MEMBERSHIP GUIDE
Contacting OKIE811

New 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
Download the OKIE811 App
(Android & Apple)
Web Tickets can be submitted 24/7

Contact Center Hours
Monday - Friday
6:00 am - 6:00 pm
Online Web Tickets can be submitted 24/7

OKIE811 Phone List
Excavator Education & Webinars x7132 / x7127
Safety Programs & Awareness x7132
Assistance with Locate Requests Dial 811 / 800.522.6543
x4003 / 7125
Member Services / Member Portal Access x4008
GIS, Dispatch Settings, MSAM, Ticket Resends x7000
Membership Billing x7150
General Inquiries / Reception x4007
Spanish

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

Specific dates are given for each year on our website, www.OKIE811.org. During these holidays, we only accept emergency locate requests via phone and normal locate requests online at www.OKIE811.org and the mobile app.

* OKIE811’s offices will be open and accepting all ticket types. For all non-emergency locate requests processed on Legal Holidays, the forty-eight (48) hours’ notice will begin at 7am the next business day.

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 Oklahoma One-Call System, Inc. (dba OKIE811). We are pleased that you’ve joined the OKIE811 Membership and are eager to get to know you and work with you. The service team at Oklahoma One-Call takes great pride in protecting Oklahoma citizens, companies and underground facilities.

OKIE811 Member Services is here to assist members with their requests and inquiries. The member services team is responsible for the comprehensive task of maintaining all of the One-Call members’ data on file with OKIE811. This information is essential in ensuring ticket delivery in a timely manner. We are dedicated to assist in any way we can.

OKIE811 GIS Department is available to assist you with any questions or concerns that you may have regarding the mapping of your underground assets (often referred to as service areas). Your service areas (mapping) tell us where your assets are located 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. We are here to answer your questions and assist in any way we can.

OKIE811 Members

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We are available Monday through Friday from 8 a.m. to 4:30 p.m. Visit www.OKIE811.org for FAQs and current Holiday Schedule. Offices are closed during these Holidays. There will be staff available to take emergency locate requests during these days.

Please bookmark our website www.OKIE811.org/members to access membership documents and register for Member Portal to 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 thirteen 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 more than ten (10) days nor less than forty-eight (48) hours, excluding Saturdays, Sundays and legal holidays, prior to the commencement of the excavation or demolition”. Changes to the law were made in 1992, 2003, 2016, 2017, and 2018. For a copy of the act please contact OKIE811 or 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 description of where work will take place.

A Ticket is Generated

OKIE811’s Customer Service Representatives 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 2 minute’s turnaround time to transmit notifications. We monitor queues throughout the day to ensure quick delivery of all locate requests.

Lines are Marked

Within 48 hours (excluding weekends and legal holidays) of the receipt of a locate request, each member is responsible for marking the approximate location of the underground facility or communicate to the excavator if the operator does not have an underground facility located within the proposed area of excavation.

Confirm Before You Dig

Excavator must wait the required 48 hours and then ensure all owners of the underground facilities have marked or communicated with them. The excavator must dig test holes to identify and properly protect the marked underground facility.
Membership

Over 1,300 members are registered with the One-Call Notification Center. The majority of OKIE811 membership is made up of General and Associate members, who own or operate underground facilities. We also have several Sustaining members, who do not own or operate underground assets, but help support and promote the dig safety message and the purpose of this corporation.

Membership Registration

Becoming a member of OKIE811 is simple. Any person or organization who owns/operates underground facilities in Oklahoma or wishes to help promote and support the purpose of OKIE811 can apply for membership at OKIE811.org/joinnow. When applying please be prepared to provide billing and contact information as well mapping information regarding the location of your underground assets. The mapping files accepted are Shapefile, KMZ or KML files, lat/long, or list of legal descriptions. This information enables us to promptly notify members of proposed excavation near their underground facilities.

During the application process, members are asked to read and agree to Terms of Membership with OKIE811. This is a document stating that your company agrees to abide by the Oklahoma Underground Facilities Damage Prevention Act, the rules and regulations of the Board of Directors and the Bylaws of Oklahoma One-Call. It is highly recommended that you read these terms.

