

## **FILING A DISCREPANCY/DISPUTE ON A VALID MISS UTILITY TICKET**

In all cases, no excavation should begin without having a response from each notified owner-member.

**The below information is for those members/locators using the Ticket Check system.**

Excavators can better communicate their ticket's locate matters with the recent change to the Discrepancy/Dispute function by adding both notes and pictures/attachments when these Ticket Check notices are selected on the Search & Status view of the ticket and successfully processed.

Here are the main points;

- Search & Status is where the excavator starts the process of notifying member locator(s) of a locate Discrepancy or a code 5 Dispute issue at; [www.missutility.net](http://www.missutility.net).
- The process is two parts;
  - Clicking the Discrepancy/Dispute button on the Search and Status ticket view of a valid ticket, and
  - Finishing the process using your email browser.
  - While completing the email process, excavators can add notes and pictures/attachments.
  - The previous Ticket Check code will be UNLOCKED to allow the locator to restatus the ticket within two days of receipt of the Discrepancy/Dispute notice.
- Members will receive a copy of the Ticket Check notice displaying the header; Discrepancy or Dispute.
- The excavator notes will be posted on the transmitted ticket to the affected members/locators.
- The excavator attachments will be provided on the transmitted ticket to the affected members/locators.
- Search & Status will display 'View Attachments' on the ticket view and the excavator's notes will appear in the 'Status' section of 'MEMBERS NOTIFIED'.
- Members/Locators who do not restatus the unlocked Discrepancy/Dispute ticket will receive a No Response from the call center each day until the ticket is restated or the ticket expires.

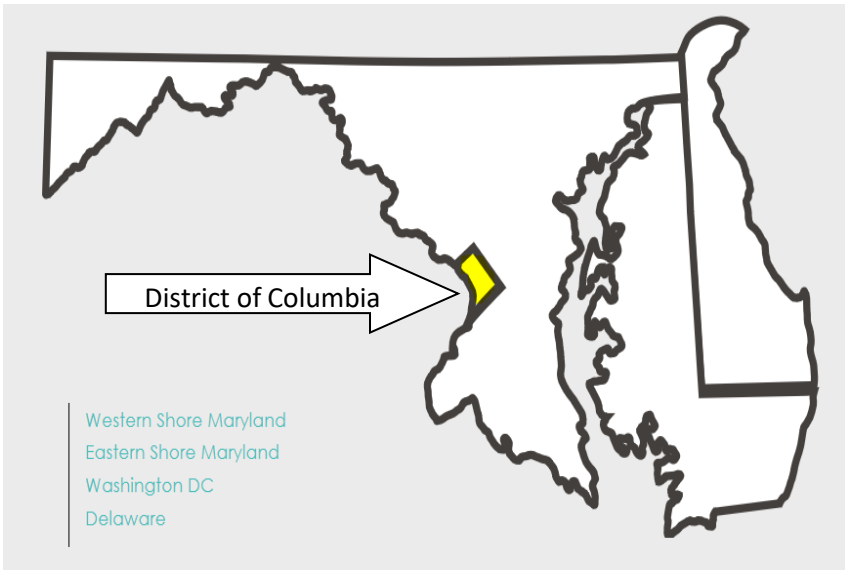
Below are instructions for successfully processing a Discrepancy/Dispute Ticket Check notice.

Please do not begin excavation or demolition until all notified owner-members have responded to your ticket number. Ticket Check codes and rules for Maryland, the District of Columbia and Delaware are available at [www.missutility.net](http://www.missutility.net) under the state or district label.

## **USE SEARCH & STATUS TO SUBMIT A TICKET CHECK, DISCREPANCY OR DISPUTE**

Once a ticket has been processed and the locator has placed a Ticket Check status on the ticket, the excavator may process a discrepancy ticket using Search & Status if they find evidence of unmarked utilities based on the Extent of Work provided on their ticket.

Search & Status can be accessed at, [www.missutility.net](http://www.missutility.net). Click your ticket's service area; Maryland (selecting either west or east of the Chesapeake Bay), District of Columbia, or Delaware.



Next, enter the ticket number and click on SEARCH. If you do not know the ticket number, you may search for the number based on date range, county/DC quadrant and other ticket criteria OR by drawing a polygon of the search area using the map (scroll down to see the map).

Once your ticket number is displayed and you have verified it is the correct location, scroll down the section, MEMBERS NOTIFIED. If the ticket is valid, a Discrepancy button will appear next to any district code for a mark or clear status. A Dispute button will appear only for a code 5 status, Not Complete/In Progress: Locator has spoken to excavator and they have agreed to this message.

See below example of the Discrepancy display.

