



# **MEMBERS' MANUAL**

**New Mexico 811**

**May 14, 2020**

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## **1. INTRODUCTION**

Since 1990, New Mexico utility companies have joined together to operate a service known as New Mexico One Call, Inc. dba New Mexico 811 (NM811) for the purpose of providing a mechanism where construction contractors and other persons can determine the location of underground facilities prior to engaging in excavating operations. NM811 is intended to help prevent damage to underground facilities resulting from such operations and to prevent injuries to persons and property damage that may lead to interruptions in utility service. NM811 is also the designated three digit “811” one call center for New Mexico.

NM811 is structured as a 501-C4 nonprofit corporation, the regular members of which are the participating entities that own, operate, or maintain underground facilities. New Mexico Law, Chapter 62, Article 14 NMSA 1978 requires all underground facility owners and certain pipeline owners and operators to belong to the One Call Center and, also requires all excavators to notify the One Call Center of their intended excavation activities.

This manual sets forth the general operational procedures for NM811 and its members. The manual is subject to revision from time to time by the board of directors. Significant changes to content or changes in rates will be communicated to the members in advance, at least 30 days prior to any proposed board actions. All final board approved changes will be posted on the NM811 web site ([www.nm811.org](http://www.nm811.org)) and will list the latest revisions.

## **2. NM811’S MAJOR FUNCTIONS**

### **2.1 Locate Requests**

NM811 receives notifications from the public, contractors, utilities, and other parties of proposed excavation activity. These parties are required by state law to contact the One Call Center at least 48 hours in advance of any planned excavation. The notifications received for these purposes are referred to as locate requests.

### **2.2 Notify Facility Owners**

NM811 transmits, via a communications network, information pertinent to the excavation location and the nature of the excavation to all NM811 members who may have underground facilities at or near the excavation location.

### **2.3 Damage Reporting**

NM811 receives notifications of damages, which by law, must also be reported to affected facility owners and the State of New Mexico Public Regulation Commission’s Pipeline Safety Bureau.

### **2.4 Positive Response**

NM811 provides a Positive Response Registration System as required by state law for underground facility owner/operators to document the status of locate requests and for excavators to inquire about the status of a locate request.

## **2.5 Promotion**

NM811 promotes membership to all underground facility owners/operators.

## **2.6 Awareness**

NM811 promotes awareness of safe excavation practices to the general public.

## **2.7 Education**

NM811 provides education for excavators, facility owner/operators and the general public on how to use the one-call process in compliance with state law and industry best practices.

# **3. OBJECTIVES**

## **3.1 NM811's objectives are to:**

- A. Promote public safety;
- B. Eliminate costly damages;
- C. Reduce lost production time caused by damages;
- D. Promote utility coordination;
- E. Promote compliance with existing state laws and regulations;
- F. Help protect the environment;
- G. Promote use of 811 by excavators and the public;
- H. Promote membership in NM811; and
- I. Provide a cost effective notification system to members.

# **4. MEMBERSHIP**

## **4.1 Member Classifications**

Participation in NM811 may be in one of the following classifications:

- A. Pipeline – Any member who owns or operates facilities in New Mexico consisting of gas transmission lines, Liquids pipelines, products or by- products pipelines, gathering systems, or producers.
- B. Electric – Any member who owns or operates underground electric distribution and transmission utility facilities within New Mexico.
- C. Government – Any member of a political subdivision or authority of government or quasi government agency or group including villages, towns, cities, counties, school districts, institutions of higher education, parks, authorities, or other government owned and/or operated underground facilities within New Mexico that are for the public use or good.
- D. Communications – Any member who owns or operates underground telephone, fiber, cable television, or other communication signal or alarm facilities within New Mexico.
- E. Water and Wastewater – Any member who owns or operates as a business a water or wastewater system, is a non-profit mutual domestic water or wastewater system,

a homeowner association, or other group providing water or wastewater services in New Mexico.

- F. Gas Distribution – Any member who owns or operates a gas distribution system providing gas services to the general public in New Mexico.
- G. Associate – Any individual, group, or business entity, including contractors, suppliers, or designated honorary members who do not own or operate any underground plant in New Mexico but desires to promote safe excavation and damage prevention by providing services and support to NM811 .

Note: Members with more than one underground facility type (*i.e.*, water, electric, gas, etc.) are required to identify each utility classification on their initial membership application or in response to periodic NM811’s membership information update requests.

