



September Meetings

Michigan Damage Prevention Board, Ticket Initiation
Management Execution, Locator Action Committee
September 26, 2019

Michigan Damage Prevention Board (MDPB)

1. Call to Order
 - a. Approval of Agenda
 - b. May Meeting Minute Approval
2. Membership List
 - a. Election of Officers
 - i. Vice Chairman: previously Bethany Brooks, DTE Electric.
 - b. Update List
 - i. Dirk Dunham retired from Consumers Energy
3. MPSC Damage Reporting and Complaints
4. MDPB Best Practices
 - a. 30 Day Comment Period on the following Best Practices/ Guidelines
 - i. Multiple single point excavations such as traffic signs
 - ii. Milling/saw cutting
 - b. Next committee meeting
5. MISS DIG 811 Collaborative Design
 - a. Program Update
 - b. Demo
 - c. Rollout of Program and Training
 - d. Already working on new functions and Features
6. MISS DIG Update
 - a. 2019 Dig Season Stats
 - b. Private Locating Pilot
7. New Business Roundtable
 - a. Inclusion of Damage/Emergency Contact on Positive Response
8. Next Meeting
 - a. Thursday, December 5, 2019 Meeting at MITA
 - b. Schedule 2020 Meetings
9. Adjourn



Ticket Initiation Management and Execution (TIME)

1. Call to Order
 - a. Agenda Review
 - b. Approval of August Meeting Minutes
2. MISS DIG 811 Updates
3. Action Items from Previous Meeting
 - a. e-Web Suite Now e-Suite
 - i. MD 811 Ticket MOD – Now Called e-Mod (Fall 2019)
 1. Email and/or text reminder that a dig notice is going to expire
 - ii. Near Ticket Stand Alone App – Now called e-Nearby (Released 3/26/19)
 - iii. Near Ticket in Ticket Entry (Complete '17)
 - iv. Tickets without borders (Released 4/17/18)
 - v. e-OHA (Released 4/17/18)
 - vi. e-Plan (Released 4/17/18)
 - vii. Updated e-Locate (Released 4/17/18)
 - b. No Member on a ticket (Released 4/2/19)
 - c. New Overhead Positive Response Code & Auto Positive Response (Available 2/18/19)
4. 2018 Grants
 - a. State Damage Prevention (SDP)
 - i. PermitAccess
 - b. Technical Assistance Grant (TAG)
 - i. Parcel Data (Released 8/30/19)*
 - ii. Near Ticket Standalone and Public Facing App (Released 3/26/19)
 - iii. Marine Ticket (Released 8/30/19)
 1. locate & design request
 - a. For locate requests a Maine Request can only be request M-F from 9:00 AM to 3:00 PM.
 2. NEW CATEGORY: MRNE- MARINE REQUEST
 3. PROPOSED TICKET HEADING (Ticket Information Language Concerns):

***THIS IS A LOCATE TICKET. THE CALLER ALSO REQUESTED A MARINE JOINT MEET AT NE COR OF MAPLE CREEK BLVD & TRAILVIEW DR THE HEADER ON THIS TICKET IS FOR YOUR CONVENIENCE ONLY TO LET YOU KNOW THAT A MARINE JOINT MEET WAS REQUESTED. IT DOES NOT ALTER THE FACT THAT THIS IS A LOCATE TICKET**

4. GROUP RESTRICTIONS: NSRs, Administrators, and WEBF
5. What criteria has to be met for placing a locate request?
 - a. RTE users should know if they do or do not need a marine request. NSRs will ask if caller wants a marine ticket if the drawn polygon intersects or crosses any waterway
6. Tips on parsing Marine Tickets (*Member Support*)
7. Marine Member Code (PROMOTION) (*Member Support*)
 - a. No Set up Fee
 - b. First Year Free



