

## Mississippi 811 Membership Information



The fee structure is set by the board of directors each year. The following are some statements of general knowledge about Mississippi 811, Inc. (MS811) membership:

**Membership Fees:** Annual billing is in November. The billing is based on the total number of locate request tickets delivered to the member from November 1st of the prior year to October 31st of the current year. The rate per locate request ticket is set annually based on MS811 operating budget costs. **The rate for the 2026 billing period is \$1.96. MS811's funding portion of the rate is \$1.95, and the Underground Facilities Damage Prevention Board (UFDPB)'s funding portion is \$0.01. Members who choose to receive by fax will be charged an additional \$0.50/per locate request, per fax number/receiver on top of the current approved ticket price.**

**Locate Request Delivery:** The utility owner/operator (member) must furnish and maintain an automated method of receiving locate request tickets (email, FTP, fax, etc.). The methods used must be accessible 24 hours a day.

**After-Hours Emergency Locate Requests:** MS811 provides an optional after-hours emergency call-out service. A voice call is made to the member if an emergency locate request is submitted in their service area between the hours of 5:00 pm and 7:00 am, Monday through Friday, and 24 hours a day on weekends and legal holidays.

**Audit Reports:** MS811 will automatically send the member an "Audit Report" between the hours of midnight and 3:00 am each day. This report lists all the locate request numbers that were sent to the member the day before.

**Service Area Database:** MS811 notifies its members of locate requests based on the member's service area database and the work area location information provided by the excavator. Members are required to submit and maintain an accurate service area database with MS811. The service area is a buffered (radius) area or polygon boundary around the geographic locations in which infrastructure exists including lines that run underground or into rivers, lakes, ponds, the gulf, etc. Membership cannot be activated until the service area has been submitted. 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 or at the request of the member. Members may be charged a processing fee for service updates submitted outside of SAE. **The processing fee will be \$80 per hour, with a minimum charge of \$80 per update.** These fees can be avoided by submitting all service area updates through SAE.

**Locating Underground Utilities:** "Working day" means a 24-hour period commencing from the locate request creation date/time (processed) in accordance with MS law excluding Saturdays, Sundays, and legal holidays. Upon receiving a locate request from MS811, the member is required by law to mark their underground infrastructure within the excavation area using stakes, paint, or other clearly identifiable materials using the MS law color code requirements. The member may also uncover or expose the underground infrastructure so the excavator may see its/their location. Some situations may require pointing out to the excavator of certain above-ground facilities such as, but not limited to, manhole covers, valve boxes, pipe risers, and cable risers, which indicate the location of underground infrastructure. Markings must be accurate in one of three ways: (a) within 18 inches measured horizontally from both outside edges of an operator's facility; (b) a strip of land 18 inches on either side of the operator's field mark; or (c) mark the width of the facility or line plus 18 inches on each side of the markings. The markings provided by operators shall only be valid for a period of 20 calendar days from the date and time the locate request is processed.

## **Mississippi 811 Membership Information**

### **Locate Request Ticket Types:**

The following ticket types are valid for 20 calendar days from the date/time they are processed and must be updated no less than 3 working days and no more than 4 working days prior to the expiration of the ticket.

- **Normal** - Standard locate request. Infrastructure must be located within 3 working days.
- **Short Notice** - The excavator has requested that the infrastructure be marked earlier than the required 3 working days; however, operators are not required to mark before 3 working days.
- **Impending Emergency** - The circumstances are potentially dangerous to life, health, property, or the loss of customer services, which would likely develop into an emergency if excavation is not initiated sooner than permitted under the standard notification requirements. The excavation can begin **no less than 12 hours** for requests submitted **between 8:00 pm and 11:59 am** and **no sooner than 8:00 am the following calendar day** for requests submitted **between 12:00 pm and 7:59 pm**. Any misrepresentation of an impending emergency excavation is a violation of the law.
- **Emergency** - Locate requests involving imminent/immediate danger to life, health, or property or a customer service outage. Infrastructure must be located within 3 working days. Any misrepresentation of an emergency excavation is a violation of the law.
- **No Response** - The excavator has waited the required 3 working days; however, the member has not responded. The member must contact the excavator within 2 hours and inform them of any infrastructure, active or abandoned, at the site of excavation.
- **Unmarked** - The member has responded; however, the markings are incomplete. The member must contact the excavator within 2 hours and inform them of any infrastructure, active or abandoned at the site of excavation.
- **Design** - The member shall respond by one of the following methods within 7 working days: (a) marking their infrastructure (b) providing the excavator with the best available description of infrastructure in the area which may include drawings or other records maintained by the member; or (c) allowing the excavator or any other authorized person to inspect or copy the drawings or other records for all infrastructure in the area.