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 Customer Service Representative 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.

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 Webinars: We share information for both our member companies and excavators regarding the law, and best practices to dig safely in Oklahoma.

•Recorded Webinars: Recordings of LIVE webinars providing educational information about OKIE811. These webinars are hosted by Subject Matter Experts to provide the most up to date and accurate information.

•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.

•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 the 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 and every 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.

**Positive Response**

Positive Response is communication from OKIE811 members to the excavator regarding the status of the underground facility within the proposed area of excavation in response to a locate request. The enhanced member portal is a resource available to members to document and record their responses to locate requests received while excavators can check the status of locate requests. Visit www.OKIE811.org/memberservices to watch an online tutorial of Positive Response.

**Membership Benefits and Opportunities to $ave**

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.

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<table>
<thead>
<tr>
<th>Codes</th>
<th>Action Title</th>
<th>Definition</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Site Marked</td>
<td>Facility located and marked at the site</td>
<td>Closed</td>
</tr>
<tr>
<td>2</td>
<td>Clear</td>
<td>Facility is not in conflict with dig site described on the ticket</td>
<td>Closed</td>
</tr>
<tr>
<td>3</td>
<td>Other</td>
<td>Explanation In comments</td>
<td>Closed</td>
</tr>
<tr>
<td>4</td>
<td>Partially Marked/Large Project</td>
<td>Facility owner and excavator have agreed and documented a marking schedule, marked based on agreement</td>
<td>Open</td>
</tr>
<tr>
<td>5</td>
<td>No Access/Not Marked</td>
<td>Unable to access dig site and unable to reach excavator</td>
<td>Closed</td>
</tr>
<tr>
<td>6</td>
<td>Correction Required/Not Marked</td>
<td>Please call OKIE811 and provide additional or correct information</td>
<td>Closed</td>
</tr>
<tr>
<td>7</td>
<td>Critical Facility/In Conflict</td>
<td>Facility representative contacted excavator to agree on excavation time as owner/operator must be present during excavation to identify facility and/or monitor excavation</td>
<td>Open</td>
</tr>
</tbody>
</table>

The Positive Response Codes can be used by automated upload response system in place of actual wording.
Your membership also gives you access to premium services that can help you achieve your company’s financial goals as well. Be sure to contact Member Services to learn more about these services. Here are a few examples:

**Ticket Screening**
Does a large percentage of your ticket volume include update tickets for large excavation projects? You may be happy to know that OKIE811 provides a ticket screening process to help save you money. This service helps your company screen out the tickets for these on-going jobs that your company has already marked. This service may save your company money in man power and third party locating service fees.

**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.

**Positive Response**
Coming soon! Positive response is an enhanced member portal feature that allows locators to respond to the excavator and track the status of locate requests.

**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 trainings 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!

**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.

Membership fees include ticket fees and elected premium services. Members are setup to be billed on an annual basis. The annual billing cycle is from November 1 to October 31 in the following year and will include all ticket fees and output maintenance fees experienced during that time. Ticket fees are based on membership classification and ticket volume. Premium Services, such as Fax Delivery Surcharge and Manual Voice Delivery Surcharge, are billed on a monthly basis and are in addition to ticket fees.

All invoices have payment terms of Net30. A late fee will be applied on any balance due after the due date. Please visit www.OKIE811.org/members for current Fee Schedule and payment options.

If you prefer to be billed monthly or quarterly, please make arrangements with Member Services to setup that billing cycle. There are service fees associated with monthly and quarterly billing since it is an exception to our standard 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.

• The member must also have on file information where such facilities are located and contact information for personnel with information about the underground facilities.
• Locate or mark the approximate location of their underground facility within 48 hours of receiving the locate request notification excluding weekends or Holidays.

• Locate the facilities using the paint, flags or stakes according to APWA uniform color codes.

Certificate of Good Standing
OKIE811 provides a Certificate of Good Standing as proof of membership. This certificate is good for the current calendar year 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 and membership information on file must be completely verified within the current billing cycle.

