



**Know what's below. 811 before you dig.**

## Membership FAQ

### What is Kentucky 811?

Kentucky Underground Protection, Inc. (Kentucky 811), was formed in 1987 by the owners and operators of underground facilities in the state of Kentucky as a means of reducing damage to those facilities and to promote public safety by reducing the number of incidents statewide.

KENTUCKY 811 is a not-for-profit organization that provides contractors, excavators, homeowners, and others who may be disturbing the earth, with a single toll-free number to call for locating and marking underground facilities. All 50 states have organizations similar to Kentucky 811.

- Kentucky 811 does not locate the underground facilities. Kentucky 811 transmits the locate request to all Members in the area of the dig site, and it is their responsibility to have the lines located.
- Kentucky 811 will only notify Member utilities.
- Kentucky 811 does not notify any non-member utilities. The law does not require all owners or operators of underground facilities to be Members of Kentucky 811. If there are signs of buried facilities that Kentucky 811 has not notified, please excavate with care.

### Why do utilities, excavators, contractors and the public have to call Kentucky 811 prior to disturbing the earth?

KRS 367.4901 to 367.4917, which may be cited as the "Underground Facility Damage Prevention Act of 1994," was created to prevent damages and protect public and workplace safety. The law requires all persons excavating to call at least two full working days before digging, and no more than 21 calendar days prior to digging. The act in its entirety can be viewed on our website

<https://kentucky811.org/> **When can I contact Kentucky 811 and how?**

- Our administrative hours are Monday through Friday, 7am to 5pm EST, 502-266-5677.
- Justin Sell, Director of Operations & Technology 317-893-1402 or [jsell@usa811.org](mailto:jsell@usa811.org)
- Tim Vaughn, Education and Outreach 502-442-3160 or [tvaughn@usa811.org](mailto:tvaughn@usa811.org)
- Rhonda Mercer, Finance Department 317-893-1468 or [rmercerc@usa811.org](mailto:rmercerc@usa811.org)
- Wanda Rudisell, Administrative Assistant 317-893-1400 or [wrudisell@usa811.org](mailto:wrudisell@usa811.org)
- Carly Dunsmore, Member Services Coordinator 833-538-0923  
or [memberservices@usa811.org](mailto:memberservices@usa811.org)

If you ever experience issues outside of those times, you may reach our Support Desk by calling 317-893-1416.

## **Member Information**

### **How do I become a Member of Kentucky 811?**

Information on becoming a member of Kentucky 811 can be obtained by visiting our website <https://kentucky811.org/> or contacting Member Services at [memberservices@usa811.org](mailto:memberservices@usa811.org)

### **What are the benefits of becoming a Member of Kentucky 811?**

Kentucky law requires that all excavators, contractors, utilities, and homeowners who are planning to dig call Kentucky 811. In turn, Kentucky 811 creates a locate request and transmits that request to any Member who has underground facilities in the area where the dig is scheduled to take place.

Kentucky 811 is open 24 hours a day, 7 days a week (including state and federal holidays).

### **How can I find out who is a Member of Kentucky 811?**

If you would like to view a listing of current Kentucky 811 Members, you can visit our website <https://kentucky811.org/> and click on the Utilities link.

## **Member Service Area**

### **How does Kentucky 811 know that a Member has underground facilities at a dig site?**

Each Member must identify their Service area. A Service Area is an area defined by the Member as a polygonal shape on our map that represents where their underground facilities are. Members will receive Locate Requests from Kentucky 811 when the dig site overlaps the Members Service Area Polygon.

### **How does a Member identify their Service Area?**

A Service Area represents where a Member has underground facilities. Imagine an encyclopedia that shows a human body with the bones, muscles, arteries, etc shown on separate transparencies. Our software works like that, with each Member's Service Area Map representing a different layer. Your service area does not need to be contiguous, but a different service area would be required if you need for Kentucky 811 to send the locate requests to go somewhere else.

- Members are set up with internet user accounts that provide access to our software, which allows them to manually draw in their Service area.
- In addition, certain types of files containing facility locations for Members can be uploaded into our software. The following is the type of map file (including specifications) that can be supported and uploaded:
  - ESRI Shape File lat long, NAD83, under 50MB in size with a limitation of 10,000 vertices per shape file.
  - Any other projection will require a .prj file to be included during the upload process.

