



Facility Owner/Operator Membership Set-Up

This document contains information on becoming a member of the MISS DIG 811 system. Once completed and returned to MISS DIG 811, along with the supporting documents, MISS DIG 811 will be able to establish you as a member and you will begin receiving dig notices (also known as tickets) when excavators and homeowners are working near your underground lines. If, while completing this document, you have any questions, please contact the MISS DIG 811 Member Services Department at 800-482-7161 or by email at membersupport@missdig811.org.

Do you own or operate underground facilities?

i.e. Fiber, irrigation, drains, or pipelines

If you do not own or operate underground facilities, you do not need to be a member of MISS DIG 811. Please consider Associate Membership.

If you do own or operate underground facilities, please continue.

What Does It Mean to be a Member?

When you become a member of the MISS DIG 811 system, we will create a database for each facility type you own. Each database will have a unique identifying code, referred to as a member code. The database will contain information on where to send your dig tickets and a map of where your facilities are located so that you receive tickets when excavation is occurring near your facilities. Once you receive a dig ticket, your or your locating company must mark the approximate location of your facility in line with the standard marking guidelines and post to the Positive Response Server within the time allowed under PA 174. The time by which the ticket needs to be responded to is provided on each notice as the start date and time.

Information on positing to Positive Response and marking guidelines can be found on the MISS DIG 811 webpage under the education tab or by going to <http://www.missdig811.org/education/infographics.html>.

Member Contact Information

This must be the contact information for the member, not a third-party locator. If you are using a locator, please provide that information in the next section.

Member Name _____

Address _____ City _____ State _____ Zip _____

Contact person _____

Email _____ Phone _____

Are you using a third-party locator?

I.e. A for-profit locating company, neighboring municipality, or utility authority

If you are using a third-party, who will be locating for you? _____.

Please complete an Agent Letter, which can be downloaded from the MISS DIG 811 webpage, and provide the locator's information in the next section.

If you are *not* using a third-party locator, the information provided below will be used to determine where to send your dig tickets. This may be the same as the member information above, or perhaps information for your DPW Director or employee group that will be marking the lines.

Ticket Delivery information

The information provided in this section will determine where MISS DIG 811 sends your dig ticket. A dig ticket is the information provided by the homeowner or excavator. This information is transmitted via email. The email address you provide should be exclusively for receipt of MISS DIG 811 tickets. This allows you to set up an internal forward to multiple people within your organization, or provide access to a secondary employee during your absence. Please be aware of storage limits, as tickets cannot be emailed to a full inbox. If you have any questions while filling out this section, please contact the MISS DIG 811 Member Services Department at 800-482-7161.

Delivery for Standard Dig Notices

This information will be used to determine where your standard dig notices will be sent.

Who should we contact if an issue with the transmission of your notices were to arise?

What is the best number at which to reach this contact?

MISS DIG 811 expects the email used for transmission of your tickets to be monitored during normal business hours. Some members utilize their email beyond normal business hours. When an emergency ticket is placed between the hours of 4:00pm and 8:00am the following workday,

and all day weekends and holidays, the MISS DIG 811 automated system will contact your designated after-hours contact(s) via phone call, text message, or both. During which hours will tickets be monitored? _____

DELIVERY EMAIL: Please provide the email address to which you would like your dig notices sent. Please keep in mind that this should be exclusively for receipt of MISS DIG 811 notices.

Are you using a ticket management software program to parse and manage your tickets? If so, which one? _____

As stated above, when an emergency notice is placed after hours, the MISS DIG 811 automated system will contact your designated after-hours contact(s) via phone call, text message, or both. Please provide after-hours contact phone numbers. You can use up to two manned phone numbers for automated (IVR) phone calls and five cell phone numbers for text (SMS) messages. Any numbers provided will be contacted simultaneously.

1. After-hours IVR phone number & name:

2. Additional after-hours IVR phone number & name:

3. SMS (text) after-hours phone number & name:

4. Additional SMS after-hours phone number & name:

5. Additional SMS after-hours phone number & name:

6. Additional SMS after-hours phone number & name:

7. Additional SMS after-hours phone number & name:

Delivery for Design Notices

Under Section 6(a) of PA 174, facility owners and operators will receive design notices. These notices are placed primarily by engineering firms, utility companies, and large contactors.

Design notices do not *need* be located; they are notice future projects in the planning stage.

When you receive a design notice, you will be able to respond to the notice via email and

provide information on the location of your lines so that future excavation can be planned. If you are unable to provide sufficient information, you may go out and locate the lines. The information below should be for the receipt of design tickets. This will likely be information for the same person who locates your lines or for your engineering department.

Who should we contact if an issue with the transmission of your design tickets were to arise?

What is the best number at which to reach this contact?

DESIGN DELIVERY EMAIL: Please provide the email address to which you would like your design notices sent. _____

Are you using a ticket management software program to parse and manage your tickets? If so, which one? _____

Establishing Member Codes/Databases

MISS DIG 811 will establish a database for each facility type you own, as well as one exclusively for receipt of design notices. The information provided below will be used to determine the number of member codes needed. MISS DIG 811 charges a set-up fee of \$369.00 for all new member codes/databases. However, we understand that many of our new members will need multiple codes. Therefore, MISS DIG 811 has a discounted rate for additional codes. There are two types of member codes or databases. The first is referred to as a facility code, or Positive Response code. These are codes that receive the normal dig tickets. The second type of code is a design code, which is exclusively for receipt of design tickets. When a member sets up multiple codes at once, we can duplicate the database prior to mapping facilities or establishing the unique code for the account. This saves time, and that savings is passed on to our members. Additional databases of the same type are billed at a rate of \$153.00. For example, if the MISS DIG 811 System owned fiber, sewer, and water, we would have four codes: one for fiber, one for sewer, one for water, and one for receipt of design tickets. The unique identifier would be something like MSDIGWTR, MSDIGSWR, MSDIGFBR, and DSGMSDIG. Our fees for set-up would be \$369 for MSDIGWTR, \$153 for MSDIGSWR, \$153 for MSDIGFBR, and \$369 for DSGMSDIG. Each database would contain a map/ shape files of where the different types of facility lines are located. Once the codes are established, you will be able to provide your shape files. Additional information on mapping can be found on the MISS DIG 811 website by selecting "Members" on the home page, or by going to <https://www.missdig.org/members/services.html>.

