

City of Chicago

# Private Property Dig Tickets

User Guide [Ver. 1.2]

## Contents

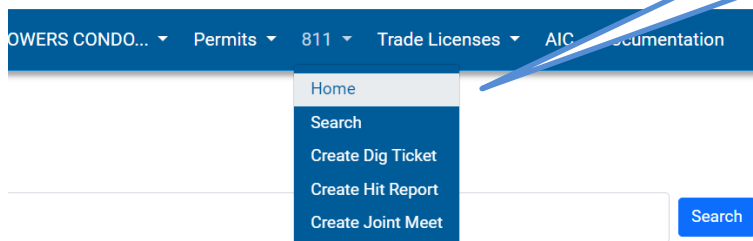
## Contents

Creating a Private Property Dig Ticket.....	2
Dig Ticket Type .....	3
Location Information.....	6
Excavation Information .....	7
Contact Details .....	9
Notification Recipients .....	11
Review and Submit.....	12
Dig Ticket Details .....	14

## Creating a Private Property Dig Ticket

- Select 811 – Home

› Inspection, Permitting & Licensing Portal



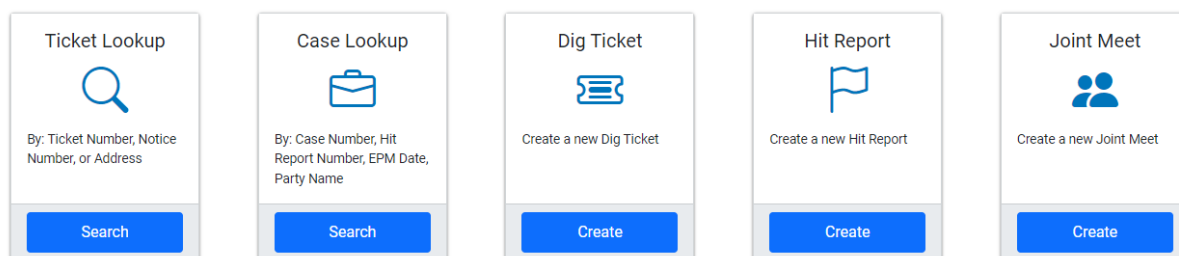
Select 811 – Home

- Under Dig ticket, select the 'Create' button



[Home](#)

811 Chicago





Under Dig Ticket,  
select the 'Create'  
button


## Dig Ticket Type


- You can select the type of dig ticket you want to create. Enter the dig address to create a Private Dig Ticket


**Request New Dig Tickets**


 **Dig Ticket Type**

 Location Information

 Excavation Information

 Contact Information

 Notification Recipients

 Review and Submit

**Permitted Work**


This Dig Ticket involves digging in the public right of way. This may also involve private property work.

CDOT Permit Number \*

  
☐ Emergency Dig Ticket

**Private Property Only**

This Dig Ticket is for work that will be done on private property only.

**Dig Address** 

\*  \*

\*

☐ Emergency Dig Ticket

Next Step

Enter the dig address

The below information provides the rules for adding a dig address.

When entering a dig address:

- For a single point address, leave the “To” and “Dir” on the right empty.
- Dig location ranges must be from odd to odd or even to even. (The same side of the street)
- Dig location range length cannot span more than one (100) block.
- Intersections can be added to the range by extending the range by two in the direction of the intersect
- 811 Chicago will compare your address against existing city records and suggest an address if it cannot find a match. Click ‘Confirm’ button

Confirm Address

Please confirm one of the addresses below. If you are certain your address is correct and it does not appear below, please call 811 Chicago at 312-744-7000, and our operators will help create your ticket.

☒ 333 S STATE ST
 ☐ 333 S STATE (Your original entry)

Edit Address

Confirm

Click ‘Confirm’ button

- Click on the map icon to view the address location on the map

Request New Dig Tickets

Dig Ticket Type

Location Information

Excavation Information

Contact Information

Notification Recipients

Review and Submit

Permitted Work


This Dig Ticket involves digging in the public right of way. This may also involve private property work.

CDOT Permit Number \*

☐ Emergency Dig Ticket

Private Property Only

This Dig Ticket is for work that will be done on private property only.

