This Member Information Form serves as the foundation of a new member account with Tennessee 811. The form can also be used by an existing member to create an additional member code.

Section 01 – Company and Contact Information
Section 02 – Facilities, Counties, Business Hours, and Holidays
Section 03 – Outputs

Please complete all sections of this form and return it to the member of Tennessee 811's staff that you are already in communication with or email it to *cingram@tennessee811.com* if you downloaded the form from our website.

Company Information

Entity's Legal Name:		
DBA or Trade Name:		
Mailing Address:		
City:	State:	ZIP Code:
Physical Address:		Same as Mailing ☐
City:	State:	ZIP Code:
Main Office Phone:		
Website URL:		

Primary Contact

Name:	Title:	
Office Phone:	Cell Phone:	
Work Email:		
Physical Address:		Same as company ☐
City:	State:	ZIP Code:

Alternate Contact

Name:	Title:	
Office Phone:	Cell Phone:	
Work Email:		
Physical Address:		Same as company ☐
City:	State:	ZIP Code:

Database / GIS Contact (defaults to primary contact unless another contact is specified)

Name:	Title:
Office Phone:	Cell Phone:
Work Email:	
Physical Address:	Same as company ☐
City:	State:	ZIP Code:

Service Area Editor (SAE) is an online tool that allows members to view, edit, and download their TN811 service area. The Database/ GIS Contact listed above will have an SAE account created for them.

Please list any additional accounts needed.

Name:	View Only ☐ View/ Edit Privileges ☐
Work Email:	Work Phone:
Name:	View Only ☐ View/ Edit Privileges ☐
Work Email:	Work Phone:
Name:	View Only ☐ View/ Edit Privileges ☐
Work Email:	Work Phone:

Billing Contact (defaults to primary contact unless another contact is specified)

Name:	Title:
Office Phone:	Cell Phone:
Work Email:	
Mailing Address:	Same as company ☐
City:	State:	ZIP Code:

Locator Contact

Who will locate and mark your underground facilities? Internal staff ☐ Third-party contractor ☐

Company Name (leave blank for internal staff):	Contact Name:
Office Phone:	Cell Phone:
Work Email:	

Excavator Contact

Periodically, an excavator may have questions or concerns about the markings for the member utility. Please list a phone number that we can give to excavators:

Phone:

Facility Type

What type of facilities does the company own and/or operate? (Check all that apply)

Cable ☐	Phone ☐	Traffic ☐
Electric ☐	Pipeline ☐	Water ☐
Fiber ☐	Sewer ☐	Other (list below) ☐
Gas ☐	Stormwater ☐	
Monitoring Well ☐	Telecommunications ☐	

Other facility type(s):

Business Hours

Please list the normal business hours observed by the company.

Time Zone	Central ☐ Eastern ☐	
Monday	Open:	Close:
Tuesday	Open:	Close:
Wednesday	Open:	Close:
Thursday	Open:	Close:
Friday	Open:	Close:
Saturday	Open:	Close:
Sunday	Open:	Close:

Observed Holidays

What holidays are observed by the company? (Check all that apply)

No Observed Holidays ☐	Juneteenth ☐	President's Day ☐
Christmas Day ☐	Labor Day ☐	Thanksgiving Day ☐
Columbus Day ☐	Martin Luther King Day ☐	Veteran's Day ☐
Good Friday ☐	Memorial Day ☐	
Independence Day ☐	New Year's Day ☐	

Please list any other holidays that you observe:

Target Activation Date

What date would you like to begin receiving notifications from Tennessee 811? New member codes are activated on weekdays during normal business hours.

Desired activation date:

Our staff would like to help you meet your target date but be aware that your actual live date will depend on the time needed for database creation, availability of staff, and other considerations.

Notification Outputs (where TN811 should send locate requests)

Tennessee 811 can transmit your notifications via email/ distribution list, File Transfer Protocol (FTP), or web services. Notifications can be sent directly to a member utility, to the member's locate contractor, to a Ticket Management Software (TMS), or a combination of these options.

Please select a type (email, FTP, or web service) and provide an address for up to five notification outputs.

Output 01	Type: Choose an item.	To Address:
Output 02	Type: Choose an item.	To Address:
Output 03	Type: Choose an item.	To Address:
Output 04	Type: Choose an item.	To Address:
Output 05	Type: Choose an item.	To Address:

Please complete the additional fields below if you selected FTP or web service as one of the outputs above.

Remote Directory (if applicable):
User:
Password:
Begin File With (if applicable):

Tennessee 811 has a license agreement with Line-Scape, a third-party provider of software designed to help member utilities manage and respond to their incoming locate requests. The agreement allows TN811 to provide member utilities with complimentary access to the software if they receive 1,000 or fewer tickets in a year. Members who receive more than 1,000 tickets in a year are charged 15 cents per ticket for access.

Would you like to be contacted with more information about using Line-Scape's software to manage and respond to your locate requests? Yes ☐ No ☐

Emergency Notification Outputs (defaults to the outputs above unless specified)

If you would like emergency tickets to be sent to a different set of outputs, list those below.

Output 01	Type: Choose an item.	To Address:
Output 02	Type: Choose an item.	To Address:
Output 03	Type: Choose an item.	To Address:
Output 04	Type: Choose an item.	To Address:
Output 05	Type: Choose an item.	To Address:

Please complete the additional fields below if you selected FTP or web service as one of the outputs above.

Remote Directory (if applicable):
User:
Password:
Begin File With (if applicable):

Emergency Voice Notification

Members can elect to receive a phone call on emergencies. Voice notifications are in addition to (not in place of) the electronic outputs listed above. Please reference the latest fee explanation for information on the additional cost associated with this service.

<u>During Business Hours</u>

Do you want to receive a phone call from the call center for emergency locates that come in during normal working hours? Yes ☐ No ☐

If yes, complete the fields below.

Voice Contact 01	Contact Name:	Phone Number:
Voice Contact 02	Contact Name:	Phone Number:
Voice Contact 03	Contact Name:	Phone Number:

After Business Hours

Do you want to receive a phone call from the call center for emergency locates that come in after working hours? Yes ☐ No ☐

If yes, complete the fields below.

Voice Contact 01	Contact Name:	Phone Number:
Voice Contact 02	Contact Name:	Phone Number:
Voice Contact 03	Contact Name:	Phone Number:

Additional Information

Use this area as needed to provide additional detail on any section or field of the member information form:

Completed Form

Thanks for completing our member information form. Please return the form via email to the Tennessee 811 staff member who sent it to you or cingram@tennessee811.com if you downloaded this form from our website.