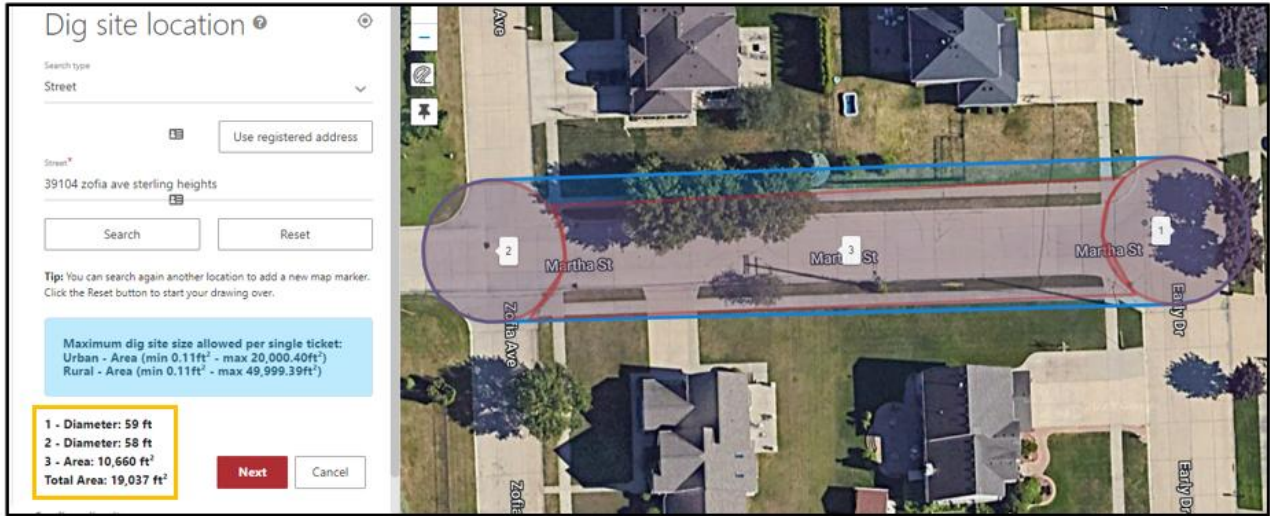
Example 1

The reconstruction of two intersections.



Example 2

Road Reconstruction Including Intersections



Example 3

Installing multiple mailboxes.

Search type

Street

Use registered address

Street*

Sandhurst Dr Grand Blanc 48439

Search

Reset

Tip: You can search again another location to add a new map marker. Click the Reset button to start your drawing over.

Maximum dig site size allowed per single ticket:
Urban - Area (min 0.11ft² - max 20,000.40ft²)
Rural - Area (min 0.11ft² - max 49,999.39ft²)

1 - Diameter: 12 ft

2 - Diameter: 13 ft

3 - Diameter: 13 ft

4 - Diameter: 12 ft

Total Area: 2,165 ft²

Next

Cancel

Example 4

The front yard at two addresses.

11/21/25

OCA Ticket Actions Guide

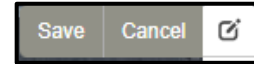
Page 26 of 51

Editing and Deleting the Polygon/Circle

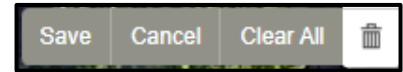
To edit a polygon, click the Edit icon located just above the trash can icon on the upper right side of the map.



White edit points will appear around the polygons on the map. Click on a point to adjust the size and shape. When resizing is complete, click *Save* to save the changes. Click *Cancel* to exit the edit function without saving.



To delete polygons on the map, click on the Trash Bin icon and select the desired polygon(s) to be removed. Click *Save* next to the Trash Bin icon to save the changes made.



If a polygon was removed by mistake or is needed, click *Cancel* to restore the polygons and map to the former state.

If all polygons needed to be removed, click *Clear All* to remove all the polygons and clear the map.





Confirm Dig Site

Enter the location of the dig site. The information entered in the Dig Site Location section for finding the dig site does not always auto-populate into the Confirm Dig Site section. The information entered in the Confirm Dig Site section is included on the ticket. Be sure the streets, addresses, city/town are relevant to the work location.

Street- Enter the address or addresses. If work does not take place at an addressed location, enter the nearest street to the dig site.

Town/City- Enter the city, township, or village of the work location.

County- Enter the name of the county of the work location.

Nearest Cross Street- Enter the nearest cross street to the work location.

2nd Nearest Cross Street- Provide another near cross street. This field is optional but encouraged.

Lot Number/Subdivision Name- Enter lot numbers or a subdivision name, when applicable.

Click NEXT.

Additional Information

The additional information section contains the Remarks-Additional Details field. Enter information not previously included on the ticket in the Remarks field; this may include driving instructions, additional work types, excavation methods, or any information necessary to aid the facility owners/operators in responding to the ticket.

If the polygon is overdrawn (covers more than the precise dig site), a written description of the dig site must be provided in the Remarks field. Facility owners and locators benefit from additional details in this field, especially if the worksite is difficult to locate. Please consider including relevant information in this field. If the polygon accurately and precisely depicts the work location, you can enter "**See Polygon**". If written instructions are provided, they may only include areas within the drawn polygon for this ticket.

Tick Box- Read the information and click in the box to agree to the terms prior to submitting a ticket.

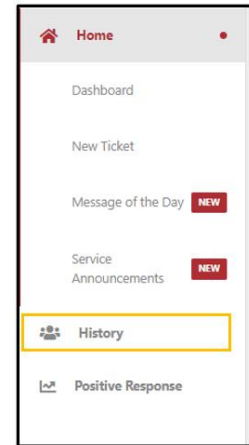
Click Submit.

The ticket details appear on the screen along with the members who will receive the ticket. An email confirmation of the ticket is sent to the user's email address upon submitting a ticket.

Ticket History

Ticket history may be viewed by clicking History on the left side of the Home page.

A search may be conducted by using a ticket number, town/city, date, ticket type, or user reference.



To search by date, choose a beginning and ending date range and click Submit. When searching by any other criteria, a valid date is required for the search.