Dig Address 

333 \* S \* To Dir


STATE \* ST

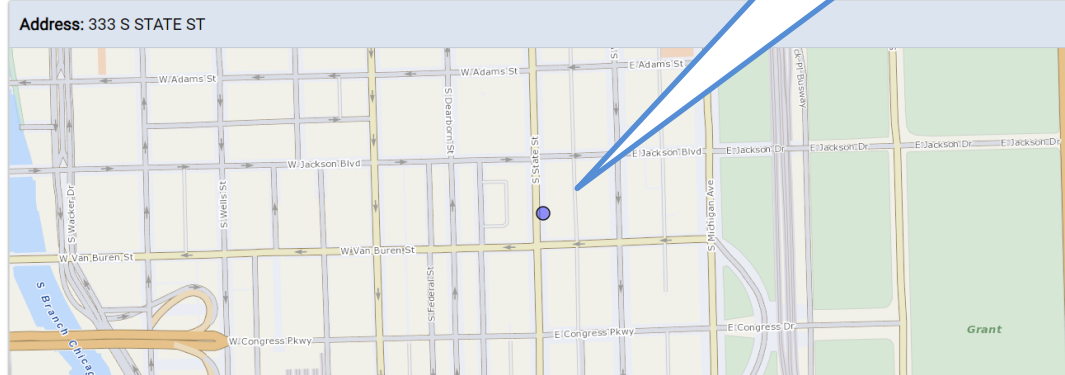
☐ Emergency Dig Ticket

Next Step

Click on the map icon to view the address location on the map


- This is the location of your dig address


 **CHICAGO** > Inspections, Permitting & Licensing





- Click on the 'Next Step' button


## Request New Dig Tickets


 Dig Ticket Type

 Location Information

 Excavation Information

 Contact Information

 Notification Recipients

 Review and Submit

**Permitted Work**


This Dig Ticket involves digging in the public right of way. This may also involve private property work.

CDOT Permit Number

☐ Emergency Dig Ticket

**Private Property Only**

This Dig Ticket is for work that will be done on private property only.

Dig Address 

☐ Emergency Dig Ticket

Next Step

Click on the 'Next Step' button

## Location Information

- If the dig location is at an intersection, you can enter the Cross Streets, Distance to and Direction from the intersection.
- Click on the 'Next Step' button to continue

**Request New Dig Tickets**

Dig Ticket Type
 **Location Information**
 Excavation Information
 Contact Information
 Notification Recipients
 Review and Submit

**Locations**

Check the box on the left of the locations where an excavation will be performed. If the excavation will cover the intersection at the start of end of the range, or if private property will be impacted at any of the locations, check the appropriate boxes for each location. When you check the boxes to include intersections, the address ranges will be adjusted to include the intersections. You can also edit the ranges for an address to choose a smaller address range for a location.

Dig	Address	Private Property	Street Number	Street Number High	Start Intersection	End Intersection
<input checked="" type="checkbox"/>	333 S STATE ST	<input checked="" type="checkbox"/>	333	333		

**Location Details**

Cross Streets

At

Distance/Direction

Previous Step
Next Step

If the dig location is at an intersection, you can enter the Cross Streets, Distance to and Direction

Click on the 'Next Step' button to continue

## Excavation Information

The Dig Date that you specify for your excavation must be at least 48 hours from the current time and not more than 10 business days in the future. The Dig Date cannot be on Saturday, Sunday, or any observed 811 Chicago holiday. The Dig Start Time must be between business of hours 8:00 AM and 3:45 PM.

- Select the Dig Date
- Enter the Duration (Optional)
- Enter the Depth
- Enter Marking Instructions/Comments (Optional)

### Request New Dig Tickets



Excavation Location Details

333 S STATE ST

Dig Date  \* Duration   Depth  ft. \*

Marking Instructions / Comments

All fields with a \* are required

Select the Dig Date

Enter the Duration (Optional)

Enter Marking Instructions/Comments (Optional)

Enter the Depth



- Check one or more Work will use items (Optional)
- Enter Location of Dig (Optional)
- Check one or more Work Types from the list. If your work type is not one of the listed options, check Other Work Type and enter it in the Other Work Type box.
- Click on the 'Next Step' button

Check one or more Work will use items (Optional)

**Excavation Details**

Work will use: ☐ Explosives ☒ Boring Equipment ☐ Hydraulic Equipment ☐ Overhead Equipment 14+ Feet High