- iv. VR System and software to promote “Call before you Dig” Debut at USPBL game, 8/10
 - v. CorridorAccess
5. Restrict Some Positive Response Codes Use to Require Comment: (Executive Team) **(9/29/19)**
- a. 003 **NOT COMPLETE**
 - i. None or some of the facilities have been marked, more time needed, coordination or assistance required to complete locating of facility
 - b. 005 **ONGOING COORDINATION**
 - i. Suggested change: This response can only be used if the respondent provides the name and number of the person they are coordinating with.
 - c. 006 **NOT MARKED- NO ACCESS TO WORK SITE**
 - i. Suggested change: Locator must provide name and number of who they contacted about access and what is limiting their access to the site.
 - d. 009 **ADDITIONAL LOCATING REQUIRED**
 - i. Facility owner discovered field conditions require additional locating and will communicate with excavator on resolution of additional locating issues
 - e. 011 **NOT MARKED- EXCAVATOR CONTACTED FOR ADDITIONAL INFORMATION**
 - i. Facility owner operator reached out to the excavator as noted on the locate request and requires additional information to properly complete locate request. Excavator required to contact facility owner/operator.
6. Expedited Locating for a fee- Locate Now
7. FTP Positive Response Posting to MISS DIG 811 Option Ends **(9/29/19)**
8. FTP Ticket Delivery Option will be ending in 2020, more information to come
9. Private Locating Pilot Program
10. New Action Items
- a. IT issues
 - b. Ticket Entry 1.0.48 (Released 9/20/19) – resolved an issue with Parcel Map Data where Ticket Entry was not able to complete a street lookup for certain counties.
11. Next Meeting
- a. Meetings will be held via teleconference, with web screen share information and call in number provided by MISS DIG 811 monthly. MISS DIG 811 will host a teleconference with optional onsite meetings for the TIME committee at the MISS DIG 811 office before the Locator Action Committee, LAC, meetings monthly. Teleconferences will be held the fourth Thursday of the month at 10 am before LAC. **Quarterly meetings will be held at the Michigan Infrastructure & Transportation Association (MITA), located at 2937 Atrium Dr. #100, Okemos, MI 48864 following the MDPB meetings.**
 - i. You have been invited to a join.me meeting
Join the meeting: join.me/missdig811

The fourth Thursday of the Month at 10:00 AM EDT
 - b. Upcoming Meetings
 - i. Thursday, October 24, 2019 **Meeting at MISS DIG 811** (Will be ran by Bill and Bruce)
 - ii. Thursday, November 28, 2019 **NO MEETING, HAPPY THANKSGIVING!**
 - iii. Thursday, December 5, 2019 **Meeting at MITA**
12. Adjourn



Locator Action Committee (LAC)

1. Top Locating Issues
2. Marine Ticket
3. eMod
4. Private Locating Pilot
5. Major Project Pre-Construction Meeting
6. MISS DIG 811 Alternate Methods for Locate Volume Control
 - a. Prescreening
 - b. Risk Assessment
 - c. Locator Training for Excavators
 - d. Workflow Management
7. Locator Participating in No Marks
8. Locators Getting MISS DIG 811 Certified
9. Locators Following NSRs/ NSRs following Locators
10. Restriction on use of codes: 003 005 006 and 009
11. Adjourn



