



MEMBERSHIP GUIDE



Contacting OKIE811

Corporate Office

Oklahoma One-Call System, Inc.
6908 N. Robinson Ave.
Oklahoma City, OK 73116
(405) 840-9955
(800) 522-6544
Monday - Friday 8:00 a.m. - 4:30 p.m.

To Request a Locate:

Dial 811 (within Oklahoma)
(800) 522-OKIE (6543)
www.OKIE811.org
Web Tickets can be submitted 24/7

Observed Holidays

New Year's Day
Martin Luther King Day*
Presidents Day*
Memorial Day
Independence Day
Labor Day
Veterans Day*
Thanksgiving Day
Day After Thanksgiving
Christmas Eve
Christmas Day

OKIE811.org

During the holidays, we only accept emergency locate requests via phone and normal locate requests online. On the *Holidays, we will accept all ticket types, however, the 48-hour period will begin the next business day following the date of notification. Specific holiday dates are online at www.OKIE811.org/contactus

Contact Center Hours

Monday - Friday

6:00 am - 6:00 pm

Emergency Locate Requests accepted 24/7

Online Web Tickets can be submitted 24/7

OKIE811 Phone List

Education & Outreach

x7127

Assistance with Locate Requests

Dial 811 / 800.522.6543

Member Services / Member Portal Access / Member Billing

x4003

GIS, Registration of underground facilities, Service Area Editor

x4008

General Inquiries / Reception

x7150

Follow Us On Social Media



Mission Statement

“To provide quality underground damage prevention services”

Value Statement

“Delivering excellence through honesty, integrity, and having a highly engaged workforce in a fun and supportive workplace.”

“Welcome to the OKIE811 family! We’re happy to have you as a member company and appreciate everything you do.”

-Okie D. Gopher



OKIE811 Members

Welcome to Oklahoma One-Call System, Inc. (dba OKIE811). We are pleased that you have joined the OKIE811 Membership. We are eager to get to know you and work with you. Oklahoma One-Call takes great pride in protecting excavators, underground facilities, and the public.

OKIE811 Member Services is here to assist members with their requests and inquiries regarding membership, member portal access, billing, etc. The Member Services team is responsible for assisting members with maintaining the data the members have on file with OKIE811, providing Member Portal assistance & Member education, answering membership inquiries, and assisting with additional Member needs. This information is essential in ensuring ticket delivery in a timely manner.

OKIE811 GIS Department is available to assist you with any questions or concerns that you may have regarding your underground facilities (often referred to as service areas) registered with OKIE811. Your service areas tell us where your facilities are in Oklahoma. One-Call tickets are generated based on your registered service areas. We encourage you to review and edit your service areas as often as needed to keep your assets and the public protected. It is our pleasure to assist you with the registration and updates of your company’s service areas.

OKIE811 Member Services & GIS Teams are here to answer your questions and assist in any way we can. We are available Monday through Friday from 8 a.m. to 4:30 p.m.

Please bookmark our website OKIE811.org/facility-operators to access all membership documents, and resources available and take full advantage of your member benefits.

Sincerely,

Member Services & GIS Team
OKIE811 | Oklahoma One-Call System, Inc.

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History of OKIE811

Oklahoma One-Call System, Inc. (doing business as OKIE811) is a non-profit corporation, incorporated in the state of Oklahoma in 1979. Thirty-seven companies originally joined to fund a statewide one-call notification center with the purpose of preventing damage to underground facilities. There are now over fourteen hundred companies that have joined OKIE811 membership and services now exceed over six million outgoing tickets. Damage prevention training is now offered statewide to members and excavators in an effort to spread awareness.

Oklahoma Underground Facilities Damage Prevention Act

On April 22, 1981, the Governor signed into law an act known as the Oklahoma Underground Facilities Damage Prevention Act. Oklahoma Representatives Cal Hobson, Lexington and John Monks, Muskogee sponsored the legislation. The law became effective January 1, 1982 and provides that "... all operators of underground facilities shall participate in the statewide one-call notification center and shall have on file with the notification center a notice that such operator has underground facilities, the county, or counties where such facilities are located, and the address and telephone number of the person or persons from whom information about such underground facilities may be obtained." This law also states that "Notice shall be given no less than forty-eight (48) hours, excluding the date of notification, Saturdays, Sundays and legal holidays, prior to the commencement of the excavation or demolition. Notice shall expire fourteen (14) calendar days from the excavation start date. No excavation may continue after the fourteenth day unless subsequent notice has been submitted pursuant to notice requirements." Changes to the law were made in 1992, 2003, 2016, 2017, 2018, 2019, 2020, & 2021. For a copy of the act please visit our web site at www.OKIE811.org.



What We Do

OKIE811 plays a vital role in damage prevention by being the communication link between the excavators and the underground facility owners. We communicate the excavator's locate request to the underground facility owners registered with OKIE811. Our focus is to ensure each group involved receives the locate request information accurately and timely in order to mark lines in advance of excavation.

We are committed to providing quality and responsive service to all excavators, operators, and facility owners.

We process statewide locate requests 24 hours a day, 7 days a week. In a single year our contact center handles on average 800,000 inbound locate requests resulting in an average of 5,900,000 outbound notifications (aka tickets) to Oklahoma One-Call member companies. These outbound tickets notify member companies of the dig site location so that they may be marked to ensure safe, accident-free digging.

How It Works

Submit Locate Request

The inbound locate requests are submitted by excavators planning work in Oklahoma. The excavator can contact OKIE811 by phone dialing 811 or 800.522.6543 or online at www.OKIE811.org. The excavator is required to provide contact information, the type of work and a description of where work will take place.

A Ticket is Generated

OKIE811's Damage Prevention Representative processes the excavator's request and maps out the dig site based on the excavator's description. A ticket number is generated and provided to the excavator. This number is proof the excavator contacted OKIE811 and is used to reference the locate request if they need to call us back for any reason. The excavator will also receive an email copy of the ticket if they provided an email address.

Notifications are Sent

Upon creation of the ticket number, OKIE811 transmits these requests outbound to our members that own or operate underground facilities in the respective area. The notifications are transmitted to the affected member companies within minutes of completing the locate request. We average less than a 2-minute turnaround time to transmit notifications. We monitor queues throughout the day to ensure quick delivery of all locate requests.

Lines are Marked

Prior to the date and time work is scheduled to begin, each member that receives a locate request, is responsible for locating and marking or otherwise provide the approximate location of the underground facilities of the operator in a manner as to enable the excavator to employ hand-dug test holes to determine the precise location of the underground facilities in advance of excavation. Each operator shall provide a positive response to the notification center prior to the expiration of the required notice period. This response shall indicate the status of the required activities of the operator or designated representative in regard to the proposed excavation or demolition.

Confirm Before You Dig

Excavator must wait the required 48 hours (excluding the date of notification, Saturdays, Sundays, and legal holidays) and ensure all owners of the underground facilities have marked or communicated with them. This includes checking for positive response at the notification center prior to excavating or demolishing to ensure that all operators have responded and that all facilities that may be affected by the proposed excavation or demolition have been marked. The excavator must dig test holes to identify and properly protect the marked underground facility.

Membership

Over 1,400 members are registered with the One-Call Notification Center. OKIE811 membership is made up of General and Sustaining members. General members are persons and organizations who own or operate underground facilities in the State of Oklahoma. We also have several Sustaining members, who do not own or operate underground assets, but help support and promote the dig safely message and the purpose of this corporation.

Any person or organization who owns or operates underground facilities in the State of Oklahoma or would like to help promote the purpose of OKIE811 can apply for membership.

Membership Registration

Becoming a member of OKIE811 is quick and easy. Facility Operators can apply online at [OKIE811.org/join-now](https://www.okie811.org/join-now). Be prepared to provide billing, account contact information and to indicate if you have mapping data of your underground facilities. After processing your application, OKIE811 will provide access to an online map to draw or upload your underground facilities. The mapping data enables OKIE811 to notify members of proposed excavation near their underground facilities based on the mapping data provided. Please reference the Registering Underground Assets section in this guide to identify the best way to register your facilities to receive the most relevant locate request notifications. New Members will also attend a virtual onboarding meeting to be shown how to use the Member Portal and Service Area Editor.

Sustaining members can apply online at [Damage Prevention | OKIE811](https://www.okie811.org/damage-prevention). Be prepared to provide billing and contact information. Payment is required with application.

During the application process, Members are asked to read and agree to the Terms of Membership with OKIE811. These terms are stating that your company agrees to abide by

the rules and regulations of the Oklahoma Underground Facilities Damage Prevention Act, Board of Directors and the Bylaws of Oklahoma One-Call.

The Value of Membership

Although the one-call process is a critical piece of Damage Prevention, we understand there is much more involved to protecting your underground assets. At OKIE811 we are always striving to enhance our services that provide great value to your membership.

Protection of Underground Assets 24/7

OKIE811 is the communication link between excavators and member companies across all 77 counties in the state. The Contact Center operates twenty-four (24) hours a day, seven (7) days a week, and serves as the front line of the organization. Each Damage Prevention Agent must complete an intense training program that lasts several weeks. Accuracy is imperative for notifying the correct member companies and getting locators to the correct dig location in the field.

Member Services

A dedicated Member Services team available to assist members with requests and inquiries regarding membership, positive response, resources, law changes, reports, billing, etc. MemberServices@okie811.org is here to support our members.

