



## 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.:

1. The utility owner/operator must furnish and maintain an automated method of receiving the line location information by Email, FTP site or FAX. After-hours emergency contact information must also be provided. The methods used must be accessible 24 hours a day.
2. The utility owner/operator will be responsible for supplying Mississippi 811, Inc. (MS811) the database (service areas in which buried lines or facilities exist) and for keeping the database updated (additions/deletions). Any underground lines and lines that run under or into rivers, lakes, ponds, the gulf, etc. should be reported as part of your database. Membership cannot be activated until database has been submitted. The database will be used by the MS811 computer system to determine if a member is to be sent a locate request message. In order for us to build your service area you will need to provide us with a digital copy (ArcView, AutoCAD, etc.), GPS readings or a paper map that has been marked to show all roads and/or areas where you have buried facilities. We will then complete building your service area by placing a minimum 400 foot buffer around your underground utilities. Please understand that there will be times when you will receive a locate message from the call center where excavation is taking place within 300 feet of your service area. This is due to our computer system having a built-in 300 foot buffer around our excavation marking tools. This has been built into the system as a precaution due to possible inaccuracies in the map or an excavator supplying incorrect driving directions. However, if you feel that you have received a locate request that does not meet this scenario, please notify our mapping department. An annual update of each operator's underground utility lines or underground facilities is mandatory.
3. **Membership Fees:** Annual billing is in November. This billing is based on actual tickets received from November 1 of the prior year to October 31 of the current year. Our billing structure is based on Percent of Impact Billing. For the 2014 billing period, the average rate per ticket was **\$1.91. Beginning January 1, 2015, members who utilize the fax option as a source of receiving locate request will be charged an additional .15/per locate request per fax machine/receiver on top of the current approved ticket price.**
4. Between the hours of midnight and 5:00 am each day, the Mississippi 811, Inc. computer system will send your company what we call an "Audit" or "Good Morning Report". This report lists all of the locate request numbers that were sent to you the day before. You will need to verify that you **did receive** all of the locate request numbers listed. If you did not receive a particular message, then you may notify us that you need it re-transmitted. This report will take place regardless of whether you did or did not receive any messages for the day before. If you choose to receive your messages by FAX and your FAX machine is located in your home, you may want to choose another FAX number or an Email address to receive the audit report due to the late hours in which the report is sent.
5. "Working day" shall mean a 24 hour period commencing from the time the locate request is processed or entered into the system by Mississippi 811, Inc. of the notification in accordance with the law excluding Saturdays, Sundays and legal holidays. Upon receiving a locate request from Mississippi 811, Inc., you will be required by law to mark your underground facilities that are in the excavation area indicated on the ticket using stakes, paint or other clearly identifiable materials. This is to show the field location of underground facilities in accordance with the current color code standard of the American Public Works Association. You may also uncover or expose the underground facilities so that the excavator may readily see their location. Some situations may require pointing out to the excavator of certain aboveground facilities such as, but not limited to,

manhole covers, valve boxes, pipe risers and cable risers, which indicate the location of underground facilities. Markings must be accurate in one of three ways: (a) within eighteen (18) inches measured horizontally from both of the outside edges of an operator's facility; (b) a strip of land eighteen (18) inches either side of the operator's field mark; or (c) mark the width of the facility or line plus eighteen (18) inches on each side of the marked width of the facility or line. The markings provided by operators shall only be valid for a period of fourteen (14) calendar days from the proposed starting date provided to Mississippi 811, Inc.