Michigan Damage Prevention Board

Minutes

May 23, 2019

MITA Office Okemos, MI

1. Call to Order: Rob Coppersmith Called to order at 9:02AM In attendance was Laura Arnold, MISS DIG 811; Katie Gruzowski, MISS DIG 811; Bill Fisher, MISS DIG 811; Rob Coppersmith, MITA; Dirk Dunham, Consumers Energy; Scott Faulkner, Consumers Energy; Harry Carr, URG; Tony Bauman, USIC; Ian Chapman, USCI; Chris Jensen, TCEC/MECA; Jim Cripps, Cripps Fontaine Excavating; Bruce Campbell, MISS DIG 811; Kristen Lawless, MPSC; David Chislea, MPSC; Nathan Lee, MGU; Eric Logan, DTE; Joseph Boals, WPS/UMERC; Jeff Quirante, MPSC; Nick Lefke, MDOT; James Moskal, Corby Energy; Matt McClintick, MITA; Lissa White, Action Fence; Markus Vale, DTE Gas; and Scott Kingry, Motor City Electric.
2. Approval of Agenda: Chris Jensen made a motion to approve the agenda. Nate Lee supported. Motion passed.
3. February Meeting Minute Approval: Bruce Campbell made a motion to approve the February minutes. Chris Jensen supported. Motion passed.
3. Membership List
 1. Election of Officers
 1. Chairman: Rob Coppersmith, MITA
 2. Vice Chairman: Bethany Brooks, DTE Electric
 3. Secretary: Laura Arnold, MISS DIG 811
 4. Treasurer: Christian Jensen, Tri-County ElectricBruce Campbell made a motion to reelect the incumbents. Dirk Dunham supported. Motion passed.
 2. Update List: From Consumers Energy Scott Faulkner replaced Lisa. Eric Logan is replacing Jen from DTE Electric, Samantha Williams will be taking on the Role from Scotty Kehoe from DTE Gas, Val Wohlscheid replacing Brian Thompson at Michigan Electric, SEMCO is replacing Steve Kraai with Phil L. MISS DIG 811 is switching Laura Arnold and Bruce Campbell; Laura being primary Bruce being secondary. John Crumb, the Local Government representative, is no longer with Holland BPW. List to be updated to reflect Gull Lake Sewer and Water Authority. Laura Arnold will update the posted list and mailing list.
4. MPSC Damage Reporting and Complaints
 1. Annual Report on Damages and Reports
Dave Chislea presented the attached report
 1. PHMSA Audit came back as adequate but PHMSA is looking for a broader stroke to late notices.
 2. Damage Prevention Statistics 15% of damages is a result of soft excavation and of the 15% 51% had a MISS DIG 811 ticket and 49% did not. Damage stats provided to MPSC is passed to DIRT. Better data is needed Unknown/Other is frequently the second highest cause.

Reported on Excavation Leaks reported be 100 miles of distribution vs 1000 tickets. Bruce added on the Data Evaluation Task team that is evaluating the basis of the 1000 tickets looking at 9-10 states to compare the ticket scope and transmissions per ticket. Also Looked to change denominator to be in line with construction start, construction trend and GDP growth. Green analytics also



trying to look at total excavation since we can only look at excavation damage with a ticket, excavation damage without a ticket and excavation with a ticket; how do we know determine safe excavation without a ticket to get total excavation.

3. MPSC Damage Prevention Summit was held to discuss soft excavation, public education, the dispatch of information, MPSC Staffing, 999 tickets, second party damages, MPSC Damage Prevention website, damages, metrics, locator performance, ride-a-longs, and abandon facilities.
4. MPSC Damage Prevention On-Going Case Company ordered to appear after MISS DIG 811 violation. Contractor failed to respond to the MPSC inquiry and the Commission ordered the Contractor to respond.
5. Damage Complaint Process and Form have been updated
2. Any "Board Review" Incidents or Issues
5. MDPB Best Practices
 1. 30 Day Comment Period on the following Best Practices/ Guidelines
 1. Multiple single point excavations such as traffic signs: Was accepted at the last meeting, but they will revisit.
 2. Milling/saw cutting: Rob Coppersmith would like to bring some contractors in on.

Discussion on shallow facilities and road maintenance exclusions. Discussion on the difference between state and federal law.

2. Next committee meeting: A meeting needs to be scheduled.
6. Ticket Initiation Management and Execution (TIME)
 1. eSuite No demo eMod is estimated to be complete by May 30.
 2. Dirk asked about Positive Response.
7. Locator Action Committee
 1. Top Locating Issues
 1. Not locating on time
 1. Letter to contractors and MPSC in early May
 2. Misuse of Positive Response
 2. Restriction on use of codes: 003 005 006 009 and 011
Discussion on the misuse use of the Positive Response Jim Kripps voiced strong concerns for the resulting delays. Dirk Dunham presented a rough concept of trained contractors staking for reimbursement by facility owners.