Education & Outreach

OKIE811 is proud to be an industry leader in providing education and damage prevention workshops and events across the state. OKIE811 provides Underground Facility Safety Education online and on-site. Here are some of our Education Offerings:

- 811 Certification:** Provided in partnership with Damage Prevention Academy, OKIE811's Excavator Education Program is certified by the Gold Shovel Standard. Upon completion of this training, you will be educated in the regulations surrounding excavation in Oklahoma and the Best Practices for Safe Digging and Damage Prevention.

- OKIE811 Live & Recorded Webinars:** We share information for both our member companies and excavators regarding the law, and best practices to dig safely in Oklahoma. These webinars are hosted by Subject Matter Experts to provide the most up to date and accurate information Oklahoma.

- Training Request:** OKIE811 provides Underground Facility Safety Education online and on-site. You may request training at our corporate conference room, dedicated webinar, or on-site training at your location. We will provide OKIE811 promotional items and resources for those who attend. For webinars, we will mail items and resources to you prior to the webinar.

•**Oklahoma Excavation Safety Expo:** The Oklahoma Excavation Safety EXPO brings together professional contractors and excavators, underground facility operators, the state’s One-Call and those in the safety industry to educate, train and share ideas about how to make Oklahoma a safer place to dig. The EXPO features networking with industry professionals, breakout sessions lead by industry experts, safety certifications, and much more!

•**Safety Days:** To make our Oklahoma Underground Safety Education programs more relevant and beneficial to those attending, OKIE811 is offering SAFETY DAYS across (3) regions in Oklahoma: Southern Region, Northern Region and Western Region. Our goal is to reach excavators, contractors and county/ municipal personnel in these areas and provide underground facility safety education and best practices to give attendees firsthand experience when dealing with an underground line strike. Visit OkExcavationSafety.com for more information on the Oklahoma Excavation EXPO and Safety Day events.

•**Professional Affiliations:** The Education & Outreach team maintain professional affiliations and provide consulting services to individuals and organizations that enrich the damage prevention efforts such as: Oklahoma Safety Council, Oklahoma Home Builder’s Association, Municipal Electrical Systems of Oklahoma, Oklahoma Rural Water Association and so many more.

Marketing and Communications

OKIE811 promotes the “Dig Safely” message by utilizing different forms of media and communications including billboards, radio, television, print, web ads and the friendly face of OKIE811, Okie D. Gopher, as he is known. OKIE’s image is posted everywhere we can put it: such as key rings, pencils, note pads, hats, shirts, etc.

Technology & GIS

OKIE811 is an innovative leader in our industry with use of great technology such as Voice over IP, Electronic Ticket Delivery, Member Portal, OKIE811 APP and many other services to provide the highest level of communications. Our technology infrastructure includes all hardware and software that is responsible for the reception and delivery of each locate request created by the One-Call Notification Center.

Geographic Information Systems (GIS) is a computerized data management system used to capture, store, manage, retrieve, analyze, and visually display geographic spatial information. OKIE811 uses GIS to:

•Maintain members’ service areas which allows the creation of a layer within GeoCall, Enterprise System, used to dispatch the locate requests to our members when an excavator will be digging near a member’s registered assets.

• Develop base layers in GeoCall mapping utilized by the Contact Center for processing locate requests. These base layers consist of: streets, address points, bodies of water, map notes, points of interest and other data. Map notes are a helpful tool within GeoCall to communicate mapping changes between Contact Center and GIS departments. The GIS team researches these notes and utilizes county assessor resources to confirm the accuracy of the notes before updating the data on the map.

GIS and IT drive the implementation of both the Geographical Information System and the Information Technology infrastructure of integrated applications and hardware. Technology is a crucial part of the OKIE811 operations. Our continuous improvements to the technology infrastructure have resulted in improved notification delivery, reduced costs, continuously improving productivity, and maintaining the highest quality standards.

Membership Benefits

Your organization’s membership with OKIE811 includes a variety of benefits to help with safety and damage prevention efforts. Benefits such as protection of underground assets 24 hours a day, 7 days a week and awareness of “Digging Safely” to lessen the chance of possible damage to underground facilities.

Damage Report Tickets

Callers can contact OKIE811 to report damage to underground facilities. OKIE811 uses the notification system to report damages to OKIE811 members. The Damage Report Ticket will be a short notice ticket to notify all members immediately. Collecting this data will help you and OKIE811 improve the area of focus for the Safety and Damage Prevention training.

Membership Directory

OKIE811 Membership Directory provides members with a resource to connect with other OKIE811 members. This directory also provides website exposure to homeowners and excavators researching companies who are members of OKIE811.

Online Resources

Member Portal: Free resource to help members successfully meet their organizational goals for safety and damage prevention such as: positively responding to locate requests, the ability to pull real-time reports, ticket search to investigate damages, review, and update information on file. Visit OKIE811.org to register for the Portal today!



Service Area Editor: Online map available to assist members to create, view, edit, import, and export their underground facilities on file with OKIE811. SAE supports uploading data in GeoJSON, zipped SHP (all SHP components), KML, and JSON file types. You may also use built in tools to draw in your service areas.

Partnerships and Volunteer Opportunities

Keeping Oklahoma safe is the shared mission of OKIE811 and our member companies. OKIE811 has several opportunities to help promote the “Dig Safely” message. OKIE811 provides education and safety training to OKIE811 members and excavators. OKIE811 wouldn’t be successful without your support. Volunteering with OKIE811 is a great way to get involved and become a leader in the Damage Prevention industry. We would love for you to join in planning, coordinating, and promoting these conferences, meetings, and special events. Follow us on social media and our website to keep posted of events near you.

Certificate of Good Standing

OKIE811 provides a Certificate of Good Standing as proof of membership. This certificate is good for one year from the date of issue and includes your company name, member code, type of membership, membership classification and the Terms of Membership. To obtain this certificate your member fees must be paid in full, membership information on file must be completely verified within the current billing cycle, and your organization must be actively responding to locate request notifications via OKIE811 Portal.

We encourage members to request a Certificate of Good Standing annually, as there is a good chance members will need it during the life of their business. This certificate provides proof of membership, compliance status, payment status and may be helpful when renewing specific licenses, permits or applying for grants.

Subscription to Publications

Publications are sent bi-annually to excavators and members

to assist in meeting requirements for pipeline awareness and other necessary safety initiatives. These subscriptions can be found on OKIE811’s website www.OKIE811.org.

- Membership Guide
- Scoop Newsletter
- Excavator Guide

Membership Classification

The membership classifications were created for the business practices and procedures of Oklahoma One-Call System, Inc. The type of facility you own or operate determines your classification. For more information on Membership Classifications and definitions, visit the [Facility Operators](#) page at OKIE811.org.

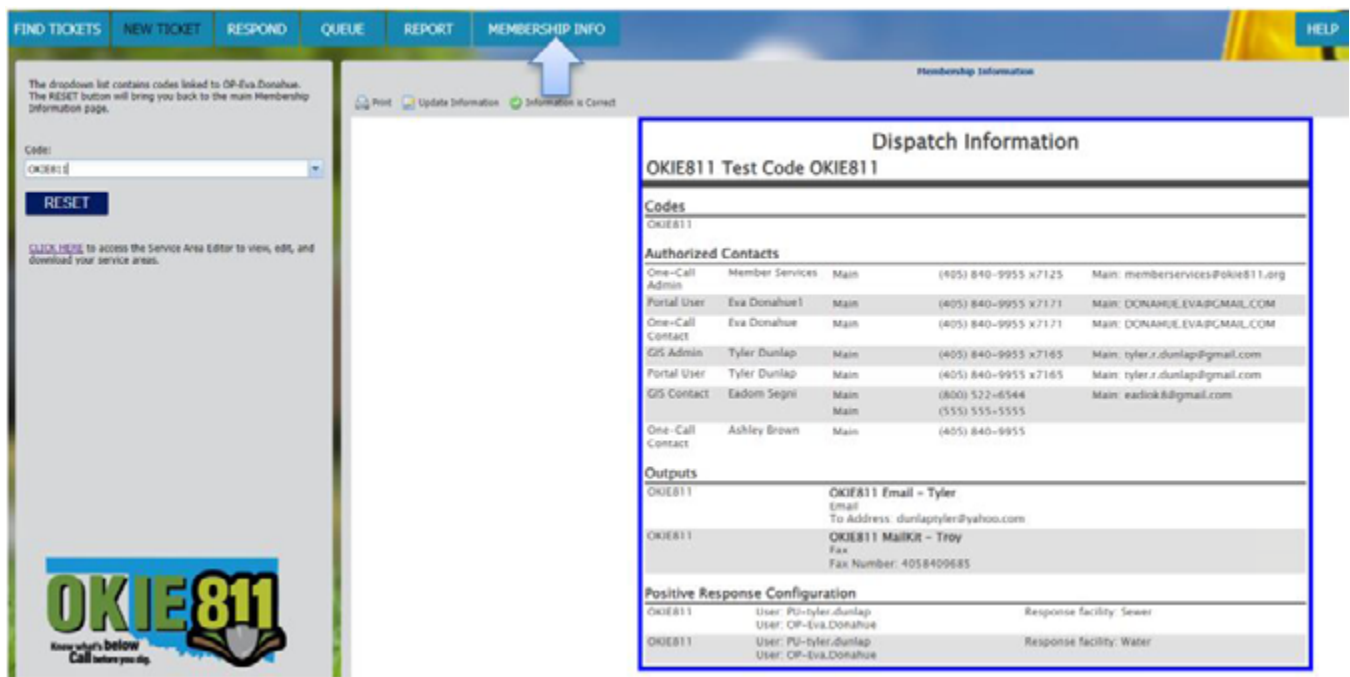
Membership Fees

Membership dues are OKIE811’s source for covering operating expenses. As a non-profit organization, all revenue is used to further achieve our mission and promote Safety and Damage Prevention. As a non-profit organization, we work hard to ensure we are collecting the necessary revenue to cover our planned costs for the services we provide to OKIE811 members. Each year we at OKIE811 forecast our budget needs and make the necessary adjustments to our [Fee Schedule](#) to ensure we are covering the operational expenses of the organization.