The following ticket type is a notice only. It expires immediately and cannot be updated.

- **Cancel Req** - The excavator has requested that the locate request be canceled.

The following ticket type is a notice only. It does not require utilities to be located or a positive response submission, and it cannot be updated.

- **Damage Report** – A utility damage has been reported.

### **Locate Request Ticket Date/Times:**

- **Work On** – When the excavator would like to have the lines located by and begin their work.
- **Locate By** – When the utilities must be located by law.
- **Update From & Update To** – The ticket can only be updated between these dates/times.
- **Expires** – When the locate request ticket will expire.

**Positive Response Information System (PRIS):** PRIS is an online automated information system operated and maintained by MS811, which allows excavators, locators, facility owners or operators, and other affected parties to enter and/or determine the status of a locate request. The member is required by law to submit locate status information through PRIS by the required locate by date/time. MS811 will provide the member with access to PRIS during membership setup.

## **Mississippi 811 Membership Information**

**Positive Response Actions:** The following are the actions that the member will be able to select from when submitting a response.

- **Located** – The infrastructure has been marked.
- **Clear** – No infrastructure in the excavation area (No conflict). To prevent delays in work or possible infrastructure damage, always confirm there is no infrastructure in the excavation area before submitting a "Clear" response.
- **On-Site Meeting Request** – A representative has requested to be on-site during excavation. The operator may request to be present at the site upon commencement of the excavation, so long as the operator complies within 3 working days. MS811 will not set up meeting requests. It is the members' responsibility to contact the excavator. It is recommended to add a callback number in the comments in case the excavator needs to reach the locator after initial contact.
- **Locate Delayed** - Infrastructure can only be located by excavation. A delay for any other reason is not in compliance with the law. It is recommended that the member enter a reason for the delay and a callback number in the comments. E.g.: "Utility can only be located by excavation". Once the infrastructure has been located, a "Located" response must be submitted. Refer to Mississippi Code Ann. § 77-13-9(1)(c) for further information.
- **Located To Meter Only** - Private property beyond the meter not located. Most utility companies will only mark up to their meter or the property line if there is no meter. The landowner will be responsible for locating any underground utilities beyond that point.
- The following is a list of responses that are generated by the MS811 system.
- **Overdue** – A response was not submitted within the time required by law. A response must be submitted no later than 1 hour after the required locate by date/time on the locate request ticket or the system will automatically post an "Overdue" response status.
- **No Response** – A response was not submitted. If a response is not submitted before the locate ticket (or any renewed locate ticket if applicable) expires, the system will automatically post a "No Response" status within the hour following the expiration of the locate ticket (or any renewed locate ticket if applicable).
- **Non-Participant** – The member is not currently participating in Positive Response and is not in compliance with MS law. "Non-Participant" responses are automatically posted by the system as soon as a ticket is created.