Created date

Jan 02 2023

×

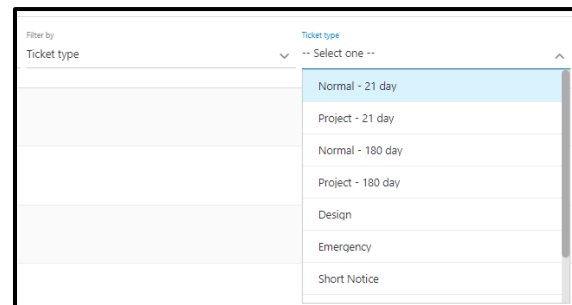
Jan 15 2023

×

Export

Search

To search by Ticket Number, Ticket Type, or User Reference, choose the appropriate category from the Filter By drop down menu and enter the details in the next field. Click Search



Search results will be displayed on the screen. Click on the desired ticket to bring up the ticket details.


Normal - 180 day

2021121200035-000

922 River St Alpena

Actions

✕



1

Ticket details

Information about the worksite and type of work involved

Ticket details

Work site address:

922 River St Alpena

Affected Members

Your MISS DIG 811 Ticket has been submitted.

Shortly you will receive an email confirming your ticket listing the utility owners who will respond to you regarding the location of their facilities.

If you do not receive a confirmation email for this ticket, please contact the call center by calling - 1 800-482-7171

Important Refer to the web site for guidelines and details - <https://www.missdig811.org>

Remember - Do not proceed with your work until ALL utility owners listed have either marked the location of their facilities, OR provided you information about the location of their assets, OR have provided you with a clearance to dig.

CLOSE

CORCOMFBR

Cornier Communications Fiber

Fiber Optics

Notification Sent

GRUZFBR

Gruzewski Fiber

Fiber Optics

Notification Sent

GRUZX

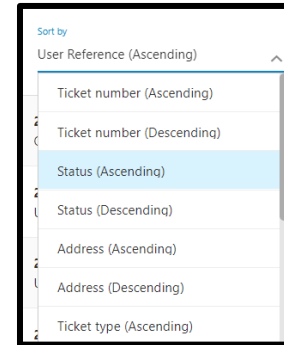
Gruzewski Fiber

EXPT

Notification Sent



Tickets can be sorted by ticket number, status, address, ticket type, submit date, work to begin date or user reference by choosing from the *Sort By* drop down menu.



Export Tickets

Ticket history information can be exported into a CVS file. A search may be conducted by using a ticket number, town/city, date, ticket type, or user reference.

- 1) To search by date, choose the beginning and ending date range and click Search. **When searching by any other criteria, a valid date is required for the search or date criteria may be removed by clicking the “x” next to the date fields.**

- 2) To search by Ticket Number, Ticket Type, or User Reference, choose the appropriate category from the Filter By drop down menu and enter the details in the next field. **When searching by any of the above criteria, a valid date is required for the search.**
- 3) Click *Search*
- 4) Search results will be displayed on the screen.
- 5) Once the searched for tickets are displayed, click Export to download a CSV file.
- 6) Open the file to view ticket information from all displayed searched for tickets in an Excel Spreadsheet.
- 7) The CSV file will contain the ticket and revision number, the username of the person that placed the ticket, user reference, a previous ticket number if the ticket was created by using the copy or continue action from a previous ticket and work site location details.



Positive Response

Positive Response is a system used to relay the status of a ticket. Facility owners are required to post a response for all dig tickets regarding the marking of their facilities. Excavators are required to check Positive Response prior to digging.

Facility owners/operators are required to provide a response to design tickets, but it is not mandatory that the response is posted in Positive Response.

View Positive Response

Log into your OCA Account. Once logged in, you will need to find the ticket either in the Recent History section on the OCA Homepage or in the History Tab. Please keep in mind that the Recent History section shown on the OCA Homepage only shows the 5 most recent tickets placed, including retransmits. All tickets placed on the account can be found and viewed in the History Tab. To view the History tab, click on the History button located in the dashboard on the left-hand side of the screen.

Ticket ID	Address	Type	Status	Submitted	Work to Begin	User Reference
2025042300014-000	HEALY AVE, Detroit, MI 48224	Emergency	Original	Submitted 26 days ago	Work to Begin 26 days ago	User Reference -
2025042300012-000	1234 VALLEY CREEK DR, INLAND TOWNSHIP, MI	Type Normal - 21 day	Status Original	Submitted 26 days ago	Work to Begin 27 days ago	User Reference -
2025042300011-000	TELEGRAPH RD, Redford Township, MI 48239	Type Normal - 21 day	Status Original	Submitted 26 days ago	Work to Begin 27 days ago	User Reference -
2025042300010-000	TELEGRAPH RD, Redford Township, MI 48239	Type Project - 180 day	Status Original	Submitted 26 days ago	Work to Begin 27 days ago	User Reference -
2025042300008-000	39158 Eary Dr, Sterling Heights, MI 48313	Type Normal - 21 day	Status Original	Submitted 26 days ago	Work to Begin 27 days ago	User Reference -

In the History tab, a search may be conducted by using a ticket number, town/city, date, ticket type, or user reference. Tickets may also be searched for by using the map view, which can be accessed using the filter next to the Search button.

Please keep in mind that only tickets created between today and yesterday will be shown by default when first viewing the history tab. You will need to either select a different date range or click the X on both the beginning & ending date fields and then click the search button to the right.

Sort by: -- Select one -- | Filter by: Ticket number | Ticket number: | Town/City: | Created date: May 28 2025 X May 29 2025 X | Export | Search



The status bar shows the number of current responses out of the total number of facility owners notified, and the colors represent the number of responses received.