Members are set up to be billed on an annual basis, each year in November. The annual billing cycle is from November 1 to October 31 the following year. OKIE811 bills in arrears for all ticket fees and any premium services rendered during that time. Visit the [Facility Operator’s page](#) to review the current fee schedule and OKIE811’s Annual Report.

If you prefer to be billed monthly, please email MemberBilling@OKIE811.org to setup that billing cycle. There are service fees associated with monthly billing since it is an exception to our standard billing practice.





Member Responsibilities

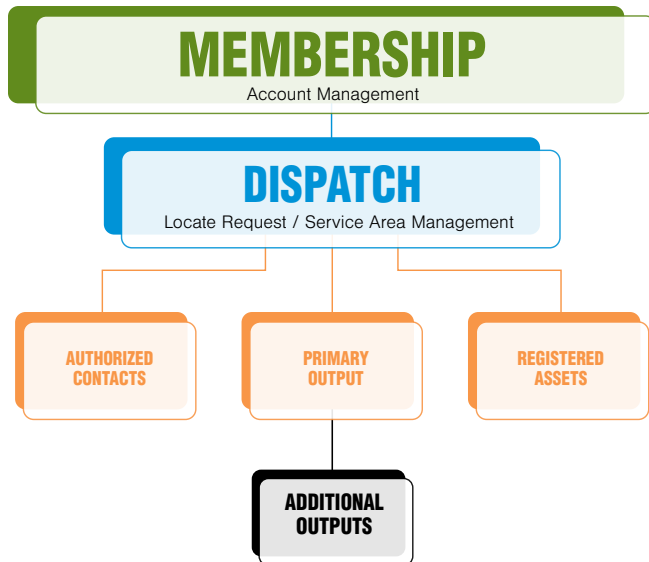
The responsibilities listed below are vital to the one-call process and are required by the Oklahoma Underground Facilities Damage Prevention Act. We encourage you to read the law thoroughly so you will have a full understanding of your responsibilities as a member.

- All owners and operators of underground facilities in Oklahoma must register with the One-Call Notification center.
- Members must have information on file where such facilities are located and contact information for personnel with information about the underground facilities. We encourage members to view and update their information on file with OKIE811 as changes occur using the Member Info feature in the [OKIE811 Portal](#).
- Shall, prior to the date and time work is scheduled to begin, unless otherwise agreed to between the excavator and operator, locate and mark or otherwise provide the approximate location of the underground facilities of the operator in a manner as to enable the excavator to employ hand-dug test holes to determine the precise location of the underground facilities in advance of excavation.

- Locate the facilities using paint, flags or stakes according to APWA uniform color codes.
- Provide a response to the notification center (i.e. OKIE811 via our Portal) prior to the expiration of the required notice period for each locate request and design- survey request notification received. This response shall indicate the status of the required activities of the operator or designated representative in regard to the proposed excavation or demolition.
- Communicate if no facilities within proposed area of excavation to the excavator.

Understanding Your Membership

OKIE811 membership involves two levels, the membership and the dispatch. The membership is the account with OKIE811. The dispatch is how we notify your company of excavation near your underground assets.



Membership

The membership is the overall umbrella of your OKIE811 account and should be registered under the name of the owner or operator of the underground assets. The membership contains your billing information such as: billing contact, billing address, phone and classification. Upon registration you will receive a member code, which is a code used to reference your membership account and the billing information.

Dispatch

The dispatch is how OKIE811 notifies you of excavation near your underground assets. A membership could have multiple dispatches as it is a method used to separate notifications based on geographic location of assets. Each dispatch contains authorized contacts, contact information for locate request notifications and mapping file of your registered assets.

Dispatch Labels

The dispatch label is the name that appears on the locate requests. This is the name the excavators see and how they know which companies have underground assets in the area of excavation. Members also use this name to help identify the assets registered to the dispatch code. The label normally consists of the company name + the geographic location of the assets. The label is limited to 26 characters, but if it exceeds 26 characters it will cut off at 23 characters, examples.



Authorized Contacts

The information members have on file with OKIE811 is closely protected. Only One-Call and GIS contacts listed on your account can make changes to the information on file. The authorized contacts are personnel you have selected to maintain your account information. These contacts are also the recipients of the important messages from OKIE811. Below are the different contact types and their level of access to your account.

- **One-Call Contact** Personnel responsible for maintaining information on file with OKIE811. This contact will have full access to OKIE811 Portal with the authority to make changes to account contacts, locate request notifications and the underground facilities on file.
- **GIS Contact** Personnel responsible for maintaining the underground facilities on file and will have access to SAE (Service Area Editor) Queue, Report and Member Info in the OKIE811 Portal.
- **Locator** Personnel receiving and responsible for responding to the locate requests notifications from OKIE811. This person will have access to Queue, Reports, Positive Response and Member Info in the OKIE811 Portal. OKIE811 will be able to discuss information on file with this contact, but any requested changes will need to be approved by a One-Call Contact.
- **Damage Investigation Contact** Personnel with the member organization who is responsible for investigating any damages to the member's underground facilities. This contact will only have access to search tickets in the portal but will not have authorization to make any changes to the account information.
- **DP Partner** Person is the main contact on Sustaining member accounts and works closely with OKIE811's Education and Outreach Liaison on Safety and Damage Prevention Events. This contact will only have access to Ticket Search in the portal but will not have authorization to make changes to the account information.
- **Third Party Contact** Third party personnel affiliated with the Member company. Does not have authority to make changes or access the Portal without the Member's expressed permission.
- **Billing Contact** Personnel responsible for maintaining billing information on file and have the authority to make changes only to the billing information on the account. This person will also receive invoices for payment from OKIE811. This contact will be placed on the membership only.

The contacts below do not have the authority to make or approve changes to the information on file with OKIE811. These contacts are on file to help with additional services.

- **Emergency Repair** Person or department responsible for handling or responding to damages to underground facilities. This information may be printed on Damage Report Notifications so that the person reporting the damage has a way to contact the impacted members (facility owners) directly.

- **Design Contact** Person or department who maintains your underground facilities data and enable OKIE811 to connect engineers, who are in design/planning stages of their projects, with the proper personnel in your organization. Having this contact information can help keep projects in the design phase from being submitted as a locate request.

- **Technical Support** Person with the member organization who could assist with troubleshooting or resolving any technical issues between the member and OKIE811. This contact would not have access to the portal or authorization to make any changes to the account information.

Outputs

An output is each unique location where locate requests are transmitted. All members receive (1) primary output per dispatch at no charge as our basic service. An output maintenance fee is applied to each additional output set up under each dispatch as a premium service.

Primary Output

A primary output is the main location where locate requests are transmitted from OKIE811. To be dedicated as your primary output, it must be set up to transmit all locate requests, design – survey requests, audit reports and broadcast messages electronically. The electronic transmission must include the full locate request ticket details.

Additional Output

An additional output is a different location where locate requests are transmitted in addition to the primary output.

Damage Report Outputs

Members may set-up outputs specifically for Damage Report Ticket (DRT) notifications per dispatch code. In fact, members who have their locate request tickets delivered directly to the locating company may prefer to set up a separate output. This will ensure that the proper personnel who handle damages are receiving the DRT notifications.

An output set up to receive DRT only will incur the additional output fee. Please reference OKIE811 Fee Schedule to help make the best decision for your organization.

Ticket Delivery Options

OKIE811 provides several different delivery methods for locate request notifications. We have electronic notifications, automated call notifications and manual voice delivery.

Electronic Notifications

These electronic notifications are transmitted via Email, HTTP Web Service, FTP/SFTP, Fax and Text Messages. Subscription to OKIE811 electronic notification service does not guarantee receipt of notification nor does receipt of an electronic communication constitute delivery of an official communication from OKIE811.

- Email Delivery:
 - Default basic method of notification transmission
 - Ensure proper email settings to avoid redirection to junk mail folders.
 - Whitelist OKIE811 to receive notifications in your inbox.
- HTTP Web Service:
 - Sends package content to an HTTP endpoint.
 - Requires software on your end to accept HTTP requests.
 - Contact member services for more information.
- FTP/SFTP:
 - Standard network protocols for file exchange.
 - Requires an FTP server on your network.
 - Ideal for custom integration into your database or file management system.
 - Contact member services for more information.
- Text Messages (MMS):
 - Directed to the specified phone number.
 - Ticket information includes ticket number, type, contact details, and location.
 - View tickets through the OKIE811 portal link.

Example: 10020310080402/EMERGENCY/(405) 840-5032/JOHN DOE/ BROADWAY AVE /RURAL/CLEVELAND/ <https://geoappv3.OKIE811.org/geocall/portal?ticket=10020310080402>

OKIE811 assumes no liability for any damages or loss of any kind that might arise from members' failure to receive electronic notifications.

