

# Dig Safe System, Inc.

## Membership Guide



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# Introduction

Welcome to the Dig Safe program!

Our team is proud of the lasting and cooperative relationships we build with our Membership, and we look forward to helping you protect your company's underground infrastructure to avoid the danger, cost, and service loss resulting from excavation accidents.

These guidelines provide new Members with answers to the most frequently asked questions about Dig Safe's operating procedures.

If the information you're looking for isn't in these pages, call us at 811 or 877-DIG-SAFE or visit [www.digsafe.com](http://www.digsafe.com).

This Guide is updated regularly to reflect changes in policies; requirements, or new information. To stay up to date, please download a new copy of this Guide on the Membership webpage at [www.digsafe.com](http://www.digsafe.com).



# Responsibilities of Members

- To serve as Dig Safe's direct contact for your company. Only one individual per company can serve as a Board Member or official Contact for Dig Safe. This person is responsible to forward to important Dig Safe information and correspondence along to coworkers.
- To provide Dig Safe with service territory information to ensure proper notification of upcoming excavation projects in the vicinity of its underground facilities.
- To locate the underground facilities it owns or maintains after receipt of Dig Safe notices within its state's advance notification time requirement.
- To support Dig Safe's operating costs by paying dues to the system.
- To attend Annual Board Meetings and vote on issues as necessary.
- To promote underground damage prevention and set an example for all New England excavators by digging safely.

For a complete copy of Membership responsibilities, download our Dig Safe Bylaws on the Become a Member page at [www.digsafe.com](http://www.digsafe.com).

Members should also be familiar with their requirements as Facility Operators as defined in the "Dig Safe" law of the states they serve.

State laws and rules may be downloaded on the Laws and Enforcement page at [www.digsafe.com](http://www.digsafe.com).



# Membership Types

## **Principal**

Any public utility or municipality over 100 miles of underground facilities.

## **General**

Any public or municipal utility with less than 100 miles of underground plant.

A General Member may voluntarily become a Principal Member upon approval of the Board of Directors.

When the number of Dig Safe notifications to a General Member exceeds an average of 300 tickets per month over a 12-month period, they are reclassified as a Principal Member and share costs as a Principal Member.

## **Non-Utility**

Any private non-utility company who wishes to protect their underground facilities. Membership is voluntary and not required by state law.

All Non-Utility members are subject to the approval of the Board of Directors.



# Cost of Membership

## Principal

Principal Members are billed monthly. To determine a Principal Member's share of the cost, the following are considered:

- 1) Allocation of Corporate Cost by State – Based on the number of inward notices received for that state, divided by the total number of inward notices received by the center for that month.
- 2) Cost of Outward Distribution – Includes communication costs distributed by the state. A member's cost is determined by a percentage, which is derived by dividing the total number of calls sent to that member by the total number of calls sent to each state.
- 3) Member Share – Each member is billed for Item # 1 based on the member's trench miles of underground facilities protected in that state, divided by their share of distribution costs as allocated in Item # 2. The minimum share for a member in Item #1 is .1% per state in which the member operates. Principal members are required to report their trench miles annually to Dig Safe upon request.

## General

General Members are billed quarterly. The rate is \$1.00 per ticket.

## Non-Utility

Non-Utility Members are billed quarterly. The rate is \$1.00 per Dig Safe ticket in addition to a \$75.00 membership fee.



# Call Center Operations

## Business Hours

Dig Safe is open for business Monday through Friday, from 6:00am to 6:00pm. During this time both regular and emergency locate requests are accepted from excavators in Massachusetts, Maine, New Hampshire, Rhode Island and Vermont.

The toll-free number to reach Dig Safe is 811, or 888-DIG-SAFE.

Excavators may also process both Regular and Emergency Dig Safe tickets 24/7/365 with Exactix, our web-based platform for creating and managing Dig Safe tickets. See page 11 for more information about Exactix and web ticket entry.

Dig Safe has partnered with Dig Safely New York to receive off-hours calls for Emergency Tickets.

## Observed Holidays

New Year's Day	Battle of Bennington Day (VT only)
M.L.K. Day	Labor Day
President's Day	Columbus Day
Patriot's Day (MA, ME only)	Election Day (NH only)
Memorial Day	Veteran's Day
4 <sup>th</sup> of July	Thanksgiving Day
Victory Day (RI only)	Christmas Day

See [page 11](#) to learn how holidays affect the Work Start Dates of Regular Tickets.



# Member Profile

## Data Sheet

The Dig Safe Data Sheet provides us important information about your company. Download our Data Sheet on the Become A Member webpage at [www.digsafe.com](http://www.digsafe.com). We need the following information:

- Name of the Dig Safe Board Representative for Principal Members, or the appointed Contact for General Members.
- Billing Department contact
- Daytime phone number, and off-hours number for dispatching Emergency Tickets.
- Hours of operation. If your company closes before we do, we will contact your designated off-hours number for Emergency Tickets.
- Type of facilities to protect (i.e., water, sewer, gas, fiber)
- Total number of trench miles (or street miles) to protect.
- State(s) and municipality(ies) in your service territory where you plan to protect underground facilities.
- Dedicated email address to send Dig Safe locate requests.
- Mapping option preference. See page 16.