**Responding to Locate Requests:** Upon receiving a locate request the member must investigate the excavation site, mark the approximate location of the infrastructure, and report through PRIS, the status of the work performed, within 3 working days. The member must advise through PRIS if it does not have underground infrastructure in the excavation area or if the infrastructure can only be located by excavation, and it must include a note in the comments. The member shall be allowed a reasonable amount of additional time, not to exceed 4 working days from the day the original notice was provided, to mark the approximate location of the underground infrastructure if it can only be located by excavation. In lieu of marking the location of the buried infrastructure, the operator may request to be present at the site upon commencement of the excavation, so long as the operator complies within 3 working days of the receipt of the notice. When an excavator sees evidence of or encounters unmarked lines within an excavation site, that excavator must immediately contact MS811. The members notified of unmarked lines by MS811 must contact the excavator within 2 hours and inform the excavator of any infrastructure, active or abandoned, at the site of excavation. Upon receiving a "Design" request, the member shall have 7 working days to respond by one of the following methods: (a) marking the approximate location of infrastructure. (b) providing the person making the request with the best available description of infrastructure in the area via drawings/records or copies of the drawings/records maintained by the member. Locate responsibilities required by Mississippi law may be found in Mississippi Code Ann. § 77-13-9.

## **Mississippi 811 Membership Information**

**Membership Activation:** A company is not a member of MS811 until the enclosed application and set-up forms as well as the service area database have been submitted and approved by MS811. Upon account activation, a test ticket will be transmitted followed by verbal confirmation of receipt.

Please feel free to contact us at (601) 362-4322 or (601) 368-1150 should there be any questions about membership responsibilities or MS811 operations. We look forward to working with you.

A complete copy of the Mississippi Excavation Law can be downloaded at <https://www.ms811.org/law/>





## **Membership Application and Agreement**

WHEREAS, Mississippi 811, Inc., (the Corporation), a Mississippi non-profit corporation, has been formed to reduce damage to underground infrastructure of its members and to establish a statewide notification center (the "Notification Center"):

WHEREAS, the undersigned represents that it has underground infrastructure located within the state of Mississippi and is otherwise eligible to be a Member of the Corporation; and

WHEREAS, the undersigned requests to be a Member of the Corporation and hereby tenders with this application the fee as specified by the Board of Directors of the Corporation.

NOW, THEREFORE, the undersigned hereby applies for admission as a Member of the Corporation and in connection therewith covenants and agrees when accepted as a Member, and its assigns, as follows:

1. To not share, sell or disseminate the locate request ticket information with any other entity in any form or fashion.
2. To abide by and comply with such rules and regulations as the Board of Directors may adopt, from time to time, for utilization of the statewide Notification Center by members.
3. To abide by and comply with the By-Laws of the Corporation.
4. To pay promptly the fees prescribed by the Board of Directors of the Corporation.

**(Please Print or Type)**

Company Name \_\_\_\_\_ Phone # \_\_\_\_\_

FAX # \_\_\_\_\_ Email \_\_\_\_\_

Billing Address \_\_\_\_\_

Printed Name \_\_\_\_\_ Title \_\_\_\_\_

(Authorized Representative)

ATTEST: \_\_\_\_\_

(Company Seal, if applicable)

By \_\_\_\_\_ Date \_\_\_\_\_

(Authorized Representative Signature)

**ACCEPTED BY MISSISSIPPI 811, INC.**

By \_\_\_\_\_ Date \_\_\_\_\_

(MS811 Representative Signature)

**\*\*This document must be completed, signed, and returned to MS811 before membership can be activated.\*\***



This Box Is for Internal Mississippi 811, Inc. Use Only: DISPATCH CODE \_\_\_\_\_

## MEMBER DISPATCH & OUTPUT SET UP FORM

### COMPANY INFORMATION

|                   |             |                          |                     |  |
|-------------------|-------------|--------------------------|---------------------|--|
| Company Name:     |             |                          | Hours of Operation: |  |
| Office Phone:     | Office Fax: | Company Website Address: |                     |  |
| Mailing Address:  | City:       | State:                   | Zip Code:           |  |
| Physical Address: | City:       | State:                   | Zip Code:           |  |

**CHECK ALL THAT APPLY**

Facility Type(s): ☐ Cable, ☐ Drainage, ☐ Electric, ☐ Fiber, ☐ Gas (Distribution), ☐ Phone, ☐ Sewer, ☐ Water, ☐ Other \_\_\_\_\_  
 Pipeline Type: ☐ Gathering, ☐ Transmission