Location of Dig: 333 S STATE ST

**Work Type \***

<input type="checkbox"/> Abandon Gas Service	<input type="checkbox"/> Building a Garage	<input type="checkbox"/> Building an Addition
<input type="checkbox"/> Bury Catv Drop	<input type="checkbox"/> Bury Electric Service	<input type="checkbox"/> Bury Telephone Cable/Drop
<input checked="" type="checkbox"/> Corrosion	<input type="checkbox"/> Demolition	<input type="checkbox"/> Digging Test Holes
<input type="checkbox"/> Ditch Cleaning	<input type="checkbox"/> Damage Ticket	<input type="checkbox"/> Drilling a Well
<input type="checkbox"/> Excavation for a New Home	<input type="checkbox"/> Gas Main Renewal	<input type="checkbox"/> Home Addition
<input type="checkbox"/> Install Culvert	<input type="checkbox"/> Install Culvert Endwalls	<input type="checkbox"/> Install Deck
<input type="checkbox"/> Install Drain Tile	<input type="checkbox"/> Install Electric Service	<input type="checkbox"/> Install Electric/Telephone/Cable
<input type="checkbox"/> Install Electric/Telephone/Gas	<input type="checkbox"/> Install Electric/Telephone/Gas/Cable	<input type="checkbox"/> Install Electric and Telephone
<input type="checkbox"/> Install Electric u/g Service	<input type="checkbox"/> Installing a Fence	<input type="checkbox"/> Install Gas and Electric Service
<input type="checkbox"/> Install Gas Main	<input type="checkbox"/> Install Gas Service	<input type="checkbox"/> Install LP Tank
<input type="checkbox"/> Install Septic System	<input type="checkbox"/> Install Sewer and Water Laterals	<input type="checkbox"/> Install Sign Post
<input type="checkbox"/> Install Storm Sewer	<input type="checkbox"/> Install Swimming Pool	<input type="checkbox"/> Install UG Wire
<input type="checkbox"/> Install Water Line	<input type="checkbox"/> Install Sewer	<input type="checkbox"/> Install Water Laterals
<input type="checkbox"/> Install Electric	<input type="checkbox"/> Install Gas	<input type="checkbox"/> Install Telephone
<input type="checkbox"/> Landscaping	<input type="checkbox"/> Main Maintenance	<input type="checkbox"/> Maintenance Work
<input type="checkbox"/> Moving Poles	<input type="checkbox"/> New Home Construction	<input type="checkbox"/> New Road Construction
<input type="checkbox"/> Perc Test/Boring	<input type="checkbox"/> Planting Trees	<input type="checkbox"/> Relocate Utility Lines
<input type="checkbox"/> Removes Trees	<input type="checkbox"/> Repair Gas Leak	<input type="checkbox"/> Repair Septic Line
<input type="checkbox"/> Repair Septic System	<input type="checkbox"/> Repair Sewer Line	<input type="checkbox"/> Replace Curb and Gutter
<input type="checkbox"/> Replace Curb	<input type="checkbox"/> Replace Electric Pole	<input type="checkbox"/> Replace Electric Primary
<input type="checkbox"/> Replace Gutter	<input type="checkbox"/> Replace PED	<input type="checkbox"/> Service Maintenance
<input type="checkbox"/> Setting Anchors	<input type="checkbox"/> Setting Poles and Anchors	<input type="checkbox"/> Setting Poles
<input type="checkbox"/> Sidewalk Replacement	<input type="checkbox"/> Soil Borings	<input type="checkbox"/> Utility Construction
<input type="checkbox"/> Other Work Type		

Previous Step **Next Step**

All fields with a \* are required

Enter Location of Dig (Optional)

Check one or more Work Types

Click on the 'Next Step' button

## Contact Details

- Click on the 'Add Requested By Contact' button

Request New Dig Tickets

✓ Dig Ticket Type
✓ Location Information
✓ Excavation Information
📄 Contact Information
📧 Notification Recipients
📝 Review and Submit

**Requested By \***

Add Requested By Contact

Click on the 'Add Requested By Contact' button

**On-site Contact Information**

Name

\*

Phone

\*

Email Address(es)

\*  
?

Previous Step
Next Step

- Enter the Contact Name
- Click on the 'Search' button

Search For Contact ✕

Contact Name

Infor Team Dupe

\*

Close
Search

Enter the Contact Name

Click on the 'Search' button

- Click on the 'Select' button

Select Contact ✕

**Contact**

Infor Team Dupe  
1 E Jackson St.  
Chicago IL 60604

Select

Click on the 'Select' button

Close
Search Again
Add New Contact

- The Requested By contact information has been populated
- Enter the On-site Contact Information
- Click on the 'Next Step' button

## Request New Dig Tickets



**Requested By \***

**Name**

Infor Team Dupe  
1 E Jackson St.  
Chicago IL 60604  
[Remove](#)

**On-site Contact Information**

**Name**

Bob Thompson \*

**Phone**

(888)555-5555 \*

**Email Address(es)**

bthompson@gmail.com ?

