

On **Tuesday, October 1, 2019**, [new amendments](#) to the Underground Utility Safety and Damage Act will go into effect. In order to make the RTE application comply with these amendments, an upgrade to the RTE application is scheduled to be released on **Tuesday, October 1, 2019**. Prior to the update, we want to encourage all RTE users to familiarize themselves with the changes brought about by the new amendments. Therefore, an interactive TEST page has been set up where the upgrades/changes can be reviewed. To access the TEST version of Ticket Entry, please click the link below and use the TEST account credentials as shown. ***** IMPORTANT: DO NOT process LIVE notifications using the TEST server! *****

Link (URL) for NC811 Test server: http://ncocca.newtin.com/newtintest/NCOCC_TicketEntry.html

Account: RTETEST19

Password: test123*

Both written instructions and short Training Videos have been created for directions on how to use the new capabilities, which can be accessed by following the links below, as indicated.

****Attention RTE users: The training videos are visual only; no vocal. Best viewed with a high speed internet connection.*

Emergency Request: The RTE user will have the ability to process Emergency locate requests 24 hours a day, 7 days a week. [Written Instructions](#) and [CLICK HERE to watch the video](#).

3-HR Notice: The RTE user will have the ability to process 3 Hour notices. [Written Instructions](#) and [CLICK HERE to watch the video](#).

A single ticket may include, the location of the proposed excavation or demolition by one of the following:

- a. A single parcel that may exceed ¼ mile (1,320 feet) in linear length identified by a single address. ([CLICK HERE to watch the video](#))
- b. The lesser of
 - five adjoining parcels identified by addresses, not to exceed ¼ mile (1,320 feet) in linear length ([CLICK HERE to watch the video](#))

OR

- an area not to exceed ¼ mile in linear length. ([CLICK HERE to watch the video](#)) **In the video, 5 large adjoining parcels identified by addresses, but distance from starting to ending parcel exceeds ¼ mile in linear length; therefore, 3 new tickets issued to cover the distance.*

****Attention RTE users: IF the excavator is not certain that the parcels are adjoining, does not know the addresses for all of the parcels, or the distance is more than ¼ mile (1,320 feet) in linear length, a separate ticket will need to be issued for each parcel.*

Member Information

Within Ticket Entry, Member Contact Info will be updated with a new column labeled, Op ID.

The member will use their "Op ID" to assist in identifying their locate mark at the excavation or demolition site. At a minimum, the Op ID shall be marked at the beginning point, at intervals of 200 linear feet, and at the end point of the proposed excavation or demolition.

Example: ATT312* ATT/D (Distribution) Phone – Copper or Fiber will locate their underground facility using orange paint, flags, and/or stakes and identify using Op ID, ATT/D. *For more information, review [87-121 Facility operator responsibilities](#).

To access Member Contact Info: ([CLICK HERE to watch the video](#))

1. In the Member Information section of Ticket Entry, click the button labeled "Mbr Info".
2. A new window will open in Ticket Entry displaying Member Contact Info including: Member Code, Name, Type, Contact (Field and Damage), Phone, Ext, Description, and Op ID

****All Member Contact Info is provided to the NC811 by the member****

How to process an EMERGENCY locate request - Effective Tuesday, October 1, 2019

- Log into the Remote Ticket Entry (RTE) application using your RTE account.
- When Ticket Entry opens, click the **NEW** function at the top of the Ticket Entry screen. See figure 1.
- Proceed as normal when issuing a new ticket by completing all Ticket Entry fields, and select the digsite polygon in the NC811 map to include all areas of excavation per the ticket text.

