

*Please use this as a general guide.

Some links may be outdated due to our website update.

Updated guide coming soon.

Utility Member Guide

Become a Utility Member
Existing Utility Members



Table of Contents

WHO/WHAT IS MISSOURI 811?	2
WHO SHOULD BECOME A UTILITY MEMBER?	2
BILLING AND FEES	3
BILLING DISPUTES	3
HOW TO BECOME A UTILITY MEMBER	4
LOCATOR TICKET MANAGEMENT SYSTEM (LTM) – STATUS TICKETS	7
TICKET TYPES AND RESPONSE TIMES	8
ONE CALL REPORTS	9
EXISTING UTILITY MEMBERS	10
ONE CALL COMMON LINGO	12
BY-LAWS & OPERATING SPECIFICATIONS	13
OPERATING COMMITTEE	13
EXCAVATOR SAFETY MEETINGS	14
WEBSITE LINKS	14
CONTACTS	14
SOCIAL MEDIA	15
ORDER MO811 MATERIALS	15

WHAT IS MISSOURI 811?

Missouri One Call System, Inc., (MOCS) was established in 1986 as a non-profit Corporation to provide a centralized location within Missouri which excavating contractors and the general public may call regarding underground facilities located in the area where excavation is planned.

In 2007, the Common Ground Alliance (CGA) and its member community launched a nationwide campaign to promote 811, the newly designated three-digit number for calling before you dig. To further public awareness and usage of the 811, as well as to better align with other statewide organizations and fellow members of the CGA, Missouri One Call System rebranded as Missouri 811.

The primary responsibility of Missouri 811 is to serve as the single point of contact for all public underground facilities located throughout the state 24 hours a day, 7 days a week, 365 days a year. Once Missouri 811 is notified of a dig site by the excavator (homeowner or professional), Missouri 811 notifies all the public underground facility owners in the vicinity of the dig site so they can locate and mark their own facilities to prevent damage or disruption.

This service is funded by its members and is free to anyone digging in Missouri.

MO811 has a Board of Directors representing core utilities and shall be elected at the annual meeting of the members of this Corporation each year. In addition, the Board of Directors may elect no more than three advisory directors who shall be non-voting members of the Board of Directors that represent public and private groups that have recognizable interests in the Corporation.

WHO SHOULD BECOME A UTILITY MEMBER?

Please read the information below on participation requirements as written in the “Underground Facility Safety and Damage Prevention Act”, RSMO Chapter 319.010 – 319.050.

If your underground facility falls within these requirements, then under Missouri State Law you need to become a member of Missouri 811.

RSMo Chapter 319.022 § (1) defines “Participation Requirements” as follows:

Any person, except a railroad regulated by the Federal Railroad Administration, who installs or otherwise owns or operates an underground facility shall become a participant in a notification center upon first acquiring or owning or operating such underground facility. All underground facility owners within the state shall maintain participation in a notification center for the duration of owning and operating such underground facility. Such notification center shall be governed by a board of directors elected by the membership and composed of representatives from the general membership group.

RSMo Chapter 319.015 § (15) describes an “Underground Facility” as follows:

“Underground facility”, any item of personal property which shall be buried or placed below ground for use in connection with the storage or conveyance of water, storm drainage, sewage, telecommunications service, cable television service, electricity, oil, gas, hazardous liquids or other substances, and shall include but not be limited to pipes, sewers, conduits, cables, valves, vaults, lines, wires, manholes, attachments, or appurtenances, and those portions of pylons or other supports below ground that are within any public or private street, road or alley, right-of-way dedicated to the public use or utility easement of records, or prescriptive easement. If gas distribution lines or electric lines, telecommunication facilities, cable television facilities, water service lines, water system, storm drainage or sewer system lines, other than those used for vehicular traffic control, lighting of streets and highways and communications for emergency response, are located on private property and are owned solely by the owner or owners of such

private property, such lines or facilities receiving service shall not be considered underground facilities for purposes of this chapter, except at locations where they cross or lie within an easement or right-of-way dedicated to public use or owned by a person other than the owner of the private property. Water and sanitary sewer lines providing service to private property that are owned solely by the owner of such property shall not be considered underground facilities at any location. A structure that transports only storm water drainage under roadways, driveways, or railways shall not be considered an underground facility.

