



PO BOX 729 • 12467 Mahoning Ave • North Jackson, Ohio 44451

800-362-2764

To Whom It May Concern:

As recently announced, the Ohio Utilities Protection Service (O.U.P.S.), in collaboration with the Ohio Oil and Gas Association (OOGA) and the Ohio Gas Producers Underground Protection Service (OGPUPS), has consolidated Ohio's two protection services to form a unified center operating as OHIO811. On behalf of OHIO811, I would like to take this opportunity to welcome you to be part of our ongoing effort to improve damage prevention throughout Ohio. I look forward to discussing in detail the many options and benefits available to your company by becoming a member of our organization.

Why become a member?

- For protection of your underground facilities
- To ensure a safe digging environment for those living and working in the State of Ohio
- To comply with the state law

Damage prevention is a shared responsibility in the excavation industry; we're asking you to allow us to assist you with the protection of your underground infrastructure and to continue keeping Ohio safe

Benefits of Membership:

- Industry Representation
- Opportunity to serve on various operating committees.
- Complimentary access to our public education program and supporting materials.
- Access to our online Positive Response System
- Access to notification history including Ticket Search/Long Term Storage
- Option to utilize our Ticket Management System

Detailed explanations of all member options and benefits, all required membership forms, information about OHIO811 and mostly importantly, helpful tools and resources for assistance can be found under the OGPUPS member page on our website at [www.OHIO811.org](http://www.OHIO811.org).

At OHIO811, our mission is to prevent damage to member facilities and promote public safety by providing an efficient and effective communication and education process. Throughout our 46 years of service, we have taken pride in developing a simple yet effective one call process for both the contractors and facility owners throughout Ohio.

*The OHIO811 mission is to serve the customers' needs by providing a quality one call process to: protect the public; protect the underground infrastructure; protect the environment. [www.OHIO811.org](http://www.OHIO811.org)*



Our goal is to ensure your membership is uniquely set up solely based off your individual needs. To support this transition and assist you in meeting each of our companies' expectations, we've developed this information packet and the check list provided below.

Review the membership packet including required forms and the explanation of options and benefits.

Begin organizing facility maps to ensure minimal change in ticket volume.

Complete and submit required forms to Member Services via email at [membership@oups.org](mailto:membership@oups.org).

If needed, assistance may be requested through our Member Services department or by contacting one of our Public Awareness / Service Coordinators. All contact information is provided below.

Expect a visit from an OHIO811 Representative between September 26th and November 11th 2018.

Come meet our team at the Ohio Oil and Gas Association Technical Committee meeting on November 7th at the Pritchard Laughlin Civic Center in Cambridge Ohio.

Member Services Specialist

Leslie Daniels

Phone: 800-311-3692 Ext 4718 or Option 6

Email: [LeslieW@oups.org](mailto:LeslieW@oups.org)

NE OH Public Awareness / Service Coordinator

Chuck Green

Phone: 330-301-1800

Email: [ChuckG@oups.org](mailto:ChuckG@oups.org)

Central OH Public Awareness / Service Coordinator

George Gillespie

Phone: 614-747-2012

Email: [GeorgeG@oups.org](mailto:GeorgeG@oups.org)

SW OH Public Awareness / Service Coordinator

Jason Broyles

Phone: 234-232-9419

Email: [JasonB@oups.org](mailto:JasonB@oups.org)

Eastern OH Public Awareness / Service Coordinator

Matt Hennis

Phone: 330-272-6848

Email: [MattH@oups.org](mailto:MattH@oups.org)

NW OH Public Awareness / Service Coordinator

Jack Bennett

Phone: 440-670-0764

Email: [JackB@oups.org](mailto:JackB@oups.org)

Please remember we're here to help you in this transition and we look forward to working with you in the future.

