



Excavator Manual

Presented by the Georgia Public Service Commission

Contact 811 Before You Dig. Every Job. Every Time.



2014

GEORGIA 811
www.Georgia811.com

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EXCAVATOR MANUAL

INTRODUCTION:

The purpose of this document is to provide a basic understanding of the responsibilities for safe excavation practices in Georgia. Please note the following:

- This manual is published as an educational document.
- It is not a legal reference; consult your attorney for legal advice.
- It does not contain the complete text of the Georgia Utility Facility Protection Act (GUFPA), the High Voltage Safety Act, PSC Rules, and Common Ground Alliance Best Practices. All documents referenced in this Excavator Manual can be accessed free of charge at the PDF Library at Georgia811.com.



Know what's below.
Call before you dig.

SECTION 1: ENFORCEMENT

The Georgia Public Service Commission (Commission or PSC) is charged with the enforcement of the Georgia Utility Facility Protection Act (GUFPA). If an excavator can demonstrate that a facility owner/operator has failed to cooperate in locating their facilities according to the law, the excavator has a right to file a formal probable violation with the Georgia Public Service Commission. The form and instructions can be found at the Commission's Web site at www.psc.state.ga.us. Below is a summary of the relevant Commission Rules (515-9-5-.01, 515-9-4-.05 and .06):

Common Ground Alliance Best Practices as related to excavation activities, locating of underground utilities and operation of the one call center.

At least one person in authority present at an excavation or blasting site is required to have a basic familiarity with the Department of Transportation's regulations, local municipal and state ordinances and the GUFPA Law.

At least one person present at an excavation or blasting site shall be adequately proficient in speaking the English language.

Minimum safety equipment required: hard hats, reflective vests, portable communication device, fluorescent cones, devices (flags, signs) to notify the public to avoid excavation/blasting area.

- At least one person present at an excavation or blasting site must be knowledgeable of safety measures that must be taken to protect individuals in the vicinity where a util-



ity facility has been struck or damaged.

- Any person may report a probable violation of the Act to the Commission, but must conduct an investigation to examine the relevant facts. Likewise, the facility owner/operator whose facilities were damaged due to a probable violation of GUFPA must conduct an investigation and submit the results to the Commission within 30 days.

SECTION 2: COPIES OF YOUR GEORGIA 811 CALLS AND LOCATE REQUESTS

If you feel that a mistake has been made that can be clarified by review of the actual call to Georgia 811 or the actual locate request sent to the utility, we can help. Georgia 811 records all conversations involving locate requests. These recordings and the locate requests are kept on file for 7 years and can be provided upon request (a small fee may be required).

SECTION 3: DIG SAFELY

CONTACT Georgia 811 BEFORE YOU DIG The Law requires you to contact Georgia 811 when using mechanized equipment to excavate, if demolition is to occur, or if your work will bring you or your equipment within 10 feet of overhead power lines – even on private property. Even though it is not required for you to contact Georgia 811 when manually digging it is always the safest course to contact 811 before you dig. Remember, ANY damage you cause may be your responsibility for cost of repairs. Excavators may enter locate requests online after receiving a short training. Visit eden.gaupc.com for more information.

www.eden.gaupc.com
Dial 811 or 1-800-282-7411
Atlanta Area 770-623-4344

- **WAIT THE REQUIRED AMOUNT OF TIME** (2 business days following the day of the call). The legal day is printed on the locate request. Business days are defined as Monday through Friday between the hours of 7:00 a.m. and 4:30 p.m. with the exception of major holidays.
- **CHECK THE POSITIVE RESPONSE INFORMATION SYSTEM** Check PRIS via the free “Georgia 811” phone app available at the App Store and on Google Play. PRIS may also be checked on eden.gaupc.com, or by calling 1-888-670-2902. GUFPA requires that the excavator must be knowledgeable of what has been entered into PRIS—see Section 15.
- **RESPECT THE MARKS**
- **DIG WITH CARE**
- **LOCATE ACCURATELY**

LOOK FOR OBVIOUS SIGNS OF UNDERGROUND FACILITIES

- **POWER TRANSFORMERS**
- **UTILITY POLE DROPS** (Cables attached to the side of the utility pole and entering the ground. In some cases, Galvanized “U” Guards protect these cables.)
- **TELEPHONE OR CABLE TELEVISION PEDESTALS**
- **WATER VALVES OR HYDRANTS**
- **REGULATOR STATIONS, GAS METERS, VALVES OR TEST STATIONS**
- **WARNING SIGNS OR MARKERS**
- **MANHOLE RINGS AND COVERS**