BILLING AND FEES

MO811 is funded by its utility members to provide this free service to the excavating public.

There are no set-up or annual fees. Message fees (locate notifications) are billed in accordance with the policy set by the MO811 Board of Directors as a non-profit entity and are reviewed quarterly. Call the Administrative office at 573-635-1818 for the current message fees.

Utility members are billed monthly with a 30-day term policy.

Utility members that receive less than 20 locate notifications each month qualify for quarterly billing. Your account will be evaluated after you have been online for a quarter and you will be notified if you qualify. If you feel you qualify for quarterly billing contact the Billing Department.

We accept bank checks for payment and also have an online bill pay system. For more information contact the billing department at the telephone number listed below.

If your company requires a W-9 or has a Purchase Order Number, contact the Billing Department.

Billing Department Telephone – 573-635-1818

BILLING DISPUTES

Utility members may dispute any locate notification they receive by contacting the MO811 office in writing with the notification number or numbers they wish to dispute.

MO811 staff will review the information and mapping polygons. A copy of the notification will be presented to the member with an explanation of the notification's legitimacy or error. Notifications found to be in error will be credited to the member in the next available billing statement.

When the notification meets the requirements as specified in RSMo 319 and the Operating Specifications of MO811, and the dig site polygon and the member's underground facilities polygon overlap or touch the notification will be considered legitimate and the fee applicable.

To dispute a locate notification contact MO811 Administration at 573-635-1818.

HOW TO BECOME A UTILITY MEMBER

The following Steps 1-6 beginning on page 4 through page 6 will guide you through the process to become a utility member or update your utility member contact information.

Step 1 – Contact the Membership Administrator

When you are ready to initiate membership, call the Membership Administrator at 573-556-8117. The Membership Administrator will ask you a few questions concerning your underground facilities and then send you an email with instructions.

Step 2 - Complete Membership Information Online

Once you have spoken to the Membership Administrator, she/he will send you an email that contains a login to the Utility Member web portal. The first step is to login and enter the required information. To assist you in filling out the information refer to the detailed description of each section below. This will give you a better idea of what information you will need to know to enter your utility member information. If you need assistance contact the Membership Administrator at 573-556-8117.

Primary Contact

The Primary Point of Contact (PPOC) will be contacted for any issues or questions related to membership. This person is the authorized person on our records to make any changes on behalf of your membership. If your company has a different Mapping/GIS Contact, then that person is authorized to make changes if the PPOC is unavailable.

The PPOC will also receive the annual proxy ballot to vote for the MO811 Board of Directors at our annual board of director's elections held in April. All e-mail and mail correspondence, newsletters and meeting invitations will be addressed to the PPOC and the Mapping/GIS Contact and it is the member's responsibility to forward that information on to their staff so they are kept informed. If at all possible, refrain from entering elected officials as your PPOC or Mapping/GIS Contact.

Mapping/GIS Contact

The Mapping/GIS Contact will be the primary mapping contact for all issues related to your mapping database. This person will be able to authorize other persons to administer the mapping database through IMAP, our online mapping application.

The Mapping/GIS Contact can also authorize changes to the membership information if the primary contact is unavailable. All e-mail and mail correspondence, newsletters and meeting invitations will be addressed to the PPOC and the Mapping/GIS Contact and it is the member's responsibility to forward that information on to their staff so they are kept informed. If at all possible, refrain from entering elected officials as your PPOC or Mapping/GIS Contact.

Billing Info

The contact name and address entered into this section will display on the billing invoices and will be the person we contact should we ever need to make contact for any billing issues. If you have an accounting department instead of an individual, for the First Name you can enter "Accounting" and the Last Name you can enter "Department" (as an example) and you can leave the Title field blank.

*Invoice Identification and Invoice Method

If your company requires a Purchase Order # or any other identifier on the invoice, enter it in this field.

We can transmit your invoice by email, fax or by US Mail.

