



Our Damage Prevention Specialists (DPS) are dedicated to provide PREMIER Customer Service and our goal is to help you Dig with CARE and Keep Virginia Safe!

The Virginia Underground Damage Prevention Act requires that specific information be provided in order that the notice of your intent to excavate can be transmitted to the utility operators whose underground facilities may be affected.

Below is a list of information requested by the VA811 Notification Center to complete your notice of excavation which is referred to as a TICKET:

INFORMATION ABOUT THE CALLER:

- **Main business phone** - number including area code.
- **Caller's name.** Virginia Law requires that the person who is excavating call in the request and his or her name must appear on the ticket.
- **Caller Type** - advise the DPS if you are a Contractor, Engineer, Utility or Owner.
- **Direct Phone number.** What is your direct phone number (if different from the main company number) and extension (if applicable)?
- **Email** – when an email address is provided, you will receive 2 separate emails: **(1) Ticket Confirmation** is sent once the ticket is released providing the names of the utilities who will respond and the dates and times they are required to respond. Other safety information is included. **(2) Positive Response** email is sent once all the utility line locators have marked the area of proposed excavation and responded to the Positive Response System.
- **Company Name** – your company name.
- **Mailing Address** – to include the street number and name of street or P.O. Box.
- Providing the **Zip Code** will automatically identify the State and City portion of the mailing address.
- **Field Contact** - person who will be on site or someone who can be available to answer any questions that the utility line locator may have. Include a phone, cell or pager number.

**If you have called VA811 Notification Center within the past 90 days, the preceding information will automatically populate once the DPS enters your phone number into our Ticket Entry software. We will verify your information for accuracy.*



INFORMATION ABOUT THE PROPOSED EXCAVATION

The following information is entered on your ticket and provides the underground line locator with the information necessary to mark the approximate location of underground utility lines in the area of proposed excavation:

- **Work Type** - brief description of the type of proposed excavation. *Example: Landscaping*
- The **NAME of the person or company** for whom the work is being done.
- **Permit #** - contact your city, county or VDOT to determine if a permit is needed. *Public Space permits are not required to complete a ticket.*
- **Excavator's WO #** - can be used for ticket management. *Not required.*
- **In what Virginia City or County is the work being done in?** *Example: Roanoke City*
- **Is there a specific place?** (Town or place within the city or county where the work is taking place (not required). *Example: Town of Vinton*
- **Subdivision** where the work is taking place, if any. May include other information such as the name of a church, school or shopping center, for example (not required).
- **Lot #** - given if street address has not been assigned.
- **Address** - the actual 911 building number where the work is taking place.
- **Street** - the name of the street where the work is taking place.
- **Cross Street** - the nearest intersecting streets (provide two if possible).
- The ADC **Map Book** page and grid number if available (not required).
- The **Latitude and Longitude** can be provided if known (not required).
- Will you be using **Explosives** or **Blasting**?
- Will you be using **Trenchless Technology** (excavating equipment that digs under hard surfaces such as driveways and roadways so as not to disturb or destroy the surface)?
- Has the area of proposed excavation been pre-marked with **white paint** (required only in the event a specific location of the excavation cannot be given)?
- **Excavation Area** – provide a detailed description of the proposed excavation, including where the work will begin and end, and including the entire scope of work taking place (required). *Special Instructions: if work will take place in a rural area or area that is difficult to find, include driving directions. Indicate if there is anything that may prohibit the utility line locator from gaining access to the property, such as locked gates or unrestrained animals.*
- **Instructions** – typically used for system generated data or information entered by the VA811 regarding 3HR Notice information.



Notifying the Member Utilities

The Newtin Ticket Entry program identifies the underground utility operators who will be notified of your plans to dig. The DPS identifies the proposed excavation site within the mapping program based the information you provide during the call. The accuracy of the ticket depends greatly on your knowledge of the area and proposed excavation.

- **Names of the utilities** - once the excavation area has been located and mapped, you will be provided with the names of those utility operators whose facilities may be in the area of proposed excavation.
- **Dates and Times** – the DPS will provide you with the date and time the underground lines will be located by and when your ticket may be updated (if applicable).
- **Ticket Number** – you will be provided with a reference or ticket number that you must have with you on the job site.

Following your call to VA811

You are required by law to allow time for the utility operators to mark the approximate location of their underground utilities or respond to the Positive Response System that no lines are present.

- **Allow required time for Marking**
 - Utility Operators have two working days (excluding weekends and state and federal holidays) days beginning at 7:00 a.m. the next working day from the call to the notification center to mark their lines.
 - You must check status of your ticket using the Positive Response System. Responses will automatically be sent to you as follows:
 - Email – if you have elected to have the status of your request sent via email, you will receive responses from the utility operators once all utilities have responded at tickets@missutilityofvirginia.com.
 - Phone – if you do not have access to the internet or own a fax machine, you are required to obtain the status of your ticket by calling 811 and pressing #2 or calling 1-800-552-3120.
- **Respect the Marks**
 - You must not use mechanized equipment within two feet of the utility markings. Hand dig to expose the utility lines to ensure your safety and avoid damage to utilities.
- **Excavate Carefully**
 - You may begin excavation once the Positive Response System indicates that all notified utilities have responded that they either marked their lines or have no lines present in the vicinity of your excavation.

