

Procedures for Cancellations of Tickets

No request will be cancelled when the start date and time has passed. Changes may not be made to a ticket after the start date and time has passed.

An excavator may cancel a request prior to the start date and time if the job is being postponed.

An excavator who changes the marking instructions, location, depth or other information that affects how a utility will respond prior to the start date and time will require the following:

Original request cancelled

New request made with new start time and ticket number

An excavator who changes information not affecting the response of the utility, excavator phone number, address or other information prior to the start date and time will require the following:

If during the same day the ticket will be corrected and sent to the member utilities with an Overwrite sub banner.

If the correction is on a following day before the start date and time the original ticket will be cancelled and a new ticket with a new start date and time will be sent to member utilities.

Summary of above:

- A) Any ticket exceeding the start date and time will require a new ticket to be issued
- B) When the start date and time has not passed the caller may cancel the request.
- C) Request with locate information changing
 - a) Ticket will be cancelled
 - b) New ticket issued with new ticket number
- D) Request with changes to excavator contact information
 - a) Same day the information will be changed and the ticket resent with an Overwrite banner
 - b) Not on the same day but before the start date and time the ticket will be cancelled with new ticket issued with new ticket number.