



TO: MISS DIG 811 Users
FROM: Bruce Campbell, CEO
DATE: April 13, 2020
SUBJECT: RETURN TO WORK POST COVID-19

The global Corona Virus outbreak, as well as methods and practices put in place to combat the spread of the virus, has had a significant impact on our personal and professional lives. Many companies in Michigan have experienced their operations slowing, if not shut down entirely. As we look forward to a return to normalcy, MISS DIG 811 would like to share some practices that will allow for halted or delayed excavation projects to commence in a way that can minimize the risk of overwhelming the resources of facility locators who will face a surge of locate requests once stop-work orders have been lifted.

Those who have patiently delayed projects, as well as those who were forced to halt in-progress projects, will be returning to work at the same time. With that in mind, the following process will go into effect once EO 2020-42 has been rescinded:

MISS DIG 811 requests that tickets be placed early to make use of the 14-day window allotted by Public Act 174. Doing so will allow facility owners and their locators to be better prepared for increased locate volume. With the executive order due to be lifted on April 30, 2020, excavators should consider placing tickets as early as April 17 for work beginning April 30. [Remote Ticket Entry \(RTE\)](#) users should use their scheduled dig start rather than the default minimum of three business days. If you place tickets through our online single address service, [e-Locate](#), make note of your actual dig start in the Additional Comments field. You can also consider creating a free [RTE account](#) and receive the benefits of direct access to your tickets.

Users of the system should also moderate their locate requests to only those that the workload will allow. Likewise, please strive to begin work within the given time frame in order to avoid retransmits, as they can contribute to overloading the system.

In addition, RTE users and callers who previously placed dig tickets but were unable to complete the work due to EO 2020-42 should reference "**COVID-19**" along with their **previous ticket number** in the Locate Info field. This is being extended to e-Locate users as well, with the request to use the Additional Comments field for the COVID-19 and previous ticket number reference. This will allow any normal dig tickets that were placed during EO 2020-42 to take priority for re-locating.

We are hopeful that this process will provide the necessary communication to locate all necessary tickets as efficiently and timely as possible.