

## Mississippi 811 Web Portal

### What You Should Know Before Entering Tickets

#### **Account Responsibility:**

You are responsible for all locate request information entered via your Portal account. Please refrain from sharing your login credentials with anyone.

#### **Locate Request Processing Times:**

Users with advanced permissions can process their locate request tickets immediately without assistance from MS811. To obtain advanced user permissions, please reach out to [Chasberdee Sample](#) at (601) 362-2851 to schedule training.

If you are not an advanced user, please note that there may be a delay between when you submit your request and when MS811 processes it. Most locate requests submitted through the Portal between 7:00 am and 4:00 pm Monday through Friday (excluding observed holidays) are processed on the same business day. Requests submitted after 4:00 pm on weekdays or on observed holidays are processed on the next business day. For requests requiring immediate processing, please contact MS811 directly.

#### **Ticket Validity and Confirmation:**

Locate request tickets submitted through the Portal are not valid or complete until a locate request number has been issued. Once the locate request has been fully processed, a confirmation email containing the processed locate request ticket will be sent to you or your designated contact.

#### **Additional Notification Requirements:**

You should notify any utility companies that are not in compliance with state law, as well as any governmental and/or railroad permit offices.

#### **Utility Marking Limits:**

Most utility companies will only mark up to their meter or the property line if there is no meter.

#### **Privately Owned Lines:**

Privately owned lines—such as natural gas, electric, water, sewer, and propane service lines—may not be located by the member utility; therefore, you will be responsible for having these lines located.

#### **Ticket Transfer for Excavation:**

If you are submitting a ticket but will not be performing the excavation, provide the contractor with your ticket number. Then have the contractor call MS811 to have the ticket transferred into their name, ensuring compliance with MS state law.