Grey – No Responses received

Yellow – Shows increased progress as responses are received

Green – All members notified of the request have responded

** Excluded members are not counted in the total number of responses.

Sort by	Filter by	Ticket number	Town/City	Created date					
-- Select one --	Ticket number			May 22 2025	May 29 2025	Export	Search		
2025052900002-000				Type: Project - 180 day	Status: Destroyed Markings	Submitted: 2 days ago	Work to Begin: 2 days ago	User Reference: 25-1795 Smith Ottawa St to Patterson Ave	
Smith St, Bay City, MI 48706									
10 / 10 Received									
2025052800003-000				Type: Normal - 180 day	Status: Destroyed Markings	Submitted: 2 days ago	Work to Begin: 2 days ago	User Reference: 25-1795 Patterson Ave	
Patterson Ave, Bay City, MI 48706									
10 / 10 Received									
20250527000010-000				Type: Project - 180 day	Status: Destroyed Markings	Submitted: Today	Work to Begin: Today	User Reference: 1758 Grand River & National St	
N National St, Howell, MI 48843									
1 / 10 Received									
2025052700004-000				Type: Project - 180 day	Status: Destroyed Markings	Submitted: Today	Work to Begin: Today	User Reference: 1758 Grand River & National St	
N National St, Howell, MI 48843									
1 / 11 Received									

Once the ticket has been found, click on the ticket to view the ticket's positive response. Positive Response for each ticket is located under the Affected Members section on the right-hand side of the ticket details. Click on each facility name to view the response code & its full description as well as their notes and a history of their response codes, including all revisions. You can download this information by clicking the download button in the upper right-hand corner. Here you can choose whether you'd like the latest responses or the full history of responses from the facility owner or their locator as well as the ticket confirmation sheet as a pdf file.



Project: 180 day

Smith St, Bay City, MI 48706

Download

Actions

New Ticket

Ticket details

Information about the worksite and type of work involved

Ticket details

Work site address

Smith St, Bay City, MI 48706

Status

Destroyed Markings

Ticket created on

05/27/2025 - 07:51:26 am

Last updated/modified date

05/27/2025 - 07:51:41 am

Ticket type

Project - 180 day

Type of work

Road Work

Activity

Road Reconstruction

Excavation method

Not Known

Excavation depth

Not Known

Affected Members

Your MISS DIG 811 Ticket has been submitted.

Shortly you will receive an email confirming your ticket listing the utility owners who will respond to you regarding the location of their facilities.

If you do not receive a confirmation email for this ticket, please contact the call center by calling +1 800-482-7171

Important: Refer to the web site for guidelines and details - <https://www.missdig811.org>

Remember - Do not proceed with your work until ALL utility owners listed have either marked the location of their facilities, OR provided you information about the location of their assets, OR have provided you with a clearance to dig.

CLOSE

Responses Received 7 / 7

AT&T

AT&T TELEPHONE

Telephone

Manual Retransmit

Responses 2

Latest Response 002

Received 05/27/2025

05/27/2025 - 10:18:49 am

assigned by USMC

Code: 002

Full description: Dig with caution following IR 174 requirements. Facilities have been marked.

Notes: 2025/05/27 10:14 polygon is marked

05/27/2025 - 07:55:26 am

assigned by MISS DIG 811

Code: 000

Full description: Utility is yet to provide a suitable response code for this revision.

Notes: Utility is yet to provide a suitable response code for this revision.

06/11/2025 - 08:16:41 am

assigned by USMC

Code: 002

Full description: Dig with caution following IR 174 requirements. Facilities have been marked.

Notes: 2025/06/17 08:15 Marked entire scope

06/15/2025 - 07:33:34 am

assigned by MISS DIG 811

Code: 000

Full description: Utility is yet to provide a suitable response code for this revision.

Notes: Utility is yet to provide a suitable response code for this revision.

BAYCLPELE

BAY CITY LIGHT & POWER ELECTRIC

Electric

Manual Retransmit

Responses 2

Latest Response 001

Received 05/27/2025

BAYCLPWTR

BAY CITY LIGHT & POWER POTABLE WATER

Potable Water

Manual Retransmit

Responses 2

Latest Response 001

Received 05/27/2025

BAYCLPSANI

BAY CITY LIGHT & POWER SANITARY SEWER

Sanitary Sewer

Manual Retransmit

Responses 3

Latest Response 001

Received 06/08/2025

11/21/25

OCA Ticket Actions Guide

Page 33 of 51



Positive Response Codes

An explanation of each positive response code may be found on the Excavator Pros Reference Materials page on the MISS DIG 811 website or below.

Normal 21-Day, Project 21-Day, Normal 180-Day, Project 180-Day, Short Notice, Emergency, Unmarked Facilities, Additional Assistance, and Destroyed Markings	
001 – NO CONFLICT	Dig with caution following PA 174 requirements: Facility is outside of stated area/scope of excavation.
002 – MARKED	Dig with caution following PA 174 requirements: Facilities have been marked.
003 – NOT COMPLETE	Do NOT dig: Locating was not completed because more time is needed; coordination or assistance required to complete the locating of the facility.
004 – MARKED UTILITY REQUIRED ONSITE	Dig with caution following PA 174 requirements: Facility owner/operator required to be on-site when excavating within the noted scope of work for this specific facility.

Design (Positive Response by member not required)	
201 – NO FACILITIES IN DRAWN POLYGON	No facilities in mapped/drawn polygon
202 – TASK COMPLETED	Facility owner/operator sent record drawings to design
203 – MARKING REQUIRED	As designed in PA 174 Section 6a paragraph (3)

Auto-Responses (System-Generated): Design

204 – DESIGNING NEAR MDOT R-O-W	Review the right-of-way maps here . If project encroaches MDOT property, contact the appropriate Transportation Service Center (TSC) for MDOT infrastructure information. Current TSC maps and contacts .
--	---

Auto-Responses (System-Generated): Normal 21-Day, Project 21-Day, Normal 180-Day, Project 180-Day, Short Notice, Emergency, Unmarked Facilities, Additional Assistance, and Destroyed Markings



000 – RESPONSE PENDING	Do not dig: Legal start date and time has not started. This is a system-generated response.
010 – EXEMPT FROM MARKING	Dig with caution following PA 174 requirements. As defined in PA 174 Section 460.727 Sec. 7 (9). This is a system-generated response.
011 – NO MEMBERS IN WORK POLYGON	Dig with caution following PA 174 requirements. There are no member facility owner/operators to notify in the drawn polygon. This is a system-generated response.
012 – POSSIBLE ABANDONED FACILITY	Dig with caution following PA 174 requirements. There may be an abandoned facility in the proposed excavation area. This is a system-generated response.
013 – CANCELED TICKET	Do not dig. The dig notice was canceled. This is a system-generated response.
020 – WORKING NEAR MDOT R-O-W	Dig with caution following PA 174 requirements. Review the right-of-way maps here . If project encroaches MDOT property, contact the appropriate Transportation Service Center (TSC) for MDOT infrastructure information. Current TSC maps and contacts .
999 – HAS NOT RESPONDED	Do not dig: Facility owner/operator did not provide a response by the response due date and time. Retransmit ticket for unmarked facilities. This is a system-generated response.