### BILLING CONTACT INFORMATION

|                                                                                                                |        |        |      |
|----------------------------------------------------------------------------------------------------------------|--------|--------|------|
| Name:                                                                                                          |        | Phone: | Ext# |
| Fax:                                                                                                           | Email: |        |      |
| Mailing Address:                                                                                               | City:  | State: | Zip: |
| Would you prefer to receive MS811 invoices by <input type="checkbox"/> Email or <input type="checkbox"/> Mail? |        |        |      |

### LOCATE REQUEST & AUDIT REPORT TRANSMISSION INFORMATION

**☐ EMAIL**

|             |                                                                                                        |                                                                                              |
|-------------|--------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| Address:    | Format: <input type="checkbox"/> Plain Text <input type="checkbox"/> HTML <input type="checkbox"/> XML | Transmit information as <input type="checkbox"/> body or <input type="checkbox"/> attachment |
| Backup Fax: |                                                                                                        |                                                                                              |

**☐ TICKET MANAGEMENT SYSTEM**

|              |             |        |        |
|--------------|-------------|--------|--------|
| System Name: | IT Contact: | Phone: | Email: |
|--------------|-------------|--------|--------|

**☐ FTP**

|                                                                                                        |           |           |                                    |
|--------------------------------------------------------------------------------------------------------|-----------|-----------|------------------------------------|
| Address:                                                                                               | Username: | Password: | Remote Directory Name (If needed): |
| Format: <input type="checkbox"/> Plain Text <input type="checkbox"/> HTML <input type="checkbox"/> XML |           |           |                                    |

**☐ CONTRACT LOCATING SERVICE**

|               |
|---------------|
| Company Name: |
|---------------|

**☐ FAX**

|                                                |                        |
|------------------------------------------------|------------------------|
| Number:                                        | Emergency Backup Email |
| Fax not in office. Send daily audit report to: |                        |

**☐ TEXT MESSAGE**

Select the ticket types below that you would like delivered by text message:

|       |          |                                                                                                                                                                                                                                                                                                                |
|-------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cell: | Carrier: | <input type="checkbox"/> Normal, <input type="checkbox"/> Emergency, <input type="checkbox"/> Impending Emergency, <input type="checkbox"/> Short Notice, <input type="checkbox"/> No Response, <input type="checkbox"/> Unmarked, <input type="checkbox"/> Cancel Req, <input type="checkbox"/> Damage Report |
| Cell: | Carrier: | <input type="checkbox"/> Normal, <input type="checkbox"/> Emergency, <input type="checkbox"/> Impending Emergency, <input type="checkbox"/> Short Notice, <input type="checkbox"/> No Response, <input type="checkbox"/> Unmarked, <input type="checkbox"/> Cancel Req, <input type="checkbox"/> Damage Report |
| Cell: | Carrier: | <input type="checkbox"/> Normal, <input type="checkbox"/> Emergency, <input type="checkbox"/> Impending Emergency, <input type="checkbox"/> Short Notice, <input type="checkbox"/> No Response, <input type="checkbox"/> Unmarked, <input type="checkbox"/> Cancel Req, <input type="checkbox"/> Damage Report |

### MAIN COMPANY CONTACT INFORMATION

|                  |       |               |      |
|------------------|-------|---------------|------|
| Name:            |       | Office Phone: | Ext# |
| Cell:            | Fax:  | Email:        |      |
| Mailing Address: | City: | State:        | Zip: |

### SERVICE AREA DATABASE CONTACT INFORMATION

|                  |       |               |      |
|------------------|-------|---------------|------|
| Name:            |       | Office Phone: | Ext: |
| Cell:            | Fax:  | Email:        |      |
| Mailing Address: | City: | State:        | Zip: |

Service Area Buffer Size: \_\_\_\_\_ \*\*Buffer size you would like applied when service area database updates are made via the Service Area Editor (SAE) manual editing tools.\*\*