Annual Meeting of Membership
Each year, OKIE811 hosts an annual meeting to provide all our 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 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.

All members are invited to this meeting. The authorized contacts you have listed on your account will be the personnel receiving the invite to this meeting. You may also visit www.OKIE811.org/members for details regarding this meeting.
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 dispatch label normally consists of the company name + the geographic location of the assets. The label is limited to 26 characters. If the label exceeds 26 characters it will cut off at 23 characters, examples below. Carefully consider the name you choose for the dispatch label.

Authorized Contacts
The information members have on file with OKIE811 is closely protected. Only authorized 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 Admin
This person is the alternate contact that is responsible for maintaining data on file with OKIE811. This includes authorized contacts, outputs for locate request notifications and registered assets.

One-Call Contact
This person is the day-to-day contact that is responsible for maintaining data on file with OKIE811. This includes authorized contacts, outputs for locate request notifications and registered assets.

GIS Admin
This person is the alternate contact that is responsible for maintaining the assets registered with OKIE811. Does not have authorization to make changes to authorized contacts or locate request notifications.

GIS Contact
This person is the day-to-day contact that is responsible for maintaining the assets registered with OKIE811. Does not have authorization to make changes to authorized contacts or locate request notifications.

Locator
This person is the day-to-day contact receiving the emergency and short notice locate requests call-outs. Does not have authorization to make changes to the account, but will be able to discuss what is currently on file with OKIE811. Any requested changes will need to be approved by a One-Call Admin or Contact.

Billing Contact
This person is the accounting contact responsible for payment of OKIE811 invoice. Does not have authorization to make changes to the account, but will be able to discuss what is currently on file with OKIE811. Any requested changes will need to be approved by a One-Call Admin or Contact. OKIE811 communicates significant information such as important events and changes to these authorized contacts you have on file.
**Outputs**

An output is each unique location where locate requests are transmitted. Locate requests are transmitted via Email, Fax, FTP, Text Message and Voice. 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 setup 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, audit reports and broadcast messages.

**Additional Output**

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

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.

Initially, a single output specifically for DRT notifications per dispatch code will be provided at no additional charge. If additional DRT outputs are necessary, there are costs associated with the additional outputs. Please reference OKIE811 Fee Schedule to help make the best decision for your organization.

Also keep in mind as you are setting up your outputs that surcharges apply to all Fax transmissions and Voice Callouts. The voice surcharge is applied when all locate request information is manually delivered via Voice. The surcharges are in addition to ticket fees.

**Holiday Outputs**

Holiday outputs exists because one of your outputs include time constraints to keep tickets from being transmitted during a particular time during the week. A Holiday output, enables the tickets to be transmitted during those times when a holiday falls on a weekday. Each year, please submit your upcoming Holiday schedules to MemberServices@OKIE811.org so we can update your Emergency and Short Notice Call Outs and Holiday outputs. Such schedules could include:

- Holiday Schedules
- Early office closings
- On-Call schedules for the upcoming year

Please allow 48 hours for OKIE811 to make these changes. You may find OKIE811 Holiday Schedule at http://www.OKIE811.org/about/call-center-hours/

**Output Formats**

Output formats for locate request notifications are available in the following formats: Html, XML and Text. The default format is html. The audit report and Damage Report notifications are defaulted to plain text format.

The format of a Damage Report tickets is significantly different from locate request tickets. All members who parse their ticket data into a database are encouraged to contact Member Services if you would like to receive test tickets for parsing concerns.

OKIE811 has several different versions of the xml and text formats to meet your parsing data needs, such as: XML, XML Text, XML No Declaration, Parsing Email and Parsing Email No Line Feed. Please contact Member Services to assist you with changing the formats or to schedule time to test other ticket formats.

**Electronic Notifications**

OKIE811 provides electronic notification services as a delivery method for tickets. These electronic notifications are transmitted via Email, Fax, FTP or Voice. 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.