Note: If you have specific questions regarding uploading a map file or the compatibility of a map file with our current software, please contact our Member Services Group at [memberservices@usa811.org](mailto:memberservices@usa811.org).

### **What happens if a Member's service area changes?**

Your service area should be reviewed on a regular basis, especially when your company adds new underground facilities. Members can access their service areas 24/7 by going to our website at <https://kentucky811.org/> and clicking on the Member Services link. In addition, Kentucky 811 strives to update our base map on a yearly basis. When base maps are updated, we ask our Members to review their Service Area and accept or decline changes utilizing Map Change Detection software.

### **What happens when I update my Service Area?**

When a Member updates their service area, they must complete the registration and send an email to [memberservices@usa811.org](mailto:memberservices@usa811.org). After Member Services receives the request to activate the new mapping, the changes will be saved into production, and the Member will receive a confirmation email.

### **Who gets a copy of a service area map?**

Our maps are used by Kentucky 811 to determine which Members need to be notified, and by our Members to define the location of their underground facilities. Members only have access to their Service Area maps. Maps are not used or sent to excavators, homeowners, or other utilities.

## **We have web ticket entry access. Do we enter our Service Area map in there?**

No, although both are accessed through the same login page each requires a separate username and password. Our Member Services group can assist with setting up your user account and provide training on mapping and updating your service area map.

## **Why do I get tickets that aren't in my Service Area?**

During the creation of a Locate Request the dig site is mapped and a 200-foot buffer is automatically applied the area. This is done to prevent damage to Members who have underground facilities which do not run along or under roads but are in rear easements or cross-country. The buffer may create a small overlay with your service area map causing a Locate Request to be sent to you.

Additionally, Kentucky 811 attempts to “map” every Locate Request we are not able to do so 100% of the time. We are currently mapping over 99% of all incoming Locate Requests Statewide. When we cannot map a dig site, we default the notification to Place level for safety reasons. (The entire community area becomes the dig site polygon.)

## **What happens when the person requesting the locate, mentions that we did not read back a Member they believe to be in the area?**

It could be that the utility is not a Member of Kentucky 811. However, in those cases where the utility in question is a Member, Kentucky 811 has the ability to “manually” add the Member to a ticket. The purpose of doing this is to minimize the chance that an underground utility line is damaged. When a Member is manually added to a ticket, a copy of the ticket will be transmitted to the Member in question, and in the Remarks field a message similar to the following will appear:

```
Remarks : All tickets are taken and processed on Eastern Daylight Time
* ID7053 WAS MANUALLY ADDED TO THIS TICKET, PLEASE CHECK YOUR DATABASE
Will you be white-lining the dig site area? YES
:
```

Anytime this occurs the ticket is passed on to Member Services to investigate. If it is determined that all information supplied by the caller was correct, then Member Services will contact the utility in question, and advise them to review their Service Area. For example, the Member may have added new underground lines or may have merged with another utility and have not had time to update their Service Area Map.

Again, manually adding a Member to a ticket is done to prevent any unnecessary damage until the situation can be investigated. We can only trust that the person doing the digging is confident that a utility exists in the excavation site.

## **Transmitting Locate Requests To Our Members**

### **How are Members notified of locate request?**

Kentucky 811 can transmit tickets to our Members or their locators in any one of the following manners:

- Email
- XML

While email is the preferred method of transmissions, there are many software screening packages available for Members, and Kentucky 811 can send tickets to all of these packages. XML is our newest transmission method and requires more advanced configuration both on the sending and receiving end(s). The type of XML utilized by Kentucky 811 is not an RSS, but relies on SOAP configuration files. Kentucky 811 can provide the schema and output protocols upon request.

### **How does KENTUCKY 811 handle notifying Members or locators of Emergency locates that occur After-Hours, on Weekends or on Holidays?**

Members can identify where they would like to have certain priority tickets transmitted based on when their office is open or closed. Due to the fact that some Members do not have locations where priority tickets can be transmitted After-Hours, they can also provide Kentucky 811 with After-Hours contact information so that we can contact them by phone or pager with priority ticket information. Unless requested otherwise, Kentucky 811 calls all Members to advise of the transmission of high priority tickets After-Hours or on Holidays.