Facility Types

MISS DIG 811 will create a database for each facility type that you own, as well as one exclusively for receipt of design tickets. The information provided in the table below will be used to determine the number of codes needed.

Place a checkmark next to **all** facility types that your company owns, operates, and/or locates.

| DESCRIPTION | COLOR | ABBREVIATION | <input type="checkbox"/> |
|----------------------------|--------|--------------|--------------------------|
| Brine | Purple | BRNE | |
| Cable TV | Orange | CTV | |
| Chilled Water | Purple | CHW | |
| Electric | Red | ELE | |
| Fiber Optics | Orange | FBR | |
| Gas | Yellow | GAS | |
| Hazardous Waste | Purple | HAZ | |
| Irrigation | Purple | IRIG | |
| Land Use | | LU | |
| Other | | OTHR | |
| Overhead | | LOCT | |
| Pipeline | Yellow | PL | |
| Propane | Yellow | PROP | |
| Sanitary – Force Main | Green | FORC | |
| Sanitary Sewer | Green | SANI | |
| Sewer* | Green | SWR | |
| Steam | Yellow | STEA | |
| Storm Sewer | Green | STRM | |
| Telephone | Orange | PH | |
| Traffic | Red | TRF | |
| Potable Water Lead Conduit | Blue | WPB | |
| Potable Water | Blue | WTR | |

*Use only if both sanitary and storm sewers share the same conduit for their entirety; otherwise please choose sanitary and storm individually.

Check List

Please use the following checklist to make sure all of your information is complete before returning it to MISS DIG 811 by email (membersupport@missdig811.org), or mail (3285 Lapeer Road West, Auburn Hills, Michigan 48326).

1. Completed Membership Set-Up (this form).
2. Carefully read the Membership Agreement with Confidentiality Provisions, Master Rules and Procedures, and the Manning Sheet.
3. One Agent Letter, if you are using a third-party locator (you will not have this if you are not using an outside company to receive or respond to your MISS DIG 811 tickets).



Thank you for submitting the necessary paperwork to establish your databases and unique member codes on the MISS DIG 811 System. Our Member Services Department will create your databases based on the information you provided. Once complete, they will send you an email with information on our Remote Member Access Accounts (RMA).

These are web-based accounts that allow you to map your database, update contact information, run reports, locate old tickets, and post to Positive Response. They will also send you test tickets from both

MISS DIG 811 servers to ensure that you are able to receive tickets. Please

verify receipt of test tickets. The team will contact you if they have any questions. However, if you would like to get a hold of them, they can be reached at 800-482-7161.

Legal Statement Regarding Membership

MISS DIG System, Inc. ("MISS DIG") IS WILLING TO ADMIT YOU AS A MEMBER OF THE MISS DIG SYSTEM (REFERENCED BELOW AS "YOU" OR "YOUR") ONLY ON THE CONDITION THAT YOU ACCEPT ALL OF THE TERMS OF THE MISS DIG MEMBERSHIP AGREEMENT ("MEMBERSHIP AGREEMENT") AS WELL AS ANY AMENDMENTS, REVISIONS OR REPLACEMENT MEMBERSHIP AGREEMENT. READ THE TERMS AND CONDITIONS OF THE MEMBERSHIP AGREEMENT FOUND AT <https://www.missdig.org/members/resources.html> CAREFULLY BEFORE ESTABLISHING YOUR MEMBERSHIP. RETURN OF THE MEMBERSHIP SET UP FORM CONSTITUTES ACCEPTANCE OF AND AGREEMENT TO THE TERMS OF THE MEMBERSHIP AGREEMENT, AS CURRENTLY STATED AND AS AMENDED, REVISED OR REPLACED IN THE FUTURE BY THE MISS DIG SYSTEM INC. BOARD OF DIRECTORS, AND IS A LEGAL AND ENFORCEABLE CONTRACT BETWEEN YOU AND MISS DIG. BY SUBMITTING THE SET UP FORM OR OTHERWISE ACCEPTING NOTICES FROM MISS DIG, YOU AGREE TO THE TERMS AND CONDITIONS OF THE MISS DIG MEMBERSHIP AGREEMENT. IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, DO NOT RETURN MEMBERSHIP SETUP FORM. THE TERMS AND CONDITIONS OF THE MEMBERSHIP AGREEMENT, AS CURRENTLY STATED AND AS AMENDED, REVISED OR REPLACED IN THE FUTURE BY THE MISS DIG SYSTEM INC. BOARD OF DIRECTORS, ARE SPECIFICALLY INCORPORATED BY THIS REFERENCE INTO UNLESS SPECIFICALLY AMENDED BY A MUTUALLY EXECUTED Special Membership Agreement or other Writing signed by YOU AND MISS DIG. UNLESS OTHERWISE DEFINED HEREIN, CAPITALIZED TERMS WILL HAVE THE MEANING GIVEN IN THE MEMBERSHIP AGREEMENT AND SUCH CAPITALIZED TERMS MAY BE USED IN THE SINGULAR OR IN THE PLURAL, AS THE CONTEXT REQUIRES.