Whitelisting and network configurations:

Email delivery information:

IP Addresses: 159.183.189.98, 20.45.0.122, 40.117.196.213 and 68.109.255.116

Domain: callokie.com

From Email Address: geocall@callokie.com

HTTP, FTP, SFTP:

IP Addresses: 20.45.0.122, 40.117.196.213 and 68.109.255.116

OKIE811 is not responsible for any delivery failure within our reasonable control, including, without limitation to any equipment, communications, or power failure, nor unavailability of service by your service providers. Moreover, OKIE811 assumes no liability for any charges incurred by your service providers. Multiple resources are available to OKIE811 members to confirm ticket delivery, one being a daily audit report.

Automated Callouts / Vocal Notify

OKIE811 provides call notifications through third party service, Vocal Notify. Call notifications are made in addition to the electronic transmission of the locate request. For the automated call notifications to be successful, the phone number on file must go directly to a phone where an individual will answer or go straight to an individual's voicemail.

The automated calls will call the contacts in the order they are listed. If there is no answer or busy it will proceed to the next contact on the list and continue down the list of contacts until someone answers and confirms delivery of the call or a voicemail has been left for all contacts.

The recording will read limited ticket information and will repeat the ticket number 3 times during the approximate 1-minute phone call. To confirm delivery of the message, press a numeric key at any time during the call. Once someone has confirmed the delivery, no other calls will be made to the alternate numbers. If the call is not confirmed, the information will be left on the voicemail and roll to the next contact in line.

Emergency Short Notice Callouts

The automated calls are intended to be an additional notification of Emergency/Short Notice locate requests with a dig time of 24 hours or less. The focus is to reach someone as quickly as possible since these calls are about emergency short notice locate requests. For the calls to be most effective, the Emergency Short Notice calls should be directed to personnel who receives the electronic notifications and will be locating the underground facilities.

- **Ticket Lookup:** If your emergency and short notice contacts do not have access to the electronic ticket transmission, they may use Ticket Lookup found at the top blue banner at OKIE811.org.

Hours to Call

- **24/7 Contacts:** The standard for automated call notifications is 24/7 contacts. This is a list of contacts that are not on a rotating schedule and can be called 24 hours a day 7 days a week. Contacts available 24/7 is optimal for the maintenance of your emergency short notice calls.

- **Time Blocks:** Members can request a list of contacts for specific time blocks such as Office Hours, After Hours, Weekends



ib About Us Contact



and Holidays. An additional output will be created for each time block and each additional output will incur the current additional output fee. Reference the current OKIE811 [Fee Schedule](#) for more information.

Benefits of 24/7 Contacts

Below are several benefits of having your contacts available 24 hours a day, 7 days a week.

- Eliminates maintenance of Holiday schedules, early office closings or on-call schedules.
- Minimizes chances for error by having less data to maintain and the frequency of updating the data on file.
- Minimizes the chances of missed calls due to time blocks. Example: A Member's office hours' time block ends at 4:30pm. A ticket is processed near the end of the office hours. The automated call is made to the office hours contacts, but not the after-hours contacts who may be working the ticket.
- Helps ease the workload and not tie up essential phone lines for Police and Fire Departments.

Manual Voice Deliveries

Manual Voice deliveries are lengthy calls that require OKIE811 staff to read all ticket information to the member. All ticket information is required because the contact may not have access to the electronic notification or does not have the resources to receive electronic notifications. Manual voice deliveries are a premium service and will incur a \$5.00 per call. This is a surcharge that is in addition to your ticket fees.

Message Types

Audit Report

An audit report is a daily report generated every morning, after mid-night listing all the locate request and damage report tickets you should have received the previous day. The report is per dispatch code. Members should compare the tickets received to this report to ensure all tickets were obtained. Use the Queue feature of the OKIE811 Portal or contact Member Services to retransmit any missing tickets.

Broadcasts Message

A broadcast message is a method used to communicate significant information such as important events or changes to OKIE811 members. These messages are transmitted using our ticket notification system. Therefore, they are sent to the outputs, the same location where locate requests are transmitted.

OKIE811 also communicates important events or changes to all authorized contacts on file to ensure the necessary personnel receive these important messages.

Locate Requests

A locate request is the notification of excavation near member's underground assets. The locate requests provide contact information for the excavator and information regarding the excavation. Receipt of locate request notifications are determined by the assets registered with OKIE811. A locate request number is generated for each locate request OKIE811 processes. This number is used to reference a particular locate request.

Locate Request Types

- **Normal:** Provides new scope of work information and allows a minimum 48 hours' notice before excavation, not including the date of notification.
- **Re-Mark:** Continuation of a ticket as is for a job will take more than 14 calendar days to complete and excavator states markings DO need to be refreshed.
- **Extend:** Continuation of a ticket as is for a job will take more than 14 calendar days to complete, extending the life of the ticket and excavator states markings DO NOT need to be refreshed.
- **Emergency:** A request to excavate before the minimum 48

hours, excluding date of notification, when an emergency exists that endangers life, health, or property.

Short Notices

The following types of locate requests are non-emergency requests with a dig time of 24 hours or less. These are commonly referred to as Short Notice locate requests.

- **2nd Notice:** Excavation Date/Time for Normal or it's the next day after Emergency has passed and companies did not respond to previous/existing request.
- **3rd Notice:** Sent for companies that did not respond to previous/existing requests.
- **Cancel Request:** Used before excavation date/time on existing ticket is up and caller wants to cancel the job due to work is no longer taking place.
- **Correction:** When non-scope of work information is being corrected on an existing ticket.

Additional Notifications

Demolition Tickets

Demolition: processed for the intent of demolishing a structure, provides 7 business days' notice, but no more than 60 business days' notice.

Per Oklahoma Underground Facilities Act, §63-142.8. Additional notice required. Members shall be given at least seven (7) days' notice of the proposed demolition before the demolition work begins. Then, the excavator shall submit an actual locate request ticket (Normal ticket) for the actual demolition work.

Damage Report Notices

Damage Report: When a caller would like to report a Damage to an underground facility.

A damage report ticket (DRT) is a notification of damage to an underground facility. By dialing 811, a caller has an option through the phone menu to report damage to an underground facility. OKIE811 will use the notification system to report these damages to OKIE811 members. Members will be notified based on the assets registered in the area of the damaged facility. If it is your facility that may have been damaged, we ask that your company reaches out to the caller to provide further direction. The OKIE811 Damage Prevention Representative works with the caller to determine the location and type of facility that was damaged and process a Damage Report Ticket (DRT). If digging is still taking place in the location, a Locate Request ticket will also be generated. Prior to processing a DRT, we will inform the caller:

"You are reporting damage to an underground facility. Please be advised this is not a valid ticket for a locate request. If digging is required, we need to process a locate request and we would be happy to take care of that for you. Please be advised that according to Oklahoma State law, you are still required to notify the owner or operator of the facility."

The Damage Report Ticket (DRT) will be a short notice ticket. It will be transmitted to all outputs including outputs that receive tickets with less than 24 hours' notice, such as callouts. Members may set-up outputs specifically for DRT notifications per dispatch code. In fact, members who have their locate request tickets delivered directly to the locating company may prefer to set-up a separate output. This will ensure that the proper personnel who handle damages are receiving the DRT notifications. Please reference OKIE811 Fee Schedule to help make the best decision for your organization.

Design Survey Requests

This is a notice to facility operators to provide underground facility information during the design or engineering phase of a project to prevent potential impact to existing underground facilities. For more information, view the [Design-Survey Requests recorded webinar](#).

Wild Land Fire Breaks

When there is a wildland fire incident taking place in a particular county, it is expected that local fire departments will contact OKIE811 to report the wildland fire.

In cooperation with fire departments and other first responders across the state, OKIE811 will process emergency notices to members during an incident of imminent danger to underground facilities posed by wildland fire and firebreaks. We will also use the emergency notice to members for firebreaks in an unplanned emergency in conjunction with a wildland fire. These notices are being delivered as an emergency locate ticket but do not necessarily fall under the purview of a locate request unless a fire break is needed and there are underground facilities in the fire break area. These notices act as a communication to members so they can then begin their communications with the first responders.

This process allows the onsite contact to coordinate with the member companies in determining the best location for the firebreaks.

The command center chief is responsible for the safety of the people assisting with the fire and fire breaks. It's important that member company staff and line locators responding to these notices are in contact with the command center. If anyone ever feels as though they are in danger, they should seek guidance from the command center chief and/or their direct supervisor.

For more information about this new process, visit OKIE811.org



Registering Underground Assets

OKIE811 encourages members to monitor their service areas regularly and maintain them with the most current information to ensure protection of assets and public safety. You can update as often as needed. We understand the importance of having accurate service areas and are happy to work with Members to meet this common goal.

There are three ways to submit your mapping files to OKIE811.

- Using Service Area Editor (SAE) is the fastest way to process your submission with same day processing if submitted by noon (M-F). The SAE can be accessed by going to gis.okie811.org.
- Send an email to gis@okie811.org with attached mapping files. Emailed submissions have a 3 to 5 business day processing time.
- Online submission form can be found at okie811.org under the Members tab. Processing time is the same as an email submission, 3 to 5 business days.

