

Required Notification Information and Tips

*This page has been provided as a tool for quick reference to help with accuracy of each notification.
Please keep this page with you for reference when entering notifications through the RTE System*

Working at a specific address:

- ◇ Address in the STREET field
- ◇ Where on the property
- ◇ Farthest distance off of the roadway
- ◇ Distance and direction from a cross street
Or provide 2 cross streets the address is between

Working at an address range:

- ◇ List the address range in the STREET field from lowest to highest, no spaces between the address numbers (Ex: 100-200 E MAIN ST)
- ◇ Follow the last 3 steps from 'Working at a specific address'

Working across from an address:

- ◇ Address in the DESCRIPTION
- ◇ Primary street in the STREET field
- ◇ Which side of roadway work is on
- ◇ Farthest distance off of the roadway
- ◇ Distance and direction from a cross street
Or provide two cross streets the address is between

Working at a location with no address provided:

- ◇ Primary street in the STREET field
- ◇ Which side of the roadway work is on
- ◇ The distance and direction from a cross street to the start point
- ◇ The distance and direction to the next point of work
Continue with the distance and direction to the next point of work until the ending point.

Working cross country:

- ◇ Primary street work is measured off of in the STREET field
- ◇ The distance and direction from a cross street with the primary street to the start point or work area's road crossing
- ◇ The distance and direction off of the primary street to the starting point of work
- ◇ The distance and direction from the starting point to the next point and continue with distances and directions to each point until the ending point is reached
- ◇ Set mapping buffer to 1400 ft before mapping work area

NOTE: CROSS COUNTY TICKETS NEED TO BE BROKEN DOWN FROM STREET CROSSING TO STREET CROSSING

Working along a new roadway not in our system:

- ◇ Primary street work is off of in the STREET field (even if not in our system yet)
- ◇ Which side of the new roadway work is off of
- ◇ The distances and directions from a cross street with the new roadway to the location or address
- ◇ Provide the distance and directions from an existing intersection in our system to where the new roadway crosses the cross street listed in the step above. (see page 40 for an example)

Working on a railroad:

- ◇ Follow the directions for 'Working at a location with no address provided', instead of roadway it will be railway
- ◇ Include the distance and direction from an existing intersection to where the railway crosses a street

Working at a complex with multiple lot numbers:

- ◇ Primary address in STREET field
- ◇ Lot number in LOT # field and/or in description
- ◇ Where on property
- ◇ Farthest distance off of the primary roadway
- ◇ Distance and direction from a cross street
- ◇ Be sure to map the entire complex/ all lots for the address provided.

Important Reminders

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- ◆ Always list the primary street work is off of in the STREET field of the notification.
- ◆ Make sure all street spellings, street endings, and abbreviations are correct
- ◆ If not working at a specific address, please be sure to remove the address from the STREET field on the notification and place it in the ENTIRE WORK AREA DESCRIPTION. The primary street work is off of should be listed in the STREET field alone with no address number.
- ◆ If needing the entire intersection(s) marked, it must be noted in the ENTIRE WORK AREA DESCRIPTION
- ◆ If needing including the roadway marked, it must be indicated in the ENTIRE WORK AREA DESCRIPTION
- ◆ If working at an address range, be sure to list the lowest address number, no space, -, no space, the highest address number in the STREET field (Ex: 100-200 E MAIN ST). Please also note that this is only for notifications that need that entire range covered. If not working at every property within that range, the notification will need to be broken down per property, or per address range that work is being done at.
- ◆ If working along a county line and work continues into both counties a ticket will need to be submitted for each county work is taking place in.
- ◆ GPS coordinates are considered additional information only. A full work area description with distances and directions from roadways is always required (see page 41 for the required information)
- ◆ **REPEAT** function is for current notifications to report marking issues. This function keeps the same notification number, same 48hrs, and same 10 day start-by date.
- ◆ **UPDATE** function is for requesting re-markings. This function gives an new 48hrs to mark, new 10 day start-by date, and a new notification number. If markings were destroyed, an UPDATE is required.
- ◆ If information needs to be changed on a ticket, a **NEW** ticket must be submitted and the old one may be CANCELED
- ◆ Always check the list of members in the Members list that shows who is being notified on your request. If there appears to be a member missing from that list, please double check your mapping and call 800-362-2764 or 811 to see if a CSR is able to add that member to your notification.
- ◆ **You are unable to report a hit/damaged/exposed line, request short notice, or request emergency locates online. Those MUST be called in to the call center 800-362-2764, or 811**
- ◆ Utilities and locators may not see and/or get a copy of the blue notification area drawn on our mapping system. A full work area description is always required (see page 41 for the required information lists) . The mapped area is what generates the list of utilities being notified.
- ◆ RTE accounts are not sharable. Each person needs to have their own account. Be sure to list the phone number or company name exactly the same so you are able to access co-workers tickets and send REPEATS and UPDATES on them. Account sharing may lead to suspension.
- ◆ Please be sure to check emails from the idig department (idig@oups.org) for notification corrections, questions, or other information we may need to contact you for. Digging safety, and utility member safety is our primary concern.