List all counties your company has underground facilities in:

| LOCATOR/OPERATOR CONTACT INFORMATION                                                                                                                                                                                  |      |        |        |      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------|--------|------|
| Utilities will be located by: <input type="checkbox"/> Contract Locating Company, <input type="checkbox"/> Water/Gas Operator, <input type="checkbox"/> In-House <input type="checkbox"/> Other_____                  |      |        |        |      |
| Locator/Operator Company:                                                                                                                                                                                             |      | Name:  |        |      |
| Phone:                                                                                                                                                                                                                | Fax: | Email: |        |      |
| Mailing Address:                                                                                                                                                                                                      |      | City:  | State: | Zip: |
| POSITIVE RESPONSE CONTACT INFORMATION                                                                                                                                                                                 |      |        |        |      |
| Name:                                                                                                                                                                                                                 |      | Email: |        |      |
| Office Phone:                                                                                                                                                                                                         | Ext# | Cell:  | Other: |      |
| EMERGENCY AFTER HOUR CALL OUTS                                                                                                                                                                                        |      |        |        |      |
| Would you like to receive a call when there is an Emergency locate request submitted in your service area after hours, on weekends and on legal holidays?<br><input type="checkbox"/> Yes <input type="checkbox"/> No |      |        |        |      |
| AUTHORIZED REPRESENTATIVES                                                                                                                                                                                            |      |        |        |      |
| <small>**List persons who are authorized to make account changes on behalf of the member.**</small>                                                                                                                   |      |        |        |      |
|                                                                                                                                                                                                                       |      |        |        |      |
| ADDITIONAL COMMENTS                                                                                                                                                                                                   |      |        |        |      |
|                                                                                                                                                                                                                       |      |        |        |      |
| FORM COMPLETED BY                                                                                                                                                                                                     |      |        |        |      |
| Authorized Representative Name:                                                                                                                                                                                       |      | Phone: |        |      |
| Authorized Representative Signature:                                                                                                                                                                                  |      | Date:  |        |      |

***\*\*Note: This document must be completed, signed, and returned to MS811 before membership can be activated. Please submit the completed document to [info@ms811.org](mailto:info@ms811.org). It is very important that you notify MS811 anytime any of the information on this form changes (employees, ticket transmission, locating service, phone carriers, etc.)\*\****

***\*\*This document must be completed, signed, and returned to MS811 before membership can be activated.\*\****



## **Member Dispatch & Output Set Up Form**

### **Frequently Asked Questions**

1. **What mode of receiving locate request tickets is best?** Review the following before choosing which method is best for your company.
  - a. **EMAIL** - If email is chosen as the primary delivery method, indicate if the information needs to be in the body of the email or as an attachment. Please provide a fax number as a backup in the event email servers go down. MS811 transmits locate request tickets and audits from [dig@ms811.org](mailto:dig@ms811.org). Avoid problems receiving locate requests by adding this address to your Allowlist.
  - b. **TEXT MESSAGE** – Tickets can be sent by text with the fields listed below; however, the full ticket information is not included due to character limitations. At least one additional method is required to receive the full ticket information. If chosen, the number and carrier must be provided, and changes must be reported to MS811.
    - Ticket Number
    - Ticket Type
    - Contact Phone #
    - Contact Person
    - Work Address or Street
    - Work City
    - Work County
  - c. **TICKET MANAGEMENT SYSTEM** – An application used by utility companies or their locators to manage track and respond to 811 locate request tickets. These systems—often provided by third-party vendors—are designed to interface with the MS811 system.
  - d. **FTP SITE** – Locate requests may be sent via FTP if site credentials are provided.
  - e. **CONTRACT LOCATING SERVICE** – If a locating service is contracted to mark infrastructure, list the company, and contact information for ticket delivery.
  - f. **FAX** - This option is only recommended when no other option is available. If chosen additional charges will apply per locate request, per fax (see Membership Information documentation for rates). Audit reports are sent between 12:00 am and 3:00 am. If the fax is in a home, choose an alternate fax or email to receive reports.
2. **Can more than one method of ticket transmission be chosen?** Yes, choose any combination of modes listed above. There is no extra charge for this service unless locates are sent by fax.
3. **Who should be the main company contact?** The person that can answer questions and makes MS811-related decisions.
4. **Who should be listed as the Locator/Operator contact?** The person who will be locating infrastructure.
5. **Who should be the main company contact?** The person that can answer questions and makes MS811-related decisions.
6. **Who should be the main company contact?** The person that can answer questions and makes MS811-related decisions.