Accepted File Types

File types that can be uploaded directly to the SAE

- GeoJSON or JSON (This is the preferred file type for the SAE)
- Shapefiles (Zipped folder with components)
- KML (No Z value) – Points and lines must be uploaded separately
- You can edit your service areas (Add/Remove) using the built in mapping tools in the SAE

Buffer Information

OKIE811 follows CGA best practices and recommends a 500 foot buffer around centerline/point data. 500 feet on each side totaling 1,000 feet across. We can apply custom centerline/point buffers per dispatch code by completing our buffer acknowledgement form. The Buffer Acknowledgement form can be found at OKIE811.org under the Members tab. When considering service area buffers keep in mind that we apply a 150 foot buffer to the worksite drawn on each ticket.

Tips to Streamline Your Submission

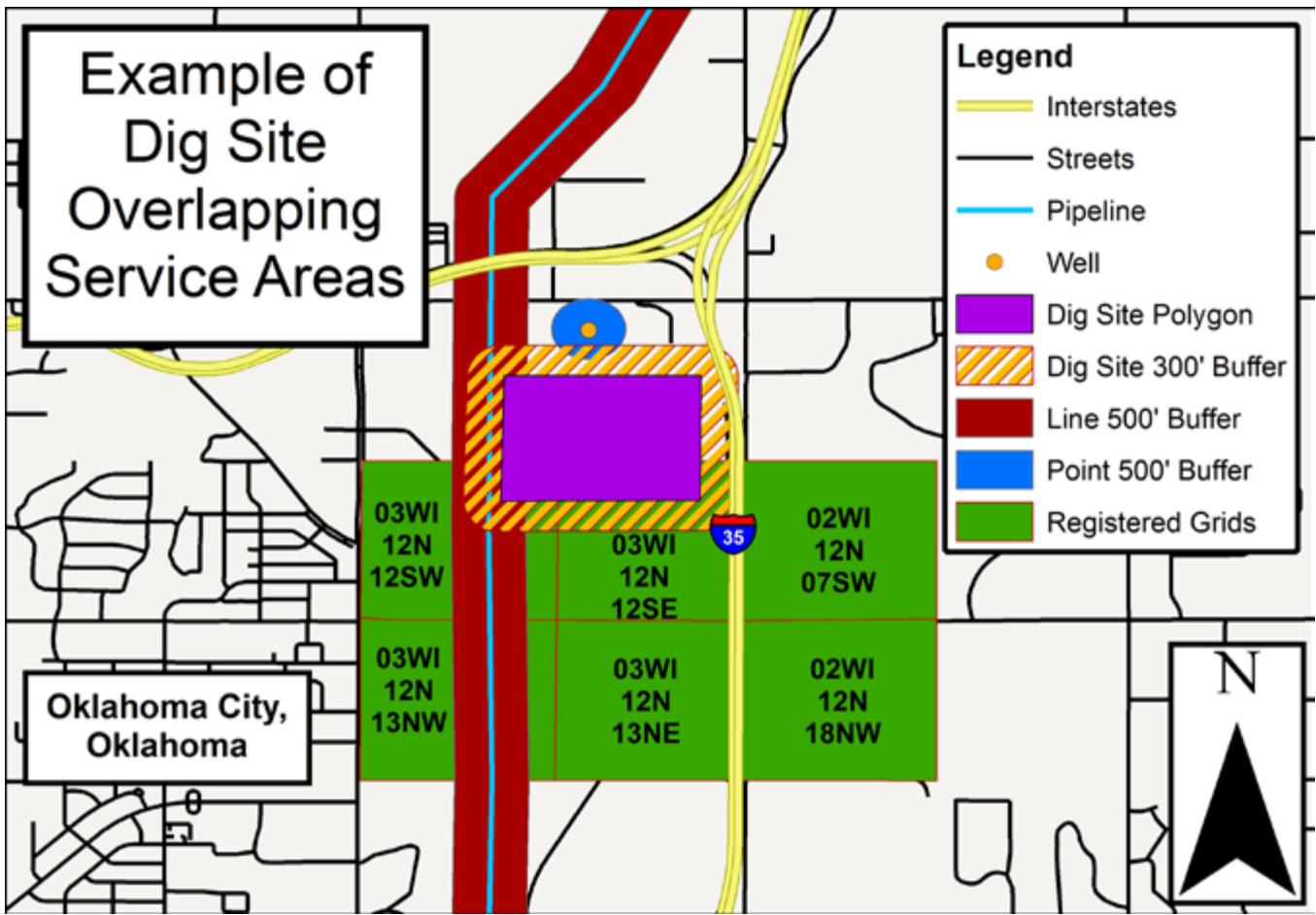
- Upload files in WGS84 or EPSG:4326 projection
- Members are responsible for the accuracy of their service areas. As a courtesy, OKIE811's system will tag changes greater than net 1%. We will notify you if any concerns are found.
- If the submission has reductions, provide a reason using the note button in the SAE or provide reasons in the email. Common reasons for reduction are:
 - o Originally added in error
 - o Abandonment
 - o Refinement
 - o Sale – If sold please provide purchasing company's information. (Company name and contact) There could be a delay while we work with all parties involved to attempt to safely transition assets to the new owner.
- Geometry processes best when using OGC standards.

SAE Advantages

- The SAE allows the user to login after they receive the publication notice to verify that the changes were published, immediately.
- The SAE allows you to view, edit/submit updates, add notes, view history of previous updates, and see active sessions for codes.
- SAE allows you to upload your current service areas as a full replacement, merge in additions, or remove by erasing with an uploaded file.
- Ability to download a GeoJSON file of your current or published service areas. (GeoJSON files can be converted to other file types such as KMZ/KML or Shapefile by using GIS software such as QGIS, MapShaper, Etc.).
- User friendly map.
- Several available mapping tools.
- Multiple base layers to use when geo-referencing an area
- Ability to save work and come back later to complete an update. You make changes to a working (current) copy of your service areas, not affecting your live published areas until the changes are submitted and approved.

Please see the Q and A section for additional information.

Please visit the OKIE811 website Member Education page to view the Service Area Mapping webinars.



*Locate requests are generated when the excavation site polygon overlays the asset polygon.

Annual Meeting of Membership

Each year, OKIE811 hosts an annual meeting to provide members the opportunity to learn about what is happening at OKIE811. This meeting is held for the election of Directors, report to the membership the general financial condition of this Corporation and the business activities for the previous year. The meeting will kick off with a membership appreciation luncheon.

All members are invited to this meeting. The Annual Meeting shall take place the first quarter of the calendar year. We encourage all members to attend as we value our members and their contribution. This event also provides great networking opportunity.

The authorized contacts you have listed on your account will be receiving the invite to this meeting. Be sure to check out [Membership Announcements](#) for more information about the Annual Meeting.

Membership Verification

OKIE811's goal is to notify members as quickly and efficiently as possible. To help ensure information is updated, we organize a Membership Verification campaign within the first quarter of each year. This campaign is designed to encourage members to view and verify their information on file with OKIE811. The announcement regarding verification is sent to the authorized contacts on file for your company.

Information on file with OKIE811 must be current to be compliant with the OKIE811 Membership Agreement and the

Oklahoma Underground Facilities Damage Prevention Act. Information on file includes:

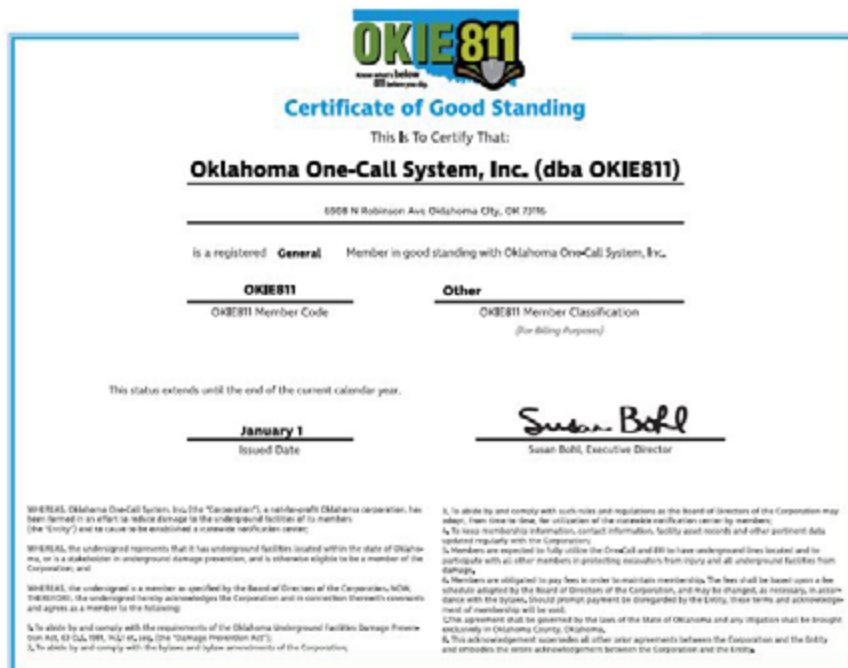
- Authorized Account Contacts
- Outputs (transmission details for locate request notifications)
- Registered Assets (service area mapping)

Inaccurate and outdated information breaks down the notification process and can lead to:

- Over-notification
- Delayed notification
- Lack of notification
- Damage to underground facilities
- Injury to the excavator and the public
- Lawsuits
- Fines

We encourage members to review and update information on file with OKIE811 as changes occur, throughout the year. Login to OKIE811 Portal to review the information on file and submit any necessary updates anytime of the year.