Break from 11:27AM to 11:35AM

3. Locator code usage comparison: Previously discussed
4. Enhanced Positive Response Bruce noted the benefits and the use of the restricted codes.
5. Work flow system integration to coordinate and communicate heavy workload to contractors.
8. MISS DIG Update
 1. Server maintenance
 2. Damage Prevention/education was a record season this past winter spring. Our aim is to move stakeholders from Awareness to education to advocacy. We now have nine CEs



courses. We have now coordinated with LARA to incorporate MISS DIG 811 training as part of the licensing process. Updating our certification class and developed a field basics training. Developing a Virtual Reality for use.

3. 2019 dig season beginning stats. This was a record month
4. Private Locating. Beginning discussions on folding private locating into
9. New Business Roundtable
10. Next Meeting
 1. Schedule the 2019/2020 Meetings
 1. 9/26/2019
 2. 12/5/2019
 3. 2/13/2020
 4. 5/21/2020 Annual Meeting

Dirk Dunham announced he is retiring 9/1/2019

11. Adjourn. Laura Arnold made a motion to adjourn the meeting at 11:57AM Chris Jensen supported. Motion passed.

DRAFT



Michigan Damage Prevention Board

Constituent Members with Voting Privileges:

Constituent Member Organization	Director	Substitute Director
Associated Petroleum Industries of Michigan	Ronald Rybarczyk (BP)	Katie Abraham (API)
Consumers Energy	Dirk Dunham	Scott Faulkner
The Detroit Edison Company; DTE Electric Company	Bethany Brooks	Eric Logan
Michigan Bell Telephone Company, d/b/a AT&T Michigan	Briant Thomas	Pam McGuire
Michigan Consolidated Gas Company; DTE Gas Company	Scot Runke	Samantha Williams
Michigan Electric Cooperative Association	Chris Jensen	Val Wohlscheid
Michigan Electric and Gas Association	Jim Ault	Dave Forsberg
Michigan Infrastructure and Transportation Association, Inc	Rob Coppersmith	Matt McClintick
Michigan Public Service Commission	Dave Chislea	Jeff Quirante
MISS DIG 811	Laura Arnold	Bruce Campbell
SEMCO Energy, Inc.	Steve Makowski	Phil L

Non-Voting Constituent Member Groups:

Constituent Member Organization	Director
Utility Contract Locators	Ian Chapman, USIC
Local Units of Government	John Crumb, Gull Lake Water Authority
Cable TV Association	TBD
Agriculture	TBD
Engineering and Design	Nick Lefke, MDOT
CAM	Jason Graffin
Landscape Association	TBD
Fencing Association	Lissa White, Action Fence