OKIE811 recommends you check your email settings to ensure your email client is not directing OKIE811’s electronic notifications to your junk mail folders. You can allow mail from OKIE811 to successfully deliver to your inbox by adding the email addresses geocall@calokie.com and geocall@OKIE811.org to your safe sender list in your security software or email client. Consult with your IT department for further instruction on managing your safe senders list.

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

**Text Messages**

MMS (Multimedia Messaging Service) text messages from OKIE811 are directed to the phone number you specify and processed by your cell phone service provider, outside the control of OKIE811. The ticket information transmitted via text should include: the ticket number, ticket type, contact phone number, contact name, street, town and county. You may view the ticket through the link to the OKIE811 portal.

Example:
Voice Notifications
OKIE811 also provides voice notification services as a delivery method for locate requests.

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 will incur a surcharge, please reference current fee schedule.

Emergency Short Notice Callouts
Emergency short notice callouts are phone calls made to OKIE811 members to ensure underground utility operators are aware of emergency and short-notice locate requests with a dig time of 24 hours or less. These calls are made in addition to the transmission of the locate request via email, fax, FTP or text message. The focus is to reach someone as quickly as possible since these calls are in reference to emergency short notice locate requests.

OKIE811’s standard practice is to call each contact in the order listed until someone is reached, or all numbers have been attempted. OKIE811 will leave a voicemail for all numbers attempted. There will not be any subsequent attempts to reach anyone further. The voicemail will include; location of the dig site (county, town, address, and/or driving directions), ticket type, time and date of work beginning, and locate request number.

OKIE811 transmits locate requests at time of creation. The callouts are queued based on when the work is set to begin. There may be a time difference in receiving the transmission and when the callout is made. For this reason, it is beneficial for the emergency short notice contacts and locators to have access to locate requests to verify receipt of the transmission. This improves response time for the locator before excavation begins. Please ensure all necessary personnel receive the locate requests.

Voice Delivery Options

Hours to Call
There are two suggested options for the setup of your contacts.
• 24 hours, 7 days a week option
• Office and after hours, weekends, & holidays option.
• OKIE811 will call all contacts within a schedule block.

Who to Call
OKIE811 prefers a minimum of two contacts, a primary and an alternate, or use of a dispatch/call-center to receive calls for each schedule block.

24 Hours, 7 Days a Week Procedure
OKIE811 will call and leave a callback message for the primary contact first. If not reached, OKIE811 will attempt alternate contacts in order of listing until someone is reached, or all numbers have been attempted. OKIE811 will leave a voicemail for all numbers attempted.

Office Hours and After Hours, Weekends, & Holidays Procedure
OKIE811 will call the contacts listed per time block (Office Hours, or Afterhours, Weekends, and Holidays).

Ticket Lookup
If your emergency and short notice contacts do not have access to the ticket transmission, they may use Ticket Lookup found at www.OKIE811.org at the top right corner under Locate Request.

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 they received to this report to ensure all tickets were received. 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, same location where your 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

<table>
<thead>
<tr>
<th>48 Hour Locate Requests</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>o Normal: Locate request with 48-hour notice of planned excavation, but no more than 10 days’ notice.</td>
<td></td>
</tr>
<tr>
<td>o Update: Locate request with 48-hour notice of excavation that will continue beyond 10 days.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Emergency Locate Requests</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>o Emergency: Locate requests with less than 48-hour notice of excavation that may begin immediately due to endangerment of life, health or property.</td>
<td></td>
</tr>
</tbody>
</table>

Wild Land Fire and Firebreaks
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 situation 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 area of the fire break. 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 this 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

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.

| o 2nd Notice: Second notice of a locate request when the excavator states an OKIE811 member has not marked within the 48 hours of a normal request, but is still within 10 business days of the original/updated request. |  |
| o 3rd Notice: Third notice of a locate request when the excavator states a OKIE811 member has not marked and has waited 24 hours since the 2nd Notice, but is still within 10 business days of the original/updated request. |  |
| o Cancel Request: Cancellation notice of a locate request that is no longer necessary due to excavation is no longer taking place, wrong address or location, etc. |  |
| o Correction: Notice of correction or addition to an existing locate request. |  |
| o Non-Compliant: a non-emergency locate request which the excavator plans to dig prior to the 48-hour notice required by law. |  |

Demolition Tickets
A Demolition ticket is notification of a structure being demolished for the purposes of capping off and removing those services from the structure. 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 Tickets
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 Contact Center 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 call-outs.