## **Member Dispatch & Output Set Up Form**

### **Frequently Asked Questions**

7. **Who should be the main company contact?** The person that can answer questions and makes MS811-related decisions.
8. **Who should be listed as the Locator/Operator contact?** The person who will be locating infrastructure.
9. **Who should be listed as the Positive Response contact?** The person that can report the locate status for underground infrastructure. Access to MS811's Positive Response Information System (PRIS) will be provided as required by law to submit responses for locate requests.
10. **Would you like to receive a call when there is an Emergency locate request submitted in your service area after hours, on weekends and on legal holidays?**
  - a. If you select “**No**” you will still receive a copy by the method, you choose in the “LOCATE REQUEST & AUDIT REPORT TRANSMISSION INFORMATION” section of the “Member Dispatch & Output Set Up Form”.
  - b. If you select “**Yes**” someone with MS811 will be in contact with you to set up your after-hours contact information. If you opt into this service:
    - i. Someone with MS811 will attempt to call your company, any time there is an Emergency locate request submitted in your service area between the hours of 5:00 pm and 7:00 am, Monday through Friday, and 24 hours a day on weekends and legal holidays.
    - ii. You will need to ensure that your after-hours contact person(s) know what actions to take when contacted.
    - iii. You will still receive a digital copy of the request in addition to the voice calls.
11. **Who should be listed as the Service Area Database contact?** The person responsible for providing and maintaining an accurate, up-to-date database. The person is also responsible for submitting service area updates through the Service Area Editor (SAE).
12. **Why choose a Service Area buffer size for manual editing?** This will be the buffer size used by the system if service area edits are made via the SAE manual editing tools. If a size is not specified, 400 feet will be used. As a reminder, this buffer size does not apply to GIS files uploaded to SAE.
13. **Why list authorized representatives?** This will tell us who is authorized to make changes to the member's MS811 account information. (for example, contact information, ticket delivery locations, name changes, etc.)

Contact us at (601) 368-1150 or by email at [info@ms811.org](mailto:info@ms811.org) if you need additional help completing the “Member Dispatch & Output Set Up Form”.



## **Authorization to Transmit Locate Request Information**

Mississippi 811, Inc. (MS811) provides member utility owners/operators (members) with excavation information that is reported to MS811 in the form of a locate request ticket. This document contains the terms and conditions upon which MS811 will provide such information to the member as follows.

