

Michigan Damage Prevention Board
Best Practice
2025-10

Communication

MDPB Best Practice

When submitting a MISS DIG ticket, the ticket submitter must provide a valid onsite contact name and direct number on the ticket. Likewise, when locators are updating positive response, they should include the technicians contact name and direct number within the remarks of the ticket.

If the Mutual Coordination response code is used there must be written documentation between the locator and the onsite contact on the ticket with the following information:

- Locator's name and direct contact
- Date/time of discussion
- Full name of person contacted
- Written details outlining the agreement specifics to include but not limited to:
 - Any deviations from the ticket start date/time
 - Partial staking
 - Incremental location scope

If the excavator disagrees with the Mutual Coordination code being used on their ticket, they can dispute the ticket and it will be treated as an unmarked facility retransmit. All disputed tickets will be sent to the appropriate facility owner contact on record to be notified.

PA174 Reference

460.725 Section 5 (1) An excavator shall provide a dig notice to the notification system at least 72 hours, but not more than [14 Calendar Days](#), before the start of any blasting or excavation. If the dig notice is given during business hours, the 72-hour period shall be measured from the time the dig notice is made to the notification system. If a dig notice is given before 7 a.m. on a business day, the 72-hour period begins at 7 a.m. on that day. If a dig notice is given on a non-business day or after 5 p.m. on a business day, the 72-hour period begins at 7 a.m. on the next business day. All hours of non-business days are excluded in counting the 72-hour period. **If there are multiple excavators on the same site, each excavator shall provide its own dig notice.**

(2) A dig notice shall contain at least all of the following:

- (a) The name, address, and telephone number of the excavator.
- (b) A description of the proposed area of blasting or excavation, including the street address and a property description.
- (c) The specific type of work to be performed.
- (d) The start date and time of blasting or excavation.
- (e) Whether the proposed blasting or excavation will be completed within 21 days after the start date.

(3) A ticket is valid for [21 days](#) from the start date of the excavation or blasting on the ticket as identified by the excavator, except that a ticket is valid for [180 days](#) from the start date if the dig notice indicates that the proposed excavation or blasting will not be completed within 21 days from the start date.

(7) An excavator shall provide notification to the notification system if facility markings are [destroyed](#) or covered by excavation or blasting activities or if a ticket expires before the commencement of excavation. If a ticket expires before the commencement of excavation, an excavator shall provide a new dig notice to the notification system, and comply with subsection (1).

(8) An excavator shall provide notification to the notification system requesting [additional assistance](#) if the location of a marked facility within the approximate location cannot be determined.

(9) An excavator shall provide immediate additional notice to the notification system and stop excavation in the immediate vicinity if the excavator has reason to suspect the presence of an [unmarked facility](#) due to any 1 of the following:

- (a) Visible evidence of a facility with no marks visible.
- (b) Lack of a positive response to a ticket.
- (c) A positive response from a facility owner or facility operator indicating the presence of a facility with no marks visible.

Discussion

If any communication issues arise between the excavator and the locator, please contact the appropriate number listed on the dig ticket first.

After that, follow up with the Damage Prevention Liaison for the specific utility owner involved.

If the issue remains unresolved, contact a [MISS DIG Liaison](#) for additional assistance.

Operator and Locator Contact Information



References

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Adoption Date : TBD

Revision 1 Date ____ *The MDPB Best Practices are presented as a general guide. The MDPB encourages all users to consult and consider not only the MDPB Best Practices, but also (i) employer practices, (ii) industry practices, (iii) federal and state statutes and regulations, (iv) building and fire codes, and (v) local laws, regulations, and ordinances.*