

## Who needs to contact Miss Utility?

**Homeowners, contractors—anyone planning to dig, plant, blast, drill, grade or demolish.**

Whenever you alter the ground in any way, or you plan to disturb the earth, the law requires that you contact Miss Utility first. If you don't—and as a result, damage an underground line—you're wasting time and money and putting yourself and others at risk of injury or even death. Plus, you'll have to pay for any repairs—and possibly face legal consequences.

It's easy to avoid this hassle. Simply contact Miss Utility and we'll notify the appropriate subscribing owner-member utility companies of your intent to excavate.

Professional locators will come out to your property or construction site and mark the approximate location of all buried lines that are owned and maintained by the subscribing utilities. These markers indicate buried facilities; respect the hand-dig tolerance zone as provided by state law.

Miss Utility is a FREE service and it's the law.

**Spend a few minutes  
to save a lot of hassle.**



## Filing A Locate Discrepancy Or Dispute

If there is clear evidence of an unmarked facility within your ticket area, process a locate Discrepancy.

- Go to <https://md.itic.occinc.com/>
- Click **Search**
- Enter or search for your valid ticket
- Scroll down to 'members notified.' Click **Discrepancy** next to the affected member(s).
- Enter your email and click **OK**
- Once you receive the confirmation email, click the link to finalize. You may enter comments and add attachments.
- The Discrepancy or Dispute will be time- and date-stamped on your ticket to confirm submission
- Discrepancy notices require the member/locator to update their Ticket Check status
- Submitting a Code 5 Dispute on a valid ticket indicates that a marking arrangement was not agreed to by the excavator. To file a Dispute, follow the directions above—but instead of Discrepancy, choose **Dispute**.

Get involved! Participate in the MD/DC Damage Prevention meetings, a place where you and your company have a voice. Excavators, locators, members and other damage prevention stakeholders all attend these important meetings.

For more information, please visit <https://www.missutility.net/excavators/>



## Excavator Brochure

Spend a few minutes  
to save a lot of hassle.



**Before you dig, call 811.  
It's the LAW**

**Prior to your work**

**Call: 800.257.7777 or 811  
Or click: [www.missutility.net](http://www.missutility.net)**

# Ensuring Your Site Is Ready to Be Safely Excavated Only Takes a Few Minutes

## 1. Prior to Digging or Demolition, Process Your Ticket\*

### a. Go Online

With Internet Ticketing (ITIC), a person can enter a locate request directly into the Miss Utility system 24 hours a day, 7 days a week, 365 days a year. Log on to <https://md.itic.occinc.com> and follow these instructions:

- Read and accept the terms and conditions
- Register to use ITIC
- Complete the required excavation and location information
- Submit your ticket – it's that easy!

Review detailed ITIC instructions at <https://www.missutility.net/resources>

Additional ITIC resources can be found at <http://missutility.tryitic.com>

### b. Place Your Ticket by Phone

Call Miss Utility at 1-800-257-7777 or 811.

Have the following information ready before you call:

- Your name/phone number/email address
- Job site contact name /phone number
- Type of work
- Who the work is being performed for
- Location of work/street address
- City, county, state
- Nearest intersecting street
- Extent of work
- Indicate whether you're using explosives or trenchless technology

You will receive a copy of your processed ticket using the valid email address you provided. Please verify information accuracy and contact Miss Utility if there are errors.

\*Please review Title 12 (MD) or Title 34 (DC) for information regarding excavation and demolition laws.

## 2. Contact Ticket Check® BEFORE You Start Digging ...

Few things are as frustrating as getting to your construction site and discovering that it hasn't been marked for utility lines. Miss Utility's Ticket Check eliminates the time and money you could possibly waste because of a locate delay. Contact Ticket Check and you'll instantly receive up-to-date locator status. Here's how it works:

- Go to <https://md.itic.occinc.com> and click on **Search** or call 1-866-821-4226 to view/hear the locate ticket status for each member
- Have your ticket number available
- Our easy-to-use IVR system will verbalize the Ticket Check code for each notified member
  - Code 1: Clear/No conflict
  - Code 2: Marked
  - Code 3: 24-hour delay
  - Code 4: 48-hour delay
  - Code 5: Not complete/In progress: Locator has spoken with the excavator, and they have agreed to this message
  - Code 9: Marked up to privately owned utility
  - Code 10: Incorrect address information
- Excavators have two Ticket Check status codes that can be accessed via search:
  - Code 6: Locate discrepancy
  - Code 7: Not complete/In-progress dispute

### Or... View Your Ticket Check Status by Email

If you provide a valid email address when processing your ticket, Miss Utility will email the Ticket Check statuses.

Review Ticket Check Rules and Codes at [www.missutility.net/maryland](http://www.missutility.net/maryland) OR [www.missutility.net/washington-dc](http://www.missutility.net/washington-dc)

## 3. Remember, Once You're on Site ...

- Respect and protect all marks/flags
- Excavate with care and respect the state/district laws regarding the tolerance zone
- Immediately notify the facility owner if an underground facility is damaged
- If damage creates an emergency, take immediate steps to safeguard life, health and property by calling 911

### Get to Work.

Verify Ticket Check for member positive response, respect the marks, report any locate issues, stay on schedule and on budget—and within the law.

## APWA Uniform Color Code for Marking Underground Utility Lines:

<b>WHITE</b>	Area of Proposed Excavation
<b>PINK</b>	Temporary Survey Markings
<b>RED</b>	Electric
<b>YELLOW</b>	Gas, Oil, Steam, Propane
<b>ORANGE</b>	Communication, CATV, Fiber
<b>BLUE</b>	Water
<b>PURPLE</b>	Reclaimed Water, Irrigation
<b>GREEN</b>	Sewer