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.

Initially, OKIE811 will exclude the ticket fee charges for DRT notifications and a single output for DRT notifications per dispatch code will be provided at no additional charge. If additional DRT outputs are necessary, there are costs associated with the additional outputs. Please reference OKIE811 Fee Schedule to help make the best decision for your organization.

Registering Underground Assets
OKIE811 GIS team is responsible for maintaining all of the member’s underground assets data on file. Members can register their underground assets by submitting shapefiles, KMZ/KML files, or listing longitude/latitude or quarter-sections grids. These assets are often referred to as Service area.

Buffered Assets vs. Quarter Section
Registering assets as buffered centerlines and points, versus registering entire quarter sections can significantly reduce a member’s service area and locate tickets received. This, in turn, can reduce costs to the member company as a more accurate definition of asset location produces more relevant locate requests. File(s) that represent the “centerline” of an underground facility will have a buffer on either side of the facility applied. The 500-foot buffer is OKIE811’s standard buffer based on CGA best practices; however members may choose the buffer size that they prefer. If you require a deviation from the 500-foot buffer, a Buffer Acknowledgement form is required.

Once your assets have been registered you will be asked to review them from our MSAM system. It is the member’s responsibility to ensure the service areas are correct. This online tool provides a visual representation of the information you provided in relation to our base mapping layers. It will also allow service area editing by either adding or subtracting assets.

GIS integrates this data with OKIE811’s enterprise ticket notification system to ensure you are notified of excavation near your underground assets. The locate requests are generated when the excavation site polygon overlays the asset polygon. If there are locate requests you feel you should or shouldn’t be receiving, please review your registered assets on MSAM to ensure everything is up to date.

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. If you are unable to provide data, please contact the GIS Team to assist you in getting your underground facilities.
registered. We understand the importance of having accurate service areas on file, and are happy to work with Members to meet this common goal.

Please see the Q and A on page 18 for additional information.

**Membership Verification**

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

We encourage members to verify and update their information on file with OKIE811 regularly, throughout the year. Members can update their information anytime at www.OKIE811.org/memberservices.

A Certificate of Good Standing will be provided after completion of verification and membership fees have been paid. We encourage members to request a Certificate of Good Standing annually, as there is a good chance you will need it during the life of your business. This certificate provides proof of membership, compliance status, payment status and may be helpful when renewing specific licenses, permits or applying for grants.

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2019 Certificate of Good Standing

This Is To Certify That:

is a registered Member in good standing with Oklahoma One-Call System, Inc.

OKIE811 Member Code

OKIE811 Member Classification
(for Billing Purposes)

This status extends until the end of the current calendar year.

Issued Date

Susan Bohl, Executive Director

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WHEREAS, Oklahoma One-Call System, Inc. (the “Corporation”), a not-for-profit Oklahoma corporation, has been formed in an effort to reduce damage to the underground facilities of its members (the “Entity”) and to cause to be established a statewide notification center;

WHEREAS, the undersigned represents that it has underground facilities located within the state of Oklahoma, or is a stakeholder in underground damage prevention, and is otherwise eligible to be a member of the Corporation; and

WHEREAS, the undersigned is a member as specified by the Board of Directors of the Corporation. NOW, THEREFORE, the undersigned hereby acknowledges the Corporation and in connection therewith covenants and agrees as a member to the following:

