

Repeat, Update, Canceling Excavation Notifications Guide

STEP-BY-STEP

Follow these steps to inquire about your excavation notification number and learn how to use the Repeat, Update, or Cancel options.

Select the 'Inquire' button, then enter your ticket number in the popup and click "OK."



After clicking "OK," the system will either automatically display the notification request or show multiple revisions for that notification. Be sure to select the most recent version before proceeding.

Revision▼	Type	Category	Priority	Created At	Caller Notes
001	REPT	DSGN	INSF	06/23/2026, 01:48 PM	REASON FOR REPEAT: AREA NOT MARKED REPEAT COMMENTS: * REPEATED MESSAGE: 06/23/2026 1:48 PM, chr***@o***.org
000	NEW	DSGN	ROUT	06/11/2026, 01:13 PM	

Then choose which option you want: Repeat, Update, or Cancel



Once you've selected an option, refer to the information below for detailed instructions and guidance on when to use each function.

REPEAT Excavation Notification

Use REPEAT to report marking issues or clarify information on a valid excavation notification number.

Check the Start By Date. If the work is starting or has already started prior to the listed Start By Date, proceed with the REPEAT function.

Work Information	
Work Date *	08/14/2026 11:59 PM
Start By Date	08/28/2026 11:59 PM

NOTE: If the work did not start by the Start By Date listed, please continue to the UPDATE function.



After selecting REPEAT, a drop-down box will appear listing the functions of a REPEAT. Select the option that is needed. Below are some examples:

Repeat Ticket 2622400001-001

Reason for repeat *
REASON

Additional Comments
ENTER REASON

Site Contact *
SAME AS CALLER

Phone
ENTER SITE CONTACT PHONE

Members to Notify

Code	Name	Facility Types
☐	EGO ENBRIDGE GAS OHIO	gas
☐	MBCP OWS ACQUISITIONS LLC	gas
☐	MVSP MAHONING VALLEY SANITARY ...	water
☐	NDP NORFIELD TEST	communication, drainage, electric
☐	NICP NILES - CITY OF	electric, sewer, water
☐	OBFP AT&T - OHIO (USIC)	communication
☐	WEWP WINDSTREAM ENTERPRISES /...	communication

Select All
Select None

Reason for repeat *
AREA NOT MARKED

Additional Comments
ATTN: -- ENBRIDGE GAS OHIO -- STILL WAITING FOR A RESPONSE - ON THE JOB AT THIS TIME - PLEASE RESPOND ASAP OR CALL WITH CLEARANCE!!

Site Contact *
SAME AS CALLER

Phone
ENTER SITE CONTACT PHONE

Reason for repeat *
INCORRECT AREA MARKED

Additional Comments
ATTN: -- AT&T MARKED WRONG ADDRESS - PLEASE RESPOND ASAP, CREW IS EN ROUTE

Site Contact *
SAME AS CALLER

Phone
ENTER SITE CONTACT PHONE

Reason for repeat *
OTHER

Additional Comments
ADDITIONAL COMMENTS EXAMPLES:
-- PLEASE CONTACT BILL AT 555-555-5555 WITH QUESTIONS
-- TO CLARIFY, HOME IS ON THE EAST SIDE OF THE ROAD, NOT WEST

Site Contact *
SAME AS CALLER

Phone
ENTER SITE CONTACT PHONE

Choosing “OTHER” can be used to clarify or add information on the excavation notification.

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

Select the member utilities you wish to notify.

Members to Notify

Code	Name	Facility Types
☐	EGO ENBRIDGE GAS OHIO	gas
☐	MBCP OWS ACQUISITIONS LLC	gas
☐	MVSP MAHONING VALLEY SANITARY ...	water
☐	NDP NORFIELD TEST	communication, drainage, electric
☐	NICP NILES - CITY OF	electric, sewer, water
☐	OBFP AT&T - OHIO (USIC)	communication
☐	WEWP WINDSTREAM ENTERPRISES /...	communication

Select All
Select None

If you do not see the utility you need to notify, please contact the call center at 800-362-2764 or the i-dig team at 800-240-7190.

Click “OK.” The excavation notification number will remain the same, with a revision suffix such as –001, -002, etc.



IMPORTANT REMINDERS WHEN REPEATING

Only excavation notifications that have started by the Start By Date and do not require remarkings can be repeated.

The REPEAT function **cannot** be used to request remarkings and to extend the start by date . Please see Updates for more information

Emergencies and 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 excavation notification number must be submitted with the correct information.

Repeating an excavation notification will not change the two-day notice not including the day of the notification or the excavation notification number.

UPDATE Excavation Notification

The UPDATE function is used for requesting remarkings.

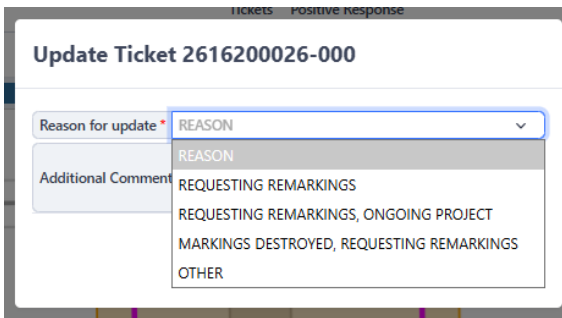
If excavation does not start within sixteen calendar days from the time of the OHIO811 excavation notification being submitted (811 ticket), or if a utility marking is destroyed or removed at any time, the excavator must stop working and notify OHIO811 again.

