



Contact Us!

Georgia 811
Web Services

3400 Summit Ridge Pkwy, Duluth, GA 30096

Email: webhelpdesk@georgia811.com

Log On to Our Website:

- www.georgia811.com
 - General Information
 - 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 (eRequest)
 - eRequest Portal - Create A Single Address Request
 - View Request & Responses (Check Status)
 - Renew A Request
- <http://eden.gaupc.com> (Web Users)
 - EDEN Portal - 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)

Phone: (770)476-6050

- Trouble Shooting / App or Browser Issues
- eRequest Web Users – Locate Request Submission Help
- EDEN 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)

Phone: (770)623-4344 or 811

- 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)

Phone: (770)623-5786

- 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

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!