Thank you,

Leslie Daniels

Member Services Specialist

## **Contents of the Membership Package**

The Voting Membership Required forms, located at the beginning of the packet, are in order as follows:

- **Voting Membership Application** - The Voting Member Application is used for a company to apply for new membership, to update existing member's Member Company Representative, contacts and/or address and to determine each member's industry group. (See Pg. 1 of the Explanation of Options and Benefits packet with questions)
- **Voting Member Information Sheet** – (See Pg. 2 of the Explanation of Options and Benefits packet with questions)
  - (A) Underground Facility Types
  - (B) Ticket Destination
  - (C) Afterhours Destination
  - (D) Manual Call Out
  - (E) Company's Observed Holidays
  - (F) Emergency Information
  - (G) Direct Contact Information
  
- **Polygon Disclaimer Form** – The release agreement between OHIO811 and the member or user doing the direct input in the Polygon Process. (Pg. 3 of the Explanation of Options and Benefits packet with questions and additional information)
  
- **Billing Information Verification Form** – Member's account contact person including name, phone number, mailing address and email address. (Pg. 3 of the Explanation of Options and Benefits packet with questions)
  
- **Explanation of Membership Options and Benefits Packet** – Detailed explanations of what information is being requested for each membership form.
  - **Positive Response Options** – An explanation of what positive response is, the options to use the Positive Response System and the explanation of the obligations for each Member.  
(See Pg. 4 of the Explanation of Options and Benefits packet for additional information)
  - **Contact Information**- Located on Pg. 4 of the Explanation of Options and Benefits packet.



# VOTING MEMBERSHIP APPLICATION

**Company Name:** \_\_\_\_\_

\_\_\_\_ Hereby **applies for membership** as a voting member of the Ohio Utilities Protection Service, a non-profit corporation organized under the laws of the State of Ohio.

\_\_\_\_ As a voting member of the Ohio Utilities Protection Service, a non-profit corporation organized under the laws of the State of Ohio, we hereby **change our member company representative** as designated below. Effective date \_\_\_\_/\_\_\_\_/\_\_\_\_

All voting members shall support the purposes for which the Ohio Utilities Protection Service was formed. That is O.U.P.S shall operate a statewide one-call notification system prior to excavation or prior to any activity, which may damage underground facilities, and shall relay that notification to the corporation's members.

All voting members are eligible to receive notification from O.U.P.S. and shall follow and coordinate their operations with the Operating Procedures established by the Board of Trustees.

All voting members shall promptly pay dues as specified in the By-Laws and/or the General Operating Procedures and Responsibilities.

**Please choose one industry category: Governmental or Non-Governmental**  
**(Non-Governmental members need to place an X on the one industry that represents the majority of your business)**

<p align="center"><b><u>NON-GOVERNMENTAL</u></b></p> <p>Electric Distribution Intrastate Communication Interstate Communication Liquid Pipeline Natural Gas Pipeline Natural Gas Distribution Cable Television/Information Water, Sewer, Traffic Signals Excavation Industry</p>	<p align="center"><b><u>GOVERNMENTAL</u></b></p> <p>"Public authority" includes the state, or a county, township, municipal corporation, school district, or other political subdivision, or public agency, authority, board, commission, instrumentality, or special district of or in the state or a county, township, municipal corporation, school district, or other political subdivision, or which is funded by any such public authority or which was created or operates pursuant to authority of any statute, ordinance or resolution enacted by any such political subdivision.</p> <p align="right">Governmental Entity</p>
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O.U.P.S. will send all correspondence to the member company representative email address provided below, unless an alternative delivery method was already discussed.

<p>FOR OHIO UTILITIES PROTECTION SERVICE USE ONLY</p> <p>ACCEPTED BY:</p> <p align="center">_____ NAME</p> <p align="center">_____ TITLE</p> <p align="center">_____ DATE</p> <p align="center">_____ MEMBER ID #</p>
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\_\_\_\_\_  
**Member Company Representative**  
(Type or print your name)

\_\_\_\_\_  
**Signature** **Date**

\_\_\_\_\_  
**Mailing Address**

\_\_\_\_\_  
**City** **State** **Zip**

\_\_\_\_\_  
**Telephone Number**

\_\_\_\_\_  
**Email Address**

\_\_\_\_\_  
**Former Company Representative** (Internal use only)

**Please submit completed signed form via email, fax or U.S. mail:**

Email address: [membership@oups.org](mailto:membership@oups.org) Fax: 800-311-3693

Ohio Utilities Protection Service DBA OHIO811 ♦ PO Box 729 ♦ North Jackson, Ohio 44451



## VOTING MEMBER INFORMATION SHEET

\*Refer to the Explanation of Membership Options and Benefits page for clarification.

