

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.

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 ticket listing the affected members and their engineering contact information.

Step 3:

The designer or surveyor can contact the engineers by email or phone and referencing that the information was obtained from the LA 811 website using the Pre-Design ticketing process. Note that the engineering contact also receives the notification and it is possible they may respond to the designer or surveyor's request.

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)?

Use the contact details provided on the ticket to follow up directly with the listed engineer(s). It is recommended to let the engineer/designer know the project number (if applicable) and/or upload attachments to help clarify the scope of work.

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 such as contacting them directly.