## 4.2 Membership Agreements

Upon execution of any past or current membership agreement (see Appendix B), all members of NM811 shall be governed by the Bylaws of the Corporation.

Membership activation is contingent upon the submission and acceptance by NM811 of all registration and database information requirements.

## 4.3 Membership Dues

Each member will be assessed membership dues, in accordance with the allocation method adopted by the Board of Directors. Members will be notified at least thirty (30) days prior to any changes in their allocation if the budget on which the allocation is based is greater than 3.5% over the previous year’s budget. An overview of the current allocation methodology is provided in the Membership Dues and Fees Schedule (see Appendix B.)

## 4.4 Membership Types

The following Membership Type definitions are used to help describe the various member entities:

- A. Regular – Member type includes all underground facility owners, but not limited to large & small systems, non-profits, government systems, businesses & corporations, homeowner associations, pipelines, gathering systems and producers.
- B. Associate – Member type includes any individual, group, or business entity, including contractors, suppliers, professional groups, or designated honorary members who do not own or operate underground facilities.
- C. Non-jurisdictional – Member type identifies larger facilities owned by developers, including strip centers, apartment complexes, and other master metered utilities, whose complex is served by the utility but owned and operated by the owner. Typically, the rent or lease within the complex includes the utility service or it is sub-metered for allocation purposes. This also includes military facilities, Native American Indian reservations and state and national parks.

## **5. CENTER OPERATIONS**

### **5.1 Executive Director**

The Executive Director is responsible for overseeing the daily operations of NM811.

### **5.2 Board of Directors**

The Board of Directors will meet periodically as determined by the board and, when necessary, will review and revise the operations of NM811 to ensure it continues to provide the most efficient service to all its members.

### **5.3 Geographical Boundary**

NM811 will accept notifications of excavation activities only when they are within the geographical boundaries of the State of New Mexico.

### **5.4 Employees**

NM811 shall provide the personnel necessary to carry out its business and shall employ the appropriate management and staff to conduct the operations of NM811 in an effective manner to ensure the integrity of the service offered to all of the NM811 members.

### **5.5 Duties and Responsibilities**

The duties and responsibilities of the personnel of NM811 are designated and outlined in the approved job descriptions for those positions operating within NM811. The duties and responsibilities of these positions are subject to change pending any changes in the temporary or permanent operational needs of NM811.

### **5.6 Hours**

NM811 Operations Center is open to receive locate requests during the following business hours - 7:00 A.M. to 5:00 P.M. (Mountain Time Zone) Monday through Friday. The Center will also accept fax and web requests 24 hours per day, 7 days a week, but will process such requests as defined in state regulations.

### **5.7 Holidays**

NM811 will observe the following state holidays:

- New Year's Day
- Martin Luther King's Birthday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- US Presidents Day (observed the Friday following Thanksgiving Day)
- Winter Holiday (observed Christmas Eve and Christmas Day)

### **5.8 Normal Business Service**

All locate request types may be obtained by phone during normal business hours or, in the alternative, by fax or web. Locate requests received by fax or web after normal business hours will be processed at the start of the next business day.

### **5.9 Emergency Service (24X7)**

It is NM811's policy that every member must designate and return the 24X7 Afterhours Emergency Notification Agreement form (Appendix "D") indicating the member's desire to "participate in" or to "decline" after-hour emergency phone service notifications.

Members utilizing the "Afterhours Emergency Notification Service" will, as normal, receive a ticket through their appropriately designated ticket destination(s) and will be notified by telephone of any specific ticket details. The call center operator will make up to four phone attempts to reach the designated afterhours emergency contact over a two-hour period. If the operator is unable to reach the designated emergency contact using the phone number(s) provided, the call will then be recorded as a "no answer" attempt.

Excavators utilizing the after-hour emergency service are deemed to have made a reasonable effort to contact the facility owners when they call NM811 for after hour emergencies.

### **5.10 After Hours Damage Reporting (24X7)**

NM811's offers 24X7 operator services for reporting damages and will provide a copy of the damage report to all affected member contacts designated for after-hours emergencies. Member companies are required to respond to the emergency as soon as practical and to either mark the lines or clear the ticket.

