



The following ticket types are used to notify utility operators of a request for marking. Citations from the Underground Utility Damage Prevention Act (TCA § 65-31-101 et seq.) have been provided where applicable. Consult the full text of the legislation for additional details and requirements that may have been abbreviated or omitted below for clarity.

Ticket Type	Notice Required	Life of Ticket	TCA Citation	Submit by
Normal	3-10 working days	15 calendar days	§ 65-31-106	 

Before beginning any excavation or demolition operation, each person responsible for such excavation or demolition shall serve written, telephonic or electronic notice of intent to excavate or demolish at least three (3) working days prior to the actual date of excavation or demolition, but not more than ten (10) full working days prior to such time, unless a different period has been agreed to in writing by the person responsible for the excavation or demolition and the operator or designated representative.

When each utility operator has notified the one-call service (through Positive Response) that its underground utilities in the proposed area of excavation have been marked or that the operator has no underground utilities in the proposed area of excavation, the person responsible for the excavation or demolition may immediately proceed with the excavation or demolition.

Should a period of time of fifteen (15) calendar days from the actual date specified to start excavation or demolition expire without the excavation or demolition being completed, then the person responsible for such excavation or demolition shall serve an additional written, telephonic or electronic notice of intent to excavate or demolish at least three (3) working days prior to the expiration of time on the fifteenth calendar day.

Ticket Type	Notice Required	Life of Ticket	TCA Citation	Submit by
Short Notice	3-10 working days	15 calendar days	§ 65-31-106	

Excavators may request “short notice” by specifying a desired start date and time that is before the legal start date and time of a normal ticket, but the request is not a guarantee that the utilities will respond earlier, and the ticket is not considered legally valid until 3 working days after the notification is submitted.

Ticket Type	Notice Required	Life of Ticket	TCA Citation	Submit by
2nd Notice	Follows a valid normal ticket	15 calendar days	§ 65-31-108	

If, upon arrival at the site of a proposed excavation, the excavator observes clear evidence of the presence of an unmarked utility in the area of the proposed excavation, the excavator shall not begin excavating until an additional notice is made to the one-call. The excavator may then proceed, exercising reasonable care to avoid damage to the utility which may be caused by such excavation or demolition.

Excavators may call in a 3rd or subsequent notice as needed.

Ticket Type	Notice Required	Life of Ticket	TCA Citation	Submit by
Cancel Request	N/A	N/A	N/A	

Excavators may submit a cancel request after submitting a notification of excavation but before the ticket's expiration date and time. A cancellation notice is most beneficial when submitted before the original ticket's start date and time.

Ticket Type	Notice Required	Life of Ticket	TCA Citation	Submit by
Emergency	2 hours, or more than 2 hours but less than 3 working days	15 calendar days	§ 65-31-102 and 108	 

"Emergency" means a sudden or unforeseen occurrence involving a clear and imminent danger to life, health, or property; the interruption of utility services requiring repair or restoration; or repairs to transportation facilities that require immediate action.

Notice is required as soon as practicable, and utility operators must respond within two (2) hours unless the excavator provides an alternate response time that is more than two (2) hours and less than the seventy-two (72) hour notice of a normal locate request.

Repair or replacement of an existing traffic control device at its existing location and depth is considered an emergency, and notice is not required of local or state government agencies handling the emergency repair or replacement of the device.

Misrepresentation of an emergency is subject to penalties under the law.

Registered Remote Ticket Entry (RTE) users can submit emergencies online outside the contact center's normal business hours.

Ticket Type	Notice Required	Life of Ticket	TCA Citation	Submit by
Damage Notice	Not applicable	Not applicable	§ 65-31-111	

Each person responsible for excavation or demolition that results in damage to an underground utility shall, immediately upon discovery of the damage, submit a damage notice to the one-call service, notify the operator of the utility of the location and nature of the damage, and allow the operator reasonable time to accomplish necessary repairs before completing the excavation or demolition in the immediate area of the utility.

If excavation or demolition results in damage to an underground utility that permits the escape of any flammable, toxic, or corrosive gas or liquid, then the person damaging the underground utility shall, immediately upon discovery of the damage, notify the operator, notify police and fire departments through the 911 service or other emergency communications system, submit a damage notice to the one-call service, and take any other action as may be reasonably necessary to protect persons and property and to minimize the hazards until arrival of the operator or police and fire departments.

Ticket Type	Notice Required	Life of Ticket	TCA Citation	Submit by
Design	15 working days	N/A	§ 65-31-118	

A design (survey) ticket is an informational request submitted prior to the excavation phase of a project.

Within fifteen (15) working days after a design locate request has been submitted to the one-call service for a proposed project, the facility owner or operator shall respond by one (1) of the following methods:

1. Designate or cause to be designated by a locator under § 65-31-108, the location of all utility facilities and sewer laterals within the area of the proposed excavation.
2. Provide to the person submitting the design locate request the best available description of all utility facilities and sewer laterals in the area of proposed excavation, which might include drawings of utility facilities and sewer laterals already built in the area, or other facility records that are maintained by the facility owner or operator.
3. Allow the person submitting the design locate request or any other authorized person to inspect or copy the drawings or other records for all utility facilities and sewer laterals within the proposed area of excavation.

An operator may reject a design locate request based upon homeland security considerations pending the operator obtaining additional information confirming the legitimacy of the request. The operator shall notify the person making the request of the denial and may request additional information through the positive response system provided by the one-call service.