MISS DIG 811 Collaborative Design

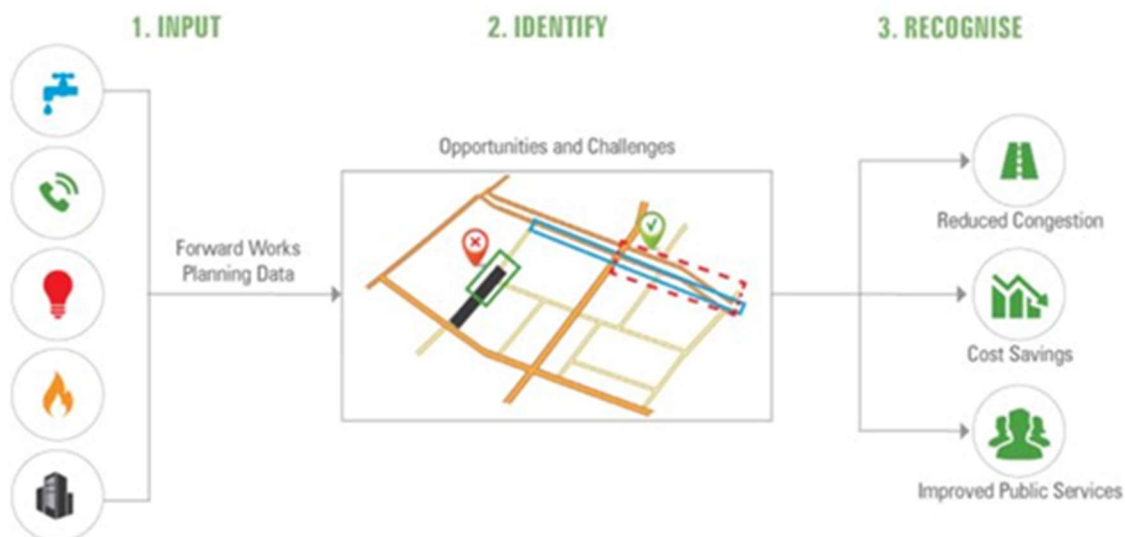
August 2019

Adapting to the needs of a changing world, MISS DIG 811 welcomes the Collaborative Design Program. Building on our long-standing design ticket, this is a holistic approach to coordination. The program optimizes engagement of all current and future infrastructure owners, maximizing the investment and minimizing disruption to hard surfaces, existing infrastructure, and the public.

The Michigan Infrastructure Commission (MIC) reported a multi-billion-dollar requirement in annual updates for decades to come. The State of Michigan believes that the foundation of success in managing such a significant number of projects is cooperation between potentially conflicting projects during the design process. The MISS DIG 811 Collaborative Design Program addresses these challenges.

As a software, the program allows for communication, collaboration, and scheduling of work. It has the ability to unite involved parties by providing a platform on which they can communicate excavation and coordinate schedules to reduce the number of road openings and associated costs through shared excavation prior to a dig ticket being submitted and ground being broken. The program will:

- Provide opportunity to share excavation costs
- Extend road life
- Improve utility design
- Reduce risk for utility strikes and damages through better design
- Improve community awareness of projects



Through the MISS DIG 811 Collaborative Design Program, users can upload and share project plans, communicate between projects, isolate challenges and opportunities with other projects in the area,



and schedule and agree to shared excavation or schedule changes. The program is built on four basic principles:

- Job: A project with a defined location and description entered by a utility user
- Opportunity: Two or more jobs with similar start and end dates that do not overlap are within 330 feet of one another
- Challenge: Two or more jobs with start and end dates that overlap are within 330 feet of one another
- Exclusion Zones: An area which generates notifications designed to indicate specific constraints on work being permitted (e.g. a road moratorium or protected area)

Additionally, the program allows the designer to change visibility of a job based on the stage of the project, allowing users to manage whether it is for internal or public viewing. All jobs follow the same visibility hierarchy:

- Draft (for internal use)
- Private (shared with the territory owner)
- Public (shared with other organizations)

From the dashboard users can select any of their jobs; this screen gives a bird's eye view off all projects/jobs the company has on the system and provides the ability to view:

- Attachments
- Opportunities
- Challenges
- Collaborators
- Conversations

The MISS DIG 811 Collaborative Design Program allows users to navigate through a list of jobs their organization has entered. All jobs can be edited and modified to ensure that the project is defined correctly in terms of its geographic boundary, schedule, details, and visibility to other users. The conversations feature allows for multi-organizational discussion and the uploading of attachments to support the collaboration. As a tool, users can start a conversation with any other jobs that have been identified as being an "opportunity" or a "challenge" to the selected job.

The Collaborative Design Program will be available in the Fall of 2019. Following a brief training, existing design program users will receive their log-in credentials for the new platform. All new design users will be established on the Collaborative Design Platform. Facility owners will still have ten business days to respond to a design ticket, providing the size, type, and general location of their infrastructure.

MISS DIG 811 strives to bring the best programs and services to our members and users. We look forward to future features of the Collaborative Design Program including receipt of responses and plans from facility owners, as well as tools to make responding easier on the facility owners.



