

Member Information

What is Kentucky 811?

Kentucky law requires that all excavators, contractors, utilities and homeowners who are planning to dig to call Kentucky 811. Kentucky 811 then creates a locate request and transmits it to any Member who has underground facilities in the area where the dig is scheduled to take place. *Kentucky 811 is open 24 hours a day, 7 days a week (including state and federal holidays).*

How do I become a Member of Kentucky 811?

Additional information on becoming a member can be obtained by visiting our website www.kentucky811.org or by contacting Jill Roberts, Member Services at 502-493-3541.

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

If you would like to view a listing of current Kentucky 811 Members, you can visit our website www.kentucky811.org or contact our Support Desk at 502-266-5677 option 1.

Member Service Area

How does Kentucky 811 know that a Member has underground lines at a dig site?

A Service Area is defined by the Member as a polygonal shape on our map representing where their underground facilities are located. Members will receive Locate Requests from Kentucky 811 when the dig site overlaps the Members Service Area Polygon.

How does a Member identify their Service Area?

A Service Area represents where a Member has underground facilities. Your service area does not need to be contiguous, but a different service area would be required if you need for Kentucky 811 to send the locate requests somewhere else.

- Members can be set up with internet user accounts that provide access to our software, which allows them to manually draw in their Service area.
- If a Member does not have access to the internet, our Member Services group can assist with defining a Members Service Area. However, the Member will have to provide adequate maps of where their underground facilities are located, and will be required to sign off on the final Service Area.
- In addition, certain types of files containing facility locations for Members can be uploaded into our software. The following is the type of map file (including specifications) that can be supported and uploaded:

ESRI Buffered Polygon Shape File
NAD83 Latitude Longitude Datum
Under 10,000 Vertices
Under 5 MB in size

Note: Please visit www.kentucky811.org for more information on Updating GIS Facilities.

What happens if a Member's Service Area changes?

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

What happens when I update my Service Area?

The Member must complete a Database Activation Form, which is available at www.kentucky811.org or can be faxed to you by contacting Member Services at 502-493-3541. After the activation is received, the changes will be saved into production.

Who gets a copy of a Service Area map?

Service Areas are used by Kentucky 811 to determine which Members need to be notified. Members only have access to their Service Area maps. Maps are not used or sent to excavators, homeowners or other utilities.

I have access to Web Ticket Entry. Does that enable me to see my Service Area?

Although both are accessed through the same login page, each requires a separate log in /password. Member Services can assist with setting up your user account and provide training on mapping and updating your Service Area.

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

Although Kentucky 811 attempts to “map” every Locate Request we are not able to do so 100% of the time. We are currently mapping over 99% of all incoming requests. When a locate request cannot be mapped, the ticket automatically defaults to the “Place” where the dig site is located. These tickets notify all Kentucky 811 Members who have facilities in that place. Every attempt is made to map a dig site, however, in order to avoid damages, there are times when we have to default the ticket to place. Members are not charged for “Place” tickets.

Why do I get tickets that aren't in my City/County?

In instances when a Member's service area polygon ends at a City or County border it is possible to get Locate Requests that were in the adjacent City/County, but were not mapped. (Defaulted to “Place”) This occurs because the dig site polygon and the Service Area polygon touch. To correct this, the Member needs to contact Member Services at 502-493-3541 to discuss possible reduction in their Service Area.

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

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

Remarks : * TEXAS EASTERN PRODUCTS PIPELINE WAS MANUALLY ADDED TO THIS TICKET, PLEASE CHECK YOUR DATABASE

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

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

Transmitting Locate Requests To Our Members

How are Members notified of Locate Requests?

Email *Modem* *Ascii* *Fax* *XML*

There are many software screening packages available for Members, and Kentucky 811 can send tickets to all of these packages. Email is the preferred method of transmission. This medium is less susceptible to line noise and uses a far more advanced method of error control. XML is our newest transmission method and requires more advanced configuration both on the sending and receiving end. The type of XML utilized is not an RSS, but relies on SOAP configuration files.

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

Members can identify where they would like to have certain priority tickets transmitted based on when their office is open or closed. Members will also need to provide Kentucky 811 with their After Hours contact information so we can notify them by phone or pager with priority ticket information. Kentucky 811 will manually call out damage and emergency tickets during the times listed below:

- Monday through Thursday from 6pm to 7am ET
- Friday at 6pm ET until Monday at 7am ET
- During the Member's regular business hours on an observed holiday

Why is there more than a 2 business day notice on my Locate Request?

Kentucky 811 does not factor State and Federal Holidays in the 2 Business Day Notice required by law. When a Locate Request is submitted and a holiday falls within the 2 business day notice then that date will not be considered in the 2 business day notice.

To view the current list of Holidays, please visit our website at www.kentucky811.org.

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

Our Support Desk is staffed between the hours of 7am to 6pm Monday through Friday and can assist with resending tickets, and other problems you may be experiencing with receiving tickets. The Support Desk can be reached by calling 502-266-5677 option 1.