1. To abide by and comply with the requirements of the Oklahoma Underground Facilities Damage Prevention Act, 63 O.S. 1981, N.C. 1d. sq. (the “Damage Prevention Act”),
2. To abide by and comply with the bylaws and bylaw amendments of the Corporation;
3. To abide by and comply with such rules and regulations as the Board of Directors of the Corporation may adopt, from time to time, for utilization of the statewide notification center by members;
4. To keep membership information, contact information, facility asset records and other pertinent data updated regularly with the Corporation;
5. Members are expected to fully utilize the One-Call and 811 to have underground lines located and to participate with all other members in protecting excavation from injury and all underground facilities from damage.
6. Members are obligated to pay fees in order to maintain membership. The fees shall be based upon a fee schedule adopted by the Board of Directors of the Corporation, and may be changed, as necessary, in accordance with the bylaws. Should prompt payment be disregarded by the Entity, these terms and acknowledgment of membership will be void;
7. This agreement shall be governed by the laws of the State of Oklahoma and any litigation shall be brought exclusively in Oklahoma County, Oklahoma.
8. This acknowledgement supersedes all other prior agreements between the Corporation and the Entity and embodies the entire acknowledgement between the Corporation and the Entity.
Resources
Get familiar with the resources available to you to ensure you get the most out of your OKIE811 membership. OKIE811 has numerous resources available to help achieve your safety and damage prevention goals within your organization. You may find these resources under the Members section of our website www.OKIE811.org.

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 at www.OKIE811.org.

- **Positive Response**: Access to respond to your locate request through OKIE811 Portal where excavators can search and see responses from members.
  - Automated upload of responses available by connecting your positive response system to OKIE811 positive response system.
  - Through the portal you will have record of your responses with the ability to export.

- **Reports**: Ability to search locate requests and pull real time reports specific to your dispatch code with the ability to export the reports. You can search tickets going back as many as three years for inquiries, investigations and studies.

- **Queue**: Members can search their transmitted tickets and resend any tickets you may have missed.

- **Ticket Entry**: Submit your company’s locate request online

- **Find Tickets**: Search existing locate request tickets that your company submitted. The company name must be entered the same to search tickets by company.

Membership Directory
We hope you’ll find this online member directory useful. This directory not only provides you a list of OKIE811 members, but a list according to their classification. This directory also provides website exposure with your logo and a direct link to your website.

Membership Announcements
The announcements page serves as one method of communication to keep OKIE811 members informed of significant events, programs, and information. We encourage you to frequently review this page stay informed of changes and events with your OKIE811 membership.

Membership Documents
Membership Documents is your source for documents to help you manage your membership. Here you will find the current Fee Schedule, OKIE811 Bylaws, Annual Report and more.

Mobile App
Excavators and members the option to enter locate requests online or through their mobile device, with chat support for questions or assistance on entering the request.

Additional Resources
- **MSAM**: 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.

- **List of Member Companies**: available for non-excavation design/survey work providing information without producing a locate request. This is a cost saving to the membership.

- **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 Damage Prevention 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 break out sessions and safety certification workshops. Please visit okexcavationexpo.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.
**Commonly Used Terms on Locate Requests**

**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

**Locate Request 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

**Ticket Type** – The type of locate request that is being made by the caller/excavator. The ticket types will be listed as Normal, Update, Emergency, Non-Compliant, Demolition, 2nd Request, 3rd Request, Cancel Request, and Correction. The priority of the ticket determines in what order the ticket was created. The type of locate request associated with this job

**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

**Company/Excavator Mailing Address** – Mailing address for the company/excavator (not the dig site 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 Fax and email** – Alternative way to touch basis with the contact person, including positive responses

**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

**Nearest Intersection** – Contains the “Closest Major Intersection” 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 OOCSI 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 OOCSI online mapping system.

**Additional Addresses** – Is only indicated by the letters “Y” and “N” for Yes and No. Either yes or multiple addresses listed on the ticket in the Location Information field or no there are not multiple addresses listed. Please double check the “Location Information” field to be sure there are no additional addresses

**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) and to mark all mains and service lines

**Locate Instructions** – Where on the location the lines need to be marked (where the excavation will take place) and to mark all mains and service lines

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

**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, subcontractor

**Extent** – Provides the amount of time the excavation may take, from beginning of the job to the completion

**Utilities Notified** – The list of member companies that are notified on the locate request. This list includes their terminal code and name. You may also see a member listed identified as “Good Legal” which is an internal OOCSI quality assurance check.

