



Louisiana 811 Pre-Design Ticket Process

Utility Design Request Overview

Purpose

The Louisiana 811 Pre-Design Ticket process assists designers and surveyors in obtaining available information regarding underground or submerged utilities and facilities during the planning and design phase of a project.

Important Information

- The Pre-Design Ticket feature is available **online only**.
- Designers and surveyors must request access to this feature by emailing: lalead@occinc.com

Pre-Design Ticket Process

Step 1 – Define the Project Area

The designer or surveyor enters a project address or uses the online mapping tools to outline the proposed project area.

Step 2 – Generate the Pre-Design Ticket

The system generates a ticket identifying affected utility members and provides available engineering contact information for each member.

Step 3 – Contact Utility Engineering Representatives

The designer or surveyor may contact the listed engineering representatives by phone or email and reference the Louisiana 811 Pre-Design Ticket process.

Engineering contacts also receive the notification directly and may proactively respond to the request.

Step 4 – Receive Available Design Information

Within five (5) business days, engineering contacts should respond with available information such as:

- As-built drawings
- Utility maps
- Facility records
- Other design-related documentation sufficient to support project planning

Frequently Asked Questions

1. What if I do not receive a response from the engineering contact?

Use the contact information provided on the ticket to follow up directly with the listed engineering representative(s).

When following up, it is recommended that you provide:

- Project name or number (if applicable)
- Additional project details
- Attachments or exhibits that help clarify the scope of work

2. What if no engineering contact information is listed for a utility member?

Some utility members may not designate an engineering contact or may choose not to provide that information through the system.

In these cases, designers and surveyors should contact the utility member directly using publicly available contact methods or established company contacts.