6. Every person owning or operating underground utility lines or underground facilities shall, upon receiving advance notice of the commencement of excavation make an investigation within two (2) working days from the time notice is provided to determine the approximate location of its underground utility lines and underground facilities in the area of the proposed excavation. All owners or operators shall either: (a) mark the approximate location of underground utility lines and underground facilities in or near the area of the excavation so as to enable the person engaged in excavation work to locate the lines and facilities in advance of and during the excavation work; or (b) advise in writing or by telephone or electronic means that it has no underground utility lines or underground facilities in the excavation area; or (c) advise in writing or by telephone or electronic means that it can locate its underground utility lines or underground facilities in the excavation area only by excavation. If an operator can locate its underground utility lines or underground facilities in the excavation area only by excavation and has given proper notice of such, that operator shall be allowed a reasonable amount of additional time, not to exceed four (4) working days from the day the original notice was provided in accordance with this chapter, to mark the approximate location of the underground utility lines or underground facilities. In lieu of such marking, the operator may request to be present at the site upon commencement of the excavation, so long as the operator complies within two (2) working days of the receipt of the notice. When an excavator, upon arriving at an excavation site, sees evidence of unmarked underground utility lines or underground facilities or encounters an unmarked underground utility line or underground facility on an excavation site after excavation has commenced, where notice of intent has been made, that excavator must immediately contact Mississippi 811, Inc. All operator(s) thus notified must contact the excavator within four (4) hours and inform the excavator of any of their known underground facilities, active or abandoned, at the site of excavation.

7. Your company is not a member of Mississippi 811, Inc. until the enclosed application and setup forms are completed and returned, database has been submitted and your company has approved the completed service area. Once we have built your service area, we will send you a copy of the service area along with a database agreement to sign. Once we receive your signed database agreement, we will activate your membership and contact your company by telephone to confirm the activation and to verify that you have received a test ticket.

We have attempted to address questions that you might have regarding the fee structure, the call center operation and your membership responsibilities. However, please feel free to contact us at 601-362-4322 or at 601-368-1150 should you need additional information or if we can be of help in any way. We look forward to your membership with us.

**[NOTE:** You might ask yourself one question - "How much does it cost to repair one break?"]

**A complete copy of the Mississippi Excavation Law can be downloaded from our web site at [www.ms811.org](http://www.ms811.org)**



**Membership Application and Agreement**

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

WHEREAS, the undersigned represents that it has underground facilities 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 it's assigns, as follows:

- 1. To not share, sell or disseminate the locate 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) \_\_\_\_\_

(Your Printed Name) \_\_\_\_\_ (Title) \_\_\_\_\_

(Billing Address) \_\_\_\_\_

\_\_\_\_\_

(Telephone Number) \_\_\_\_\_ (FAX #) \_\_\_\_\_

(Email Address) \_\_\_\_\_

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

(Company Seal, if applicable)

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

(Signature)

ACCEPTED BY MISSISSIPPI 811, INC.

DATE \_\_\_\_\_ BY \_\_\_\_\_

This box is for Internal Mississippi 811, Inc. use only: DISPATCH CODE \_\_\_\_\_

**MEMBER DISPATCH 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 \_\_\_\_\_  
Pipelines Types: Gathering or Transmission

**BILLING CONTACT INFORMATION**

Billing Contact Person:	Phone:	Ext#	
Fax:	Email:		
Mailing Address:	City:	State:	ZIP Code:

Would you prefer to receive your MS811 invoices by Email or  Mail?

**CHOOSE MODE OF RECEIVING LOCATE REQUESTS AND DAILY AUDIT REPORTS**

**EMAIL ADDRESS** \_\_\_\_\_ email ticket as  body  attachment **Backup FAX #** \_\_\_\_\_

**KORWEB** (If you choose this option someone will contact you to set up your Korweb account.)

**FTP SITE** – Address \_\_\_\_\_ Username \_\_\_\_\_ Password \_\_\_\_\_  
Remote Directory Name (If needed) - \_\_\_\_\_

**CONTRACT LOCATING SERVICE** – Company Name \_\_\_\_\_

**FAX** – Number \_\_\_\_\_ Backup Email Address to be used in the event of an emergency \_\_\_\_\_  
My FAX machine is located in a home and I wish to have my daily audit report sent to \_\_\_\_\_

**TEXT MESSAGE** - Cellular # \_\_\_\_\_ Cellular Carrier \_\_\_\_\_  
Send Cancel Req, Emergency, No Response, Normal, and/or Short Notice locate requests by text.  
(You must choose at least one more mode of receiving locates. If you select Normal you will be sent an additional form to be completed.)