**Access Issues** – should include information problems accessing

**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.

**Grid Given** – Indicates if the caller provided the grid/legal. Also indicated with 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. You may also see a member listed identified as “Good Legal” which is an internal OOCSI quality assurance check.
Q & A

**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. http://www.OKIE811.org/how-it-works/the-law

**Question:** How do I submit my mapping files?

**Answer:** You can simply send the GIS department an email with your attached mapping files to gis@OKIE811.org or use our online submission form by going to http://www.OKIE811.org/gis-service-area-submission.

**Question:** What mapping formats are accepted to register our service areas (mapping)?

**Answer:** We accept shapefiles, KMZ or KML files (google earth), legal descriptions, latitude and longitude (degrees/decimal degrees format) and Member Service Area Mapping/aka MSAM (An online mapping program that allows you to submit or edit service areas by drawing on the map).

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

**Answer:** We encourage our members to update their service areas (mapping) as often as needed. It is important to keep your registered service areas (mapping) 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 so we have a 30 day acquisition process in place to safely transition sold service areas. OKIE811 will notify the purchasing company that they have 30 days to register the purchased service areas. The selling company will retain the sold service areas until the purchasing company registers them or the 30 days expires.

**Question:** I’m very confused, may I come to OKIE811’s office and meet with you?

**Answer:** Absolutely! We would love to have you come in and meet with us to answer any of your questions.

**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 providing a mapping file of the sold assets to be removed from the account. If all assets registered with OKIE811 are removed, contact Member Services to cancel your membership. We also ask the selling company to provide contact information for the purchasing company to continue protection of these assets.

The Purchasing Company is responsible for providing a mapping file of the acquired assets to be added to the account. If the purchasing company is not an OKIE811 member, they will need to submit application for membership.

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

**Answer:** A membership could have multiple dispatches as a method to separate notifications based on geographic location of assets. Each dispatch contains authorized contacts, email address locate request notifications and mapping file of assets you wish to register under the new dispatch.

**Question:** What documentation is needed to cancel membership?

**Answer:** Due to Oklahoma Corporation Commission regulations, OKIE811 will need a written request on company letterhead including the following information.

- Date of letter
- Reason for cancellation
- Effective date of cancellation
- Contact information for the company that acquired the assets
- Signature
Example Locate Requests

S0811 -- 0668 -- OKOCS -- 03/02/2017 09:21 -- 17030209190321 -- Normal

OOCSI LOCATE REQUEST

Ticket Number: 17030209190321 Old Ticket Number:
Message Type: Normal Lead Time: 48
Prepared: 03/02/17 at 09:19 By: okie811csr

Excavator

Name: OKLAHOMA ONE-CALL SYSTEM, INC Phone: (405) 840-9955
Address: 2831 NW 59TH ST
City: OKLAHOMA CITY State: OK Zip: 73112
Caller: MEMBER SERVICES Phone: (405) 840-9955 Ext: 7125
Contact: MEMBER SERVICES Phone: (405) 840-9955 Ext: 7125
Contact Fax: Email: MEMBERSERVICES@OKIE811.ORG

Add'l Callback:

Work

To Begin: 03/06/17 at 08:15 State: OK
County: OKLAHOMA Place: OKLAHOMA CITY
Address: 2831 Street: NW 59TH ST
Nearby Major Intersection: N MAY AVE AND NW 63RD ST
Latitude: 36.53145 Longitude: -97.56205
Secondary Latitude: 34.53040 Secondary Longitude: -97.56108
Addresses in Remarks: N
Job Number:

Location Information

08:39:43 -- FENCE/GATE -- FROM INT OF N MAY AVE AND NW 63RD ST, SOUTH ON N MAY AVE APPROX 0.3 MILE TO NW 59TH ST, EAST ON NW 59TH ST APPROX 0.1 MILE SIDE OF ROAD -- LOCATE BACK, SIDES AND EASEMENTS--
Explosives: N White Paint: Y
Directional Boring: N Multiple Ticket: N