A Certificate of Good Standing will be provided after completion of verification, membership fees have been paid, and member is actively responding to locate request and design-survey request notifications via OKIE811 Portal. We encourage members to request a Certificate of Good Standing annually, as there is a good chance members will need it during the life of their business. This certificate provides proof of membership, compliance status, payment status and may be helpful when renewing specific licenses, permits or applying for grants.



Resources

OKIE811 has numerous resources available to help achieve your safety and damage prevention goals within your organization. Members should familiarize themselves with the resources available to ensure you get the most out of your OKIE811 membership. You may find these resources on the Facility Operators page of the OKIE811 website at OKIE811.org/facility-operators/.

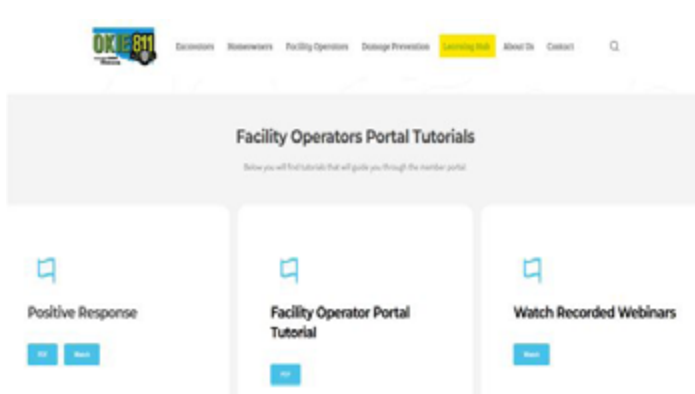
Membership Portal

Member Portal provides more resources and exclusive content available through your membership. Take advantage of these online tools and resources by registering for the [Member Portal](#) today.

Positive Response Feature

Responding to the excavator is mandatory in the State of Oklahoma, in accordance with the amended section 142.6.B of the Oklahoma Underground facilities Damage Prevention Act, each operator of underground facilities shall provide a positive response to the notification center (i.e. OKIE811 via our Portal) prior to the expiration of the required notice period.

The Positive Response feature in the OKIE811 Portal enables facility operators to communicate status of locate and design – survey requests to excavators so excavators can confirm response prior to excavation. This resource can help members communicate, document, and record their responses to locate request notifications received. Watch the video tutorial about how positive response works on the [OKIE811 Learning Hub](#).



• **Adding Responses:** Members can enter responses into the OKIE811 Portal in the following methods:

- o **Respond through user login:** Members can respond to locate requests in OKIE811 Portal under their user login.
- o **Upload Responses:** Members who use a separate response system, we can upload those responses into the OKIE811 Portal so excavators can see those responses.

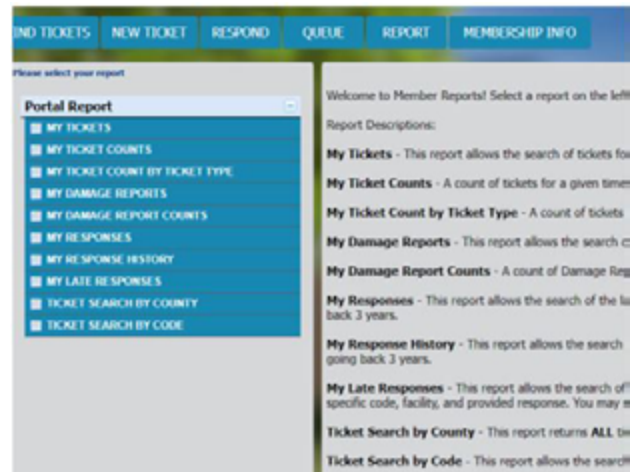
• **Reports Feature:** Members can search locate requests and pull real time reports specific to your dispatch code(s) in the OKIE811 Portal with the ability to print or export the data. You can search tickets going back as many as three years for inquiries, investigations, and studies.

• **Queue Feature:** Members can better manage their ticket transmissions in the portal with the queue feature. Members can search, view, print, email, export or resend any of their tickets.

• **Ticket Entry Feature:** This feature enables members to submit, update their company's locate request online in the OKIE811 Portal

• **Membership Info:** Member can view the dispatch and billing information on file with OKIE811, confirm the information is correct, and submit updates.

• **Find Tickets:** Member can search existing locate request tickets submitted by their company. The company name must be entered the same when users register for portal to be able to find all tickets under the company name.



- **Positive Response Notice to Excavators:** Excavators can look up their ticket in the portal to view the responses from members. They also receive an email of the responses after all participating members respond to the ticket or on the excavation date of the ticket, whichever comes first.

OKIE811 PR Notice - 20041317120006

geocall@callokie.com
To: Member Service

← Reply ↻ Reply All → Forward ...

Mon 4/13/2020 5:19 PM

🔗 If there are problems with how this message is displayed, click here to view it in a web browser.

Ticket Information

Ticket #:	20041317120006	Type:	Normal
Processed:	04/13/20 5:13 PM	Excavation Date:	04/16/20 7:00 AM
Excavator:	OKIE811	Work Type:	Concrete Removal
County:	OKLAHOMA	Place:	OKLAHOMA CITY
Address:	8908 N ROBINSON AVE	Nearest Intersection:	HWY 77 AND NW 63RD ST

Utilities Notified and Response Information

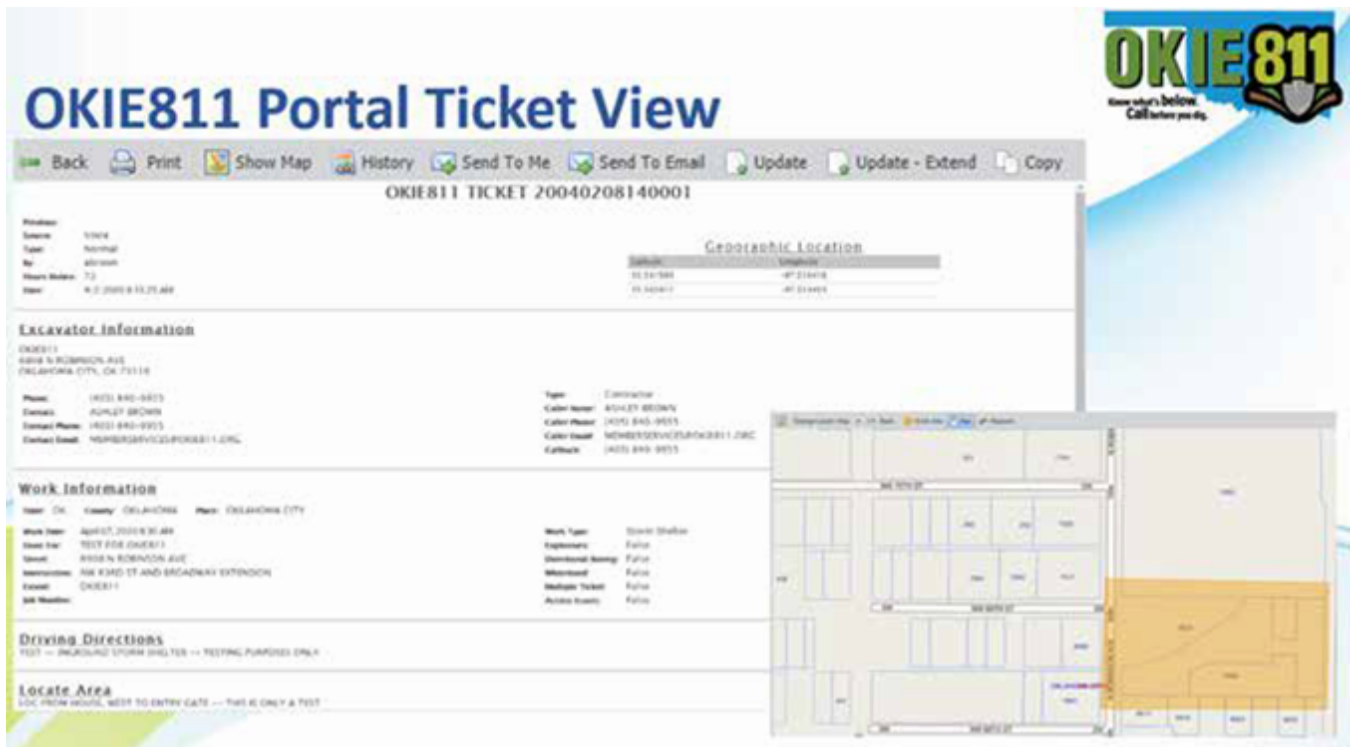
Response Status As Of Monday, April 13, 2020 5:19 PM

*The following facility operators have been notified of this locate request. Not all facilities listed are participating in OKIE811's Positive Response System. Facility operators listed on this ticket that are not participating in Positive Response services will respond by marking the approximate location of the underground facilities or communicate to the excavator if they do not have facilities within the proposed area of excavation. Positive response does not relieve the excavator of their responsibility to use care when digging around underground facilities.

