

# GUIDE FOR REPEAT, UPDATE and CANCELING LOCATE REQUESTS

## REPEAT

The **REPEAT** function is used to report an issue with the markings on a valid locate request or clarify information on a valid locate request. **Note: A valid locate request is a locate request that is starting within the 10 day start by date window and markings are visible.**

### REPEAT STEP-BY-STEP

1. Type in the valid locate request number.



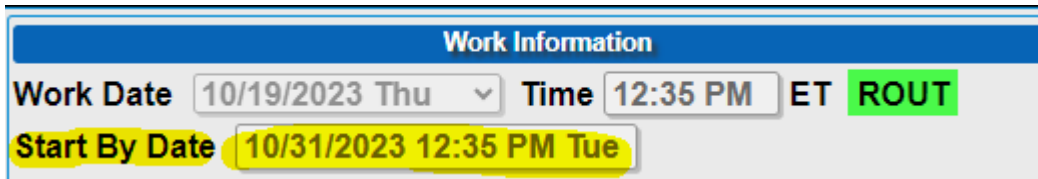
A329090002-00A Inquire New Design Recent Search Un susp +Resp Logout

2. Select "INQUIRE"



A329090002-00A Inquire New Design Recent Search Un susp +Resp Logout

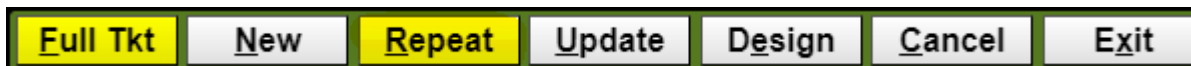
3. Check the start by date . If the work is starting or has started prior to the start by date, proceed with the REPEAT.



Work Information  
Work Date 10/19/2023 Thu Time 12:35 PM ET ROUT  
Start By Date 10/31/2023 12:35 PM Tue

**NOTE: If the work did not start by the start by date listed, please continue to the UPDATE function.**

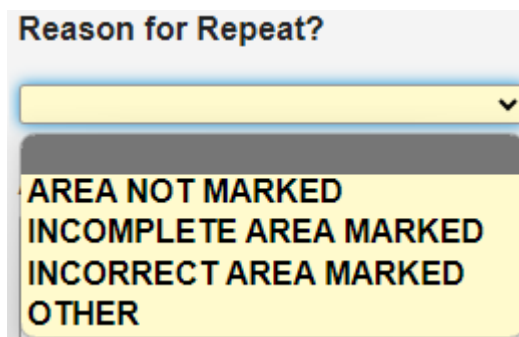
4. Select "REPEAT"



Full Tkt New Repeat Update Design Cancel Exit

5. After selecting REPEAT, a drop down box will appear listing the functions of a REPEAT.

Select the option that is needed.



Reason for Repeat?  
AREA NOT MARKED  
INCOMPLETE AREA MARKED  
INCORRECT AREA MARKED  
OTHER

**If you are not seeing an option for what is needed, then the wrong function may have been selected. Continue to the UPDATE function.**

6. After selecting from the drop down box, type out any information that you want to provide to the utility members/locators and hit "OK"

**Reason for Repeat?**

AREA NOT MARKED

**Additional Comments**

PLEASE RESPOND TO MARK LINES ASAP CREW IS ON SITE

OK Exit

Choosing "OTHER" can be used to clarify or add information on the locate request.

**Reason for Repeat?**

OTHER

**Additional Comments**

**ADDITIONAL COMMENTS EXAMPLES**

--- PLEASE CONTACT JOE JONES AT 801-123-4567 IF YOU HAVE ANY QUESTIONS

--- CLARIFYING DIRECTION -- SHOULD BE EAST NOT WEST

--- IDIG REQUESTED REQUIRED INFORMATION ...

OK Exit

After hitting OK, any information that was entered in the "ADDITIONAL COMMENTS" box will now appear in the "COMMENTS" box on the locate request.

**Comments**

REASON FOR REPEAT: OTHER  
REPEAT COMMENTS: PLEASE CONTACT JOE JONES AT 800-295-1234 IF THERE ARE ANY QUESTIONS  
\* REPEAT MESSAGE, <NOW>, TESTIDIG (ORIGINAL DATE: 10/17/2023 12:47 PM)

7. Hit "GET MBRS" to generate the list of member utilities. Utilities will have check marks next to their name. Leave the check mark next to those utilities that you want to notify and uncheck those that you do not want to be notified. If not wanting to chose utilities, leave as is and all the utilities on the list will be notified. Be sure that the utility that is needed is listed. If not, please notify the call center at 800-362-2764 or the idig team at 800-240-7190.