*Note: Additional Information should be noted by the user in the Locate Info field of the ticket.
For Example: CREW IS ONSITE.*

- In the **Begin Time** section, click the button labeled, “Emer” (showing YELLOW in figure 2). Upon clicking the Emer button, scripting describing an Emergency will appear (see figure 2) . If your emergency falls under one of the categories as described in the scripting proceed with issuing the new ticket as an Emergency. The **Work Date** and **Time** will change to the current date and time, and *cannot* be changed. The ticket priority will be set to EMER (showing RED in figure 2).
- Proceed as normal by clicking GET Members, then Submit.
- Preview the Disclaimer, then click “No” to process the ticket. See figure 3.
- A new ticket number will be assigned. See figure 4.

Figure 1 - showing New function



Figure 2 showing the Emer button (yellow), Work Date (current date/time), EMER priority button (red), and scripting including description of an Emergency.

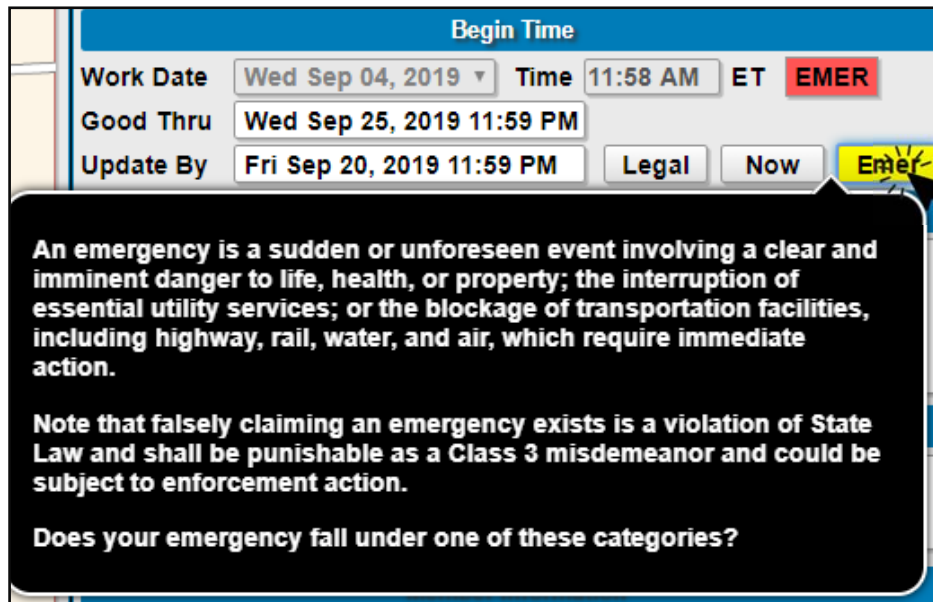


Figure 3 showing Disclaimer

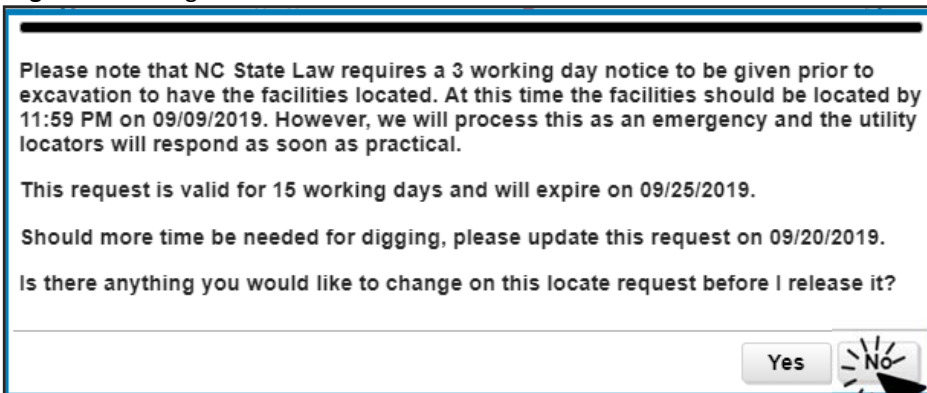
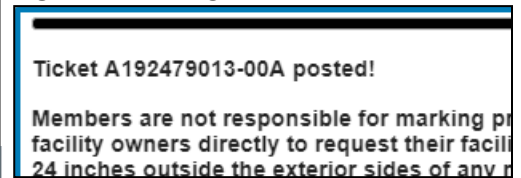


Figure 4 showing new ticket number



3-Hour is a function used to send an additional notice to member(s) detailing the observation or indications of an unmarked facility in which the facility owners must make arrangements to mark the facility within three hours from the time the additional notice was processed.