COMPANY	CODE	RESPONSE	FACILITIES
OKIE811 Test Code	OKIE811	<ul style="list-style-type: none"> April 13, 2020 5:19 PM: Site Marked - Facility located and marked at the site Comments: facility marked with paint and flags 	Sewer
OKIE811 Test Code	OKIE811	<ul style="list-style-type: none"> April 13, 2020 5:19 PM: Site Marked - Facility located and marked at the site Comments: facility marked with paint and flags 	Water
OKIE811 Test Code	T00811	<ul style="list-style-type: none"> April 13, 2020 5:19 PM: Site Marked - Facility located and marked at the site Comments: facility marked with paint and flags 	Pipeline
OKIE811/Water	SOOKIE811	<ul style="list-style-type: none"> April 13, 2020 5:13 PM: ResponseProcess - Company not providing Positive Response via OKIE811 Service. They will communicate positive response by contacting you, or marking the approximate location of the underground facilities. Comments: This status was auto-generated from the OKIE811 Positive Response Service. 	Other

You are receiving this notification for one, of two, reasons:

1. Either all of the participating utilities listed on your ticket have responded to OKIE811... or
2. Your specified work start date and time has been reached. NOTE if the response section is blank, that company has yet to respond via OKIE811 Positive Response service.



OKIE811 Learning Hub

The OKIE811 Learning Hub offers helpful video and pdf tutorials to guide you through each feature of the Portal. You can learn about positive response and other Portal features and view recorded webinars all from the Facility Operators section of the OKIE811 Learning Hub. Visit the [OKIE811 Learning Hub](#) today!

Membership Documents

Documents to help you manage your OKIE811 Membership. Found under the **Additional Resources** section of the [Facility Operator's page](#), here you will find the current Fee Schedule, OKIE811 Bylaws, Annual Report, and more!

Membership Directory

The [OKIE811 Membership Directory](#) provides a list of OKIE811 Members according to their classification. This directory also provides a listing of OKIE811 Sustaining Members and their website information.

Membership Announcements

Access the latest [Membership Announcements](#) to stay informed of significant events, programs, and information. We encourage you to bookmark and frequently review this page stay informed of changes and events with your OKIE811 Membership.

Additional Resources

- **SAE:** Quickly view and edit your existing service area.
- **Ticket Concerns:** Contact us for questions and concerns about existing locate requests
- **Education & Outreach:** Damage prevention training is offered statewide to members and excavators. This program is designed to promote safety and damage prevention of Oklahoma underground utilities education and training.
- **Publications:** sent quarterly and annually to excavators and members to assist in meeting requirements for pipeline awareness and other necessary safety initiatives.
- **Consultant Services:** for special requests from members, excavators or government agencies.
- **Fast, versatile and cost-effective technology infrastructure:** enabling efficient and accurate processing and delivery of all locate requests.

Get Involved

We have several opportunities for our members to sit on boards, committees, and council, giving added value to the membership initiative, guidance to our operation and most importantly, contribute to our commitment of continuous improvement. Damage prevention is a shared responsibility. We value our members and their input and encourage you to take an active role and partner with OKIE811 to help support the Safety and Damage Prevention events. Please contact our Education & Outreach Team and become involved.

Safety Days

OKIE811 Safety Days program is focused on reaching excavators, contractors, and county/municipal personnel to provide safety and damage prevention awareness, best practices, and facilitate a mock line strike demonstration. We provide the attendees hands on experience to know what to do in the event of an incident.

Oklahoma Excavation Safety Expo

The Oklahoma Excavation Safety Expo brings together professional contractors/excavators, underground facility operators, the state's One-Call and those in the safety industry to educate, train and share ideas about how to make Oklahoma a safer place to dig. This event is one of the largest damage prevention events and features a variety of industry related breakout sessions and safety certification workshops. Please visit okexcavationsafety.com for more details on this event.



Marketing

OKIE811 promotes the "Dig Safely" message by utilizing different forms of media and communications including billboards, radio, television, print, web ads and the friendly face of OKIE811, Okie D. Gopher, as he is known.

All literature published by OKIE811 is available free of charge to our membership for distribution in their damage prevention efforts. Members have access to the logos, printed materials, trinkets and even our mascot, OKIE himself to enhance their damage prevention messages.

Explanation of Fields on a Locate Request

Dispatch Code – Numerical identifier for OKIE811’s member companies.

Sequence Number – The order in which the member company received the locate request. This term mainly used on the daily audit report.

The creation date – The date the ticket was created.

Creation time – The time of day the ticket was created.

Ticket Number – The excavator’s confirmation number that shows they have requested a locate ticket
Example: 15122110050779 = 15 is the year; 12 is the month; 21 is the day of the month; 1005 is the time of day; 0779 is the ticket number for the day.

Message Type – The type of locate request that is being made by the caller/excavator. The ticket types will be listed as Normal, Re-Mark, Extend, Emergency, Demolition, Damage Report, 2nd Notice, 3rd Notice, Cancel Request, and Correction. The priority of the ticket determines in what order our system will deliver the tickets.

Old Ticket Number – Ticket number of the previous request associated with this job.

Lead Time – Amount of hours given by the caller prior to excavation time.

Prepared Date, Time and Operator – Date and time the ticket was created and First initial and last name of the operator that processed this request.

Contractor/Company Name – Name of the company/excavator doing the work.

Caller Name – Name of the person calling in the locate request. This may not be the contact person for questions regarding job information.

Contractor/Excavator Mailing Address – Mailing address for the company/excavator (not the dig site address).

Contractor/Excavator City, State and Zip – second line of the excavator’s mailing address.

Contact/Call Back - phone number of the person to contact regarding any questions pertaining to the job. Please note contact information may be different than the Caller Information.

Contact Name – Name of person to contact regarding locate request.

Contact Email – Alternative way to touch basis with the contact person, including positive response.

Work to Begin – Date and time the excavator has requested based on his/her planned excavation.

State, County and Place – Where the excavation will occur.

Address and Street – Physical address where the excavation will occur.

Cross Street – contains the nearest intersecting street to the work location. See the “Location Information” section for the complete directions.

Latitude/Longitude– Primary set of latitude and longitude coordinates indicate the far northwest corner of the proposed excavation site as marked on OOCSE online mapping system.

Secondary Latitude/Longitude - secondary set of latitude and longitude coordinates indicate the far southeast corner of the proposed excavation site as marked on OOCSE online mapping system.

Location Information - Provides member companies a more detailed description on the type of work, additional addresses, directions to job site (if needed), where on the location the lines need to be marked (where the excavation will take place).

Work Type – General description of type of work taking place. See “Location Information” for more details.

Done For – Shows whom the work is being done for, such as homeowner, utility company, sub-contractor.

Extent - Provides the estimated completion date of the excavation job.

Access Issues – This is a “Yes, No” field indicated by a “Y” or “N” telling member companies if there are issues accessing the property. See “Location Information” for specific instructions to access.

Explosives – Tells member companies when explosives will be used during the excavation. This is also a “Yes, No” field. Indicated by either a “Y” or “N”

White Paint - Tells the member companies that the proposed excavation site is marked in white. This is a “Yes, No” field indicated by a “Y” or “N”.

Directional Boring – Tells the member companies if there will be directional boring in the excavation process. This is a “Yes, No” field indicated by a “Y” or “N”.

Multiple Tickets – Tells the member companies if there are multiple tickets involved with this excavation project. This is a “Yes, No” field indicated by a “Y” or “N”.

Grids – The half-mile by half-mile description of land that the job site should be contained within. For larger job sites you may see multiple grids.

Utilities Notified – The list of member companies that are notified on the locate request. This list includes their terminal code and name.

Q & A

Question: What is an OKIE811 Member?

Answer: An OKIE811 Member is a facility owner or operator that is registered with OKIE811 to be notified when digging will take place near their underground facilities.

Question: What assets do I need to register with OKIE811?

Answer: Oklahoma law requires ALL operators of underground facilities to register with Oklahoma One-Call System, Inc (OKIE811). View [the law](#) on the OKIE811 website for more information

Question: How do I become a Member of OKIE811?

Answer: Becoming a Member of OKIE811 is easy! Complete the [Membership Application](#) on okie811.org. Please have the information below ready to complete the application.

- Billing contact information
- Account contacts - personnel responsible for maintaining account
- Email address for receiving locate request notifications
- Mapping file of your underground facilities
- On-Boarding meeting to assist with adding service areas and understanding membership responsibilities

Question: What is the cost to become an OKIE811 member?

Answer: There is a one-time membership set-up fee. Annual membership fees are determined ticket volume and any premium services. Please see the current [Fee Schedule](#) for more information.

Question: Where can I learn more about my Membership and Services offered?

Answer: OKIE811 has recorded webinars that cover all topics OKIE811. Visit the [OKIE811 Learning Hub](#) to view recorded webinars covering topics such as: Membership Structure, Vocal Notify, Positive Response, Understanding Your Invoice, Membership Responsibilities, and more.

Question: What is the responsibility of an OKIE811 member?

Answer: After receipt of the locate request notification, each member is responsible for:

- Locating and marking the approximate location of the underground facilities prior to the date and time work is scheduled to begin.
- Provide a positive response to the notification center via the OKIE811 Portal prior to the work to begin date and time.
 - The response shall indicate the status of the required activities of the operator regarding the proposed excavation or demolition.

For more details, please reference the Oklahoma Underground Facilities Damage Prevention Act section §63-142.6.

Question: What is the difference in Membership and Dispatch?

Answer: Membership is the company registered and financially responsible for the membership. The membership is the overall umbrella of the account. Under the membership is the member's dispatch information. A dispatch is how we notify your company of locate request based on a geographic location of the member's underground facilities on file with OKIE811. A membership may have multiple dispatches. Multiple dispatches help separate locate request notifications to specific personnel based on geographic location of registered assets or type of facilities.