Private Locator Responses

301 – CONTACTED REQUESTOR	No locate performed
302 – CONTACTED REQUESTOR	Locate performed

Excavator Positive Response Check

Excavators required to check off a box on Positive Response page before placing a RXMT to confirm they checked before beginning per PA 174



Ticket Actions

After a ticket is submitted, circumstances may require a ticket to be canceled, updated, or retransmitted. This guide provides instructions to perform each action. The actions contained in this manual are currently available in the OneCallAccess system (OCA). Additional actions may be added in future OneCallAccess updates.

Retransmitting a Ticket

A ticket may be retransmitted because of marking issues only at this time. Retransmitting a ticket does not change the ticket number. Retransmitting a ticket results in an update to the version or revision number. The revision number is found after the dash at the end of the ticket number. An example of an original ticket number is 2021112000003-000. No revision exists on an original ticket, so the revision number is -000. The first revision would result in a change to the version or revision number 202111200003-001.

A revision number must be entered if the retransmit is for a NOW ticket, meaning that the crew is on site or en route for Unmarked Facilities or Additional Assistance or if specific staking information is entered. A revision number will be entered as -001, -002 and so on depending on what revision number this is to the ticket. To determine which revision number should be entered, look at the last three digits of the ticket number after the dash and the revision number entered will be the following sequence. For example, if the ticket number ends in -000 then the revision number entered will be -001.

Tickets with erroneous information may not be retransmitted to correct the issue. To correct an error, the ticket is canceled and replaced. A ticket may be canceled up to the legal start date on the ticket.

Updating the field contact information or adding details to aid the locator in finding or accessing the site is acceptable when retransmitting a ticket. This information may include driving instructions, an access point to the dig site, or gate code. Updates to the type of work, activity, or work location are not acceptable. These changes would require a replacement ticket.

Positive Response must be reviewed prior to transmitting a ticket for Unmarked Facilities, Destroyed Markings, or Additional Assistance. Specify which facility owners/operators are required to respond to the request based on positive response postings and field conditions. It is not acceptable to request a response from all facility owners/operators as a replacement for checking positive response.

A ticket may be retransmitted after the work legal start date of the most recent revision of the ticket. The work legal start date can be found on the ticket.



Destroyed Markings

When markings are removed, destroyed, or are no longer visible or reliable, a ticket may be retransmitted for destroyed markings. Facility owners are required to respond within 24 hours on business days.

WHO: All Users of the system

WHEN: Between the Work Legal Start Date up to 24 business hours before the ticket expiration date/time.

PROCEDURES

- 1) If the ticket is one of the last five tickets placed, click on the ticket under Recent History on the Home page of OCA to display the ticket.
- 2) Click History to search for the ticket if it is not found in recent history.
- 3) Enter the ticket number with the most recent revision number, and the date (or date range) the most recent revision of the ticket was placed.

Submit Date	Ticket Start Date	User Reference
11/18/2021 - 10:45:48 am	11/23/2021	-

- 4) Click search.
- 5) Click on the ticket to display the ticket details.
- 6) Click Actions on the upper right side of the page.
- 7) Choose Destroyed Markings – a box will appear with a list of all members notified on the request. The list will include the Station Code on the ticket, their latest Response Code, and the date/time of the latest Response.

- 8) **THIS IS NOT A REPLACEMENT FOR CHECKING POSTIVE RESPONSE. YOU ARE STILL REQUIRED TO CHECK POSTIVE RESPONSE AND VIEW EACH RESPONSE FROM EACH MEMBER NOTIFIED ON THE REQUEST.**

- 9) Check the box next to the facility that is needed to respond to the retransmit, you are required to check Positive Response to determine which members are needed. If all facilities are needed, check the box at the top next to Select All Station. You may select multiple members at a time if needed.

Station Name	Station Code	Response Code	Received Date
CLOVERLAND ELECTRIC COMPANY ELECTRIC	CLOVER	-	-
GREAT LAKES WATER AUTHORITY POTABLE WATER	GLWAWTR	999	11/02/2023
Gruzowski Fiber	GRUZFBR	999	11/02/2023
PelicanCorpTest1	PCT1	999	11/02/2023
PelicanCorpTestMS	TESTMS	999	11/02/2023
STEPPE CONATION LANDFIL LLC	STPPCON	999	11/02/2023



- 10) Once the member or members have been selected, click Continue to open the ticket.
- 11) Enter a Work Completion Date. This should not be dated after the expiration date of the ticket.
- 12) Review the field contact. Adjust as necessary.

13) In the Remarks-Additional Details Field:

- If the chosen Work to Begin Date is NOW then the request will be submitted as a NOW retransmit, in the Remarks field enter the revision number and the crew status: CREW ON SITE or CREW EN ROUTE.
- If the chosen Work to Begin Date has been changed, the revision number and crew status are not needed.

You may include pertinent information regarding the area needed if the entire area within the polygon or written description is not needed. **DO NOT REMOVE ANY INFORMATION FROM PREVIOUS VERSIONS OF THE TICKET. ADD NEW INFORMATION TO THE TOP OF THE REMARKS FIELD. Please use the MISS DIG 811 approved abbreviations list located on the Excavator Pros Reference Material page on the MISS DIG 811 website or at the bottom of this guide.** There is a limit of 400 characters.

- If the chosen Work to Begin Date is NOW, provide the revision number and crew status: CREW ON SITE or CREW EN ROUTE.

Remarks - Additional Details*

001 CREW ON SITE
SEE POLYGON

- If the Work to Begin Date has been changed to a later date and time, the revision number and crew status is NOT required.

Remarks - Additional Details*

SEE POLYGON

- If a portion of the job needs to be remarked, provide the revision number, and specify the location. EX: Markings were removed at a single address that is part of a ticket with five addresses. Specify which address requires remarking.