Login Choose State Email Ticket Returns to Search

**Miss Utility**

---

Ticket No: 30000044  
 Original Call Date: 04/01/20 11:56 am  
 Response Due By: 04/03/20 11:59 pm  
 Expiration Date: 04/02/20 23:59 pm

STANDARD  
 Op / Rev Op: webaur2 / webaur2  
 Release Time: 04/01/20 12:08 pm

---

TICKET ACTIONS

---

CALLER INFORMATION

Company Name: MISS UTILITY CENTER TEST  
 Contact Name: SHANNON STULTZ  
 Caller Address: 7223 PARKWAY DR HANOVER, MD 21076  
 Email Address: smc@missutility.com  
 Job Site Contact:

Fax Phone: 410-712-0962  
 Phone: 301-787-5552  
  
 Phone:

---

DIG SITE INFORMATION

Type of Work: REPAIR POLE  
 Work Being Done For: ME  
 Explicative: N  
 Trenchless: NO  
 Permit:  
 Job Number:

---

DIG SITE LOCATION

State: MD  
 Place: HANOVER  
 Address: 7223  
 Street: PARKWAY DR  
 Intersecting Street: STANFORD DR  
 System of Work: LOCATE/MARK/TEST  
 Remarks:  
 Map Coord: NW Lat: 39.190221  
 SE Lat: 89.1915610

Cause/  
 Submitter: ANNE ARUNDEL  
  
 Lat: 39.190221  
 Lon: -76.7282261

---

MEMBERS NOTIFIED

District	Company Name	Marking Concerns	Damage	Customer Service	Status	Status History
AAU02	ANNE ARUNDEL DPW	410-222-8452			Clear/No conflict	discrepancy
ATM01	AT&T TRANSMISSION	800-252-1133	800-252-1133	800-252-1133	Not yet responded	
EGEAA	BGE ELECTRIC-USIC	800-776-0140	800-685-0123	800-685-0123	Not yet responded	
EGEAA0	BGE GAS-USIC	800-776-0140	800-685-0123	800-685-0123	Not yet responded	
FIBER01	FIBERLIGHT/SUNBELT TELECOM	727-596-1500	800-673-0181	800-673-0181	Not yet responded	
LTC01	LEVEL3 COMMUNICATION	877-366-8344	877-366-8344	877-366-8344	Not yet responded	
MCI01	MCI	800-289-3427	800-289-3427	800-289-3427	Not yet responded	
NPI01	CROWN CASTLE	888-632-0931	888-632-0931	888-632-0931	Not yet responded	
VAA	VERIZON	410-536-0070	888-496-1588	800-837-4966	Not yet responded	

Interactive Map

Once the Discrepancy box is clicked on, a pop-up window will appear asking for an email address. Enter your email address and click OK or Cancel if the entry was a mistake.

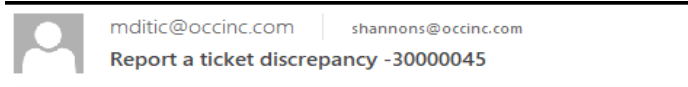
**Enter Email**

Email Address:

OK Cancel

You will receive a message that the email has been queued for delivery.

Next, you will receive an email - Report a ticket discrepancy – providing the ticket number. This email will have a link to - Finalize the Reporting Of A Ticket Discrepancy.



Click the link below to finalize the reporting of a ticket discrepancy

Ticket #: 30000045  
District: AAU02

[Finalize The Reporting Of A Ticket Discrepancy](#)

Next, click on the link and you will be taken to the ‘Dispute/Discrepancy’ Issue page, (*see below*). At this point you can enter comments and attach files (i.e. pictures, drawings, etc.).

When finished, click the “Complete Dispute/Discrepancy” button.

**TICKET CHECK**

**Dispute Discrepancy Issue**

Please complete your dispute/discrepancy issue by clicking the "Complete Dispute / Discrepancy" button below. Feel free to provide any additional comments or image attachments.

**Comments**

Testing the discrepancy comments page.

**Attach Files**

balloon-flower.jpg  
Clear Files To Upload  
Description:

(Note: Total file upload size cannot exceed 50 MBs)

Complete Dispute / Discrepancy

This process will place a Discrepancy (or Dispute) status on Search & Status and Ticket Check, then send a Discrepancy (or Dispute) ticket to the district member/locator. At this point, the Ticket Check code will

be UNLOCKED and ready to process the subsequent Ticket Check code for the Discrepancy/Dispute notice.

The excavator's Discrepancy/Dispute notes will be displayed on the districts transmitted ticket copy (*see below ticket example*). If an attachment was placed, the attachment link will be appended in the Extent of Work ticket field.