General Info

We need to know some general information about your operations. On this page, you will be asked to enter the utility types of facilities you own or operation, the business house and days of operation along with holidays that your office is closed.

*Utility Types

Please enter the type of utilities you own or operate. DO NOT include utilities that are provided to you by other utility companies.

*Business Hours and Days of Operation

Please choose your business hours and days. Anything outside of the scope of business hours/days you enter here our system will consider "After" business hours. This includes holidays and weekends. If you are open 24/7/365, please choose that option.

*Holidays

The holidays you select tells us you are closed that day and we will refer any calls or backup messages to "After" hours. (Read above under Business Hours and Days of Operation).

Referral Info

Enter contact names and telephone numbers that we are allowed to give to excavators should they request a telephone number to call someone directly for general questions, repair or design projects.

Ticket Receiving Contact and Notification Method

*Contact Information

The contact information you enter here gives us instructions on who to contact should our system see an email, fax or other transmission type failure so that the issue can be resolved quickly and without interruption to your ticket transmissions.

*Ticket Receiving Method

Choose how you want to receive locate notifications (tickets) by selecting one of these choices: FTP, SFTP, Email, Text or through the Locator Ticket Management System.

Backup Message (Optional)

Backup messages are an additional alert we do as a courtesy to our members to notify the field technicians and office staff that we transmitted a high priority ticket that requires immediate attention. You can choose to receive a backup message as an automated phone call, text message or email.

Secondary Receiving (Optional)

Most members do not require a secondary receiving site. If you require your tickets to be transmitted to a "second" location additional charges will apply. If you need more information, please call the Membership Administrator at 573-556-8117.

Step 3 – Complete Mapping Process

Once the Membership Administrator has received your membership information entered through the member web portal, she will provide that information to the Mapping Department where they will create your mapping database. The mapping department will email you an IMAP login (separate from the member web portal) to the Mapping/GIS Contact that you entered on your membership information forms.

IMAP is our online mapping system where you can create a polygon or polygons of your coverage area so that we will know when to notify you of an excavator locate request in your area.

Step 4 – Set Date for Activation

You can set the date for activation of your membership through IMAP.

Step 5 – Begin Receiving Locate Notifications

You will begin receiving locate notifications anytime our one-call notification center receives a locate request from an excavator in the coverage area that you depicted in your mapping coverage area. You will be responsible to locate your utilities and status them through the Locator Ticket Management System (LTM) prior to the start date and time on each notification you receive.

Step 6 – Locate your Underground Facilities

Please note that some of the information below references pages in the Excavator Manual. The Excavator Manual can be found/downloaded on our website at www.missouri-811.org in the “Order Materials” section.

The facility owner/operator is required by law to respond to each locate notification. The two-working day response time by utilities will begin at 12 midnight following the receipt of the notification (*page 16, timeline chart of the Excavator Manual*).

Upon receipt of the excavators locate request, the utilities are required by law to either:

- 1. Mark the approximate location of their underground lines.**

If it is determined that markings are required, the locate request will be dispatched to a field locator who will locate and mark the excavation site with paint, stakes or flags. Utilities mark their facilities according to specific guidelines and color codes.

The Quick Reference Marking Standards Guide can be found online https://www.mo1call.com/excavators/documents/MCGA_Marking_Standards.pdf or you can order a free brochure online here <https://www.mo1call.com/resources/orders/index.php>.

- 2. Request additional information if necessary.**

If the area of excavation cannot be determined from the description provided by the excavator prior to marking, the owner/operator may require the excavator to:

- Mark (white line) the proposed area of excavation,
- Provide project plans,
- Or meet at the excavation site, prior to marking by the owner/operator.

Either party may request an on-site meeting to clarify markings, which must occur within two working days of the request for this meeting.

3. Advise you if they are “Clear” or “OK”.

In some cases, the member may be able to determine from the information on the locate request that it has no underground facilities which could be affected by your excavation. In these cases, the members are required to notify you that they are “clear” at the dig site or that they are “OK”.