During the normal work week between the hours of 6:00 pm and 7:00 am the following morning, Kentucky 811 will contact each Member when a high priority ticket is transmitted to them. Kentucky 811 also places calls to Members on weekends starting at 6:00 pm on Friday evening, through 7:00 am Monday morning. In addition, Kentucky 811 calls Members on the following Federal and State holidays:

New Year's Day  
Martin Luther King Jr. Day  
Presidents Day  
Good Friday  
Memorial Day  
Independence Day  
Labor Day  
Columbus Day

General Election Day  
Veterans Day  
Thanksgiving Day  
Day After Thanksgiving  
Christmas Eve  
Christmas Day  
New Year's Eve

To view the current year's Holiday list with dates, visit our website <https://kentucky811.org/>

### **Who do I contact when I need to have a ticket resent?**

Our administrative hours are Monday through Friday 7am to 5pm EST at 502-266-5677 option 1. If you ever experience issues outside of those times, you may reach our Support Desk by calling 317-893-1416.

**Who do I contact when I want to change my destination information (e.g. where my tickets are being sent)?**

Our Support Desk or Member Services can assist in making ticket destination changes. However, prior to making any change to a Member's ticket destination information, Kentucky 811 requires written confirmation from the Member. A copy of our Ticket Delivery Form can be obtained by visiting our website <https://kentucky811.org/> or a copy can be sent to you by contacting either our Support Desk or Member Services. A request to have a destination change made can also be sent to [memberservices@usa811.org](mailto:memberservices@usa811.org).

## **Member Billing**

### **What type of tickets do our Members get billed for?**

In that each ticket Kentucky 811 handles is considered a legal document, anytime that document is created or revised in any manner, Kentucky 811 is obligated to transmit the ticket and/or revisions to an existing ticket, to the Member(s) who appear on the ticket. Therefore, Kentucky 811 charges for all ticket types except for the following:

- Place - Tickets that Kentucky 811 could not map, which had to be defaulted to a community area.
- Retransmitted - Tickets that were Retransmitted with minor corrections or explanations.
- Cancelled - Tickets that had to be cancelled due to corrections that altered the locate instructions or the location of the dig site.

### **On a re-call during the 21-day timeframe, do we get charged again?**

In that each ticket Kentucky 811 handles is considered a legal document, anytime that document is created or revised in any manner, Kentucky 811 is obligated to transmit the ticket and/or revisions to an existing ticket, to the Member(s) who appear on the ticket. Except for tickets that can be Retransmitted with minor corrections, Cancelled due to major changes, or were Place, we charge for all ticket types that are transmitted to our Members.

### **Why do I get charged for tickets that our utility submits to Kentucky 811?**

In order to comply with the current law, our Members are required to wear two hats. One hat requires you to comply with the “Call Before You Dig” portion of the law and the Member hat obligates you to mark your lines at a proposed dig site. Our current system does not provide us with a way to distinguish that the individual or company submitting a locate request is also a Member of this organization. As required by law, Kentucky 811 must treat every Member equally and transmit these documents to all Members who have facilities in the area of the proposed dig site.

### **When does Kentucky 811 bill Members and how can payments be made?**

Our Members are billed on a monthly basis except Housing Authorities who are billed annually. Members have the ability to pay Kentucky 811 by check or credit card.

### **Who do I contact when I have a question about my bill?**

Who you contact at Kentucky 811 depends on the type of question you need to have answered? Please review the following:

- If you want to change any of the contact information on a bill, such as the name or mailing, you would contact Rhonda Mercer, in our Finance department. Rhonda can be reached at 317-893-1468 or you can email her at [rmercerc@usa811.org](mailto:rmercerc@usa811.org).
- If you have questions regarding the amount of tickets you were billed, you can contact Carly Dunsmore, in our Member Services department. Carly can be reached at 833-538-0923 or you can email her at [memberservices@usa811.org](mailto:memberservices@usa811.org).

## Locate Requests

### What is a locate request?

When Kentucky 811 is contacted about a scheduled dig, a locate request is created. In order to process the request, specific information is obtained from the company or person who is going to be digging.