NOTE: The above information is only displayed on the Discrepancy/Dispute transmitted district copy. If the ticket is updated, the Discrepancy attachment does not move forward with the new Update ticket number.



md@occinc.com | Shannon Stultz  
DISCREPANCY 30000045

NOTICE OF INTENT TO EXCAVATE

DISCREPANCY

Ticket No: 30000045

Transmit Date: 04/01/20 Time: 12:22 PM Op: webusr

Release Date: 04/01/20 Time: 11:56 AM Op: webusr

Response Due By: 04/03/20 Time: 11:59 PM

Expiration Date: 04/20/20 Time: 11:59 PM

State : MD County: ANNE ARUNDEL

Place : HANOVER

Subdivision:

Address: 7223 Street: PARKWAY DR

Nearest Intersecting Street: STANDARD DR

Type of Work: REPAIR POLE

Extent of Work: LOCATE/MARK: TEST

: EXCAVATOR PROVIDED ADDITIONAL WORK SITE INFORMATION AT:

: <https://md.utweb2.occinc.com/mdatBF2V-222-22L-2SP>

: CLICK HERE TO SEE THE TICKET MAPPING FOR AAU02:

: <https://md.utweb2.occinc.com/VF3V-Q2T-2CL-2SP>

Comments:

Dispute/Discrepancy Comments: Testing the discrepancy comments page. See : Search & Status for an attachment.

Company : MISS UTILITY CENTER TEST

Contact Name : SHANNON STULTZ

Fax: (410)712-0062

Contact Phone: (301)787-5552

Ext:

Caller Address: 7223 PARKWAY DR

HANOVER, MD 21076

Email Address: [stultz@missutility.net](mailto:stultz@missutility.net)

Job Site Contact:

Job Site Phone:

Work Being Done For: ME

Caller Lat : Lon: Zone:

Ex. Coord NW Lat: 39.1790228 Lon:-76.7294017 SE Lat: 39.1775616 Lon:-76.7282261

Permit#: Contract Job#:

Explosives: N

Trenchless: NO

ATM01 BGEAA BGEAAG FBLM01 LTC01 MCI01 NPN01

VAA

Send To: AAU02 Seq No: 0002 Map Ref:

Search & Status will provide the excavator notes in the 'MEMBERS NOTIFIED - Status' section of the ticket for the affected district code with a status of DISCREPANCY. Excavator attachments will be displayed in View Attachments (*see below example*).

SEARCH & STATUS Maryland

location? Learn more  Remember this decision

Allow Location Access Don't Allow

Miss Utility

Ticket No: 30000045  
 Original Call Date: 04/01/20 11:56 am  
 Response Due By: 04/03/20 11:59 pm  
 Expiration Date: 04/20/20 23:59 pm

Op / Rev Op: STANDARD  
 Release Time: 04/01/20 12:08 pm

TICKET ACTIONS  
[View Attachments](#)

CALLER INFORMATION  
 Company Name: MISS UTILITY CENTER TEST  
 Contact Name: SHANNON STULTZ  
 Caller Address: 7223 PARKWAY DR HANOVER,MD 21076  
 Email Address: sstultz@missutility.net  
 Job Site Contact:

Fax Phone: 410-712-0062  
 Phone: 301-787-5552

DIG SITE INFORMATION  
 Type of Work: REPAIR POLE  
 Work Being Done For: ME  
 Explosives: N  
 Trenchless: NO  
 Permit:  
 Job Number:

DIG SITE LOCATION  
 State: MD  
 Place: HANOVER  
 Address: 7223  
 Street: PARKWAY DR  
 Intersecting Street: STANFORD DR  
 Extent of Work: LOCATE-MARK TEST  
 Remarks:  
 Map Coord NW Lat: 39.1790228  
 SE Lat: 39.1775616

County: ANNE ARUNDEL  
 Subdivision:

Loc: -76.7294017  
 Lon: -76.7282261

MEMBERS NOTIFIED

District	Company Name	Marking Concerns	Damage	Customer Service	Status	Discrepancy / Status Pending (Clicking the discrepancy/ comment page. See Search & Status for an attachment)	Status History
AAUSD	ANNE ARUNDEL DPW	410-222-8452					
ATM01	AT&T TRANSMISSION	800-252-1133	800-252-1133	800-252-1133	Not yet responded		
BOEAA	BOE ELECTRIC-USIC	800-778-9140	800-685-0123	800-685-0123	Not yet responded		
BOEAA0	BOE GAS-USIC	800-778-9140	800-685-0123	800-685-0123	Not yet responded		
FBLM01	FIBERLIGHT-SUNBELT TELECOM	727-598-1500	800-672-0181	800-672-0181	Not yet responded		
LTC01	LEVEL3 COMMUNICATION	877-366-8344	877-366-8344	877-366-8344	Not yet responded		
MCB01	MCI	800-289-3427	800-289-3427	800-289-3427	Not yet responded		
NP001	CROWN CASTLE	888-632-0901	888-632-0901	888-632-0901	Not yet responded		
VAA	VERIZON	410-536-0070	888-496-1588	800-637-4966	Not yet responded		

The affected district locator will have two (2) full days to re-status the ticket after their investigation and possible marking.