Note:

- The 3-Hour notice is **not** available to locate request(s) having less than a full three working day notice such as a Rush, Short notice, or Emergency request.
- Ticket Types such as, Design, Destroyed Marks, Damage notices are **not** eligible for a 3-Hour notice.
- A **single** 3-Hour notice may be requested per original ticket.
- The 3-Hour notice can be retransmitted.
- Prior to processing a 3-Hour notice, review all Ticket Entry fields and digsite polygon in NC811 Map for correctness.

Cause for a 3-Hour notice

- The excavator provided a full three working day notice, and prior to or by the end of the three working days notice the member(s) did not provide a response to the Positive Response system or responded with an incorrect response.
**Attention users: see the Members to notify section for the members' most recent responses to the NC811 Positive Response system.*
- The full three working days has expired and per excavator is aware of or observes indication of an unmarked facility, such as a pole, marker, pedestal, meter or valve.

How to process a 3-Hour notice

Enter the original locate request number, then click INQUIRE. Click the button labeled, **3 Hour**. In the **Remarks** section, enter the reason for the 3-Hour notice. In the **Members to notify** section, select the member(s) needing to receive the notice by clicking the check box to the left of their member code/name. ***Select EMLCFM if wishing to receive an email confirmation of the request.* To de-select a member, click within the check box again to remove the checkmark, then send the request by clicking OK, Send. **ATTENTION USER: The following note will be auto-populated in the Remarks field of each 3-Hour notice: THE EXCAVATOR IS AWARE OF AND/OR OBSERVES INDICATION OF AN UNMARKED FACILITY AT THE PROPOSED EXCAVATION SITE.**

3 Hour Notice Ticket A192539002-00A

Caller: Phone:
 Site Contact: Phone:

Remarks	In-House Comments
ATTN: COR01 PER POSITIVE RESPONSE (SEE BELOW) CODE 10 (NO CONFLICT) WAS PROVIDED, BUT PER CREW WHO IS ONSITE THERE ARE WATER AND SEWER LINES IN THE AREA OF EXCAVATION. PLEASE CONTACT STACEY JONES ASAP WITH MORE DETAILS AT 336-316-0359. THANK YOU.	

Members to notify						
<input type="checkbox"/>	ATT322*	ATT/D (DISTRIBUTION)	CO&F	30	Not complete	09/12/2019 02:57 PM
<input checked="" type="checkbox"/>	COR01	CITY OF RALEIGH	S&W	10	No conflict, utility is outside of stated work area	09/10/2019 12:18 PM
<input type="checkbox"/>	CPL10*	DUKE ENERGY	ELEC	30	Not complete	09/12/2019 02:57 PM
<input type="checkbox"/>	CVI04*	TIME WARNER CABLE-CHARTER	CATV	30	Not complete	09/12/2019 02:57 PM
<input type="checkbox"/>	EMLCFM	EMAIL CONFIRMATION MEMBER CODE	OTHR			
<input type="checkbox"/>	PSG01	DOMINION ENERGY	GAS	10	No conflict, utility is outside of stated work area	09/10/2019 11:52 AM

NC811 will submit this 3 Hour Notice to re-notify the affected member facility owner(s).

Arrangements to have the affected facility marked within 3 hours from this call will be made directly by the member facility owner.

Is there anything you would like to change on this ticket before I release it?

Ticket A192410201-01A

Members are not responsible for marking private lines. You must contact any non member facility owners directly to request their facilities be located and marked. Please stay at least 24 inches outside the exterior sides of any markings. If you must dig within the 24 inches please hand dig with caution.