## Updating Contact Information

Members are responsible to update their company information, so our Member Profile is current. Please send an email request to change the following:

- Company name
- Board Member or Contact Person
- Billing Contact Person
- Mailing Address
- Permanent or temporary Daytime phone numbers, or Emergency phone numbers for off-hours dispatch
- Hours of Operation
- Changes to mapping procedure or service territory updates
- Dedicated email address to send tickets.



# Transmitting Tickets to Members

## Ticket Destination

A dedicated email address must be created for the sole purpose of receiving Dig Safe tickets, so they are not lost in a crowded Inbox or inadvertently deleted.

- The email address should be accessible to fellow employees so they may receive tickets if the primary contact is out of the office.
- If the person or department responsible for monitoring incoming tickets is unavailable for any period of time, you must provide a temporary email address well in advance.

Dig Safe Tickets are sent to only one email address per Member company. To forward incoming tickets to others, a Member must establish an internal process to send to additional destinations.

## Service Area Codes

Every new Dig Safe Member is assigned a Service Area Code that our system recognizes as your destination to send tickets. Please refer to your Service Area Code when contacting us with any type of transmission problem or request.

## Transmission Issues

On business days, Dig Safe supervisors regularly check to make sure Members are receiving tickets successfully. If messages are not transmitting to a particular Service Area Code, a supervisor will contact the Member to troubleshoot. If a communication problem affects the delivery of Dig Safe tickets, contact a supervisor at 877-DIG-SAFE as soon as possible.

If a communication problem prevents Dig Safe from sending tickets to a Member's dedicated email address, a supervisor will ask for a temporary alternate email address to send tickets to until the problem is resolved.

A supervisor will then send a test message to the Service Area to confirm successful transmission. It is important for the Member to confirm that all transmitted tickets have been received, and request that we re-send any missing tickets.



## Off-hours Emergency Ticket Dispatch

Dig Safe transmits tickets by email to Members 24/7/365. It is important for Members to frequently monitor their incoming Dig Safe emails to check for Emergency Tickets that need an immediate response.

Dig Safe also places a manual call to the notified Members to confirm an Emergency Ticket was received:

- During off hours on weeknights and weekends.
- When a communication issue that prevents a Member from receiving tickets
- On an observed holiday (see page 7).

Only one manual phone call is placed to confirm a Member receives an Emergency Ticket. It is important to confirm that someone can be reached using the off-hours phone number provided to us.

It is a Member's responsibility to update off-hours emergency phone numbers as necessary. Contact a supervisor at 877-DIG-SAFE as soon as possible to update your off-hours phone number.

## How Holidays Affect Work Start Dates

Weekends and observed holidays\* do not count toward the Work Start Date of a Regular Ticket (\*see page 6).

Work Start Dates (72 or 48 business hours) are pushed forward an extra day for tickets in states that observe a holiday.

This policy ensures Members do not sacrifice a full day to respond, and are allowed the full 2- or 3-day timeframe needed to mark their facilities on time.

### Examples

- **VJ Day** is a state holiday observed in Rhode Island.

Dig Safe is open on this holiday, because VJ Day is not observed in Massachusetts, where Dig Safe is located.

The start date is pushed out an extra day for Rhode Island tickets.

- **Patriot's Day** is a state holiday observed in Massachusetts and Maine.

Dig Safe is open on Patriot's Day, however, most Members are closed.

The start date is pushed out an extra day for tickets in Massachusetts and Maine.

- **Election Day** is a state holiday observed in New Hampshire, on even years.

Dig Safe is open on this holiday, because Election Day is not observed in Massachusetts, where Dig Safe is located.

The start date is pushed out an extra day for tickets in New Hampshire.

- **Battle of Bennington Day** is a state holiday observed in Vermont.

Dig Safe is open on this holiday, because Battle of Bennington Day is not observed in Massachusetts, where Dig Safe is located.

# Creating New Dig Safe Tickets

## Exactix

It's easy for Members and Excavators to submit Regular and Emergency Tickets with Exactix, Dig Safe's web platform, available 24/7/365.

The Exactix dashboard also makes it simple to renew, print and organize tickets. Sign up or Sign In to Exactix: <http://www.digsafe.com/exactix.php>

## Information Needed for a New Ticket

Whether applying for Dig Safe Tickets online or by phone, be prepared to provide the following information:

- Excavator's Name
- Company Name
- Mailing Address
- Phone Number
- Email Address
- Business Hours
- Location of Excavation
- Nearest Cross Street(s)
- Type of Work
- Area of Work
- Excavator Doing Work

## Dig Safe Ticket Number

Dig Safe Tickets are assigned an 11-digit number that follows a logical sequence, and when broken down can help you estimate when the ticket was taken. As an example, the following ticket was processed on March 23, 2021.

