



Contact Georgia 811 Before You Dig 811 Talking Points and FAQ's

Key points:

- 811 Before You Dig. Every project. Every time. Call 811, or visit Georgia811.com, at least two business days before digging to ensure member utility companies are aware of your intent to dig.
- Wait the required amount of time for lines to be marked.
- Dig safely by respecting the flags and paint used to mark utility lines.
- April is Safe Digging Month — a month set aside for recognizing the importance of calling before all outdoor digging projects.

What is 811?

- 811 is the national phone number and service designated by the Federal Communications Commission to prevent the unintentional strike of underground utility lines while digging.

Who should contact 811?

- Everyone who digs! Do-it-yourselfers, landscapers and contractors need to notify 811 by visiting Georgia811.com or dialing the number prior to all digging projects -- large or small. In Georgia it is the law.

Why should people contact 811?

- The biggest reason is safety. 811 ensures that member utility companies mark the location of underground utility lines. Clearly marking these areas reduces the risk of striking a line and causing serious injuries, disrupted service to an entire community and potential liability for fines and repair costs.

How does contacting 811 work?

- You can inform 811 of your intent to dig online or by phone.
- Visit Georgia811.com and click "eRequest" from the home page. You will then be prompted to fill out and submit a brief online form.
- You can also dial 811 from anywhere in the country. When calling in Georgia, one of the 811 customer services reps will answer the call to find out the location and description of the digging site.
- After using either method, 811 will then notify the affected member utility companies of the intent to dig.
- Once this happens, the companies will send a professional locator to the digging site to identify and mark the approximate location of the underground lines.



When should someone contact 811?

- Lines need to be marked for each separate project, such as installing a mailbox, putting up a fence, planting trees, building a deck or cleaning up after a natural disaster or major storm.
- Notify 811 at least 2 business days prior to digging to allow time for professional locators to mark the utility lines.
- Even if you've hired a contractor, make sure the contractor contacts 811 to have lines marked.

What happens if you don't contact 811?

- Failure to call or notify online before digging results in more than 200,000 unintentional utility line hits nationwide annually.
- Hitting an underground utility line while digging can disrupt service to entire neighborhoods and even cause serious injuries.
- An unintentional hit could additionally result in potential fines and repair costs.

Why is April Safe Digging Month?

- According to consumer behavior trends, April marks the beginning of the peak period for outdoor digging projects in Georgia and nationwide.
- 811 wants the safe digging message to be at the forefront of consumers' minds during this time.

Where can you learn more about Georgia 811?

- To learn more about Georgia 811, visit Georgia811.com.