Methods of advising the excavator that they have no facilities at the dig site include:

1. Calling the telephone number of the excavator or supervisor managing the excavation.
2. Leaving a message on a recording device.
3. Calling the cell phone of the excavator or supervisor of the excavation.
4. Notifying the excavator by facsimile or by e-mail.
5. Marking “Clear” or “OK” at the site.
6. By verbally informing the excavator in person.
7. By use of a locate status system.

Following their response to the locate request, the utilities are required by law to:

1. Status their response to the excavators locate request using the Locator Ticket Management System (LTM).
2. Initiate any request for extended start date and time through the MO811 call center.

Sewer and Water Utilities

Verbiage in the law addressing additional responsibilities of sewer and water utilities may be viewed on pages 37 and 38 of the Excavator Manual.

LOCATOR TICKET MANAGEMENT SYSTEM (LTM) – STATUS TICKETS

It's the Law – Missouri State Law §RSMO Chapter 319.030

By law, utility members are required to status their response to an excavator locate request using the Locator Ticket Management System (LTM). Using LTM to status the locate request will send a documented response by email to the excavator that you have responded to the excavator's locate request.

If you do not locate or respond to the locate notification using the LTM System prior to the start date and time on the notification, our system will automatically generate a billable No Response locate notification to your utility's receiving station.

Once a locate request (aka ticket) has been located or cleared, the member utility will login to the Locator Ticket Management (LTM) system and designate the "status" of the locate. The status of the locate is then e-mailed or faxed back to the excavator. Excavators will be able to determine the utilities response without having to drive to the job site.

Missouri Status Codes

- Clear/No Conflict
- Marked
- Area of Excavation cannot be determined
- Not Complete/In Progress
- Maps or other documentation provided

- Locator could not gain access to property
- No Locate

How it Works

- The excavator calls the MO811 Call Center and places a locate request.
- The ticket is logged into MO811 computer system and transmitted to member utilities and is logged in the Locator Ticket Management (LTM) system.
- Each member utility determines the proper response to the locate ticket and logs the status in the Locator Ticket Management (LTM) system.
- Responses are stored and can be recalled and viewed with the ticket at any time.
- Statusing Tickets through the Locator Ticket Management System closes the loop by sending a notice to the excavator with the status that has been supplied by each member utility. Before even visiting the job site, the excavator has a record of the action each utility took.

How to Register

The Membership Administrator will provide you with an LTM registration form upon initiation of membership. You will be able to allow several persons to have logins to provide ticket status. If you need to contact that department directly, send an email to moltm@occinc.com or contact by telephone at 573-636-1550.

TICKET TYPES AND RESPONSE TIMES

Please note that some of the information below references pages in the Excavator Manual. The Excavator Manual can be found on our website at www.mo1call.com, scroll down to the Excavator Manual icon on the home page.

There are several different types of locate notifications (aka tickets) that you will receive. Each type requires different response time by the utility members.

ROUTINE

This is a regular locate request. Utilities must respond within 2 working days starting at midnight the day the ticket was called in. *(See page 38 of the Excavator Manual).*

NO RESPONSE

To be requested when one or more utilities fail to respond to the original locate request or when the markings are incomplete. *(Read page 40 of the Excavator Manual).*

If notification is made before 2 pm, the marking shall be completed that working day. If the notification is made after 2 pm, the marking is to be completed no later than 10 am the next working day. *(Read page 40 of the excavator manual).*

EMERGENCY

Only to be requested when the situation meets the legal definition of an emergency. *(Read pages 27, 45 & 46 of the excavator manual).* Utilities must respond in 2 hours.

DIG-UP

Excavator legally required to only notify MO811 when damage to facilities has occurred. If damage involves pipeline or natural gas facilities, both 911 and the affected utility must also be notified. *(Read page 36 of the excavator manual).*

REMARKS

To be used when previous marks are not visible and need to be remarked due to weather, construction or work not starting. *(Read pages 35 & 36 of the excavator manual)*. Utilities must respond within 2 working days starting at midnight the day the ticket was called in.

