



Repeat, Update, Cancel Excavation Notifications Guide

Contact the i-dig Team with any questions.

Available: Mon-Fri | 8:00am-4:30pm

Phone: 1-800-240-7190

Email: idig@oups.org

Live Chat: OHIO811.org/idig

Select the notification:



- ✓ Select the "Inquire" button.
- ✓ Enter your notification (ticket) number in the popup
- ✓ Click "OK".
- ✓ After clicking "OK," the system will either automatically display the excavation notification 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	

Choose the option you want: Repeat, Update, or Cancel:

Use the following detailed instructions to perform each function.

REPEAT Function

REPEAT should be used to report marking issues or to clarify information on a valid excavation notification.

**A valid notification means that work has started or will start within 16 calendar days of the notification.*

✓ Check the "Start By Date"

- ▶ If the work did not start by the Start By Date listed, please exit and choose the UPDATE function.
- ▶ If the work started or will start prior to the Start By Date, proceed as follows:

Work Information

Work Date * 08/14/2026 11:59 PM LEGAL

Start By Date 08/28/2026 11:59 PM

✓ In the "Reason for repeat" field, select the appropriate reason for the REPEAT from the drop-down options.

- ✓ Select "Other" to add or clarify information on the excavation notification.
- ▶ If you do not see an option that is appropriate, the wrong function may have been selected. Exit and choose UPDATE instead.

Repeat Ticket 2622400001-001

Reason for repeat * REASON

Additional Comments ENTER REASON

Site Contact * SAM

Phone ENTER SITE

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

✓ Select the member utilities that you would like to notify.

- ▶ If you do not see the utility you need to notify, please contact the OHIO811 center at 1-800-362-2764 or the i-dig team at 1-800-240-7190.

✓ Click "OK".

- ✓ Your excavation notification number will remain the same and a revision suffix will be added to confirm the revision (ex: -001, -002, etc.)

REPEAT Examples:

Area Not Marked

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

Incorrect Area Marked

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

“Other” selected to add clarifying information

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

IMPORTANT REMINDERS FOR REPEAT NOTIFICATIONS:

- ▶ Only excavation notifications that have started by the Start By Date can be repeated.
- ▶ The REPEAT function cannot be used to request remarkings or to extend the start by date.
 - ▶ Choose UPDATE if you need remarkings.
- ▶ **Emergencies and Dig-ins (Damages) must be called into the OHIO811 center at 1-800-362-2764; the REPEAT function cannot be used.**
- ▶ You cannot change any information located within the LOCATION INFORMATION box using the REPEAT function. If information needs to be changed/corrected, a NEW excavation notification must be submitted with the correct information.
- ▶ Repeating an excavation notification will not change the work date, start by date or the primary excavation notification number.

UPDATE Function

UPDATE is used to request remarkings when:

- ◆ Excavation did not begin by the START BY date
- ◆ Markings are destroyed or removed

NOTE: UPDATE creates a new excavation notification number and the excavator must stop working until the two working days, not including the day of the notification, has completed (working days do not include weekends or legal holidays).

- ✓ In the "Reason for update" field, select the appropriate reason for the UPDATE from the drop-down options.
 - ▶ If you do not see an option that is appropriate, the wrong function may have been selected. Exit and choose REPEAT instead.
 - ▶ If you need to change any information from the original notification, EXIT and create a NEW notification.

- ✓ Click "OK".
- ✓ Click "Get Members" for the list of member utilities being notified.
 - ✓ Confirm that all needed utilities are listed to be notified.
 - ▶ If you do not see the utility you need to notify, please contact the OHIO811 center at 1-800-362-2764 or the i-dig team at 1-800-240-7190.

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 receive a new excavation notification number.

IMPORTANT REMINDERS FOR UPDATE NOTIFICATIONS:

- ▶ If you need to change any information from the original notification, EXIT and create a NEW notification. You cannot use UPDATE.
- ▶ UPDATE creates a new excavation notification number and the excavator must stop working until the two working days, not including the day of the notification, has completed (*working days do not include weekends or legal holidays*).
- ▶ Emergencies and Dig-ins (Damages) must be called into the OHIO811 center at 1-800-362-2764; the UPDATE function cannot be used.

ORC 3781.28(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 3781.31(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.”*

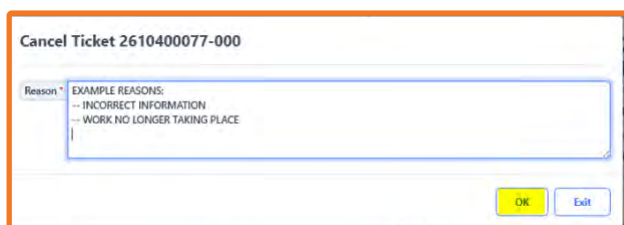
CANCEL Function

CANCEL is used to terminate an excavation notification and must meet at least one of the following criteria:

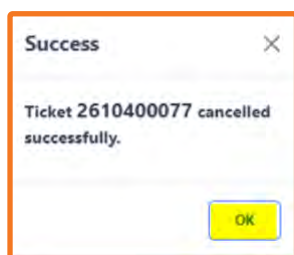
- ◆ You are no longer performing excavation.
- ◆ You need changes to the original notification area/work area description.
- ◆ You have entered incorrect information, i.e., address, street name, county, etc.

✓ In the "Reason" field, type the reason for the cancellation.

✓ Click "OK".



✓ You will receive a pop-up to confirm the cancellation. Click "OK".



▶ The comments entered in the "REASON" field will now appear in the "COMMENTS" field.