*Check all facility types owned and maintained by your company.					Information Only
Electric Distribution	Liquid Pipeline	Intrastate Fiber Optic	Interstate Fiber Optic	Cable Tv	
Natural Gas Pipeline	Gas Oil & Gas	Intrastate Telephone	Interstate Telephone	Traffic	
Natural Gas Distribution	Petroleum	Water Sanitary Sewer	Storm Sewer	Drainage	

**(B) Ticket Destination: \*Email\*** \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone #: \_\_\_\_\_

Please Check if the destination above is going to a Ticket Management System.

**(C) Afterhours Destination/Manual Call Out:** \*ONLY complete if your main delivery site is not manned 24/7.

Work hours: Monday-Friday \_\_\_\_\_ Saturday \_\_\_\_\_ Sunday \_\_\_\_\_

\* Afterhours Email Destination: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_

**(D) \*Manual Call Out\*** Phone #: \_\_\_\_\_ Contact Person: \_\_\_\_\_

\* Please list the ticket type receiving a call: \_\_\_\_\_

**(E)** Please check all holidays celebrated by your company below or if you leave the office early the day before a holiday, please contact the center before leaving. Any other holidays not listed; please write them in.

NEW YEARS DAY	MEMORIAL DAY	ELECTON DAY	CHRISTMAS EVE DAY
MARTIN LUTHER KING	4 <sup>TH</sup> OF JULY	VETERAN'S DAY	CHRISTMAS DAY
PRESIDENTS DAY	LABOR DAY	THANKSGIVING	NEW YEARS EVE DAY
GOOD FRIDAY	COLUMBUS DAY	DAY AFTER THANKSGIVING	

### EMERGENCY INFORMATION

**(F)** We would like you to list the phone number that your company would like the center's CSR to convey to callers to contact your company directly concerning any exposed or damaged utility lines.

Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

### **DIRECT CONTACT INFORMATION:**

**(G)** We are giving our members the oppertunity to handle complaints before they are escalated to the PUCO by giving the caller a direct contact and phone number.

Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

Please submit completed forms via email, fax or U.S. mail:

Email Address: [membership@oups.org](mailto:membership@oups.org) Fax: 800-311-3693

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## **POLYGON PROCESS RELEASE AND DISCLAIMER**

The Ohio Utilities Protection Service ("O.U.P.S.") DBA OHIO811 has allowed users to define their particular service area(s) relative to O.U.P.S.' current map. This method of access allows users to create and update a precisely defined buried facility territory. It is extremely important that the users buried facility territory defined in O.U.P.S.' maps accurately reflect the location of its underground facilities relative to those maps. This method of access is referred to as the Polygon Process.

The user doing the direct input assumes total responsibility for this Polygon Process and holds O.U.P.S. harmless from any damages that may result from the process. Thus, the user is responsible for the service area information being entered properly and correctly, including continual maintenance thereafter. All inputs will remain in a pending status until O.U.P.S. receives e-mail from the user requesting that the inputs be released into production. Database release requests shall be made by e-mail only. The user doing the direct inputs in the Polygon Process agrees that they are strictly liable and responsible for the accuracy of the contents of the inputs provided to O.U.P.S.

O.U.P.S. will not be responsible for the accuracy of the user's selected locations of underground facilities. O.U.P.S. will not make any updates by drawing polygons for any polygon service area and will not make any reference as to whether the selected locations are accurate. O.U.P.S. assumes no responsibility for the information entered.

O.U.P.S. does not warrant or make any representation as to the quality, content, accuracy, or completeness of the map, information, data, text, graphics, links or other items contained on this server or any other server. Such materials have been compiled from a variety of sources and are subject to change without notice.

O.U.P.S. shall not be liable for damages of any kind, including, but not limited to, compensatory, consequential or incidental damages, arising from the submission, installation, maintenance, transmission, copying, modification, distribution, use, non-use, accuracy, inaccuracy or lack of availability of any information or features on this site.