- Locate requests can be submitted by dialing 811, or 1-800-752-6007, or by utilizing web ticket entry.
- Web Ticket Entry programs are available not only to our Members, but excavators and contractors. More information on Web Ticket Entry programs can be obtained by visiting our website <https://kentucky811.org/> or by contacting our Web Department at [webtraining@usa811.org](mailto:webtraining@usa811.org).
- A locate request is a *legal document* that confirms you contacted Kentucky 811 to notify the Member Utilities.
- Each locate request is assigned a ticket number to confirm that the request has been submitted.
- Members who have underground facilities in the area of the dig site, will be transmitted a copy of the ticket. It is the Members responsibility to locate the lines or clear the area in which the dig is taking place.

### What happens after a locate request is submitted?

After the ticket has been created, it is forwarded to all Kentucky 811 Members who are in the area of the dig site. Kentucky 811 strives to map every locate request so that only the Members who are in the dig site area receive the locate request. However, when a ticket cannot be mapped, the ticket is transmitted to all Members in the county and place where the dig is slated to take place. Although this means that some Members will be notified that are not in the dig site area, it is the only way we can assure that damages don't occur.

### How long does a Member have to respond to the request?

In most cases, Members have two full working days to respond to the locate request. However, there are other types of locate requests, such as Emergency, Damage, and Design. It is at the discretion of the Member as to how soon they will locate the lines on a high priority ticket: Emergency or Damage. In those cases, most Members will contact the individual or company to work out a schedule for locating high priority tickets. A Member has ten full working days to respond to a Design ticket.

### How does a Member respond to the request when there are facilities in the dig site?

When a Locate Request is received, the Member responds within the above response time with one or more of the following methods:

- Marking the approximate location and description of your underground facilities within the requested dig site. Marking should consist of a combination of paint, chalk, flags, or stakes using the following color code:
  - Red – Electric Power Lines, Cables, Conduit and Lighting Cables
  - Yellow – Natural Gas, Oil, Steam, Petroleum, or Gaseous Materials
  - Orange – Communication, Alarm, or Signal Lines, Cables or Conduit



- Blue – Potable Water
- Green – Sewers and Drain Lines
- For Design Tickets, or when appropriate, Members may provide prints, maps, drawings, shape files, and other facility records of their underground facilities within the dig site.
- Utilizing Kentucky 811’s Electronic Positive Response system

**How does a Member respond to the request when there are not any facilities in the dig site?**

When a Locate Request is received, the Member responds within the above response time with one or more of the following methods:

- Marking “OK” or “Clear” with company identification on site with their corresponding color
- Contacting the person excavating to inform them the dig site is clear of your underground facilities
- Utilizing Kentucky 811’s Electronic Positive Response system

**What is Electronic Positive Response?**

Kentucky 811 deployed Electronic Positive Response (EPR) to allow the Member to advise the person excavating as to whether the location markings for your facility are complete, the underground facility is not in conflict with the proposed excavation site and it is safe to dig or whether there are extenuating circumstances requiring additional action before it is safe to dig. There are two different options for Members who wish to utilize EPR:

- Manual Process – Representative(s) with the Member receives a username which allows them to respond to each Locate Request sent to them.
- Upload Process – Relies on the sending and receiving of information based on SOAP configuration files. Kentucky 811 can provide the information upon request.

**What type of locate requests are there?**

- Normal Notice - If the caller does not plan to dig sooner than the “proper notice” date & time, this is considered a normal notice. Most tickets taken are normal request tickets. Members have two full working days to locate the dig site.
- In Progress - A locate request created if the work has already started at the dig site. This is just a “request” since it is short of the 2 working day notice.
- Additional Notice (e.g. 2<sup>nd</sup> Notice) – Additional notices are created when:
  - The two full working days are up, and one or more utilities have not responded.
  - The site was not properly and/or completely marked, and the planned work has not yet begun.