Grids

03WI12N07NW-04W112N12NE

Utilities Notified

<table>
<thead>
<tr>
<th>Code</th>
<th>Name</th>
<th>Code</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>S00376</td>
<td>USIC/Cox Comm/OKC</td>
<td>S00376</td>
<td>OKC S00376</td>
</tr>
<tr>
<td></td>
<td>AT&amp;T</td>
<td>T11158</td>
<td></td>
</tr>
<tr>
<td>S00442</td>
<td>USIC/OG&amp;E OKC METRO S00442</td>
<td>T02150</td>
<td>OKV C</td>
</tr>
<tr>
<td>S0811</td>
<td>Oklahoma One-Call System</td>
<td>T07085</td>
<td>Baptist</td>
</tr>
</tbody>
</table>

Utilities Notified:

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Plain Text Locate Request Example

S0811 0668 OKOCS 03/02/17 09:21:06 17030209190321 Normal

======// OOCSI LOCATE REQUEST //======
TICKET NUMBER--[17030209190321]
OLD TICKET NO--[]
MESSAGE TYPE--[Normal] LEAD TIME--[48]
PREPARED------[03/02/17] AT [09:19] BY [okie811csr]
CONTRACTOR--[OKLAHOMA ONE-CALL SYSTEM INC.] CALLER--[MEMBER SERVICES]
ADDRESS----[2831 NW 59TH ST] CITY--------[OKLAHOMA CITY] CALL BACK--[] PHONE--[(405) 840-9955]
CONTACT----[MEMBER SERVICES] PHONE--[(405) 840-9955] CONTACT FAX--[] EMAIL--[MEMBERSERVICES@OKIE811.ORG]
WORK TO BEGIN--[03/06/17] AT [09:15:00]    STATE [OK]
COUNTY--[OKLAHOMA] PLACE--[OKLAHOMA CITY]
ADDRESS----[2831] STREET--[NW 59TH ST] NEARBY MAJOR INTERSECTION--[N MAY AVE AND NW 63RD ST]
ADDITIONAL ADDRESSES IN LOCATION--[]
LOCATION INFORMATION--
[08:39:43] FENCE/GATE -- FROM INT OF N MAY AVE AND NW 63RD ST, SOUTH ON N MAY AVE APPROX 0.3 MILE TO NW 59TH ST, EAST ON NW 59TH ST APPROX 0.1 MILE SIDE OF ROAD -- LOCATE BACK, SIDES AND EASEMENTS--
WORK TYPE--[FENCE/GATE] DONE FOR--[OKIE811] EXTENT-----[2 DAYS] ACCESS ISSUES--[N]
EXPLOSIVES--[N] WHITE PAINT--[Y] GRID GIVEN--[N] DIRECTIONAL BORING--[N] MULTIPLE TICKET--[N]
Grids----[03WI12N07NW-04W112N12NE]

UTILITIES NOTIFIED--

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Page 1
### Abbreviations Used on Locate Requests

<table>
<thead>
<tr>
<th><strong>Word</strong></th>
<th><strong>Abbreviation</strong></th>
</tr>
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<tbody>
<tr>
<td>Addition</td>
<td>ADDN, ADDN</td>
</tr>
<tr>
<td>Air Conditioning</td>
<td>A/C</td>
</tr>
<tr>
<td>Air Force Base</td>
<td>AFB</td>
</tr>
<tr>
<td>Also Known As</td>
<td>AKA</td>
</tr>
<tr>
<td>Approximately</td>
<td>APPROX, APPX</td>
</tr>
<tr>
<td>Apartment</td>
<td>APT</td>
</tr>
<tr>
<td>As Soon As Possible</td>
<td>ASAP</td>
</tr>
<tr>
<td>Association</td>
<td>ASSOC, ASSN</td>
</tr>
<tr>
<td>Attention</td>
<td>ATTN</td>
</tr>
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</tr>
<tr>
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<td>BLK</td>
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<td>CRNR</td>
</tr>
<tr>
<td>Construction</td>
<td>CONSTR</td>
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