DESIGN TICKETS

Knowing what utilities are involved in the planning states of a project is an important aspect of damage prevention. Individuals involved in planning a project should use one of the **two types of “Design” tickets available**. Excavation cannot take place on either type of design ticket. A routine locate request must be placed before beginning work. *(Read pages 37 & 38 of the excavator manual)*.

- **PRELIMINARY DESIGN**

The “Preliminary Design” ticket identifies all members within a given area. A list of contacts and phone numbers are made available to the requestor. No locate request is transmitted to member utilities.

- **DESIGN**

The second type of design ticket will generate an actual locate request allowing a (5) working day response time by the member utilities notified.

INCORRECT LOCATE

To be requested when markings at the dig site are mismarked, out of the area described or at the wrong address. Utilities must respond in 2 hours. *(Read page 35 of the excavator manual)*.

ONE CALL REPORTS

MO811 provides its utility members a secure website to manage their locate notifications, provide locate status, download reports related to dig-site addresses and other criteria based on their individual district code or district codes through ISITE.

ISITE also provides utility members the ability to manage their mapping coverage area using IMAP.

You can register for some or all of these web applications by contacting the Web Products Support Team, at 573-636-1550.

ITIC NextGen - Newest version of ITIC (Internet Ticketing) where excavators and utility members place their own locate requests online. Online registration.

IMAP - Online mapping application designed to manage your mapping database for your utility member coverage area.

Excavator Ticket Management - Excavators can login to see if/when the utility members have responded to their locate request so they can begin excavation.

Locator Ticket Management (LTM)- Utility members and or their locators can manage all of their locate notifications through this web based application. It allows users to access locate notifications from anywhere they have Internet access, add internal notes, auto-assign locators, print tickets, store attachments, view polygons and much more.

Reports - Utility members have a secure environment to access company specific information. These reports are a strong tool that you can use to evaluate all aspects of the locate requests that you receive.

Utility members that use these reports routinely find them very useful. You can register for some or all of these web applications by contacting the Web Products Support Team at 573-636-1550.

You can use your reports to:

- View tickets, Search for tickets, Sort tickets by Company name, Contractor name, County, Ticket Type, Geographic location

By utilizing these reports, it will help you with the following:

- Identify problem contractors
- Audit contract locators
- Track sub-contractors
- Support budget proposals
- Obtain contractor contact information
- Support damage investigations
- Research year-to-date history

EXISTING UTILITY MEMBERS

UPDATE UTILITY MEMBER INFORMATION

The utility member information are instructions that you give MO811 so that we know who to contact for different situations that involve your utility membership and how to transmit the locate notifications.

It is important when contact names, telephone numbers and email addresses change that the member contact information be updated through the Utility Member web portal. If we are unable to transmit locate requests due to changed email addresses or fax machine then it could put your underground facility at risk for unnecessary damages and will be considered noncompliant with RSMo Chapter 319.

You can update your utility member information through our online web portal by going to our website at www.mo1call.com. Click on the Utility Member tab at the top of the home page, then click on the Utility Member Login on the right side at the top of the next screen.

Please note that your ISITE login is not the same as the UTILITY MEMBER login. Send an email request to sgalbraith@missouri-811.org or call 573-556-8117 to request a login. We have a very strict policy about assigning utility member login credentials if you are not on our records as an authorized person. We realize that sometimes we have to make exceptions, especially if the authorized contact on our records is no longer with the company.

UTILITY LOCATORS

If your utility chooses to contract a utility locating company to receive and perform your locating responsibilities, please inform the MO811 Membership Administrator as far in advance as possible to allow for scheduling.

WHAT SHOULD I DO IF MY COMPANY PURCHASES ANOTHER UTILITY?

If your utility is purchased, please contact the MO811 Membership Administrator.

WHAT DO I DO IF MY COMPANY HAS BEEN PURCHASED?

Call or send an email to the Membership Administrator to let us know what is happening. The telephone number is 573-556-8117. The email address is sgalbraith@missouri-811.org

If your company is selling off all assets please provide the new owner with your database information. This will help expedite the process for all parties involved. If the new owner is not yet a member of Missouri 811 they will need to become a member under the Missouri State Law, §RSMO Chapter 319.020 which can be found in the Excavator Manual. If you do not have an Excavator Manual you can find the manual on our website or request a manual be mailed to you.

