



Service Area Agreement

Mississippi 811 notifies its member utility owners/operators based on the service area database submitted by the member and/or its representative (user) and work area information provided by excavators. Membership with Mississippi 811, Inc. (MS811) cannot be activated until the utility owner/operator submits their service area database to MS811. Members are required to update their service area annually; however, it is recommended that service areas be updated any time infrastructure is installed.

Service Area Database: A service area database is a polygon boundary or buffered area (radius) around the geographic locations in which a utility owner/operator's infrastructure exists including lines that run underground or into rivers, lakes, ponds, the gulf, etc. The MS811 system requires that service area data contain only polygon geometry. If the member's utility data contains point or line geometry the member can meet this requirement by buffering the point and/or line files. The member may choose to use a service area buffer as small as 10 feet if they feel comfortable with doing so. When selecting a buffer size, you should always consider the accuracy of your data. If unsure of what size buffer to use MS811 recommends beginning with 400 feet and decreasing as needed. Mississippi 811, Inc. cannot be held liable for any damages resulting either wholly or in part from the service area information provided on behalf of the member company.

Service Area Editor (SAE): All service area information must be submitted through the MS811 Service Area Editor (SAE). SAE is an online tool that allows members to create, maintain, and edit as well as upload or download their underground service area information. MS811 will provide the member with access to SAE during membership setup. Please be aware that any service area updates submitted outside of SAE may be subject to a processing fee. These fees can be avoided by submitting all service area updates through SAE.

The member and/or its representative (user) is responsible for any edits made to the member utility owners/operator's service area. The user importing, creating, adjusting, saving, submitting, or approving their service area assumes full responsibility that the information is entered properly and accurately. MS811 may verify the accuracy but does not assume any responsibility for the service area information entered by the user. The user importing, creating, adjusting, saving, submitting, or approving their service area agrees to hold MS811 harmless from, and against, all claims or damages arising out of the service area information entered by the user.

Should a user generate service area changes, the user must save and submit the changes before the changes can be approved or denied. Changes submitted shall remain in a pending state until approved or denied by MS811 or the user. If changes are denied an email will be sent notifying the user of the reason for denial. The user will be notified via email once the changes have been approved. Approved changes are not 'active' until published by MS811. MS811 publishes approved changes to production at the end of each business day. The user will be notified via email once the approved changes have been published to production. Please visit the Service Area Editor web page for additional information.

Uploading GIS Files to SAE (GIS Data Users): Members that have their underground utility information contained within a Geographic Information System (GIS) should use the SAE file upload option when submitting or updating their service area.

The SAE "Upload File" tool allows the user the ability to upload a GIS file that contains an area to be appended or removed from the service area for a selected dispatch code. The SAE "Upload Full Replacement" tool allows the user to upload a GIS file that contains the entire service area. Files uploaded using this tool MUST include the ENTIRE Service Area as it will fully replace the current service area for the selected dispatch code.

GIS files uploaded to SAE must meet the following minimum requirements: The file MUST be in GeoJSON format, MUST have coordinates in the EPSG:4326 projection (WGS84), and MUST ONLY contain geometries that are either polygon or multi-polygon. Polygon or multi-polygon files created by buffering point or line string features MUST be buffered at no less than 10 feet. If all underground infrastructure is contained within a boundary such as a city, subdivision, campus, etc., the member may submit the polygon boundary as the service area. For polygon geometry, a buffer is not required. See the "[File Upload Requirements](#)" documentation for a complete list of requirements.

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SAE Manual Editing Tools (Non-GIS Data Users): Users that do not have GIS data to upload can manually draw areas on the SAE map to be added or removed from their current service area. The system will place a buffer around point and line geometries drawn. A 400-foot buffer will be used unless specified by an authorized member representative. A buffer will not be placed around polygon and/or Circle/Radius geometries.

Service Area and Work Area Buffers: When a locate request is being processed by the call center or portal user, the excavation area is marked on the map using a point, line, or polygon marking tool. The system places a buffer around the drawn geometry to create the work area buffer. The locate request is transmitted to the member if the work area buffer touches or intersects the member's service area.

When MS811 originally began using a GIS-based system in 2000, it was determined by the Mississippi 811, Inc. Board of Directors that the default work area buffer be set at 300 feet. This decision was made to help safeguard member facilities due to inaccuracy or inconsistency in GIS data and/or information provided by the excavator. The default work area buffer size is subject to change as the accuracy of GIS data improves. A detailed notice will be sent out in advance of any changes made to the default work area buffer size.

Please understand due to the work area buffer there will be times when you will receive a locate request on the edge of your service area. Over and under notifications may occur occasionally; however, this is usually caused by inaccurate locate request information provided by the excavator. Contact the MS811 GIS department if: (a) you receive a locate request in error or (b) you did not receive a ticket where you have underground infrastructure.

Anyone that will be submitting service area database updates must complete this form before SAE user access and permissions will be to be granted.

By signing this document, you agree that you have read, understand, and agree to all terms contained in this agreement and that you are authorized to submit and modify the service area database for the company listed on this document.

Company: _____ Phone #: _____

Email Address: _____ Printed Name: _____

Signature: _____ Date: _____

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