1. **Service Area** - The member's service area database and the work area location information provided by the excavator are what determines when a locate request ticket is transmitted to the member. Therefore, it is very important that the member maintains an up-to-date service area database with MS811 to ensure proper notification.
2. **Locate Request Delivery** - MS811 will deliver locate request information by the mode(s) requested by the member. When a locate request is sent by MS811, it enters an information processing system outside the control of MS811. MS811 SHALL NOT BE LIABLE FOR ANY LOCATE REQUEST MESSAGES THAT FAIL TO REACH THE MEMBER. In addition, MS811 shall not be liable for any failure to send a message where such failure results from a cause beyond MS811's reasonable control. This includes, without limitation, any equipment, communications, or power failure.
3. **Audit Reports** - MS811 will deliver an audit report to the member at no additional charge between the hours of midnight and 3:00 am daily. This report contains a list of all ticket numbers transmitted to the member on the previous day. The member may notify MS811 anytime there is a ticket number listed on an audit report that needs to be re-transmitted. If an audit report does not contain any ticket numbers, this means that no locate requests were transmitted to the member on the previous day.
4. **Broadcast Messages** - MS811 may occasionally send the member, membership-related information by the same mode specified in writing or on the "Member Set Up Form" for locate request delivery. These messages are generally only sent once or twice a year and will be sent between the hours of 7:00 am and 5:00 pm Monday through Friday and will contain information such as, but not limited to, important MS811 system updates or MS811 events.
5. **Modes of Delivery/Transmission** - MS811 can transmit locate request information by Email, FTP, FAX, Text Message, SMTP, Web Service, or Ticket Management system. Information can be transmitted as Plain Text, HTML, or XML. Tickets transmitted by email can be sent with the locate request information contained in the body of the email or as an attachment.
6. **Output:** Output shall mean the member's locate request, audit, and or message delivery settings. Separate outputs are created for each delivery method chosen.
7. **Text Message Delivery** - Text messages are limited to a minimum number of characters; therefore, only partial locate request information can be sent by text and is not a legal or binding document. Therefore, the member must also select an additional method for the full locate request information to be delivered to. When supplied by the excavator, the following locate request information will be included in the text message: Ticket Number/Priority/Contact Phone Number/Contact Name/Street or Address where excavation will take place/Nearest Town/County.
8. **Emergency Message Delivery** - The member is required to provide MS811 with an after-hours emergency contact phone number. We will contact the phone number provided if an emergency locate request is reported between the hours of 5:00 pm and 7:00 am, Monday through Friday, 24 hours a day on weekends and MS811 observed holidays. We will start calling out emergencies as early as 3:00 pm if needed. The locate request will still be transmitted to any outputs we have for the member, in addition to this call. All personnel listed should be privy to the importance of how the call should be handled. The member may opt out of this service by signing an "Authorization to Discontinue After-Hours Emergency Call Outs" agreement.

**\*\*This document must be completed, signed, and returned to MS811 before membership can be activated.\*\***

## **Authorization to Transmit Locate Request Information**

9. **Change of Delivery** - Any changes needed pertaining to the mode or time in which locate request information is transmitted must be submitted to MS811 in writing at 200 Country Place Pkwy, Pearl, MS 39208, fax 601-981-9027 or [info@ms811.org](mailto:info@ms811.org).
10. **Delivery Fees** - Members may request any combination of locate request transmission methods for no additional charge except for fax (see "Membership Information" document for fax rates).
11. **No Warranty** - Understand that MS811 relies on maps and other location information provided by others that may contain errors or omissions. THE SERVICES PROVIDED BY MS811 ARE PROVIDED "AS IS" WITHOUT ANY WARRANTY OF ANY KIND, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY. The member is solely responsible for the interpretation and use of the information MS811 provides.
12. **Limitation of Damages; Indemnification** - MS811 SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES ARISING FROM ITS PROVISION OF OR FAILURE TO PROVIDE SERVICES TO THE MEMBER EVEN IF MS811 HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. The member shall indemnify, defend, and hold MS811 harmless from all claims, demands, actions, attorneys' fees, costs, and expenses based upon, or arising out of, any act or failure to act of MS811, its employees, subcontractors, or other agents while performing services for the member, except to the extent such act or failure to act is attributable solely to MS811.

BY SIGNING THIS DOCUMENT, I AUTHORIZE MS811 TO TRANSMIT LOCATE REQUEST, AUDIT, AND OTHER MEMBERSHIP-RELATED INFORMATION TO THE COMPANY LISTED BELOW AND THAT I HAVE READ AND UNDERSTAND THIS DOCUMENT, AND I AGREE TO ITS TERMS.

Company \_\_\_\_\_ Printed Name \_\_\_\_\_  
(Authorized Representative)

Signature \_\_\_\_\_ Date \_\_\_\_\_  
(Authorized Representative)

**\*\*This document must be completed, signed, and returned to MS811 before membership can be activated.\*\***



## 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.

**\*\*This document must be completed, signed, and returned to MS811 before an SAE account can be set up or membership can be activated.\*\***

## **Service Area Agreement**

**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 200 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: \_\_\_\_\_

**\*\*This document must be completed, signed, and returned to MS811 before an SAE account can be set up or membership can be activated.\*\***