Question: What information is needed to create a new dispatch?

Answer: Each dispatch contains authorized contacts, at least (1) email address to receive locate request notifications and a mapping file of assets you wish to register under the new dispatch.

Question: How do I update my billing or dispatch information?

Answer: Please login to [OKIE811 Portal](#) click on **Membership Info** button to view current information on file with OKIE811. Click **Update Information** button to submit changes to billing or dispatch changes. We have a [recorded webinar](#) available that demonstrates how to complete the Dispatch Changes form.

Billing

Question: What options do I have to make a payment?

Answer: Each member is responsible for providing a purchase order, if required. Payments can be made using one of the following methods. Find more information [here](#).

- Check
- AFT/ACH - send forms to ap@OKIE811.org for processing
- PayPal - a 3.4% convenience fee is applied

Mapping (Service Areas)

Question: What are service areas?

Answer: A service area is mapping information that covers the locations of your assets. When planned excavation takes place within the service area provided, you will receive a locate request from OKIE811.

Question: What assets do I need to register with OKIE811?

Answer: Oklahoma law requires ALL operators of underground facilities to register with Oklahoma One-Call System, Inc (OKIE811). Please see OKIE811 website for more information. [OKIE811.org/how-it-works/the-law](#).

Question: How do I submit my mapping files?

Answer: You can use the Service Area Editor (SAE), send us an email with mapping files attached to gis@okie811.org, or use the online submission form. For more information contact OKIE811 GIS Department at gis@okie811.org or 1.800.522.6544 x 4008

Question: How often can I update our registered service areas (mapping) with OKIE811?

Answer: We encourage our members to update their service area mapping as often as needed. It is important to keep your registered service areas updated to protect your assets and to protect the safety of Oklahoma's excavators.

Question: How does OKIE811 handle sold assets?

Answer: The goal at OKIE811 is to protect our member's service areas and to protect the public. There could be a delay while we work with all parties involved to attempt to safely transition assets to the new owner.

Question: What documentation is needed when assets change in ownership?

Answer: When assets change in ownership, both the Selling and Purchasing companies should contact OKIE811 prior to the effective sale date.

The Selling Company is responsible for removing the assets sold from the account using [SAE](#). If all assets registered with OKIE811 are removed, complete the [Cancellation Request](#) form to cancel your membership. On this form you will be asked for the purchasing company's contact information to continue protection of these assets.

The Purchasing Company is responsible for adding the acquired assets to their account using [SAE](#). If the purchasing company is not a member of OKIE811, they will need to submit a [membership application](#).

Question: What documentation is needed to cancel membership?

Answer: Due to Oklahoma Corporation Commission regulations, OKIE811 requires the following information.

- Request to cancel membership
- Reason for cancellation
- Effective date for cancellation
- Contact information for the company that acquired the assets

OKIE811 Member Portal

Question: Where online can I find assistance with logging into the Portal and other Portal features?

Answer: Visit the [OKIE811 Learning Hub](#) to view video and pdf tutorials with step-by-step instructions for logging into the Portal and using every feature of the OKIE811 Member Portal. On the [Member playlist of the OKIE811 YouTube channel](#), we have recorded webinars that provide in-depth explanations of the Portal features and Membership benefits, responsibilities, and services.

Example Locate Requests

OKIE811 -- 3 -- OKOCS -- 02/23/2021 12:44 -- 21022312140001 -- Normal

OOCSI LOCATE REQUEST

Ticket Number: 21022312140001 Old Ticket Number:
 Message Type: Normal Lead Time: 66
 Prepared: 02/23/21 at 12:14 By: dtrotman

Excavator

Name: OKLAHOMA ONE CALL Phone: (800) 522-6543
 Address: 6908 N ROBINSON AVE
 City: OKLAHOMA CITY State: OK Zip: 73116
 Caller: MEMBER SERVICES Phone: (800) 522-6543 Ext:
 Email: MEMBERSERVICES@OKIE811.ORG
 Contact: MEMBER SERVICES Phone: (800) 522-6543 Ext:
 Contact Fax: Email: MEMBERSERVICES@OKIE811.ORG
 Add'l Callback:

Work

To Begin: 02/26/21 at 07:00 State: OK
 County: OKLAHOMA Place: OKLAHOMA CITY
 Address: 6908 Street: N ROBINSON AVE
 Nearby Major Intersection: BROADWAY EXTENSION AND NW 63RD ST
 Latitude: 35.541619 Longitude: -97.515726
 Secondary Latitude: 35.542003 Secondary Longitude: -97.514331

Addresses in Remarks: N

Work Type: Landscaping Done For: OKLAHOMA ONE CALL
 Job Number: TEST TICKET

Location In

LANDSCAPING -- -- LOC FRONT OF PPTY --

Explosives: N White Paint: N
 Directional Boring: N Multiple Ticket

Grids

03W112N04SE

Utilities Noted

Code	Name
OKIE811	OKIE811 Test Code OKIE811
S0OKIE811	OKIE811/Water S0OKIE811

OKIE811 -- 4 -- OKOCS -- 02/23/2021 12:44 -- 21022312150002 -- Damage Report

THIS IS NOT A LOCATE REQUEST. Please be advised this notice is to inform your company of an exposed or damaged underground facility that is located in the described area.

OKIE811 DAMAGE REPORT

Ticket Number: 21022312150002 Old Ticket Number:
 Message Type: Damage Report
 By: dtrotman Prepared: 02/23/21 at 12:15

CONTACT INFORMATION

Name: OKLAHOMA ONE CALL Phone: (800) 522-6543
 Address: 6908 N ROBINSON AVE City: State Zip: OKLAHOMA CITY OK 73116
 Contact: MEMBER SERVICES Caller: MEMBER SERVICES
 Phone: (800) 522-6543 Ext: Phone: (800) 522-6543 Ext:
 Email: MEMBERSERVICES@OKIE811.ORG Email: MEMBERSERVICES@OKIE811.ORG

DAMAGE LOCATION INFORMATION

County: OKLAHOMA Place: OKLAHOMA CITY
 Address: 6908 N ROBINSON AVE
 >
 Nearby Major Intersection: BROADWAY EXTENSION AND NW 63RD ST
 Latitude: 35.541619 Longitude: -97.515726
 Secondary Latitude: 35.542003 Secondary Longitude: -97.514331

Work Type: Damage Report
 Remarks: DAMAGE REPORT - WATER LINE HAS BEEN HIT AND DAMAGED WITH A SHOVEL -- DAMAGE IS LOCATED IN FRONT OF PPTY -- REFERENCE LOCATE REQUEST 21022312140001
 Job Number: DAMAGE REPORT TEST
 Access Issues: N

GRIDS

03W112N04SE

OKIE811 MEMBERS NOTIFIED

Code	Name	Code	Name
OKIE811	OKIE811 Test Code OKIE811	T00811	OKIE811 Test Code3 T00811
S0OKIE811	OKIE811/Water S0OKIE811		

Abbreviations Used on Locate Requests

Word	Abbreviation
Addition	ADD'N, ADDN
Air Conditioning	A/C
Air Force Base	AFB
Also Known As	AKA
Approximately	APPROX, APPX
Apartment	APT
As Soon As Possible	ASAP
Association	ASSOC, ASSN
Attention	ATTN
Avenue	AVE
Between	BTWN
Blacktop	BLKTP, BLKTOP
Block	BLK
Building	BLDG
Boulevard	BLVD
Bypass	BYP
Cable TV	CATV
Circle	CIR
Company	CO
Companies	CO'S
Corporation	CORP
County	CNTY
Court	CT
Customer	CUST
Corner	CRNR
Construction	CONSTR
County Road	*CR
County Street	*CS
Department	DEPT
Directions	DIR (ONLY START DIR)
Double-Wide Trailer	DBL-WIDE TRLR
Drive	Dr
Driveway	DRWY
East	E
Easements	ESMNTS
Electric	ELEC
Expressway	EXPY
Foot / Feet	FT
Gravel	GRVL
Highway	HWY
Incorporated	INC
Information	INFO
Interstate	I (I-40)
Intersection	INTER, INT
Junction	JCT
Limited	**LTD
Lane	LN
Latitude	LAT
Leave Message	LV MSG
Locate	LOC
Longitude	LONG

Word	Abbreviation
Manufacturing	MFG
Meeting	MTG
Mile	MI
Mountain	MTN
North	N
Northwest	NW
Northeast	NE
Number	#, NBR
Office	OFC
Oklahoma State University	OSU
Parkway	PKWY
Pedestal	PED
Place	PL
Plumbing	PLBG
Point	PT
Property	PPTY
Railroad	RR
Railroad Tracks	RR TRACKS
Request	REQ
Resident / Residence	RES
Right of Way	R/W, R-O-W
Road	RD
Route	RT (Only in Address)
Section	SEC
Service	SERVICE
Sewer	SWR
SD	SIDE
South	S
Southeast	SE
Southwest	SW
Square	SQ
Street	ST
Terminal	TERM
Terrace	TERR
Through	THRU
Trail	TRL
Trailer	TRLR
Turnpike	TPKE
Underground	U/G
United States Air Force Base	USAF (B)
University	UNIV
University of Central Oklahoma	UCO
University of Oklahoma	OU
Utilities	UTIL, UTILS
Water	WTR
Way	WY
West	W
With	W/
Without	W/O
Yards	YDS