**MAIN COMPANY CONTACT INFORMATION**

Main Contact Person:	Office Phone:	Ext#	
Cell Phone:	Fax:	Email:	
Mailing Address:	City:	State:	ZIP Code:

**DATABASE CONTACT INFORMATION**

Database Contact Person:	Office Phone:	Ext#	
Cell Phone:	Fax:	Email:	
Mailing Address:	City:	State:	ZIP Code:

Spatial Database Buffer - As we build your spatial database, what size buffer do you want around your underground facilities? (400 ft. min.) \_\_\_\_\_ Feet

List all counties your company has underground facilities in: \_\_\_\_\_

Does your company need maps of these counties, for you to draw your facilities on, to submit your database?  YES  NO

**LOCATOR/OPERATOR CONTACT INFORMATION**

This company's underground utilities will be located by:  Contract Locating Company,  Water/Gas Operator,  In House  Other \_\_\_\_\_

Locator/Operator Company Name:	Contact Person:		
Phone:	Fax:	Email:	
Mailing Address:	City:	State:	ZIP Code:

**POSITIVE RESPONSE CONTACT INFORMATION**

Name:	Email:		
Office Phone:	Ext#	Cell:	Other:

**EMERGENCY AFTER HOURS CONTACT INFORMATION**

Primary Contact:

Phone:

Alternate Phone:

Alternate Contact:

Phone:

Alternate Phone:

Alternate Contact:

Phone:

Alternate Phone:

**ADDITIONAL COMMENTS****FORM COMPLETED BY**

Name:

Phone:

Signature:

Date:

## MEMBER SET-UP FORM FREQUENTLY ASKED QUESTIONS

1. **What mode of receiving locate requests is best?** *Review the following before choosing which method is best for your company.*
  - **EMAIL** - *Email is a good option for anyone that has email access and it is extremely beneficial to persons that can receive email on their cell phone who are out in the field a lot. If you choose email as your primary method, please provide a FAX number as a backup in the event Email servers go down. To avoid problems receiving your locate requests by email add [dig@ms811.org](mailto:dig@ms811.org) to your contact List and to your White List/Approved Senders. This is the email address that we will send your locate requests through.*
  - **KORWEB** - *Korweb is a FREE web based Ticket Management software that allows members to receive and manage their ticket information through Internet access. This service is very beneficial to companies that will have multiple people viewing their tickets. If you would like to see a demo of KorWeb before choosing, you can sign up at [www.ms811.org](http://www.ms811.org). If you choose to receive your locate requests through the Korweb system someone will get in contact with you to get you set up. Some key advantages are:*
    - *Improves communication with excavators and provides an automated system to respond to all tickets.*
    - *Provides members with an automated and easy method to store details of the work performed on each ticket.*
    - *Ability to customize each members system to meet their needs and increase their efficiency.*
    - *Promote Safety and Damage Prevention using features such as Emergency Notification.*
    - *Ensures accurate and timely member compliance with positive response requirements.*
    - *There is No Cost to the Member to implement and use!*
  - **FTP SITE** – *Locate requests can be sent to your company's FTP site if beneficial to you.*
  - **CONTRACT LOCATING SERVICE** – *If you will be contracting a locating service to mark your lines for you, list the name of the company and we will contact them for their ticket delivery information.*
  - **FAX** - *This option is only recommended when there is no other option available. Some of the negative conflicts members have reported to us when receiving by fax are: paper and ink usage, machine running out of paper, paper jams and shared phone-fax line. If you must receive by fax and your machine is located in your home, you may want to choose an alternate fax number or email address to receive the audit report. The report is sent between 12:00 am and 3:00 am and may wake you if your fax is near a bedroom. The audit report lists all of the locate request numbers that you should have received from the previous day.*
  - **TEXT MESSAGE** - *This option was created to notify operators of emergency locate requests while out in the field. We are aware that operators are often busy in the field and do not have time to go into the office several times a day to check their fax machine, Email, etc. for locate requests. Text messages are limited to partial locate information. If you choose to receive text messages, you will be required to choose one of the above options as your normal mode of receiving locates. Text Message tickets will be sent 24 hours/7 days a week. If this becomes a problem, you will need to inform us of the time frame you wish to receive them.*
2. **Can I choose more than one method of receiving locates?** *Yes, you may choose any combination of the modes listed above for receiving locates. There is no extra charge for this service unless you wish to have locates sent to two or more fax machines. Then there will be an additional charge of \$0.25 per locate request sent to each additional fax number.*
3. **Who should I list as the main company contact?** *The main person within your company that can answer questions and make decisions that are MS811 related.*