## **6. DATABASE PROCEDURES**

**NM811 considers all member underground facility database information proprietary and shall not be released to any other member, contractor or vendor without the explicit consent and written authorization of the member information being requested.**

### **6.1 Notification Area**

Each member company shall be responsible for providing the location of all underground facilities within the state requiring notifications from NM811. Member companies are also responsible for notifying NM811 in writing of any changes in service area resulting from the purchase, sale or installation of new facilities at least 30 days in advance.



## **6.2 Member Contact Information**

Members are required to verify and provide NM811 with updated contact and notification information at least once a year, or as often as reasonably necessary to meet internal operational business needs.

## **6.3 New Members**

New members are required to provide the following:

- A. Company representative and contact information.
- B. For each ticket destination, the contact person and related information and ticket destination type.
- C. After hour emergency contact information by ticket destination.
- D. Business Office billing contact and required information.
- E. Map data of all underground facilities or TRSQ grid database information for their service area.
- F. A signed Afterhours Emergency Notification Agreement (Appendix “D”) indicating the members desire to “participate in” or to “decline” the service and required emergency contact information.

New members are not considered active and will not receive notifications until their underground facilities database information has been provided, accepted and entered into NM811’s ticket management system database. Official activation and billing will begin once a new member has received a “test” notification and confirms receipt of the ticket.

Test notifications will be sent to each designated company ticket destination contact and it is the member’s responsibility to review and ensure that the database confirmation accurately represents the information provided to NM811.

New members are responsible for ensuring that the database information provided to NM811 is accurate and correct and assumes sole responsibility for any damages or liabilities resulting from any errors or omissions in the information provided with their member application.

## **6.4 Database Updates**

Subsequent changes to a member’s initial NM811 database submission for additions, deletions or the transfers of a portion of their existing assets may be updated utilizing a Mapping Update Request Form which can be found by going to our website at nm811.org. Member mapping updates should be submitted at least annually or as often as necessary and is a joint responsibility requiring membership review and confirmation of updated files prior to placing any changes into production.

# **7. COMMUNICATIONS**

## **7.1 Locate Requests**

NM811 accepts locate request by phone, fax and web-based accessibility for locate requests twenty-four hours per day, seven days per week. For the purposes of determining the legal excavation start time, “faxes” and “web-based” locate requests entered after 4:00 pm weekdays and after normal business hours of 7:00 am to 5:00 pm will be processed within three hours of the start of the next business day.

## **7.2 Voice Recordings**

NM811, as required by law, records all daily incoming Call Center requests to locate underground facilities. These records shall be kept in retention for a period of five (5) years. Should a notification become involved in litigation, a recording of that notification shall, upon request, be made available to the NM811 member for legal purposes. A nominal charge may apply for cost associated with the retrieval of any copies of written or voice recordings from our archived records.

## **7.3 Member Ticket Notification**

NM811 shall maintain sufficient Call Center capacity and internet bandwidth to ensure the expedient and efficient transmittal of notifications, requests or messages to all its members. Members are responsible for maintaining a communications device capable of receiving NM811 transmissions.

All members are required to use e-mail, if available, as their primary means of receiving notifications, which helps to reduce per ticket costs to all members.

Members are required to notify NM811 of any additions, relocations or disconnections of ticket destination units prior to such action to ensure that our database information is properly updated.

Members are required to furnish NM811 with the appropriate contact information for member personnel (*i.e.*, email, phone, etc.) responsible for verification of location requests and emergency and/or after-hours notifications.

Members are responsible for ensuring that all receiving equipment is operating properly adequately maintained. NM811 will, however, promptly notify the designated member’s contact personnel at each ticket destination receiving location if it is determined that their receiving equipment is not functioning properly. NM811 will also assist members by providing test messages if required, to any ticket destination receiving location upon their request.

## **7.4 Daily Audit Reports**

Each NM811 member shall be furnished a “daily audit report” each morning. The member will receive a “good night report” for each ticket destination subscription which provides a list of previous-day notifications for each specific ticket destination. Members are responsible for reviewing the report and notifying NM811 immediately of any missing or inaccurate transmission data to be corrected and retransmitted.

Good Night Reports provide Members an audit trail of the previous days transmission activity, however, members may request an option to disable good night reports and cease daily notifications.

### **7.5 Positive Response Registration System**

NM811 shall maintain a “Positive Response Registration System”, as required by State law, whereby all NM811 members shall document the status of every locate notification received. There is no charge for registering positive responses in the system.