Inspect all utility poles for cables or “U” guards. Facility owner/operators may not be responsible for facilities downstream from their meter. The service

line or lateral leaving the meter or utility easement to the address is generally considered a private line and the excavator should employ a private locate service to mark those lines. In addition, 3-phase commercial/industrial electrical services are typically customer-owned from the transformer to the facility. After completing your field inspection compare the responses from each utility in PRIS. If there is a discrepancy this could be a red flag that something is seriously wrong. Contact Georgia 811 for an additional request

SECTION 4: RESPONSIBILITIES OF THE FACILITY OWNER/OPERATOR

The Utility Companies are required to:

- Become members of Georgia 811.
- Respond to all locate requests by the legal response date unless extraordinary circumstances exist. (Extraordinary circumstances may include, but shall not be limited to, hurricanes, tornadoes, floods, ice or snowstorms and other acts of God.)
- New facility installation shall be done in a way that makes them locatable using generally accepted electronic locating methods. This includes sewer laterals.
- All water and sewer facilities, including laterals, are to have permanent markers installed during installation. By law, these markers can serve in lieu of locate marks. Owner/Operators will still need to respond to PRIS indicating that there are permanent markers on site.

SECTION 5: MARKING REQUIREMENTS FOR UNDERGROUND UTILITIES

PSC Rule 515-9-6-.01 Requirement to Use Reasonable Care and Commission Recognized Best Practices.

Utility Owner/Operators and Locators shall also exercise reasonable care.

Reasonable care requires, at a minimum:

- The use of the best available information to mark the facilities
- Accurate locating
- Use of the APWA color code
- Response to PRIS by response due date
- Compliance with Common Ground Alliance Best Practices (when not in conflict with state law)

APWA Color Codes



White – Proposed Excavation



Orange – Communication, Alarm or Signal Lines, Cables or Conduit



Pink – Temporary Survey Markings



Blue – Potable Water



Red – Electric Power Lines, Cables Conduit and Lighting Cables



Purple – Reclaimed Water, Irrigation and Slurry Lines



Yellow – Gas, Oil, Steam, Petroleum or Gaseous Materials



Green – Sewer and Drain Lines

Some Common Ground Alliance Best Practices include:

- Use available facility records at all times.
- Locators are properly trained. Locator training is documented.
- A visual Inspection is completed during the facility locating process that includes:
 1. Identification of access points,
 2. Identification of potential hazards,
 3. Assurance that plant facilities shown on records match those of the site
- Facilities are adequately marked for conditions.
- Information on abandoned facilities is provided when possible.
- When locating electromagnetically, active/conductive locating is preferable to passive/inductive locating.
- Documentation of work performed on a locate is maintained.

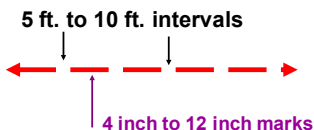
SECTION 6: PSC Marking Standards Rule 515-9-4-.14

Facility owners or their locate contractors shall indicate utility facilities by placing their Georgia 811 alpha code, along with the type of material (if known) that the facility consists of, at the beginning and end of locates. Also, arrows should be placed at the ends of markings to indicate that the underground facility continues.

- The marks shall be frequent enough to identify the owner.



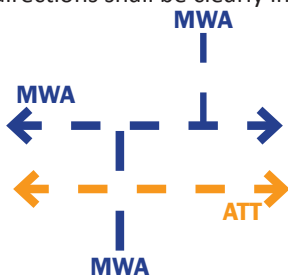
- The marks shall indicate the approximate center-line of the underground lines.
- The marks shall be 4 to 12 inches in length and at intervals of 5 to 10 feet.



- The line locator (the person marking the lines) shall extend marks outside the proposed work area by 20 to 30 feet if those facilities extend outside the proposed excavation area.



- In areas such as flower beds, rock gardens, etc., flags or stakes may be an alternative to paint
- Dead ends, stub-outs, termination points, etc., shall be marked as follows:
- Lines that have connections (e.g., T's or Y's) or changes in directions shall be clearly indicated.



- Manholes and valves shall be identified by using a circle and letters if they are not visible (dirt covering valve boxes or pavement covering manhole cover).



- Unlocateable sewer laterals shall be marked by placing a green triangle on the sewer main pointing to the address in question.



- When facilities share the same trench, they shall be heavily identified and separated enough so that they can be readily identified. This would apply to lines that share the same color code. For example, cable television & telephone lines:

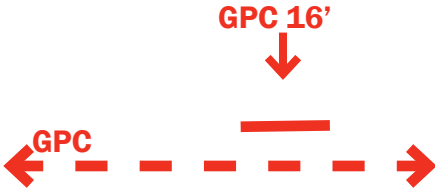


If the facility to be marked has a diameter greater than 12", the size of the facility shall be indicated if known. If the size is not known, then the mark shall indicate greater than 12 inches.