4. **Who should I list as the Database contact?** *The person that will be in charge of keeping us updated with the location of your underground facilities.*
5. **Who should I list as the Locator/Operator contact?** *The person that will be locating or in charge of the persons locating your underground utilities.*
6. **Who should I list as the Positive Response contact?** *The person that can report as to whether your company has marked the location of your utilities or if there were no lines within the excavation site on a locate request.*
7. **Why did we need to list After Hours Emergency contact information?** *In addition to your normal method of ticket receiving, you will receive a call when there is an emergency excavation reported from 5:00 pm to 7:00 am. List the contact information that you want used in this event. All personnel listed should be privy to the importance of how the call should be handled.*
8. **Why do I need to choose a spatial database buffer size?** *We place the buffer size you choose around the location of your underground utilities. The minimum buffer that we will accept is 400 feet. You will receive locate requests anytime an excavation is reported to the call center that is within 300 feet of your buffered service area. These buffers are put in place to protect your utilities in the event that there are errors in street data, your utility location database and the driving directions given by the excavators.*
9. **Do I need to request maps?** *If you do not have GPS readings or a digital copy of your underground facilities and need maps to draw your service areas, we will gladly supply them for you. In addition to any underground lines, be sure and report any lines that run under or into rivers, lakes, ponds, the gulf, etc. as part of your database.*
10. **What are the different methods in which we can submit our database?** *You may use any of the following methods to submit your database.*
  - **Paper Maps** - *You may use a paper county or city map to highlight your underground facility locations. Please highlight all of the roads for the entire length that your underground facilities run. If you have underground facilities covering an entire city, outline the entire city limits and any roads that run into the county you have underground running along. If you do not have or cannot get a map, we can provide you with the county maps needed. Just indicate so on the enclosed "Member Set-Up form".*
  - **GPS Readings** - *A list of GPS readings for your underground facilities can be used to build your spatial database. To keep a safe level of accuracy, readings should be taken approximately 500 feet apart. Readings should also be taken in areas where your underground facilities change direction. If you have a cross-country line, readings should also be taken at every road crossing. These GPS readings can be submitted as an excel file, word file, etc. You can also submit your exported waypoint files.*
  - **Your Computerized Map** - *We can accept any type of digital mapping files (Example: ArcGIS, AutoCAD, etc.) that contain the location of your underground facilities. If you are using Intergraph, please export those files into a dxf file (AutoCAD file) before sending them to us. You must provide us with your data projection/coordinate system information (for example: State Plane NAD83, WGS84, etc.).*
11. **I need additional help completing the member setup form. What should I do?** *Feel free to contact our GIS department at (601) 368-1150 or by Email at [gis@ms811.org](mailto:gis@ms811.org).*

## AUTHORIZATION TO TRANSMIT LOCATE INFORMATION

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

**1. Service Area.** A buffer distance specified by the member utility owner/operator (400 feet or larger) on the "Member Set-Up Form" or in writing will be placed around the underground utilities/facilities reported. When an excavation is reported to MS811 that is within 300 feet of a member utility owner/operators' service area, a locate request will be transmitted to those member utility owner/operators.