## **8. LOCATE REQUESTS AND COMMUNICATIONS**

### **8.1 The Locate Ticket**

PRC rules and regulations require that everyone making a locate request must provide the following ten (10) items of information as prescribed by law so as to permit the locator to specifically identify the proposed area of excavation and work area requirements:

- A. 1. Name & contact information of excavator – “boots on the ground”
- B. 2. Alternate name & contact information
- C. 3. Description and purpose of type of work to be done.
- D. 4. The name for whom the work is being done.
- E. 5. Pre-marked in white?
- F. 6. Accurate physical description of the location and size of excavation site
- G. 7. Driving directions, especially in a rural area
- H. 8. Spotting instructions
- I. 9. Access issues or hazards
- J. 10. GPS coordinates or white lining in all rural areas

For each locate ticket, NM811 is required to provide the requestor with a unique ticket number, the ticket start and expiration date and a list of all the utility companies that will receive the ticket. Excavators are required to have their ticket numbers with them on site in the event it is requested by a New Mexico Pipeline Safety Bureau representative. It is the excavator’s responsibility to provide and verify that the ticket information is correct, either on the call, or via the web ticket response.

The following is a list of locate tickets most commonly utilized in the One Call Center ticketing process:

#### Requested by Excavator/UFO

- Standard 15 day
- Road Maintenance
- Relocate
- Wide Area
- Damage Report
- Emergency

Requested by Person Preparing Plans

- Design Conference or Locate
- Bid Conference or Locate

Reserved for NM811

- Warnings
- Priorities

## **8.2 Members Notified**

The NM811 operators will inform the caller of all members that are being notified as a result of their location request.

## **8.3 Member Responses**

Each member is responsible for promptly responding to all notifications that they receive. Member that are notified of planned excavation activities shall mark those facilities that may be in the proposed area of excavation and shall provide a response, via the “Positive Response Registration System,” regarding the status of each locate request as required by law. In the event of system downtime, members are still responsible for ensuring positive response is provided in the digital system once access is available.

# **9. BILLING AND EXPENSE RECORDS**

## **9.1 Member Billing**

NM811 will bill its members, in accordance with the allocation method established by the Board of Directors, as follows:

- A. An invoice and statement will be sent to each member according to their billing cycle (*i.e.*, monthly, quarterly or annually) utilizing email as our required delivery method. Members deemed chronically late (three late invoice payments within a 12-month period) in the regular payment of billing invoices shall be placed on an annual billing cycle.
- B. The statement will indicate the current billing amount and any previous outstanding balances, late fees and credit amounts applied.
- C. Payments are due and payable within 30 days of date of invoice. Acceptable Payment Methods include checks made payable to NM811 or New Mexico One Call, Inc, credit cards and ACH direct deposits or transfers initiated by the payee. Other payment methods requiring the assignment of access codes, submission of online invoices for payment processing or onetime credit cards for the payment of one or more invoices are discouraged and shall incur a transaction charge of \$25 per invoice transaction.
- D. The member's account will be credited when payment is received and processed.
- E. Payments received by NM811 after 31 days are considered delinquent and subject to a monthly late payment fee equal to the greater of \$9 or 1½% on any unpaid balance.

- F. Members with unpaid balances greater than 180 days shall receive a certified notification letter informing them of their delinquent status and referral to a collection agency. The Public Regulation Commission Pipeline Safety Bureau will also be notified of any members in delinquent status.
- G. Any member who fails to pay their account in full within 30 days of any delinquent notification letter shall be referred to the Board of Directors for membership termination and any formal action shall be reported to the Public Regulation Commission Pipeline Safety Bureau.
- H. Member terminations, for cause or voluntarily, shall result in the loss of any and all membership rights and privileges immediately upon termination. All outstanding balances are due at the time of termination and will continue to accrue late fees until paid in full and are subject to collections.

## **9.2 Billing Transmissions**

Billing is based upon total member transmissions and fees as indicated in the approved Membership Dues and Fees Schedule (see Appendix B). Total transmissions billed, and the associated cost, are controlled and determined, in part, by a member's cumulative total of all ticket notifications requested for each ticket destination(s). The more notification mediums a member uses (*i.e.*, fax, email, FTP, or phone) to request multiple transmission notifications, the more your transmission count increases.

Daily audit reports provide members a summary of all transmissions (notifications or tickets) to be included in the upcoming billing period. There is no charge for daily audit reports, free forms, cancelations, and resends.