Neither the receipt nor the distribution of materials, including, but not limited to, the use of private electronic mail, http transfer, https transfer, ftp transfer, or the use of an "Internet application" constitutes a guarantee of accuracy, warranty, or fitness for particular use or purpose.

The user has read this Release and Disclaimer, understands its contents, and is authorized to sign below on behalf of the user.

User's Name: \_\_\_\_\_

Company Name: \_\_\_\_\_

Service Area: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

**Please submit completed forms via email, fax or U.S. mail:**

Email Address: [membership@oups.org](mailto:membership@oups.org) Fax: 800-311-3693

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## Billing Information Verification Form

Name of Member \_\_\_\_\_

**BILLING CONTACT INFORMATION** - (where to send invoice & who to contact)

Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Billing Address: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_  
Member Company Representative  
(type or print your name)

\_\_\_\_\_  
Signature & Title

**Please submit completed forms via email, fax or U.S. mail:**

Email Address: [membership@oups.org](mailto:membership@oups.org) Fax: 800-311-3693

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## **Explanation of Membership Options and Benefits:**

Owners or operators of underground facilities who receive excavation notifications from Ohio Utilities Protection Service DBA OHIO811 would best benefit under the Voting Member type. Becoming a member of OHIO811 not only keeps your company in compliance with state law, but also demonstrates a strong commitment to the safety and well-being of the consumers and communities you serve.

### **Voting Membership Application:**

OHIO811 offers two types of Voting Membership Options, the Governmental Voting Membership type and Non-Governmental Voting Membership type. Any company registering under the Governmental Voting Membership type must meet the criteria under the “Public authority” definition.

“Public authority” includes the state, or a county, township, municipal corporation, school district, or other political subdivision, or public agency, authority, board commission, instrumentality, or special district of or in the state or a county, township, municipal corporation, school district, or other political subdivision, or which is funded by any such public authority or which was created or operates pursuant to authority of any statute, ordinance or resolution enacted by any such political subdivision.

Any member not meeting the above criteria, registering as a Voting Member, would register under the Non-Governmental Voting Membership type.

The following information on the Voting Member Application must be complete in order to be accepted:

- List the Member's Name or Company Name, which will appear on each excavation notification generated, that is either applying for new membership or updating current contact information.
- Place an X on the first line if applying for membership as a new member.
- Place an X on the second line if updating the current member company representative or any other company contact information including Company Name, address, phone number etc.
- Place an X on the line in the box labeled Governmental if you meet the criteria of the above definition of “Public Authority”.
- Place an X on the line next to the industry group that represents the type of facilities in the box labeled Non-Governmental if your company **DOES NOT** meet the “Public Authority” definition.
- All correspondence is sent via email including O.U.P.S. By-Laws and General Operating Procedures. Hard copies can be mailed out to members per request.
- Complete all Member Representative Information requested in the last section of the application located in the bottom right hand corner of the application.
- The application does require an actual signature from the Member Company Representative to be accepted, we are not accepting electronic signatures at this time.

## **Voting Member Information Sheet**

- **(A)**Underground Facility Types – This will include all underground facilities you own and maintain and will be required to physically mark.
- **(B)** Notification (ticket) Delivery Destination – Currently two options are offered, email or a Ticket Management System.
  - A ticket Management system is a program that allows member facility owners to easily access, manage, store, search, archive tickets and post positive responses. (OHIO811 does offer this option free of charge, to our members. If interested please contact OHIO811 IT Department at [IT@oups.org](mailto:IT@oups.org))
- **(C)** Afterhours – Your work hours would be configured and used to send an additional ticket copy to another email address or you may chose the Manual Call out option. (See Below)
  - Afterhours Tickets – All ticket transmissions called into the center where the work will begin while your office is closed, including transmissions that meet the Emergency definition.
- **(D)**Manual Call Out – An excavation notice request that is given manually over the phone to the member. Manual Call Outs are set up based off the needs of the.

\*Manual callouts shall be billed monthly at \$4.00 per call. This billable item will not be included in determining a member's annual assessment.

### Specific Ticket Priorities:

- Emergency/Dig In Tickets – Tickets transmitted 24/7 that meet the emergency definition.
- Insufficient Tickets – Transmissions not meeting the 48-hour requirement for markings.
- Design Tickets – Transmissions requesting to receive underground facility information for a proposed excavation area, some may include a request for physical markings as well as plans or a telephone response.