**2. Locate Request Delivery.** MS811 will deliver locate request information by the mode you specify in writing or on the "Member Set-Up Form". 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 YOU. 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.** At no additional charge to you, MS811 will deliver an Audit Report by the same mode specified in writing or on the "Member Set-Up Form" for Locate Request Delivery. The report will be transmitted daily between the hours of midnight and 3:00 am. This report lists the locate request number of each locate request messages that was sent to you the day before. If you did not receive a locate request number listed on the audit report, then you may notify us that you need the locate request re-transmitted. This report will take place regardless of whether you did or did not receive any messages for the day before.

**4. Messages.** At no additional charge to you, MS811 may send out informative Messages 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. The messages will contain information such as, but not limited to, important MS811 system updates or MS811 events.

**4. Modes of Delivery.** The available modes in which MS811 can deliver locate request information to you are as follows: (a) **EMAIL** – Address provided by your company; (b) **FTP** (File Transfer Protocol) – Site address, username and password provided by your company; (c) **FAX** – Number provided by your company; (d) **TEXT MESSAGE** - Cellular Phone number provided by your company. Your Cellular Carrier name is also required.

**5. Normal Delivery.** Normal Delivery shall mean the Email address, FTP site or FAX number that you instruct us to send your locate requests to on the "Member Set-Up Form" or in writing.

**6. Text Message Delivery Restrictions.** Text messages are limited to a minimum number of characters; therefore, only partial locate request information can be sent by text message and is not a legal or binding document. Therefore, you are required to receive a copy of the complete locate request information by Normal Delivery. When supplied by the excavator, the following locate request field 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.

**7. Emergency Message Delivery.** You will be required to provide MS811 with an after-hours emergency contact phone number for your company. We will contact the phone number provided if an emergency locate request is reported to MS811 between the hours of 5:00 pm and 7:00 am, Monday through Friday, 24 hours a day on weekends and MS811 observed holidays. In addition to this call, you will also be sent a copy of the emergency locate request by Normal Delivery. All personnel listed should be privy to the importance of how the call should be handled.



**8. Emergency/Short Notice/Priority Defined.** "Emergency Ticket" shall mean locate tickets involving danger to life, health or property or a customer service outage. "Short Notice Ticket" shall mean only that the excavator has requested that the utility lines or facilities be marked within the specified date and time listed on the locate request. The operators are not required to mark before the 2 working days' notice. "No Response Ticket" shall mean the excavator has given notice of intent, made in accordance with the provisions set by MS Law; however, the markings are not complete. All operators must contact the excavator within 4 hours and inform them of any underground facilities, active or abandoned at the site of excavation.

**9. Change of Delivery.** Any changes that you wish to make to the mode or time in which you receive your locate request information must be submitted to MS811 in writing at 5258 Cedar Park Dr, Suite H, Jackson, MS 39206, FAX #601-362-7533 or email [members@ms811.org](mailto:members@ms811.org).

**10. Delivery Fees.** Members may request any combination of receiving locate information at no additional charge with the exception of two or more FAX numbers for a single dispatch area. Then an additional \$0.25 per locate, per additional FAX number will apply.

**11. No Warranty.** You 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. You are solely responsible for the interpretation and use of the information MS811 provides to you.

**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 YOU EVEN IF MS811 HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. You shall indemnify, defend and hold MS811 harmless from any and 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 you, except to the extent such act or failure to act is attributable solely to MS811.

I AUTHORIZE MS811 TO PROVIDE LOCATION INFORMATION TO THE COMPANY LISTED BELOW BY THE MODE I HAVE CHOSEN ON THE "MEMBER SET-UP FORM" OR BY THE MEANS THAT I HAVE SUBMITTED IN WRITING. I HAVE READ AND UNDERSTAND THIS DOCUMENT, AND I AGREE TO ITS TERMS.

Please print or type:

By: \_\_\_\_\_

Title: \_\_\_\_\_

Company: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_