TRANSFERRING MAPPING DATABASE TO ANOTHER UTILITY

If your utility is purchased and you wish to transfer your mapping database to the new owner you will need to provide the MO811 Membership Administrator documented permission for the transfer. The new owner will need to approve the mapping database under the new ownership.

HOW DO I ADD OR REMOVE ASSETS ON MY CURRENT MAPPING DATABASE?

To add or remove assets contact the Mapping Department at 573-636-1550.

ANNUAL DATABASE AND UTILITY MEMBER UPDATES

Utility members shall ensure the accuracy of all data and information provided to the Call Center which is used in the development, maintenance and updating of the member databases and receiving site files used by the Call Center. This shall include the utility members reviewing and verifying the mapping and contact information on an annual basis and shall be completed no later than March 31 of each year.

As a reminder, a letter is emailed or mailed (if no email address on file with MO811) to the Mapping/GIS Contact on file for each member in November of each year.

Write Your Login Information here if you choose:

You will have two sets of usernames and passwords. The reason you will have two separate usernames and passwords is because the utility member and the managed ticket website are two separate databases. Keep your information in a secure place if you choose to write your login information on this page.

The Utility Member login is where you will login to keep your member contact and ticket receiving information up-to-date. The second login that you will have is to ISITE where you will manage your mapping database through IMAP, status your tickets through the LTM system, access your reports and so on.

Utility Member Login:

Username: _____ Password: _____

ISITE Login:

Username: _____ Password: _____

Additional Notes:

ONE CALL COMMON LINGO

There are a lot of terms and lingo that we use to identify certain actions, tasks or web applications that are all used within your Missouri 811 membership. Listed below are common terms and lingo with their definitions.

811 or Call 811

The national phone number designated by the Federal Communications Commission that connects professionals and homeowners who plan to dig with their local one call center. When someone calls 811 in the United States, he or she is connected to the local one call center, where a representative collects information about the caller's planned dig site. The one call center then communicates the information to the appropriate utility companies, which send professional utility locating technicians to identify and mark the approximate location of lines within a few days of the phone call. Once lines have been marked, the caller may dig safely around the marks.

1-800-DIG-RITE (1-800-344-7483)

Missouri state toll-free phone number connects professional excavators and homeowners who plan to dig directly to the Missouri 811 – Call-Before-You-Dig call center to place a locate request by telephone.

One Call Notification Center Hours

In Missouri, the notification center is open 24 hours a day, 365 days a year for professional excavators and homeowners to call or go online to place a locate request.

Utility Member

An underground facility owner/operator that is registered with Missouri 811 and receives locate notifications to mark their underground lines for locate request placed by an excavator. Keep in mind when placing a locate request for your utility of excavating work that you will be doing, you are considered an excavator.

Locate Request

The excavator requests to have lines marked by calling and placing a locate request through the one-call center. (See the definition of a Locate Notification below).

Locate Notification

The utility member receives the locate request placed by the excavator to have lines marked by calling and placing the request through our call center. (See the definition of a Locate Request above).

Locator Ticket Management System (LTM)

Utility members and or their locators can manage all of their locate notifications through this web based application. It allows users to access locate notifications from anywhere they have Internet access, add internal notes, auto-assign locators, print tickets, store attachments, view polygons and much more.

The utility member is required by Missouri State Law §RSMO Chapter 319.030 to status each ticket they receive as “Marked” or “No Conflict” prior to the start date and time provided on each ticket. Determine who will be responsible to status tickets for your organization and then contact Web Support at 573-636-1550 or send an email to moltm@occinc.com to request a login and instructions.

Ticket

The locate request and the locate notification are commonly called a ticket.

District Code

Each utility member is assigned a unique district code that identifies their mapping database in our computer system. The district code is identified on each locate notification a utility member receives.

Daily Audit

Each day shortly after midnight the call center transmits a daily audit report. The purpose of the daily audit report is to give the member the ability to compare the number of locate notifications received against the number of locate notifications transmitted the previous day.