[Previous Step](#) [Next Step](#)

Click on the 'Next Step' button

The Requested By contact information has been populated

Enter the On-site Contact Information

All fields with a \* are required

## Notification Recipients

- In the Notification Recipients section, there is a list of dig ticket recipients for each address listed on the dig ticket.
- Click on the 'Next Step' button

Request New Dig Tickets

✓

✓

✓

✓

✗

✗

Dig Ticket TypeLocation InformationExcavation InformationContact InformationNotification RecipientsReview and Submit

Address(es) and Recipients

Address: 333 S STATE ST

Recipients: [Change](#)

• 4 ComED North\* (Irth Solutions)

• 20 AT&T Long Distance

• 42 Rogers Telecom/Gabe's Technical Service (Irth Solutions)

• 79 Peoples Gas Central and South (USIC (United States Infrastructure Corporation))

• 227 AT&T MOBILITY (AT&T (OHare))

• 11 AT&T Local

• 22 City of Chicago (CoC) (HBK Engineering)

• 68 Crown Castle (Irth Solutions)

• 136 Peoples Gas

• 18 Cen Trio Energy Chicago LLC\* (HBK Engineering)

• 24 Verizon (MCI)

• 70 AT&T (SBC IL)\* (AT&T (OHare))

• 202 JC Decaux (HBK) (HBK Engineering)

Previous Step

Next Step

There is a list of dig ticket recipients for each address listed on the dig ticket.

Click on the 'Next Step' button

## Review and Submit

- Review the location, excavation information, and contact information

Request New Dig Tickets

✓

✓

✓

✓

✓

✗

Dig Ticket Type

Location Information

Excavation Information

Contact Information

Notification Recipients

Review and Submit

Locations

Address(es)  
333 S STATE ST

Includes Private Property  
☒

Location Details

Cross Streets: Not Specified

Distance/Direction: Not Specified

Location  
333 S STATE ST

Comment:

Excavation Information

Address Details

Address	Dig Date	Duration	Depth	Marking Instructions/Comments
333 S STATE ST	2/28/2024 9:00 AM	10	10 feet	This is a dig ticket

Excavation Details

Work will use:  
☐ Explosives  
☒ Boring Equipment  
☐ Hydraulic Equipment  
☐ Overhead Equipment 14+ Feet High

Work Type:  
☒ Corrosion

Contact Information

Onsite Contact Information

Name: Bob Thompson

Phone #: (888)555-5555

Additional Email Addresses: 1  
• bthompson@gmail.com

Review the location, excavation information, contact information, and notification recipient information

When the information on this ticket has been confirmed to be accurate and you click Save, a list of Notification Recipients is generated based on the Location Information that was provided. Once your ticket is approved, each of the listed Recipients will be sent a notification describing your excavation. You will be able to track the status of actions taken by each of these recipients by viewing your ticket details

- In the Notification Recipients section, there is a list of dig ticket recipients for each address listed on the dig ticket
- Check the 'I have premarked the excavation.' button
- Check the 'I certify that information contained in the request is true and accurate to the best of my knowledge' button
- Click on the 'Save' button

Notification Recipients

Address: 333 S STATE ST

Recipients:

- 4 ComED North\* (Irth Solutions)
- 11 AT&T Local
- 18 Cen Trio Energy Chicago LLC\* (HBK Engineering)
- 20 AT&T Long Distance
- 22 City of Chicago (CoC) (HBK Engineering)
- 24 Verizon (MCI)
- 42 Rogers Telecom/Gabe's Technical Service (Irth Solutions)
- 68 Crown Castle (Irth Solutions)
- 70 AT&T (SBC IL)\* (AT&T (OHare))
- 79 Peoples Gas Central and South (USIC (United States Infrastructure Corporation))
- 136 Peoples Gas
- 202 JC Decaux (HBK) (HBK Engineering)
- 227 AT&T MOBILITY (AT&T (OHare))

☒ I have premarked the excavation.  
☐ I have not premarked the excavation.

☒ I certify that information contained in this request is true and accurate to the best of my knowledge.

[Previous Step](#) [Save](#)

There is a list of dig ticket recipients for each address

Check the 'I have premarked the excavation.' button

There is a list of dig ticket recipients for each address

Click on the 'Save' button

Check the 'I certify that information contained in the request is true and accurate to the best of my knowledge' button

### Dig Ticket Details

- A Dig Ticket # will be generated
- All previously entered information will be on this page
- Page will let user know what the status of the application is

Home > 811 Chicago

Dig Ticket 601482219

Print

Edit

Send Notices

Cancel Ticket

Details

Notice History

Revision History

Related Tickets

Excavator Job Readiness Checklist

i

• **NOTE:** Dig Ticket is voided if work does not commence before 03/11/2024

• **NOTE:** Dig tickets can only be extended by the owner between 2 to 8 days of the expiration date.

Dig Ticket:	601482219	Dig Date:	2/29/2024 3:15 PM	Status:	Unacknowledged
-------------	-----------	-----------	-------------------	---------	----------------