## **9.3 Billing Disputes**

Any member wishing to dispute their bill should immediately contact NM811 and provide the nature of the dispute. No actions regarding a billing dispute will be permitted for a period greater than six months.

# **10. MEMBER TERMINATION**

Notice of member terminations for cause or voluntary terminations must be provided in writing, 30 days prior to intended date of action.

## **10.1 Termination For Cause**

Termination of membership for cause due to uncollectable delinquent accounts, bankruptcy, or repeated adversarial/uncooperative behavior shall be referred to the Board of Directors for formal action.

## **10.2 Transfer and Abandonment of Existing Member Assets**

Request for member terminations due to the sale, transfer and/or abandonment of all company assets must be requested prior to the intended date of action and requires contact information for both the buyer and seller of said assets.



**APPENDIX A**  
**MEMBERSHIP DUES AND FEES SCHEDULE**



## MEMBERSHIP DUES AND FEES SCHEDULE

The following is a description of the dues and fees and billing methodology approved by the Board of Directors of New Mexico One Call, Inc. dba New Mexico 811.

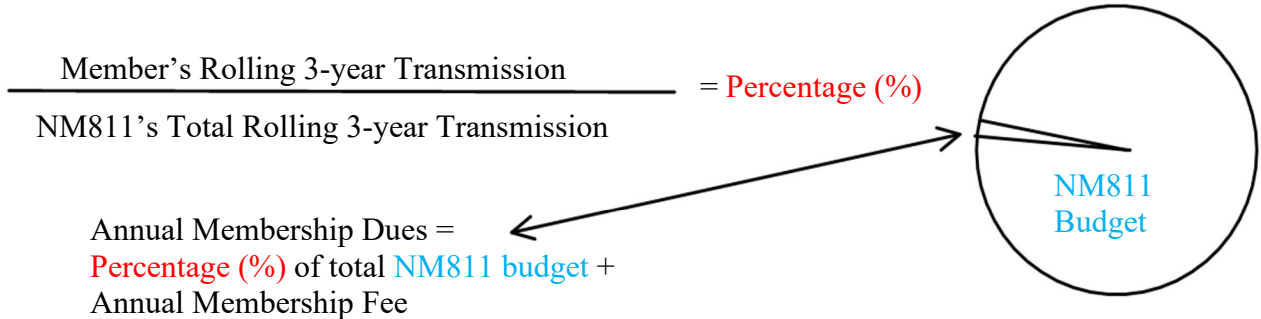
	TYPE	RATE	ANNUAL MEMBER FEE	TRANSMISSION CHARGE*
<b>MEMBERSHIP</b>	<b>Regular</b>	REG	\$90	1) Pro-rata allocation of annual budget based on 3-year average transmissions 2) Charge of \$2.40 per transmission until member establishes a 3 years average transmissions .
	<b>Non-jurisdictional</b>	NON	\$150	NO CHARGE

	TYPE	Yearly Fee	Includes	Additional Persons
<b>ASSOCIATE MEMBERSHIP</b>	<b>Associate Members</b>	250	n/a	n/a



## REGULAR MEMBERSHIP DUES

### Allocation Calculation: For Members with 3 or more years of transmission history



**Note: Members must have a 3-year (36 months) rolling average as of November 30<sup>th</sup> to be eligible for calculation of a rolling average for the upcoming new year's annual billing allocation.**

### Less than 3 years of Transmission History

Annual Membership Dues = \$Annual Member Fee + (Transmission Fee x Annual Transmissions)

### Billing

Members may choose from one of the following ways to receive their bill:

Bill sent via email..... No Charge (Members are required to establish a billing email account)

### Additional Charges

The following additional charges will apply, if applicable:

Annual Charge per Ticket Destination – where the primary transmission method is via fax; (back-up transmissions – no additional charge for fax)

### Terms

Terms of payment are NET 30 Days. Late fees will be charged according to our policy as stated in the Members Manual. A copy of the manual is available on our web site at [www.nm811.org](http://www.nm811.org) or by calling 505-254-7300.

### New Applicants

*Transmission Charge* is defined as every notification sent by NM811 (excluding free-forms, cancellations, corrections, resends & daily audit reports) including multiple subscription notices (*i.e.*, email, phone, FTP, or fax) for the same ticket/transmission number.