The locator's subsequent Ticket Check code/status can be viewed on Search & Status and Ticket Check.

SEARCH & STATUS Maryland

location? Learn more  Remember this decision

Allow Location Access Don't Allow

Miss Utility

Ticket No: 30000045  
 Original Call Date: 04/01/20 11:56 am  
 Response Due By: 04/03/20 11:59 pm  
 Expiration Date: 04/20/20 23:59 pm

Op / Rev Op: STANDARD  
 Release Time: 04/01/20 12:08 pm

TICKET ACTIONS  
[View Attachments](#)

CALLER INFORMATION  
 Company Name: MISS UTILITY CENTER TEST  
 Contact Name: SHANNON STULTZ  
 Caller Address: 7223 PARKWAY DR HANOVER,MD 21076  
 Email Address: sstultz@missutility.net  
 Job Site Contact:

Fax Phone: 410-712-0062  
 Phone: 301-787-5552

DIG SITE INFORMATION  
 Type of Work: REPAIR POLE  
 Work Being Done For: ME  
 Explosives: N  
 Trenchless: NO  
 Permit:  
 Job Number:

DIG SITE LOCATION  
 State: MD  
 Place: HANOVER  
 Address: 7223  
 Street: PARKWAY DR  
 Intersecting Street: STANFORD DR  
 Extent of Work: LOCATE-MARK TEST  
 Remarks:  
 Map Coord NW Lat: 39.1790228  
 SE Lat: 39.1775616

County: ANNE ARUNDEL  
 Subdivision:

Loc: -76.7294017  
 Lon: -76.7282261

MEMBERS NOTIFIED

District	Company Name	Marking Concerns	Damage	Customer Service	Status	Discrepancy / Status Pending	Status History
AAUSD	ANNE ARUNDEL DPW	410-222-8452					
ATM01	AT&T TRANSMISSION	800-252-1133	800-252-1133	800-252-1133	Not yet responded		
BOEAA	BOE ELECTRIC-USIC	800-778-9140	800-685-0123	800-685-0123	Not yet responded		
BOEAA0	BOE GAS-USIC	800-778-9140	800-685-0123	800-685-0123	Not yet responded		
FBLM01	FIBERLIGHT-SUNBELT TELECOM	727-598-1500	800-672-0181	800-672-0181	Not yet responded		
LTC01	LEVEL3 COMMUNICATION	877-366-8344	877-366-8344	877-366-8344	Not yet responded		
MCB01	MCI	800-289-3427	800-289-3427	800-289-3427	Not yet responded		
NP001	CROWN CASTLE	888-632-0901	888-632-0901	888-632-0901	Not yet responded		
VAA	VERIZON	410-536-0070	888-496-1588	800-637-4966	Not yet responded		

This Ticket Check Discrepancy/Dispute process can be repeated until the ticket expires.

The full status history can be viewed by clicking the "Status History" Button.

## Status History Ticket No: 3000045

Date: Wed Apr 01 11:32:08 CDT 2020

Date	Type	District	Company	Status	Notes
04/01/20 12:08:47	Ticket Check Response Added	AAU02	ANNE ARUNDEL DPW	Not yet responded	
04/01/20 12:14:05	Ticket Check Response Added	AAU02	ANNE ARUNDEL DPW	Clear/No conflict	
04/01/20 12:21:54	Discrepancy	AAU02	ANNE ARUNDEL DPW	Clear/No conflict	shannons@occinc.com
04/01/20 12:30:52	Ticket Check Response Added	AAU02	ANNE ARUNDEL DPW	Marked	
04/01/20 12:08:47	Ticket Check Response Added	ATM01	AT&T TRANSMISSION	Not yet responded	
04/01/20 12:08:47	Ticket Check Response Added	BGEAA	BGE ELECTRIC-USIC	Not yet responded	
04/01/20 12:08:47	Ticket Check Response Added	BGEAAG	BGE GAS-USIC	Not yet responded	
04/01/20 12:08:47	Ticket Check Response Added	FBLM01	FIBERLIGHT/SUNBELT TELECOM	Not yet responded	
04/01/20 12:08:47	Ticket Check Response Added	LTC01	LEVEL3 COMMUNICATION	Not yet responded	
04/01/20 12:08:47	Ticket Check Response Added	MCI01	MCI	Not yet responded	
04/01/20 12:08:47	Ticket Check Response Added	NPN01	CROWN CASTLE	Not yet responded	
04/01/20 12:08:47	Ticket Check Response Added	VAA	VERIZON	Not yet responded	
04/01/20 12:08:47	Ticket Created			null	

We hope this information has been helpful. If you have any questions, please contact our Help Desk at 410-72-12-0056.