- Emergency - Created at the request of the caller or when the situation specifically fits the legal definition of an emergency. Kentucky State Law defines an emergency as: *“there exists substantial likelihood that loss of life, property, inability to restore interrupted utility service, an imminent danger to health or the environment, or the blockage of public transportation facilities will result.”*
- Damage – When we are contacted and informed that a line has been hit, a Damage ticket is created. In addition, we advise the caller that they should contact the provider of the service to report the damaged line, and if the damaged line is one that “involves damage to a facility containing any flammable, toxic, corrosive, or hazardous material or results in the release of any flammable, toxic, corrosive, or hazardous material” (e.g. blowing gas line, pipe line, etc.), they should call 911.
- Retransmit – If clarification is needed on a previously submitted ticket, then information is placed in the Remarks field and the ticket is retransmitted to the Member. Members are not charged for Retransmitted tickets. For example:
  - The caller wants the locators to know that they have a dog in their backyard.
  - Driving directions are added.
  - Locate instructions are clarified.
  - The caller lives in a gated community and wants the locators to contact him.
- Cancel – If the original ticket contains incorrect information that alters the legality of the ticket, then the previous ticket will be cancelled, and a new ticket submitted. When a ticket is cancelled a copy will be transmitted to the Members to explain why the ticket was cancelled. Tickets can be cancelled due to the following:
  - The wrong address was provided.
  - The locate instructions were changed (e.g. wants west side of property marked, instead of east side of property).
  - The wrong county & city was provided, and previous ticket did not get to the correct Members.
- Remark – If the area on a previous ticket was marked, but the area has been disturbed during excavation, construction or due to weather, then a Remark of the dig site can be requested. However, Members still have two full working days to remark their lines.
- Design Ticket – When a caller is not digging, but is involved in bidding, preconstruction engineering, or other advanced planning efforts, a Design ticket is created. Members have ten full working days to respond to a Design and may respond to the individual or company the approximate location and a description of all the operator’s underground facilities that are located in the proposed excavation or demolition. This includes, but is not limited to, prints, maps, drawings, on-site markings, and other facility records of existing utility facilities.

Note: Unless there is an emergency or damage situation, Members do not have to mark the lines on a weekend or holiday. The day, date, and time for proper notice will be calculated for 48 hours, however, weekend or holiday time will not be included. (Design Tickets will be calculated for 10 full working days.)

## **What type of information is collected from the person doing the digging?**

- Name of the company or person doing the digging.
- The address and telephone number of the company or person doing the digging.
- The name of a person and the number where they can be reached if there are questions regarding the request.
- Will explosives or blasting take place at the dig site (e.g. yes or no).
- How deep are they digging?
- The type of work being done (e.g. laying pipe, installing cable, etc.).
- The county and city of the dig site.
- The location of the dig site (e.g. address, main road, etc.).
- The nearest cross street to the main location.
- Locate instructions are also included on the ticket (e.g. locate entire property, locate along front of property, etc).
- A section is also included for placing remarks that might be needed to provide additional information and/or clarification.
- The ID's of the Members who will receive the ticket are also listed.

Note: Information obtained on where the dig site is located assists us in mapping the locate request.

## **How does Kentucky 811 map a locate request?**

In order to map a locate request the following mandatory information must be obtained:

- County where the dig site is located.
- City where the dig site is located.
- We must have the location of the dig site (e.g. physical address or street where the site is located, along with directions to the site, etc.)
- A cross street(s) so we can map the ticket.

The way the ticket is mapped determines what Members receive the ticket.

## **What happens when Kentucky 811 cannot map a ticket?**

When a locate request cannot be mapped, the ticket automatically defaults to the community area. This is also referred to as a "place" ticket. In these cases, all Kentucky 811 Members who have facilities in that area, will receive the locate requests. Every attempt is made to map a locate request, however, in order to avoid damages, there are times when we have to default the ticket to place.

## **How does a Member report a ticket problem?**

Any time you have a question or problem with a ticket, you can contact our Ticket Research team at [ticketresearch@usa811.org](mailto:ticketresearch@usa811.org) Depending on your concerns, in most cases the ticket will be reviewed by our Quality Control team and appropriate action will be taken.

If you feel you received the ticket in error because you do not have service in the area of the dig site, and the ticket was mapped correctly, it will be passed on to Member Services for their review. In some cases, your service area may need to be revised (e.g. trimmed) to eliminate receiving unnecessary tickets. You can email Member Services at [memberservices@usa811.org](mailto:memberservices@usa811.org) and they will work with you to resolve those issues.