If your interested in receiving a manual call out for any other specific ticket types or priorities please contact Member Services at [membership@oups.org](mailto:membership@oups.org) to discuss additional options.

- **(E)**Holidays – Check all holidays you observe and add any additional holidays not listed.
- **(F)**Emergency Contact Information – Please provide a phone number that you would like the center's CSR to convey to callers to contact you directly concerning any exposed or damaged utility lines.
- **(G)**All members should be aware that an “Aggrieved Person” under the enforcement provisions of the Ohio Revised Code may file a “Compliance Failure” of ORC provisions 3781.25 thru 3781.38 and 153.64 complaint with the PUCO for action. In effort to assist our membership, each member now has the option to provide a direct contact person and phone number which can be offered to those callers that wish to escalate a complaint. This number will only be given out to a caller when they have a specific issue related to your facilities and are seeking to file a compliance failure complaint with the PUCO.

**Polygon Database:** A member defined service area that is created by registering underground facilities by importing or creating a buffered utility database online. This database will determine the number of notifications that are recieved.

- This information can be provided by the member and would then be imported into our system. The projection of the data is required to be in LLNAD83 or WGS84 formats. A member can also recieve assistance in creating their database by contacting our Database Administrator, Brian Strickland, at [Brians@oups.org](mailto:Brians@oups.org) or 800-311-39692 x7236.

### **Polygon Disclaimer**

- The Polygon Disclaimer will also need to be completed and returned. Any questions on this policy can be directed to Member Services at [membership@oups.org](mailto:membership@oups.org) or Brian Strickland at [Brians@oups.org](mailto:Brians@oups.org).

### **Billing Information Verification Form**

- Name/Company Name - Name that will be listed on the yearly invoice.

Billing Contact Information - The contact person our billing department would reach out to with any

- questions or issues regarding a member's account.

The billing process for first year OHIO811 members, previously registered with OGPUPS, will be based off a general flat rate. This will allow new members additional time to create a more defined facility terriorty map accurately reflecting the location of its underground facilities. It is extremely important for each member to provide the most defined and accurate service area prior to the start of the second year billing cycle to ensure the lowest assessment is generated. All membership costs will then be calulated using the current assessment schedule, explained below.

**\*Current assessment schedule:** New Voting Members shall pay an annual assessment fee. Actual notifications will be used to calculate this member's annual assessment using a 12 month measurment period. There is a \$75.00 minimum fee for voting members. Members will be assessed by using the ticket entry software reports. This report shows notifications that would have been generated for that members selected service area.

## **Positive Response**

As a member, according to the Ohio Revised Code section: 3781.26, you should be positively responding to all dig tickets which you receive. Positive response, the closing of the communication loop between the excavator and the facility owner, became effective in the Ohio Revised code as of March 7, 2013.

A Positive Response system is an automated system facilitated by a protection service allowing a utility to communicate to an excavator the presence or absence of any conflict between the existing underground utility facilities and the proposed excavation site.

\* Positive Response Options:

- Internet – This would be accessible through a username and password that you would provide us. See website instructions for how-to steps
- Phone – See phone response sheet for how-to steps
- Ticket Management System – A program that will allow you to manage the tickets your company receives. You will be able to receive, assign, and post positive responses directly from the program.

For more information on Positive Response or TMS please visit <http://www.oups.org/positive-response> or contact [it@oups.org](mailto:it@oups.org).

All questions and concerns can be directed to our Member Services Department at 800-311-3692 Option 6 or by contacting one of our Public Awareness/Service Coordinators below.

**Chuck Green**

Phone: 330-301-1800

Email: [ChuckG@oups.org](mailto:ChuckG@oups.org)

**George Gillespie**

Phone: 614-747-2012

Email: [GeorgeG@oups.org](mailto:GeorgeG@oups.org)

**Matt Hennis**

Phone: 330-272-6848

Email: [MattH@oups.org](mailto:MattH@oups.org)

**Jack Bennett**

Phone: 440-670-0764

Email: [JackB@oups.org](mailto:JackB@oups.org)

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