

## Mississippi 811 Web Portal

### What You Should Know Before Entering Tickets

- You are responsible for the locate request information entered through your Portal or Mobile App account therefore you should not allow someone else to login using your account information.
- As you plan to submit your locate requests, be sure to take into account that there will be a delay between the time you submit them through the Portal or Mobile App & the time it is processed by MS811. If you need your locate request in a timely manner, you will need to call into the call center.
- Most Locate requests submitted through the Portal, between 7:00am and 4:00pm, Monday through Friday excluding observed holidays, will be processed by MS811 on the same business day. Requests submitted, after 4:00pm, Monday through Friday or on observed holidays will be processed on the next business day.
- Locate request tickets submitted through the Portal or Mobile App, are not valid or complete until they are processed by MS811.
- Once the locate request has been processed by MS 811 a confirmation email in the form of the processed locate request ticket will be sent to you or your contact.
- You should notify any utility companies that are not in compliance with state law, as well as, any governmental and/or Railroad permit offices.
- Most utility companies will only mark up to their meter or the property line if there is no meter.
- Privately owned lines, such as natural gas, electric, water, sewer and propane service lines may not be located by the member utility and you will be responsible for having these lines located.
- If you are submitting a ticket and will not be doing the excavation, you will need to give the contractor doing the work your Ticket number. Have them call MS811 to have the ticket transferred into their name to be in compliance with the MS State law.