**Note: Annual membership fee of \$90 is required with the submission of a new application, prior to official online setup.**

## APPENDIX B MEMBERSHIP AGREEMENT



## MEMBERSHIP AGREEMENT (Required Form)

Upon approval of this completed application, the undersigned agrees to be bound by and to comply with NM811's bylaws and general operating procedures as periodically amended, adopted and approved by our Board of Directors. The party executing this agreement affirms that they have the authority to do so on behalf of the applicant.

LEGAL NAME OF COMPANY: \_\_\_\_\_

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Website: \_\_\_\_\_

<p><b>CLASSIFICATION (choose all that apply)</b></p> <p><input type="checkbox"/> Associate Member (non-utility, individual)</p> <p><input type="checkbox"/> Communications (phone, coax, fiber)</p> <p><input type="checkbox"/> Electrical</p> <p><input type="checkbox"/> Gas Distribution</p>	<p><b>CLASSIFICATION (choose all that apply)</b></p> <p><input type="checkbox"/> Government (Local, State, Federal, Tribal, etc.)</p> <p><input type="checkbox"/> Pipeline (Liquids, Gas, Gathering, Producer)</p> <p><input type="checkbox"/> Water or Wastewater</p>
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**Primary Company Representative:** This is the person who is responsible for maintaining your membership with New Mexico 811. This person has the authority to answer questions and resolve problems. This contact will also be used for communications from the Board of Directors, and whom we will contact in the event of an outage or planned maintenance at NM811.

Name: \_\_\_\_\_ Title: \_\_\_\_\_

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Ext: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

**Billing Contact Information:** Requires a company representative overseeing financial or accounts payable functions or personnel responsible for approving the processing of your membership invoices.

Name: \_\_\_\_\_ Title: \_\_\_\_\_

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Ext: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Billing Options:       **Email** (free)       **Fax** (\$35 annual handling fee)       **USPS** (\$25 annual handling fee)

**GIS (Mapping) Contact Information:**

Name: \_\_\_\_\_ Title: \_\_\_\_\_

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Ext: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

**Please return this application to:**  
**New Mexico 811**  
**1021 Eubank Blvd., NE**  
**Albuquerque, NM 87112**  
**membership@nm811.org**

**If you have any questions, please call 505-254-7300.**

**APPENDIX C**  
**DAILY AUDIT REPORT**



**DAILY AUDIT REPORTS AGREEMENT**  
**(Optional Form)**

It is understood and agreed between \_\_\_\_\_  
(hereinafter known as Member) and New Mexico One Call, Inc. (hereinafter known as New Mexico 811)  
that New Mexico 811 will not be responsible for the transmission of daily audit reports to Member.

The Member further agrees to release, indemnify and hold harmless New Mexico 811, its officers and employees, from any and all claims, causes of action, damages and judgments arising out of the Member's failure to receive a locate ticket that was transmitted by New Mexico 811.

It is further agreed that it is the Member's sole responsibility to ensure that their receiving equipment for locate tickets is properly functioning at all times and that Member will abide by all applicable state laws and regulations.

\_\_\_\_\_  
Executive Director, NM811

\_\_\_\_\_  
Date

\_\_\_\_\_  
Member Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Please Print Name

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

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

Ticket Destination(s):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**APPENDIX D**  
**AFTERHOURS EMERGENCY NOTIFICATION AGREEMENT**



**AFTERHOURS EMERGENCY NOTIFICATION AGREEMENT**  
(Required Form - Attach individual copy for each destination)

LEGAL NAME OF COMPANY: \_\_\_\_\_

AFTERHOURS EMERGENCY CONTACT NAME: \_\_\_\_\_

AFTERHOURS EMERGENCY PHONE NUMBER: \_\_\_\_\_

**Option 1:** I accept 24 X 7 afterhours emergency notification service.

I, \_\_\_\_\_, hereby authorize NM811 to notify the above named contact person by telephone anytime during holidays or weekends of all after hour emergency notifications. I further acknowledge and agree that NM811 will make up to four (4) phone-up attempts at 15-30 minute intervals, over a two-hour (2) period, as a result of an afterhours emergency in addition to providing a written copy of any afterhours emergency notification to my normal business hours ticket destination for documentation purposes. I also agree that the failure of the above-named contact person to answer or respond to the phone up notification will be deemed to be a non-response by the member company noted above. The member company also agrees to hold NM811, its officers, agents and contractors harmless from and to indemnify NM811 for any cost, loss, or expense which NM811 incurs because of the member company's negligence. This indemnification provision applies to reasonable attorney fees and costs incurred by NM811 to defend against any claim which results from the member company's negligence.