TIME Committee MINUTES

August 22, 2019 at 10:00 AM

In Person Meeting at MISS DIG with Teleconference Option

In Attendance: Katie Gruzowski, Bruce Campbell, Gail Wyckhouse, Tim Shinn, Jim Cascio, Stephanie Boe, Tobin Fox, Laura Arnold, Bill Fisher, Chris Jensen, Dennis D'Antonio

Dirk Dunham, Gwen Knowles, Jeff Quirante, Kristen Lawless, Marcus Vale, Sandy Demars, Steve Makowski, Samantha Raupp, Harry Carr, Derek Shupe, Briant Thomas, Mary Smith

1. CALL TO ORDER
 - a. Agenda Review – Nothing added to the agenda.
2. MISS DIG 811 Updates – The ticket volume is still high, however retransmits have returned to their normal levels.
3. ACTION ITEMS FROM PREVIOUS MEETING(S)
 - i. e-Web Suite – Now e-Suite
 1. MD 811 Ticket MOD – Now called e-Mod (Fall 2019) – Still working on e-MOD. The education department will put together training and the information will be made available.
 - a. Email and/or text reminder that a dig notice is going to expire
 2. Near Ticket Stand Alone App – Now called e-Nearby (Released 3/26/19) – This has been up for a while, has reduced the number of why stakes.
 3. Near Ticket in Ticket Entry (Complete '17)
 4. Tickets without borders (Released 4/17/18)
 5. e-OHA (Released 4/17/18)
 6. e-Plan (Released 4/17/18)
 7. updated e-Locate (Released 4/17/18)
 - ii. No Member on a ticket (Released 4/2/19)
 - b. New Overhead Positive Response Code & Auto Positive Response (Available 2/18/19)
 - c. 2018 Grants
 - i. SDP
 1. PermitAccess – One pipeline is setting up their information to test the system. The timelines seem to be accurate. Things are going well.
 - ii. TAG (Technical Assistance Grant)
 1. Parcel Data (8/29/19)* - On the test server. The go live date is tentatively set for next Thursday.
 2. Near Ticket Standalone and Public Facing App (Released 3/26/19)
 3. Marine Ticket (8/29/19)* - On the test server. The go live date is tentatively set for next Thursday. Katie reviewed the informational document that was sent to the committee earlier. Member services can set up codes and update notification areas for those that want it. The document provides a list of locators and training for reference. Education is putting together a training module for the ticket which should be ready soon.
 - a. locate & design request



- i. For locate requests a Maine Request can only be request M-F from 9:00 AM to 3:00 PM.
- b. NEW CATEGORY: MRNE- MARINE REQUEST
- c. PROPOSED TICKET HEADING:

***THIS IS A LOCATE TICKET. THE CALLER ALSO REQUESTED A MARINE JOINT MEET AT **NE COR OF MAPLE CREEK BLVD & TRAILVIEW DR** THE HEADER ON THIS TICKET IS FOR YOUR CONVENIENCE ONLY TO LET YOU KNOW THAT A MARINE JOINT MEET WAS REQUESTED. IT DOES NOT ALTER THE FACT THAT THIS IS A LOCATE TICKET**

- d. GROUP RESTRICTIONS: NSRs, Administrators, and WEBF
- e. What criteria has to be met for placing a locate request?
 - i. RTE users should know if they do or do not need a marine request. NSRs will ask if caller wants a marine ticket if the drawn polygon intersects or crosses any waterway
- 4. VR System and software to promote “Call before you Dig” Debuted at **USPBL game, 8/10** – The game went over well, there seems to be a few items that need to be fixed. Should be available for free on Steam around 9/9. We will have two VR systems for show or rent.
- 5. CorridorAccess – used for pipelines, but same process as PermitAccess.
- d. Restrict Some Positive Response Codes Use to Require Comment: **(Executive Team) (9/29/19)** – some members are already testing. Currently, comments and URLs can be viewed/added but not required as of yet. The RTE community is being reached out to inform them of the change.
 - i. 003 **NOT COMPLETE**
 - 1. None or some of the facilities have been marked, more time needed, coordination or assistance required to complete locating of facility
 - ii. 005 **ONGOING COORDINATION**
 - 1. Suggested change: This response can only be used if the respondent provides the name and number of the person they are coordinating with.
 - iii. 006 **NOT MARKED- NO ACCESS TO WORK SITE**
 - 1. Suggested change: Locator must provide name and number of who they contacted about access and what is limiting their access to the site.
 - iv. 009 **ADDITIONAL LOCATING REQUIRED**
 - 1. Facility owner discovered field conditions require additional locating and will communicate with excavator on resolution of additional locating issues
 - v. 011 **NOT MARKED- EXCAVATOR CONTACTED FOR ADDITIONAL INFORMATION**
 - 1. Facility owner operator reached out to the excavator as noted on the locate request and requires additional information to properly complete locate request. Excavator required to contact facility owner/operator.
- e. Expedited Locating for a fee- Locate Now – long-term project, nothing new to present.
- f. FTP Positive Response Posting to MISS DIG 811 Option Ends **(9/29/19)**- Currently staying on completion track.
- g. FTP Ticket Delivery Option will be ending in 2020, more information to come – More information to be provided after the ending of FTP Positive Response.



