



811 NEW / UPDATED REGULATIONS

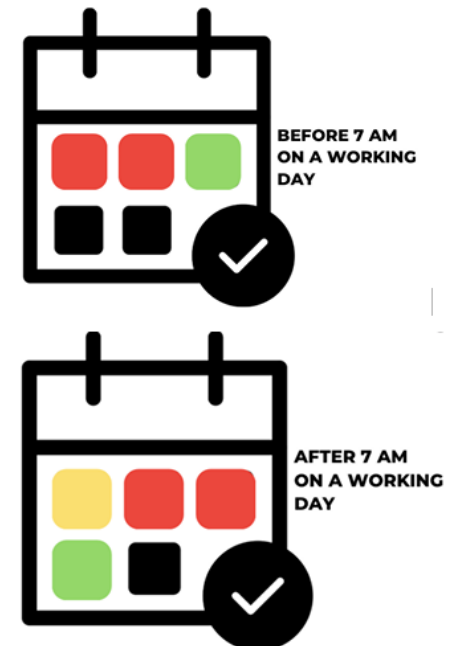
• WORKING DAY

- Defined, Monday – Friday, 7AM – 6PM (not a 48hr rule)
- Impact: Clarifies timing of ticket submission and proper notice.
- Examples:
 - If ticket is submitted at 7:01 AM or later on Monday, excavation cannot commence until 7:00 AM on Thursday, unless all affected Utility operators have notified contractor all utilities are clear.
 - If ticket is submitted before 7:00 AM on Monday, excavation cannot commence until 7:00 AM on Wednesday, unless all affected Utility operators have notified contractor all utilities are clear

How is the 2 full working day notice calculated?

If the locate request/ticket is submitted after 7 am ET on a working day, that day will not be counted in the notice given to our Member Utilities. All times are in ET. (Current calculation as of 2024)

Normal Notice Creation Day (After 7 a.m. ET)	Day 1	Day 2	Proper Notice (If markings or response has been received from all utility operators with facilities in the area of the dig site.)
Monday	Tuesday 7 a.m. – 6 p.m.	Wednesday 7 a.m. – 6 p.m.	Thursday at 7 a.m.
Wednesday	Thursday 7 a.m. – 6 p.m.	Friday 7 a.m. – 6 p.m.	Monday at 7 a.m.





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- **Affirmative Response**

- Utility Responsibility: Mandatory positive response for all tickets, including design tickets, to **Indiana 811** for all members; including Clear Ticket Requests
 - Contractor/Designer Responsibility: Before starting work, excavators must provide an electronic affirmative response. This confirms receipt and acknowledgment of:
 - Utility markings
 - “No conflict” responses
- Starting work without acknowledging responses is now a standalone violation



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- **Excavation Start / Expiration Change**

- Work must commence within 10 days of positive response
 - Previous: 20 days
 - Older “placeholder” tickets for long-range scheduling are no longer compliant
- Tickets expire at 11:59 p.m. prevailing time on day 20

- **White Lining**

- Electronic white lining is an acceptable form of white lining, that is approved by 811

- **Tolerance Zone**

- Defines the term “tolerance zone” and puts in law the donut radius for the tolerance zone.
 - Expands tolerance zone to 2’ in any direction (vert. and horiz.)



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- **Expanded Civil Penalties for Excavators**
 - No new fine amounts
 - Violation risk is materially higher because:
 - Duties and responsibilities are clearer
 - Documentation is electronic and traceable
 - Both excavators and utilities now have affirmative response obligations

For more information, please click below.

- **RESOURCES**

- <https://in>

- [Member Law Change Updates](#)

- [Excavator Law Change Updates](#)

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ISSUES

□ **Accuracy, completeness, and timeliness for locates**

- 1,644,309 tickets called in Indiana in 2024
- Unpredictability with work load makes it difficult to staff utility locators
- Overburden to 811 system
 - Multiple contractors on the same job calling in tickets at different times, additional notices, refresh tickets (Not preserving marks)
 - Federal grants for fiber optic internet providers
 - Large projects
- Up to 6 months to process as built records for utility relocations and update records.
- Performance and job security for a utility locator is based on damages versus how many tickets per hour you can complete.

ISSUES

□ **Private and SUE locating**

- Contractors are using private locate firms to locate public utilities
- Civil engineering firms are using SUE providers to fill in the gaps of missing utilities

• **Other Issues**

- Change orders and changes to construction schedule are occurring because of incorrect utility locates or data collection.
- Accounting for private and retired/abandoned facilities in project development which inevitably impacts construction
- Accurate identification and depiction of relocated facilities that is not often usable for contractors.



PATCHWORK SOLUTIONS

What we can do now:

- Coordinate 811 ticket submission w/multiple contractors
- Submit tickets within timeframe of the ticket's validity.
 - Reference New Regulations
- Proactive communication with utility locators and their supervisors (site meets, phone calls, meetings, providing schedule)
- Utilize inspection holes pay items.
- Implement Utility Relocation/Coordination pay item
- Utility master relocation plans.

What are some ways that we can ensure access to accurate utility data from project development to project delivery?