Remarks - Additional Details*

001 - CREW ON SITE SEE POLYGON ADDR 101|
SEE POLYGON ADDRS 101, 103, 105 & 107

Remarks - Additional Details*

001 - SEE POLYGON ADDR 101
SEE POLYGON ADDRS 101, 103, 105 & 107



- Additional retransmits should be added at the beginning of the remarks field.

Remarks - Additional Details*

002 CREW EN ROUTE
001 CREW ON SITE
SEE POLYGON

354 characters left

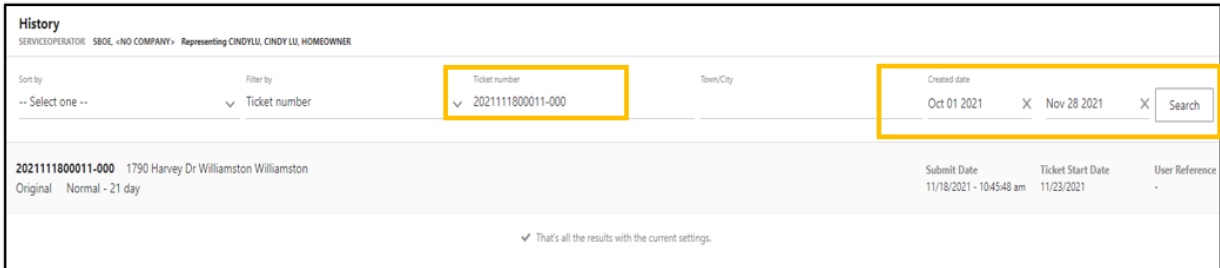
- 14) Click Submit- the summary page will display. The ticket status is Destroyed Markings. A confirmation email is sent.

Unmarked Facilities

WHO: Notification System Representatives & External Plus Users

WHEN: Between the Work Legal Start Date up to 3 business hours before the ticket expiration date/time. (As long as the digging started within 14 calendar days from the work start date)

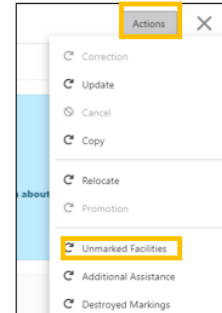
- 1) If the ticket is one of the last five tickets placed, click on the ticket under Recent History on the Home page of OCA to display the ticket.
- 2) Click History to search for the ticket if it is not found in recent history.
- 3) Enter the ticket number with the most recent revision number, and the date (or date range) the most recent revision of the ticket was placed.
- 4) Click search.



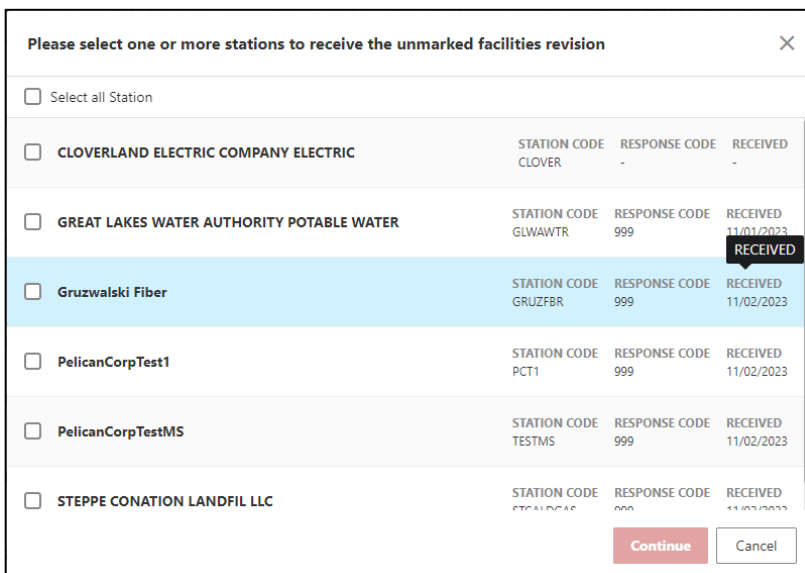
2021111800011-000	1790 Harvey Dr Williamston Williamston	Submit Date	Ticket Start Date	User Reference
Original	Normal - 21 day	11/18/2021 - 10:45:48 am	11/23/2021	-

That's all the results with the current settings.

- 5) Click on the ticket to display the ticket details.
- 6) Click Actions on the upper right side of the page.
- 7) Choose Unmarked Facilities – a box will appear with a list of all members notified on the request. The list will include the Station Code on the ticket, their latest Response Code, and the date/time of the latest Response.



- 8) **THIS IS NOT A REPLACEMENT FOR CHECKING POSTIVE RESPONSE. YOU ARE STILL REQUIRED TO CHECK POSTIVE RESPONSE AND VIEW EACH RESPONSE FROM EACH MEMBER NOTIFIED ON THE REQUEST.**



	STATION CODE	RESPONSE CODE	RECEIVED
<input type="checkbox"/> CLOVERLAND ELECTRIC COMPANY ELECTRIC	CLOVER	-	-
<input type="checkbox"/> GREAT LAKES WATER AUTHORITY POTABLE WATER	GLWAWTR	999	11/01/2023
<input type="checkbox"/> Gruzowski Fiber	GRUZFBR	999	11/02/2023
<input type="checkbox"/> PelicanCorpTest1	PCT1	999	11/02/2023
<input type="checkbox"/> PelicanCorpTestMS	TESTMS	999	11/02/2023
<input type="checkbox"/> STEPPE CONATION LANDFIL LLC	ETALNCAF	999	11/02/2023

Continue Cancel



- 9) Check the box next to the facility that is needed to respond to the retransmit, you are required to check Positive Response to determine which members are still needed. If all facilities are needed, per Positive Response, check the box at the top next to Select All Station. You may select multiple members if needed.
- 10) Once the members needed for the retransmit of have been selected, click Continue to display the ticket.
- 11) Enter a Work to Begin Date. This is the date and time the crew will be back on the job site.
- 12) Enter a Work Completion Date.
- 13) Review the field contact. Adjust as necessary.
- 14) In the Remarks-Additional Details Field:
 - If the chosen Work to Begin Date is NOW then the request will be submitted as a NOW retransmit, in the Remarks field enter the revision number and the crew status: CREW ON SITE or CREW EN ROUTE.
 - If the chosen Work to Begin Date has been changed, the revision number and crew status are not needed.