To be clear, Ohio law states the following:

- *“(A) Except as otherwise provided in divisions (C), (D), (E), and (F) of this section, at least two working days, not including the day of the notification, but not more than sixteen calendar days before commencing excavation, the excavator shall notify the protection service of the location of the excavation site and the date on which excavation is planned to commence.” — ORC 3781.28(A)*
- *“(B) If the markings of underground utility facilities made under section 3781.29 of the Revised Code 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.” — ORC 3781.31(B)*

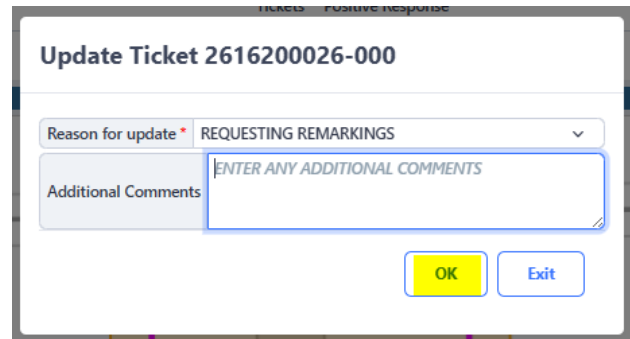


After selecting UPDATE, a popup will appear listing the functions of a UPDATE.



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

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.”



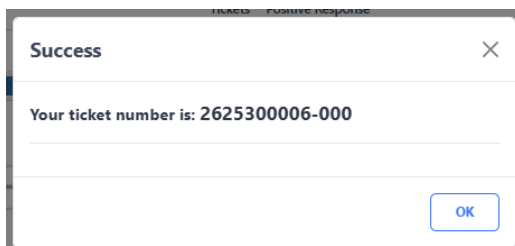
Adding additional comments is not necessary.

NOTE: If any information on the excavation notification number is changing in any way, 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.

Select “Get Members” for the list of member utilities being notified. Please check the member list to make sure that all the utilities needed are notified. If a utility company needs to be added, please contact the call center at 800-362-2764 or the i-dig team at 800-240-7190.

Members		
Get Members Mbr Info		
Code	Name	Type
ATBP	AT&T - ATT/T (AT&T TRANSMISSION)	communication
EGO	ENBRIDGE GAS OHIO	gas
MAHP	MAHONING COUNTY SANITARY ENGINEERS	sewer, water
NDP	NORFIELD TEST	communication...
OBFP	AT&T - OHIO (USIC)	communication
OED	OHIO EDISON - (USIC)	electric
OVEP	OHIO VALLEY ENERGY SYSTEMS	gas

Click “Submit.” You will have a new excavation notification number.



IMPORTANT REMINDERS WHEN UPDATING

Information cannot be changed on an UPDATE. If any details need to be modified in any way, a NEW excavation notification must be submitted.

- If excavation does not start within sixteen calendar days from the time of the OHIO811 excavation notification being submitted (811 ticket), or if a utility marking is destroyed or removed at any time, the excavator must stop working and notify OHIO811 again.

To be clear, Ohio law states the following:

- *“(A) Except as otherwise provided in divisions (C), (D), (E), and (F) of this section, at least two working days, not including the day of the notification, but not more than sixteen calendar days before commencing excavation, the excavator shall notify the protection service of the location of the excavation site and the date on which excavation is planned to commence.” — ORC 3781.28(A)*
- *“(B) If the markings of underground utility facilities made under section 3781.29 of the Revised Code 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.” — ORC 3781.31(B)*

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

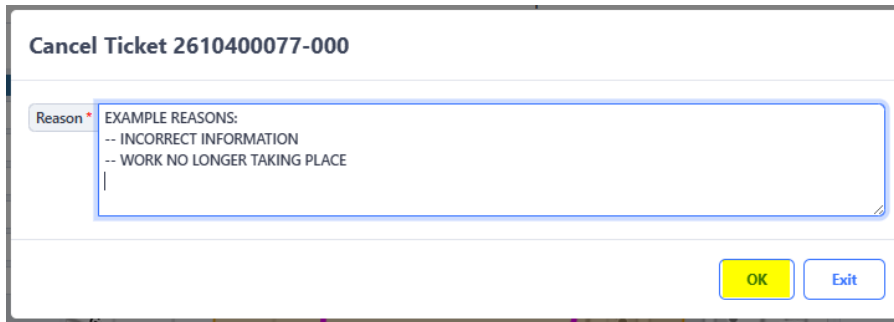


CANCEL Excavation Notification

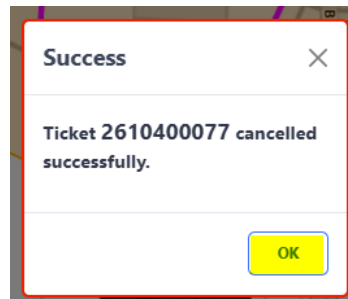
A cancellation is a request to terminate an existing locate notification. Locate notifications must meet the following criteria to be cancelled.

- 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.

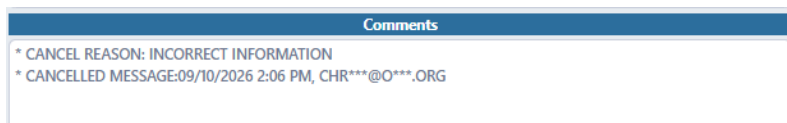
Type in a reason for cancellation and hit “OK.”



You will get a popup notice confirming the cancellation. Hit “OK.”



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



Questions?

i-dig Department Contact Information

Hours: Monday–Friday, 8:00 AM – 4:30 PM

Phone: 800-240-7190

Email: idig@oups.org

Live Chat: <https://OHIO811.org/idig/>

Available during business hours

9/10/26

