



Design Ticket FAQ

- **What is a Design Ticket?**

According to the definition in the law, a “Design Information Notice” (Design Ticket) means a notification made to the association in preparation for bidding, preconstruction engineering, or other advance planning efforts. **A Design Ticket may not be used for excavation purposes.**

- **When will this go into effect?**

Indiana 811 will begin processing design notice requests by phone and over the web on July 1st, 2017. As with excavation notices, these will only be sent to our member utilities and/or their locators. The person serving the Design Ticket will be responsible for private lines and to notify non-member utilities directly.

- **What information is collected on this type of notice?**

- The contact information of the person serving the Design Ticket (phone number, company name, contact name, mailing address, email address, fax number, and site contact information).
- The location of the proposed area of design (county, township, address or street, nearest intersecting street, and description of area on property). Design Tickets are still subject to the footage limit already within the law (e.g. 1500 linear feet within incorporated areas and 2,640 linear feet outside).

- **As a member of Indiana 811, what do I need to do to prepare?**

These notices will be sent to the same location that receives your normal excavation notices. If you would like this ticket type sent elsewhere, such as an engineering department, please send the following information to memberservices@indiana811.org or 317-893-1421:

- Company Name
- Service Area ID - The 4-digit number assigned by Indiana 811 on the top left of your tickets.
- Email Address where you would like the notice sent.
- Contact Name - This information will not be distributed.
- Contact Phone Number
- Contact Email Address
- Contact Fax Number
- Contact Mailing Address

- **As a member utility of Indiana 811, what are my responsibilities after receiving a Design Ticket?**

- Respond to the Design Ticket within ten (10) full working days after receiving the Design Ticket.
- Upon receiving a Design Ticket, provide to the person serving the Design Ticket the approximate location and a description of all the operator’s underground facilities that are located in the proposed excavation or demolition. This includes, but is not limited to, prints, maps, drawings, on-site markings, and other facility records of existing utility facilities.

- **This will not replace the Design Tool, which provides the engineering contact information for a member utility.**