You may include pertinent information regarding the area needed if the entire area within the polygon or written description is not needed. **DO NOT REMOVE ANY INFORMATION FROM PREVIOUS VERSIONS OF THE TICKET. ADD NEW INFORMATION TO THE TOP OF THE REMARKS FIELD. Please use the MISS DIG 811 approved abbreviations list located on the Excavator Pros Reference Material page on the MISS DIG 811 website or at the bottom of this guide. There is a limit of 400 characters.**

- If the chosen Work to Begin date is NOW, provide the revision number and crew status: CREW ON SITE or CREW EN ROUTE.

Remarks - Additional Details*

001 CREW ON SITE
SEE POLYGON

- If the Work to Begin Date has been changed to a later date and time, the revision number and crew status are NOT required.

Remarks - Additional Details*

SEE POLYGON



- If a portion of the job needs to be remarked, specify the location. EX: Markings were removed at a single address that is part of a ticket with five addresses. Specify which address requires remarking.

Remarks - Additional Details*

001- CREW ON SITE SEE POLYGON ADDR 101|
SEE POLYGON ADDRS 101, 103, 105 & 107

Remarks - Additional Details*

001- SEE POLYGON ADDR 101
SEE POLYGON ADDRS 101, 103, 105 & 107

- Additional retransmits should be added at the beginning of the remarks field.

Remarks - Additional Details*

002 CREW EN ROUTE
001 CREW ON SITE
SEE POLYGON

354 characters left

15) The ticket details will be displayed. The ticket status is Unmarked Facilities. A confirmation email is sent.

Additional Assistance

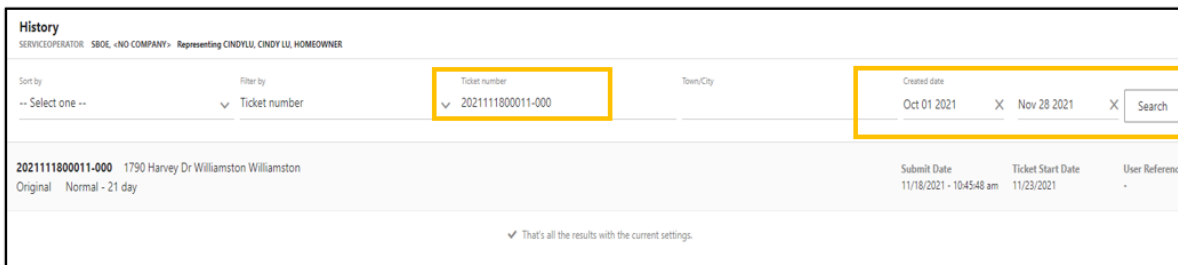
The site was marked, and the contractor has hand dug as required by PA 174, but no line was found within the approximate location of the marking. Facility owners have three working hours to respond.

WHO: Notification System Representatives & External Plus Users

WHEN: Between the Work Legal Start Date up to 3 business hours before the ticket expiration date/time. (As long as the digging started within 14 calendar days from the work start date)

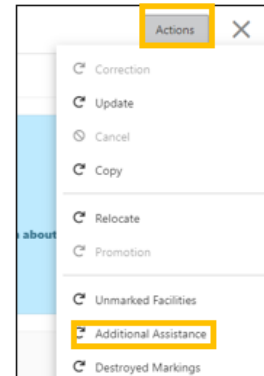
Procedures

- 1) If the ticket is one of the last five tickets placed, click on the ticket under Recent History on the Home page of OCA to display the ticket.
- 2) Click History to search for the ticket if it is not found in recent history.
- 3) Enter the ticket number and the most recent revision number, and the date (or date range) the most recent revision of the ticket was placed.
- 4) Click search.



History		SERVICE OPERATOR: SBOL <NO COMPANY> Representing CINDY LU, CINDY LU, HOMEOWNER	
Sort by	Filter by	Ticket number	Town/City
-- Select one --	Ticket number	2021111800011-000	
		Created date	Search
		Oct 01 2021	Nov 28 2021
		X	X
2021111800011-000		1790 Harvey Dr Williamston Williamston	
Original Normal - 21 day		Submit Date	Ticket Start Date
		11/18/2021 - 10:45:48 am	11/23/2021
		User Reference	
✓ That's all the results with the current settings.			

- 5) Click on the ticket to display the ticket details.
- 6) Click Actions on the upper right side of the page.
- 7) Choose Additional Assistance – a box will appear with a list of all members notified on the request. The list will include the Station Code on the ticket, their latest Response Code, and the date/time of the latest Response.



Actions

- Correction
- Update
- Cancel
- Copy
- Relocate
- Promotion
- Unmarked Facilities
- Additional Assistance**
- Destroyed Markings



- 8) Check the box next to the facility that is needed to respond to the retransmit. You may select multiple members if needed.

Please select one or more stations to receive the unmarked facilities revision

☐ Select all Station

	STATION CODE	RESPONSE CODE	RECEIVED
<input type="checkbox"/> CLOVERLAND ELECTRIC COMPANY ELECTRIC	CLOVER	-	-
<input type="checkbox"/> GREAT LAKES WATER AUTHORITY POTABLE WATER	GLWANTR	999	RECEIVED 11/01/2023
<input type="checkbox"/> Gruzowski Fiber	GRUZFBR	999	RECEIVED 11/02/2023
<input type="checkbox"/> PelicanCorpTest1	PCT1	999	RECEIVED 11/02/2023
<input type="checkbox"/> PelicanCorpTestMS	TESTMS	999	RECEIVED 11/02/2023
<input type="checkbox"/> STEPPE CONATION LANDFIL LLC	STCLNDLF	999	RECEIVED 11/02/2023

- 9) Once the member or members needed for the retransmit have been selected, click Continue to display the ticket.
- 10) Enter a Work to Begin Date. This is the date and time the crew will be back on the job site.
- 11) Enter a Work Completion Date.
- 12) Review the field contact. Adjust as necessary.
- 13) In the Remarks-Additional Details Field:
- If the chosen Work to Begin Date is NOW then the request will be submitted as a NOW retransmit, in the Remarks field enter the revision number and the crew status: CREW ON SITE or CREW EN ROUTE.
 - If the chosen Work to Begin Date has been changed, the revision number and crew status are not needed.