Check All Uncheck All Members

	Code	Group	Name ▲	Type	Respo
<input checked="" type="checkbox"/>	AEPP1	2	AEP OHIO - COLUMBUS(UTILIQUES	ELEC	None
<input checked="" type="checkbox"/>	OBFP	34	AT&T - OHIO (USIC)	OTHR	None
<input type="checkbox"/>	AMTP	47	BREEZELINE - COLUMBUS(USIC)	CATV	None
<input checked="" type="checkbox"/>	WCOP	47	CHARTER COMM(SPECTRUM/TIME	OTHR	None
<input checked="" type="checkbox"/>	CGEP	1	COLUMBIA GAS OF OH-COLUMBUS	NGDS	None
<input type="checkbox"/>	REY	256	REYNOLDSBURG - CITY OF	WSTR	None

Get Mbrs Mbr Info Submit

8. Hit "Submit." The locate request number will remain the same adding a revision of—01A, or —01B . This shows that the locate request was sent back out to the utility members.

Your ticket number is: **A329090002-01A**

OK Print

### **IMPORTANT REMINDERS WHEN REPEATING A LOCATE REQUEST**

- Only locate requests that have started by the start by date and have visible markings can be repeated.
- Make sure all the information on the locate request is correct before repeating it.
- The REPEAT function *cannot* be used to request remarkings.
- Emergency or dig-ins must be called into the call center at 800-362-2764. A REPEAT *cannot* be issued.
- You *cannot* change any information located within the DIG SITE INFORMATION box using the REPEAT function. If the information needs to be changed /corrected , a NEW ticket must be submitted with the correct information.
- Repeating a locate request will not change the 48hrs or the locate request number.

## UPDATE

The UPDATE function is used for requesting remarkings.

Remarkings are only necessary if:

- The excavation did not commence within ...*ten working days*... – [Ohio Revised Code: 3781.28 \(A\)](#)
- *The markings ...are destroyed or removed before excavation is completed, the excavator shall notify the utility through the protection service that the markings have been destroyed or removed, and the utility shall remark the facilities in accordance with section 3781.29 of the Revised Code.* – [Ohio Revised Code: 3781.31 \(B\)](#)
- Notice of actual commencement of excavation or removal or markings
- If the crew leaves the job site for any number of consecutive days, for safety purposes it is recommended that the lines be remarked before any additional excavation commences. Never remark the lines yourself. Contact OHIO811 to have underground utility facilities remarked by the facility owners.

## UPDATE STEP-BY-STEP

1. Type in the existing locate request number.



2. Hit "INQUIRE"

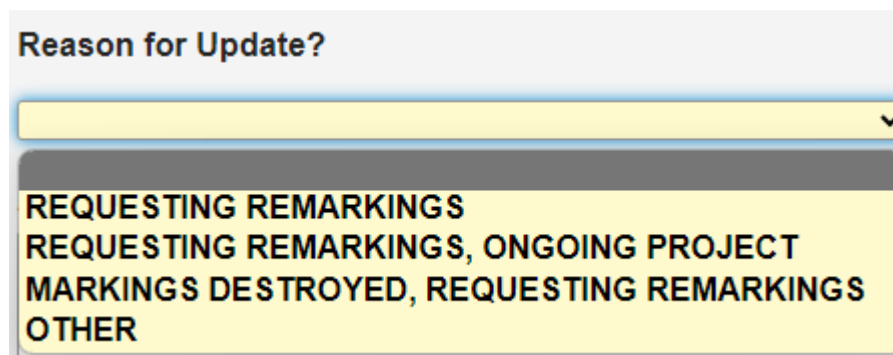


3. Select 'UPDATE'



4. After selecting 'UPDATE', a drop down box will appear listing the functions of an UPDATE.

5. Select the option that is needed.



**Note: If you are not seeing an option for what is needed, the incorrect function may have been selected. See REPEAT.**

6. After selecting from the drop down box, you may add any information that you want to provide to the utilities within the "Additional Comments" box and hit "OK" Additional comments are not necessary.

**Reason for Update?**

REQUESTING REMARKINGS

**Additional Comments**

OK Exit

7. You will now be asked to check the map and verify the start date and time. If, correct, hit "OK"

**Check Map and Verify Start Date and Time.**

OK

**If any information on the ticket is changing, you will need to create a NEW ticket. If you need to create an emergency or short notice request, please contact the call center at 800-362-2764.**

You will notice that the information selected in the Reason for Update will appear in the "COMMENTS" section of the locate request.

**Comments**

\* UPDATE FOR PREVIOUS TKT: A329090007  
REASON FOR UPDATE: REQUESTING REMARKINGS  
\* UPDATE MESSAGE, <NOW>, TESTIDIG

7. Select "GET MBRS" for the list of the member utilities being notified. Please check the member list to make sure that all the utilities needed are notified. If a utility needs added please contact the call center at 800-362-2764 or the idig team at 800-240-7190.

Members		
Code	Name ▲	Type
AEPP1	AEP OHIO - COLUMBUS(UTILIQUEST)	ELEC
OBFP	AT&T - OHIO (USIC)	OTHR
AMTP	BREEZELINE - COLUMBUS(USIC)	CATV
WCOP	CHARTER COMM(SPECTRUM/TIME WARNER)(	OTHR
CGEP	COLUMBIA GAS OF OH-COLUMBUS(UTILIQUE	NGDS
REY	REYNOLDSBURG - CITY OF	WSTR

**Get Mbrs**   **Mbr Info**   **Submit**

8. Hit "OK"

Would you like a list of the utilities we notify?

