

# **` 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.

#### **Step 2:**

The system generates a mock ticket listing the affected members and their engineering contact information (when available).

#### **Step 3:**

The designer or surveyor contacts the engineer by email or phone and references that the information was obtained from the LA 811 website using the Pre-Design ticketing process.

#### **Step 4:**

Within five (5) business days, the engineering contact(s) should 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)?**

We suggest attempting a second time to reach the contact listed on the mock ticket. It is recommended to let the engineer know the project number (if applicable) and/or upload attachments to help clarify the scope of work. Please note that LA811 has no control of responses (or lack thereof) from the contact we have on record.

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.

3. **Should I use this process if I'm a surveyor and intend on digging to find property pins?**

No. You should use our routine locate request process when performing this work. It is highly recommended to indicate your intent in the "REMARKS" portion of the ticket.