You may include pertinent information regarding the area needed if the entire area within the polygon or written description is not needed. **DO NOT REMOVE ANY INFORMATION FROM PREVIOUS VERSIONS OF THE TICKET. ADD NEW INFORMATION TO THE TOP OF THE REMARKS FIELD. Please use the MISS DIG 811 approved abbreviations list located on the Excavator Pros Reference Material page on the MISS DIG 811 website or at the bottom of this guide. There is a limit of 400 characters.**



- If the chosen Work to Begin Date is NOW, provide the revision number and crew status: CREW ON SITE or CREW EN ROUTE.
- If the Work to Begin Date has been changed to a later date and time, the revision number and crew status is not required.

Remarks - Additional Details*

001 CREW ON SITE
SEE POLYGON

Remarks - Additional Details*

SEE POLYGON

- If assistance is needed at a specific location within the scope of the project, specify the location. EX: Hand digging takes place at a single address that is part of a ticket with five addresses. Specify the address where assistance is needed.

Remarks - Additional Details*

001- CREW ON SITE SEE POLYGON ADDR 101|
SEE POLYGON ADDRS 101, 103, 105 & 107

Remarks - Additional Details*

001- SEE POLYGON ADDR 101
SEE POLYGON ADDRS 101, 103, 105 & 107

- Additional retransmits should be added to the top of the Remarks Field.

Remarks - Additional Details*

002 CREW EN ROUTE
001 CREW ON SITE
SEE POLYGON

354 characters left



Member Response

Only the Station Codes selected on the Station Codes List will be notified of the request, Station Codes not selected will not be notified of this request. Once a retransmit has been submitted on a ticket, the ticket details will appear showing all information included on the ticket and the members that are notified of the request.

In the ticket details under Affected Members, the Station Codes selected from the Station Codes list will show a status of "Manual Retransmit". If a member shows the status of "Manual Retransmit", this means that they were notified and are required to respond to this request. The Station Codes not selected in the Station Codes list will have a status of "Response Not Requested" and these members are not notified and not required to respond to this request.

A new "Status" has been introduced for those Station Codes NOT selected

• If you need assistance, please contact Web Ticket Support at webticketdept@missdig811.org

Utility Owner Details

The public utility owners listed below with a Status of "Notification Sent" have been requested to respond to your request. They may contact you directly for clarification of your request details.

Station Code	Authority Name	Phone	Status
CORCOMPH	Cormier Communications	1231231234	Notification Sent
TESTGLWA	GREAT LAKES WATER AUTHORITY TEST CODE	3134028288	Not Notified
GRUZFBR	Gruzowski Fiber	2483706413	Response Not Requested
PCT1	PelicanCorpTest1	1234567890	Notification Sent
TESTMS	PelicanCorpTestMS	4115151515	Notification Sent

END OF UTILITIES LIST

Response Not Requested – the user has not selected this particular Station Code as part of the new Ticket Action/revision

On the Caller Confirmation Sheet, under Utility Owner Details, the Station Codes selected from the Station Codes list, will show a status of "Notification Sent". If a member shows the status of "Notification Sent", this means that they were notified and are required to respond to this request. The Station Codes not selected in the Station Codes list will have a status of "Response Not Requested" and these members are not notified and not required to respond to this request.



Members that are selected on the Station Code list will be required to respond to this request in Positive Response, they will receive the new transmission of the ticket and the member will be required to respond following the normal business hours-day rule. A member not selected will not receive the new transmission and therefore is not required to respond. In Positive Response, a new revision will be generated by the previous response will be copied to the new revision.

Manually Selected

They will receive a new transmission and Positive Response will follow normal business rules as today

Stations		Response code	Search by	Search by full ticket no.
TESTMS - PelicanCorpTestMS		All	Individual ticket num...	2023101900026
<input type="checkbox"/> Due by	Response code	Ticket type	Ticket no.	
<input type="checkbox"/> Oct 26, 2023, 10:13:12 AM	000-RESPONSE PENDING	Normal - 21 day	2023101900026-001	

NOT Selected

The Station Code will NOT receive a new transmission.
Within Positive Response, a new Revision is generated but the previous Response Code will copy across to the new Revision

Stations		Response code	Search by	Search by full ticket no.
GRUZFBR - Gruzowski Fiber		All	Individual ticket num...	2023101900026
<input type="checkbox"/> Due by	Response code	Ticket type	Ticket no.	
<input type="checkbox"/> Oct 26, 2023, 10:13:12 AM	003-NOT COMPLETE	Normal - 21 day	2023101900026-001	

Stations		Response code	Search by	Search by full ticket no.
ATTU - AT&T TELEPHONE		Unassigned	Individual ticket num...	2023101900026
<input type="checkbox"/> Due by	Response code	Ticket type	Ticket no.	
<input type="checkbox"/> Oct 26, 2023, 10:13:12 AM	999-HAS NOT RESPONDED	Normal - 21 day	2023101900026-001	

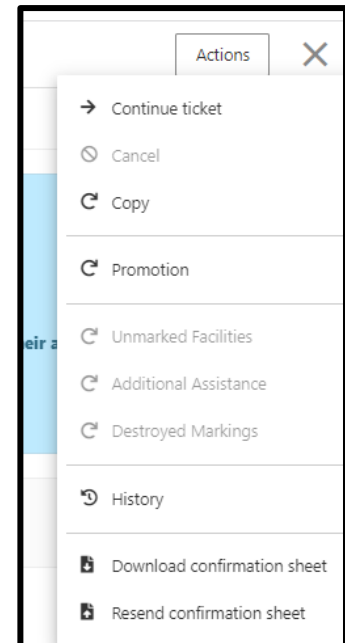
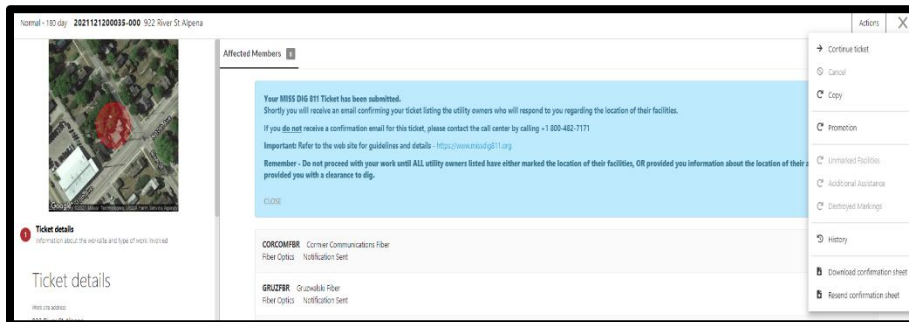
Continue Ticket