After auditing your audit report against the locate notifications you received the day before you and you find that you are missing a notification, you can call and have that ticket retransmitted. There is no charge for retransmissions. To have a locate notification retransmitted call 573-636-1550.

ISITE Login

ISITE is a website that MO811 provides its utility members the capability to manage their locate notifications and mapping database through a single login. You cannot change the utility member contact information and the way you receive locate notifications through ISITE. You will need to login to the Utility Members web portal.

Utility Member Login

The Utility Member login is a web portal that allows MO811 utility members a safe and secure way to update their utility member information. When contact names, telephone numbers and email addresses change and MO811 is not notified it could put your underground facilities at risk for unnecessary damages if we are unable to transmit locate notifications in the manner that you have instructed.

BY-LAWS & OPERATING SPECIFICATIONS

Provided to Utility Members of Missouri 811. These documents can be downloaded from the MO811 website. Click on the Utility Members tab on the home page and find the two links for the By-Laws and Operating Specifications.

OPERATING COMMITTEE

The Operating Committee meets on the third Thursday of each quarter to discuss issues relating to the one call system and to make policy recommendations to the Missouri 811 Board of Directors. Any utility member interested in issues relating to the one call system is invited to attend. Utility members are notified by email quarterly of the upcoming meeting date.

Meetings are held at the Missouri 811 offices at 824 Weathered Rock Road, Jefferson City, MO. The dates of these meetings are posted on the MO811 website under the Meetings icon .

EXCAVATOR SAFETY MEETINGS

Missouri 811 hosts a series of Excavator Safety Meetings held between January and March each year. The meetings are scheduled all around the State of Missouri and the schedule is posted on the website at the beginning of December. These meetings are held to educate member utilities and public excavators on the Missouri State Laws governing Underground Facility Safety and Damage Prevention and to discuss how to use the one-call system effectively.

The dates and locations of these meetings are posted on the MO811 website under the Meetings icon and will be posted annually at the end of December or beginning of January. Utility members and excavators with a valid email address on file with MO811 will be emailed an invitation and registration information.

WEBSITE LINKS

Become familiar with the MO811 website. There is a wealth of information on the website that will answer many of your questions. The links listed below represent a snapshot of the information that can be found on our website.

Missouri 811 website - <https://missouri-811.org>

Homeowners - <https://missouri-811.org/homeowners/>

Utility Members - <https://missouri-811.org/members/>

Excavators - <https://missouri-811.org/excavators/>

Enforcement - <https://missouri-811.org/enforcement/>

Resources - <https://missouri-811.org/resources/>

Safety Meetings - <https://missouri-811.org/meetings-events/>

Request a Speaker – <https://missouri-811.org/field-education-training/request-training/>

CONTACTS

Missouri 811 Administration – Main Telephone – 573-635-1818

- Executive Director – (Direct line) 573-556-8111
- Billing and Ticket Disputes – (Direct line) 573-556-8111
- Membership Administrator – (Direct line) 573-556-8117
- Marketing and Public Relations – (Direct line) 573-556-8114

Call Center Support – Main Telephone – 573-636-1550

- Technical Support – Problems receiving locate notifications
- Mapping Database Support – IMAP, manage and updating utility coverage area
- Web Products Support Team - ITIC, NEXTGEN, IMAP, ISITE, NTMS, LTM, Status Tickets
- Update Utility Member Information – 573-556-8117

Place a Locate Request - Click or Call – 24 hours a day

Telephone – 1-800-344-7483 or 811 or Online - missouri-811.org

SOCIAL MEDIA

Follow us on Facebook - <https://www.facebook.com/mo1call/>

Subscribe to the MO1call YouTube Channel - <https://www.youtube.com/user/Mo1call>

Website – www.mo1call.com

ORDER MO811 MATERIALS

MO811 provides its members with educational materials free of charge to educate the excavating public. Feel free to order these materials from our website at <https://missouri-811.org/order-materials/> and choose the ORDER MO811 MATERIALS icon for the order form.