



Utility Member Onboarding

- How do I begin the process of becoming a member?

Start by filling out an application (2 options)

1. Online: www.al811.com/members (preferred method)
 - Click on the "Membership Application"
2. PDF fillable document (upon request):
 - Email scanned application to: eroberts@al811.com
 - or
 - Mail to: Alabama 811, 3104 Bates Lane, Fultondale, AL 35068

- What happens after I submit/mail the application?

A membership web meeting will be scheduled (2 options).

1. Online: You will be prompted to schedule a meeting once you've submitted your application online. If you're ready, click on the "Click Here to Schedule a Meeting" link.
2. Phone: Once your Application has been received, 811 will reach out to schedule a meeting if you haven't already done so with an online request.

- What will be discussed during the meeting?

History of 811, How 811 works, Benefits of membership, Review/Edit application, Confirm locate request transmission method, Notification area, Insurance Requirements, 811 funding, and Annual rates

- Next Steps?

Supply documents/maps discussed during meeting:

- ✓ Certificate of Insurance
- ✓ System Map(s) - Can be accepted in many formats

- Notification Area

Once the map is received by 811, our GIS team will digitize it and add a notification buffer to your underground lines.

- Final Steps

811 will email (or mail, if preferred) a membership packet which will include the following:

Membership Agreement	Proposed Notification Area
Membership Rate Schedule	Bylaws
Locate Dispatch Procedures	Operating Procedures

- Welcome to Alabama 811

After the member agreement documents have been approved, signed, witnessed, and returned, you will become a member!

As a new member, locate requests within your notification area will be sent to you on the agreed upon activation date.