When a job is too large to fit into a single ticket, the continue ticket feature makes it easy to create multiple tickets. The work polygon from the chosen ticket is visible on the map so the user can easily create a new polygon that picks up where the other ticket left off. The original ticket number is referenced on the continued ticket once submitted.

Who: All users of the system

When: Anytime

- 1) Continue ticket may be chosen immediately after a ticket is placed. When the ticket summary page appears upon submitting a ticket, click Actions from the upper right side of the page.
- 2) Click Continue Ticket
 - a. If the continue ticket feature is not chosen upon submitting a ticket, the reference ticket can be found in Recent History or History. If the ticket is one of the last five tickets placed, click on the ticket under Recent History on the Home page of OCA to display the ticket.
 - b. Click History to search for the ticket if it is not found in recent history.
 - c. Enter the ticket number, including the revision number -000, and the date (or date range) the ticket was placed.
 - d. Click *search*.
 - e. Click on the ticket to display the ticket details.
 - f. Click *Actions* on the upper right side of the page.
Click *Continue Ticket*



- 3) Review ticket details and adjust as needed.
- 4) Click Next to go to section 2 Dig Site Location
 - a. The polygon from the reference ticket is visible. Create a polygon that covers the next portion of the project.
 - b. Click *Next*
- 5) Enter the location information in the Confirm Dig Site. This information is included on the ticket.
- 6) Click *Next*
- 7) Enter Remarks, if needed.
- 8) Check the agreement boxes.
- 9) Click *Submit*. The previous ticket is referenced on the new ticket.



MISS DIG 811 APPROVED ABBREVIATIONS LIST

Please use the MISS DIG 811 approved abbreviations list in the Remarks – Additional Details field to limit the characters used when additional information needs to be conveyed to the locators. This field is limited to 400 characters. The remarks field is used for the original ticket and any subsequent retransmits. Please do not exceed 300 characters on the original ticket, in case retransmits are needed after the Work Legal Dig Start Date.

**Previous information cannot be removed from the Remarks – Additional Details field when retransmitted information is added to this field. Please refer to the Ticket Actions Procedures on the Excavator Pros Reference Material page on the MISS DIG 811 website if you are unsure on how to place a retransmit.

**When placing requests on OneCallAccess, only use the abbreviations on this MISS DIG 811 approved list and please don't try to create new abbreviations as this may confuse the locators.

ADDN	addition	COMM	commission
ADDL	additional	COMMUN	communication
ADDR	address	CONDO	condominium
AKA	also known as	CONST	construction
ALT	alternate	CONTR	contractor
ANCH	anchor	COR	corner
&	and	CORP	corporation
APT	apartment	CORR	correction
APPT	appointment	CRK	creek
APX	approximately	CT	court
ASAP	as soon as possible	CUST	customer
AVAIL	available	CY	city
AVE	avenue	DEMOL	demolish
BEG	begin/beginning	DIR	direction
BET	between	DR	drive
BK	back	DRWY	driveway
BLDG	building	E	east
BLDR	builder	E/B	east bound
BLK	block	ELEC	electric
BLVD	boulevard	ELEM	elementary
BRKN	broken	EMERG	emergency
BSMT	basement	ENCL	enclosure
BTH	both	ENGR	engineering
C/L	center line	ENTR	entrance

CATV	cable television	ESMT	easement
CHNG	change	ESP	especially
CIR	circle	ESTS	estates
CLR	clear	EXC	excavation
CNTY	county	EXIST	existing
CO	company	EXT	extension
FACIL	facilities	PK	park
FRM	from	PKG	parking
FRT	front	PKWY	parkway
FT	foot or feet	PLBG	plumbing
FTG	footing	PLC	place
GRD	ground	PLS	please
HI PRESS	high pressure	PROP	property
HLS	hills	PT	point
HSE	house	PVMT	pavement
HTG	heating	PWR	power
HTS	heights	PVT	private
HWY	highway	QUAD	quadrant
HYDT	hydrant	QUEST	question
IFO	in front of	RELOC	relocate
INC	incorporated	REMOV	remove
INFO	information	REPLC	replace
INSTL	install	REPR	repair
INTER	intersection	REQ	request
INVIS	invisible	RESID	residence
IRRIG	irrigation	RD	road
LNDSCP	landscape	REST	restaurant
LK	lake or leak	RESTK	restake
LN	lane	R-O-W	right of way
LOC	location	RR	railroad
LTD	limited	S	south
MAINT	maintenance	S/B	south bound
MKT	market	SANI	sanitary
MI	mile	SEC	section
MOB HM PK	mobile home park	SD	side
MT	mount/mountain	SDWLK	sidewalk
MTR	meter	SERV	service

N	north	SHRS	shores
N/B	north bound	SPRINK	sprinkler
NR	near	ST	street
OPP	opposite	STA	station
PED	pedestal	STK	stake
P/L	property line	STKG	staking
SUB	subdivision	UNKN	unknown
SWR	sewer	UTILS	utilities
SYS	system	VAC	vacant
TEL	telephone	VLG	village
TEMP	temporary	W	west
TERM	terminal	W/	with
TKT	ticket	W/B	west bound
TRANSF	transformer	WDS	woods
TRANSM	transmission	WMB	water main break
TRANSP	transplant	WO	work order
THRU	through	WRK	work
TRL	trail	WRKG	working
TRLR	trailer	WTR	water
TRAX	tracks (rr trax)	X-ST	cross street
TWP	township	XWAY	expressway
UG	underground	YD	yard