

# Pre-Design Ticket Overview for Utility Design Requests

## Louisiana 811 Pre-Design Ticket Process

### Purpose/Intent

To assist designers and surveyors in obtaining information about underground or submerged utilities/facilities during the pre-design phase of a project.

### Important Notes

**This feature is available online only.**

Designers and surveyors must obtain login credentials by emailing [lalead@occinc.com](mailto:lalead@occinc.com).

### Steps in the Process

#### Step 1:

The designer or surveyor enters an address or uses the online tools to outline the project area. They may also enter a project number and/or upload attachments to help clarify the scope of work.

#### Step 2:

The system generates a ticket listing the affected members and their engineering contact information.

#### Step 3:

The system notifies the listed engineering contacts of the information request.


#### Step 4:

Within five (5) business days, the engineering contact(s) will respond with as-built drawings, detailed maps, or other sufficient design information.

### Frequently Asked Questions

#### 1. What if I don't receive a response from the engineering contact(s)?

Use the contact details provided on the ticket to follow up directly with the listed engineer(s).

2. **What if no engineering contact information is listed for some members?** Some members may not have designated an engineering contact or may have chosen not to provide this information. In such cases, we recommend using alternative methods to reach out to those entities. For support or questions, please email:  [lalead@occinc.com](mailto:lalead@occinc.com)