



# Contact Us!

Georgia 811  
Web Services

3400 Summit Ridge Pkwy, Duluth, GA 30096  
Web Help Desk: 770-623-4332 Ext. 555  
Email: [webhelpdesk@georgia811.com](mailto:webhelpdesk@georgia811.com)

Contact Center: 770-623-4344 or 811 (to create Locate Requests)  
Customer Connections: 770-623-5786

## Log On to Our Website:

- [www.georgia811.com](http://www.georgia811.com)
  - Sign Up For Web User Training
    - [EDEN/PRIS → Web Entry Training](#)
  - Web User Resources: Tutorial Video / FAQ
    - [EDEN/PRIS → Eden Resources](#)
  - **Chat online with a Customer Service Representative**
- [my.ga811.com](http://my.ga811.com) (eRequest)
  - Create A Request (Single Address)
  - View Request & Responses (Check Status)
  - Renew A Request
- <http://eden.gaupc.com> (Web Users)
  - Create Locate Request
  - View Request & Responses (Check Status)
  - Renew A Request
  - Submit Additional Request

## Give Us a Call:

### **Web Services: (7:00 a.m. to 4:30 p.m. M - F)**

- Trouble Shooting / Browser Issues
- eRequest Users – Locate Request Submission Help
- Web Users – Locate Request Submission Help
- Register for In-House (hands-on) or Online EDEN Web Entry Training

### **Georgia 811 Contact Center: (7:00 a.m. to 6 p.m. M - F & 24/7 for Damages/ Emergencies)**

- Damages
- Gas Emergencies
- Large Projects (Available business hours only)
- Submit Locate Request with a Customer Service Representative

### **Customer Connections: (7:00 a.m. to 4:30 p.m. M - F)**

- Set up New Web User Accounts (Contractors & Utility Members)
- Utility Members – Help responding to PRIS
- Web User Password or Login Issues
- Update/Change User or Company Information

## TIPS

**Need More Help?  
Chat Now!**  
[www.georgia811.com](http://www.georgia811.com)

### **Homeowner:**

If you need to submit a request for a single address for your home or business projects... No problem!

← **Follow the link!**

### **Web User:**

Web Users have a Log-In ID and Password. Perfect for Contractors and Office Staff who submit Locate Requests on a regular basis.

← **Log in to your account!**

### **Excavator:**

Whether you are a Homeowner, Business or Contractor who have questions about a planned or current digging project - our CSRs will be happy to assist you!

← **Call us!**

### **Utility Member:**

Need help updating your service area or responding to PRIS?

← **We are here to help!**