- h. Private Locating Pilot Program – Next meeting will be next week, there is a delay because marine and parcel need to go through first. The pilot should be in testing by mid sept.
- 4. NEW ACTION ITEMS
 - a. IT issues – We had two internet issues in Gladstone this month. The first was a bad modem for the secondary internet. The following week, the primary fiber line was hit and a water line subsequently damaged due to no ticket on the repair of the fiber. We are looking to move the B server from Gladstone to Flint later this year. A new IP addresses will come with the move, and information will be made available at least 90 days prior.
- 5. MEETING SCHEDULE
 - a. Meetings will be held via teleconference, with web screen share information and call in number provided by MISS DIG 811 monthly. MISS DIG 811 will host a teleconference with optional onsite meetings for the TIME committee at the MISS DIG 811 office before the Locator Action Committee, LAC, meetings monthly. Teleconferences will be held the fourth Thursday of the month at 10 am before LAC. **Quarterly meetings will be held at the Michigan Infrastructure & Transportation Association (MITA), located at 2937 Atrium Dr. #100, Okemos, MI 48864 following the MDPB meetings.**
 - i. You have been invited to a join.me meeting
Join the meeting: join.me/missdig811

The fourth Thursday of the Month at 10:00 AM EDT
 - b. Upcoming Meetings – MDPB will be at 9 AM at MITA, the zoom meeting info will be provided the morning of.
 - i. **Thursday, September 26, 2019 Meeting at MITA**
 - ii. Thursday, October 24, 2019 **Meeting at MISS DIG 811** (Will be ran by Bill and Bruce)
 - iii. Thursday, November 28, 2019 **NO MEETING, HAPPY THANKSGIVING**
 - iv. Thursday, December 5, 2019 **Meeting at MITA**
- 6. ADJOURNMENT

Marine Facilities Guide

To assist in facilitating the MDPB Best Practice, MISS DIG 811 has created a Marine member code (MRNE).

Code Features

- Waived Data Processing Fee (a \$369.00 savings)
- Waived transmission and maintenance costs associated with the code for the first year
- The facility owner can direct tickets that intersect with their under water facilities to a secondary location or parse ticket by the unique member code.
- Allows for additional Positive Response when the work site intersects the members underground and under water facilities
- Provides facility type: GAS, WTR, PL, BRNE, SWR, etc.
- Contains contact and historical information specific to the underwater facilities



How it Works

1. Contact the MISS DIG 811 Member Services and tell them you want to take advantage of the Marine code.
2. The team will verify your information and send you the paperwork to collect the contact and delivery information necessary to establish the new code.
3. If you are using a contract locator, Member Services will confirm we have an Agent Letter on file that allows us to send the tickets to the third-party locator. If it is a new locator or if your existing documentation will not cover the new code, we will supply you with a new Agent Letter.
4. To complete, maps of the facilities will be needed and possibly removed from your existing database(s). Supply shape files for upload or take advantage of the three free hours of mapping services.

Contact Member Services at membersupport@missdig811.org or by phone at 800-482-7161.