**20211212581**

<b>2021</b>	<b>Year</b>
<b>12</b>	<b>Week of Year</b>
<b>12581</b>	<b>Number of Tickets Taken That Week</b>



## **Ticket Types**

Members and Excavators may apply for the following types of tickets by calling 811, or using Exactix online at [www.digsafe.com](http://www.digsafe.com).

### **Regular**

A Regular Ticket is for scheduled, non-emergency work. Regular Tickets require an advance notice of 72 hours in Massachusetts, Maine, New Hampshire and Rhode Island, and 48- hours in Vermont, not including weekends and holidays.

### **Emergency**

An Emergency Ticket is for excavation work that must begin immediately. Emergencies must be submitted on the actual day the work will start, and not any days in advance.

Note: In Maine, the excavator is required to start the excavation within 12 hours of notification.

### **Blasting**

The word “Blasting” appears at the top of the ticket to indicate that the company intends to blast at that location.

### **Violation**

A Violation Ticket is assigned for one of two reasons:

- 1) The Excavator chooses to dig before the state’s legal advance notice requirement of 48 or 72 business hours; or
- 2) The Excavator damaged an underground facility without a Dig Safe ticket for that jobsite.

## State Permit

Our State Permit ticket option is for Excavators and Members who need a Dig Safe number to complete an application from a local or state authority, even if the proposed excavation work will not start within 30 days.

Unlike a Regular Ticket, the notified Members on a State Permit are not required to respond.

And, the Work Start Date for a State Permit is automatically pushed forward 30 days, so the ticket is already expired, and cannot be confused with a Regular Ticket for excavation work.

When applying for a State Permit, Excavators and Members must acknowledge that:

- State Permit tickets are not legal permits to dig.
- The notified members will not respond to mark.
- A Regular Ticket must be submitted at least 72 business hours (48 in Vermont) before excavation work can begin.

## In-Reference

An In-Reference ticket attaches a follow-up message to an existing Dig Safe ticket.

It includes the original ticket number the message refers to, the location of the excavation, the Excavator's contact information, and message to relay to our Member Companies.

Typical In-Reference messages are sent to:

- Clarify information on a ticket
- Provide additional information to help utility locators find the job site
- Add a sub-contractor to the ticket
- Request remarks
- Report damage to an underground facility
- Request an on-site meeting

## **Ticket Management**

### **End of Day Audit (EOD)**

Each night, Dig Safe sends a summary of all tickets sent to a Member's Service Area Code that day.

It is important for Members to compare the tickets they received that day with the EOD list to determine if any are missing.

### **Re-sends**

If a Member does not receive a ticket, or a range of Dig Safe tickets, contact a supervisor at 877-DIG-SAFE (877-344-7233) to request a re-send of the missing tickets.

### **Monthly Call Reports**

A report called Tickets Assigned to Service Areas provides the total annual number of tickets a Member receives (by month) and is available on the Members Only webpage at [www.digsafe.com](http://www.digsafe.com).

This is a password protected page. Please contact 877-DIG-SAFE for the password.

A Member's Service Area Code is needed to research ticket data.

# Mapping

## Reducing Unnecessary Notifications

Dig Safe uses a GIS/GPS system to screen tickets so Members are not notified for areas where they do not own or maintain underground facilities.

If a Member chooses to filter out tickets, they must provide digital map data of their territories for Dig Safe to upload.

For a list of compatible data formats, including GPS coordinates and Google Earth Format, go to the Become a Member webpage at [www.digsafe.com](http://www.digsafe.com) to download a PDF titled “GIS Specs for Dig Safe Utility Coverage Data. “

Members are also able to view and manage their own map data by asking to be set up in Exactix with a Service Area Review role.

## Default Map Coverage

A member may choose to receive all tickets in a municipality they serve by choosing Default coverage.

## Ongoing Updates

It is the Member’s responsibility to make certain that Dig Safe’s digital map is current.

If a company installs new underground facilities, it is important that these areas are reflected on Dig Safe’s digital map.

The initial upload of data is complimentary. Additional updates thereafter are assessed at \$180.00 per hour, and are listed as separate line items on a Member’s next invoice.

For help with mapping options and submitting digital map data, contact:

Brian Wegner  
GIS Analyst / Mapping Coordinator  
317-826-2560  
[Brian.Wegner@digsafe.com](mailto:Brian.Wegner@digsafe.com)





# Contact Us

## Address

Dig Safe System, Inc.  
11 Upton Drive  
Wilmington, MA 01887

## Toll Free Number

To apply for Dig Safe Tickets: 811  
To apply online with Exactix: [www.digsafe.com/exactix.php](http://www.digsafe.com/exactix.php)

## Website

[www.digsafe.com](http://www.digsafe.com)

## Management Team

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