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

Our Support Desk or Member Services can assist in making ticket destination changes. However, prior to making any change to a Member's ticket destination information, Kentucky 811 requires written confirmation from the Member. A copy of our Database Change Request Form can be obtained by visiting our website www.kentucky811.org or a copy can be faxed to you.

How does a Member report ticket problems?

Any time you have a question or problem with a ticket, you can contact Mark Kern, Coordinator of Quality Control, at 502-493-3540. Depending on your concerns, in most cases the ticket will be reviewed by our Coordinator of Quality Control and appropriate action will be taken.

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

Member Billing

What type of tickets do our Members get billed for?

Since each ticket Kentucky 811 handles is considered a legal document, anytime that document is altered, Kentucky 811 is obligated to transmit that information on to the Member(s) who appear on the ticket. Therefore, Kentucky 811 charges for all ticket types except for the following:

- Place - Ticket that we could not map so it was defaulted to the Place or County.
- Retransmitted – please see explanation below.
- Cancelled – please see explanation below.

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

Our system does not distinguish that the company submitting a locate request is also a Member.

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

Our Members are billed monthly and can only be paid by check. However, we are investigating the possibility of establishing on-line payments and credit card payments. Please contact Nikki Atria for questions regarding an invoice at 502-493-3539.

Locate Requests

What type of locate requests are there?

- Normal Notice - If the caller does not plan to dig sooner than the 2 business day notice, this is considered a normal notice. Most tickets taken are normal request tickets.
- Additional Notice (e.g. 2nd Notice) – Additional notices are created when:
 - The 2 full business days are up and a member utility has not responded.
 - The site was not properly marked and the planned work has not yet begun.
- Short Notice – A Short Notice is created if the caller plans to dig sooner than the “proper notice” date & time. This is just a “request” since it is short of the 2 business day notice.
- In Progress – An In Progress ticket is created if the caller has already started working at the dig site and did not call in a request prior to starting their job. Again, this is just a “request” since this is short of the 2 business day notice.
- Emergency - Created at the request of the caller or when the situation specifically fits the legal definition of an emergency. Kentucky State Law defines an emergency as: “there exists substantial likelihood that loss of life, property, or the inability to restore interrupted utility service will result.”
- Damage Emergency – Created because a line that has been hit. We also advise the caller that they should contact the service provider directly, and if the damaged line is one that presents an “imminent danger to life, health, or property” (e.g. blowing gas line, pipe line, etc.), they should call 911. A Damage Emergency ticket is only to notify the Members of the damage, it is not a request to locate the underground lines.
- Retransmit – If clarification is needed on a previous ticket and does not alter the legality of the ticket then ticket is resent. Members are not charged for Retransmits. For example:
 - The caller wants the locators to know that they have a dog in their backyard.
 - Driving directions are added.
- Cancel – If the original ticket contains incorrect information that alters the legality of the ticket, then the original ticket is cancelled and a new ticket is submitted. The original will explain why the ticket was cancelled. For example:
 - The wrong address was provided.
 - The locate instructions were changed (e.g. west side of property instead of east side)
- Remark – If the area on a previous ticket was marked, but the area has been disturbed during excavation, construction or due to weather, then a Remark of the dig site can be requested. However, the 2 business day notice still applies.

“Business day” is from 8am to 5pm Monday to Friday excluding holidays established by federal or state statute.

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

- The name, address, and phone number of the company or person doing the digging.
 - The person's name and phone number who can be reached if any questions arise.
 - Will blasting or explosives be used? (yes, no, possible, or unknown)
 - How deep are they digging?
 - The type of work being done. (e.g. installing pipe, installing cable, etc.).
 - The county/city of the dig site and if it is inside or outside of the city limits.
 - The location of the dig site (e.g. address, main road, intersection, etc.).
 - The nearest cross street to the main location.
 - The location where the digging will take place. (e.g. entire property, front of property, etc.)
- Information obtained on the location of the dig site assists us in mapping and ensures notification to the correct Members.*

The following is a screen shot of a Normal Notice:

NORMAL NOTICE

Ticket : 0704120059 Date: 04/12/2007 Time: 08:16 Oper: JROBERTS Chan:000

State: KY Cnty: HART City: HORSE CAVE
Subdivision:

Address : 3097
Street : UNO HORSE CAVE RD
Cross 1 : LONOKE RD
Location: PLEASE LOCATE THE FRONT AND RIGHT SIDE OF PROPERTY

THIS IS FOR TEST PURPOSES ONLY - PLEASE DISREGARD

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Work type : INSTALL WATER LINE
Done for : KENTUCKY811
Start date: 04/16/2007 Time: 08:30 Hours notice: 96/048 Priority: NORM
Ug/Oh/Both: U Blasting: NO Emergency: N
Duration : N/A Depth: UNKOWN

Company : KUPI CONTRACTORS Type: CONT
Co addr : 302 PRODUCTION CT
City : LOUISVILLE State: KY Zip: 40299
Caller : JANE DOE Phone: (502)266-5677
Contact : BUD DIGGS Phone:
Mobile : (502)266-5123
Fax : (502)493-6161

Remarks : THERE IS A DOG IN THE BACKYARD, PLEASE CALL BEFORE LOCATING
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Submitted date: 04/12/2007 Time: 08:16