\_\_\_\_\_  
Member Authorized Signature

\_\_\_\_\_  
Date

**OR**

**Option 2:** I decline 24 X 7 afterhours emergency notification service.

The member company noted above hereby declines the 24 X 7 afterhours emergency notification service offered by NM811. The member company assumes responsibility for responding to any afterhours notifications to the above-named ticket destination in an appropriate manner. The member company also agrees to hold NM811, its officers, agents and contractors harmless from and indemnify NM811 for any cost, loss, or expense which NM811 incurs because of the member company's negligence in responding to notifications. This indemnification provision applies to reasonable attorney fees and costs incurred by NM811 to defend against any claim which results from the member company's negligence.

\_\_\_\_\_  
Member Authorized Signature

\_\_\_\_\_  
Date

**APPENDIX E**  
**TICKET DESTINATION CONTACT INFORMATION**



**TICKET DESTINATION INFORMATION**  
 (Required From - Attach one copy for each destination)

LEGAL NAME OF COMPANY: \_\_\_\_\_

**REQUIREMENTS:** The destination that will receive the excavation notices (tickets) must be manned during normal business hours. A contact person should be designated and available to NM811 to resolve any issues with the ticket transmission(s) that may occur, including adding paper to a FAX, resetting modems, adding toner, checking spam folder, etc. The preferred method of delivering tickets is via email. If email is unavailable, you may indicate another method of receiving tickets. A backup destination and/or communication method is also desirable so that if problems with the primary communications method occur, NM811 can manually switch to the backup communications method. You may also receive ticket transmissions via FTP. Please contact the number or email address below to arrange for this method.

**Note: If a company desires more than one ticket delivery destination, please fill out an individual form for each desired destination.**

<b>PRIMARY COMMUNICATION METHOD</b>	<b>Email Address</b>	<b>OR</b>	<b>FAX Phone Number (\$25 annual fee)</b>
<b>BACK UP COMMUNICATION METHOD</b>	<b>Email Address</b>	<b>OR</b>	<b>FAX Phone Number</b>

**CONTACT PERSON:** This is your primary ticket/locating contact or supervisor. This contact would also facilitate customer service issues reported to the One Call regarding locates.

Name: \_\_\_\_\_ Cell Phone: \_\_\_\_\_  
 Mailing Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Ext: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

**BACKUP CONTACT PERSON**

Name: \_\_\_\_\_ Cell Phone: \_\_\_\_\_  
 Mailing Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Ext: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_



**APPENDIX F**  
**GIS DATABASE INFORMATION FORM**



## GIS DATABASE INFORMATION FORM

LEGAL NAME OF COMPANY: \_\_\_\_\_

**DATABASE REQUIREMENTS** An individual membership, in some cases, may have more than one membership code, each associated with different geographical areas. Each code requires specific geography in NM811's system database to send a ticket to that appropriate code. The database needs to reflect the actual service area covered by each representative code and should be updated each time there is a change in covered assets (i.e., additions/removals, sales/acquisitions). Actual facility locations are mapped within our system database utilizing the data provided by the member.

The most efficient method of defining a coverage area utilizes electronic GIS data files (*i.e.*, ESRI SHP files, MapInfo TAB files, Google Earth KML/KMZ files). These data files define the member's actual facility locations (centerlines) and a mutually agreed upon buffer area which is placed around the centerlines when creating a notification area polygon. GPS points, in Decimal Degree format, can also be used to create a member map layer based on the assumption that the facilities run in a straight line between these points.

GPS data points can be supplied to NM811 in an Excel spreadsheet or other tabular formats which can also be used to identify wells, wind turbines or other singular locations with each point possessing its own buffer. In the alternative, if neither GIS data or GPS points are readily available, members may provide, in an electronic format acceptable to NM811, a grid system utilizing Township, Range, Section, and Quarter Section (TRSQ) in which case the member notification area will consist of the actual quarter section(s) where the member facilities are located. In this case, a quarter section would be defined as a ½ mile x ½ mile geographic area.

SITE NAME: \_\_\_\_\_

TICKET DESTINATION PHYSICAL ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_

Please select one of the following:

- Electronic copy of mapped facilities.
- Mapped facility data.
- Mapped data not available, use TRSQ data.