**OK**

9. Hit "SUBMIT". If you need to add, remove or change anything, hit "YES", if not hit "NO"

Is there anything you want to add, remove or change to this ticket before it is submitted?

**Yes**   **No**

A new ticket will be given with a new ticket number, new 48 hrs and new start by date.

Your ticket number is: **A329090008-00A**

Work Date has been updated to 10/19/2023 04:30 PM Thu

Start By Date has been updated to 10/31/2023 04:30 PM Tue

**OK**   **Print**

## **IMPORTANT REMINDERS WHEN UPDATING A LOCATE REQUEST**

Information *cannot* be changed on an UPDATE. If information is changing, a NEW locate request must be submitted.

Remarkings are only necessary if:

- The excavation did not commence within *...ten working days...* – [Ohio Revised Code: 3781.28 \(A\)](#)
- *The markings ...are destroyed or removed before excavation is completed, the excavator shall notify the utility through the protection service that the markings have been destroyed or removed, and the utility shall remark the facilities in accordance with section 3781.29 of the Revised Code.* – [Ohio Revised Code: 3781.31 \(B\)](#)
- Notice of actual commencement of excavation or removal or markings.
- If the crew leaves the job site for any number of consecutive days, for safety purposes it is recommended that the lines be remarked before any additional excavation commences. Never remark the lines yourself. Contact OHIO811 to have underground utility facilities remarked by the facility owners.

Emergencies, dig ins and short notices *cannot* be submitted in an UPDATE. These must be called into the call center at 800-362-2764 or contact the idig team at 800-240-7190.



# CANCEL LOCATE REQUEST

A cancellation is a request to terminate an existing locate notification. Locate notifications must meet the following criteria in order to be cancelled.

- You are not doing the excavation at this time.
- You have changed the original notification area/digging description to be marked.
- You have entered incorrect information, i.e., address, street name, county, etc.

## CANCEL STEP-BY-STEP

1. Type in the existing locate notification number.

A329090008-00A Inquire New Design Recent Search Unsusp +Resp Logout

2. Hit "Inquire"

A329090008-00A Inquire New Design Recent Search Unsusp +Resp Logout

3. Hit "Cancel"

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4. Type in a reason for cancellation and hit "OK"

**Reason for Cancellation?**

**EXAMPLE REASONS**

--- NOT DIGGING AT THIS TIME  
--- INCORRECT INFORMATION  
--- INCORRECT ADDRESS

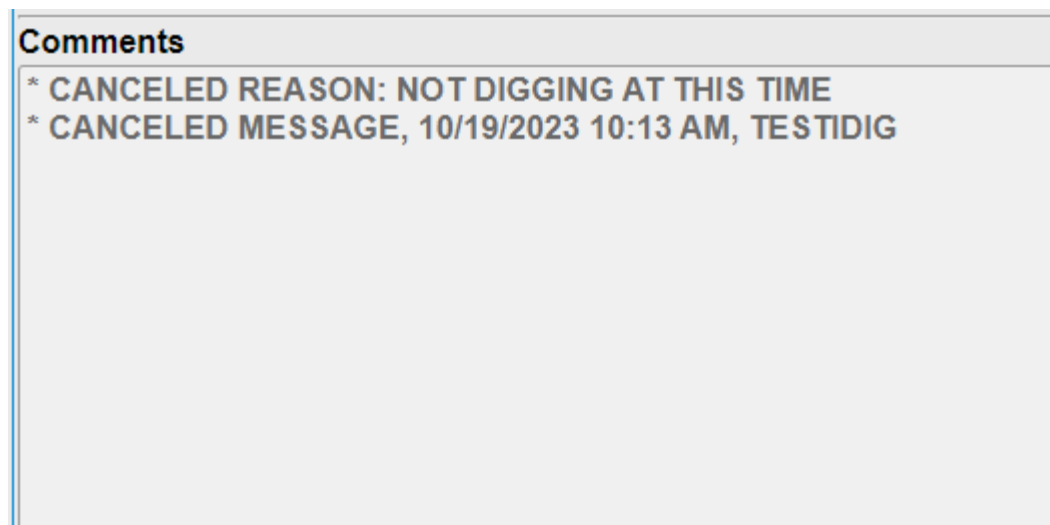
**OK** **Exit**

You will get a revised ticket number ending either in a -01A or-01B. This indicates that the ticket has been canceled.



A screenshot of a software dialog box. At the top, there is a blacked-out redacted area. Below it, the text reads "Your ticket number is: A329090008-01A". At the bottom right, there are two buttons: a yellow "OK" button and a gray "Print" button.

You will also notice that any comments placed in the reason for cancellation box, will now appear in the "Comments" box.



A screenshot of a "Comments" box. The title "Comments" is at the top left. Below the title, there are two lines of text, each preceded by an asterisk: "\* CANCELED REASON: NOT DIGGING AT THIS TIME" and "\* CANCELED MESSAGE, 10/19/2023 10:13 AM, TESTIDIG".