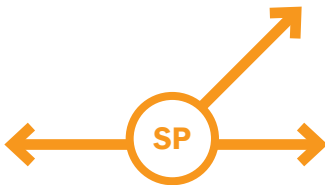
- Duct structures shall be marked by using a dot with parallel boundary on each side of the dot.



In areas where there is a strong likelihood that any or all marker types showing line location would be destroyed, offsets shall be placed on a permanent surface. However, offsets should be used only in conjunction with marks placed above a facility. Offset spacing should be every third or fourth mark. For example, the following mark would indicate the line is 16 feet from the end of the arrow.



In areas where cables are spliced, the facilities should be located individually as far as possible on both sides of the splice. When the signal is distorted due to the near proximity to the splice a circle with "SP" should indicate the area of distortion or "splice pit".



SECTION 7: Reasonable Care in the Tolerance Zone

The GUFPA has established a tolerance zone of 18 inches on either side of the outer edge of the utility facility. GUFPA requires that the excavator must exercise reasonable care when excavating or blasting within the Tolerance Zone.

Reasonable care in the tolerance zone shall include, but may not be limited to, at least one of the following based on geographical and climate conditions:

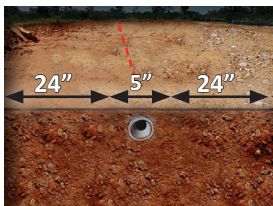
- hand digging,
- pot holing,
- soft digging,
- vacuum excavation methods,
- pneumatic hand tools, or
- other technical methods that may be developed.

PSC Rule 515-9-6-.01 Requirement to Use Reasonable Care and Commission Recognized Best Practices.

Reasonable care must be used by all excavators in an area in which underground facilities may be located. For purposes of excavating in an area in which underground facilities may be located, reasonable care under O.C.G.A. § 25-9-8(b) includes, but is not limited to, compliance with the Common Ground Alliance Best Practices.

See next page for an illustration of the Tolerance Zone.

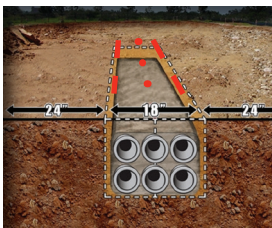
Tolerance Zone Illustrated



The tolerance zone in example A is 4 feet 5 inches because it's based on the width of the pipe and 2 feet on either side of the outside edge of the pipe.

Example A

The tolerance zone for example B is 5 feet 6 inches because the facility located is much larger. Remember the tolerance zone is not measured from the locate marks, it's measured from the outside edge of the facility being marked. Be sure to pothole the facility to know the tolerance zone and Dig Safely.



Example B

Directional Drilling: Excavating with Reasonable Care

Directional Boring or Drilling Excavators must always properly expose each utility facility crossing. GUFPA requires that all persons performing directional drilling or boring comply with the Best Practices established by the Common Ground Alliance. Do not count on luck. Many damages occur as a result of failure to pothole these crossings. When using any type of trenchless excavation techniques it is important to expose all sides of the underground utilities. This allows you to see the actual size of the

facilities and clearance you will have when crossing over or under that facility. It is the excavator's responsibility to avoid damaging accurately located underground utilities.

After potholing or other efforts have been exhausted by the excavator and the location of the underground facility still cannot be found, the excavator shall notify the facility owner/operator and they collectively shall determine the precise location of the underground facility prior to continuing the excavation. If you are in this situation contact Georgia 811 for an additional request requesting the assistance of the facility owner to find the marked utility and contact the facility owner operator directly.

SECTION 8: DEPTH OF FACILITIES

Neither the facility owner/operators nor Georgia 811 has information regarding the depth of utility facilities. Never assume that a utility facility is the same depth throughout its route.

Please be aware that some lines are found just a few inches below the surface.



Know what's **below.**
Call before you dig.

**SECTION 9: RESPONSIBILITIES OF THE
EXCAVATOR ACCORDING TO THE
GEORGIA UTILITY
FACILITY PROTECTION ACT
(O.C.G.A. §§ 25-9-1 THROUGH 25-9-13)**

Contact Georgia 811 on business days between the hours of 7:00 a.m. and 4:30 p.m. for locate requests. Calling in or entering locate requests over the Internet after 4:30 p.m. will be considered entered on the next business day. (Exact language found in §25-9-6)The GUFPA allows the facility owner/operator a second chance to respond to a locate request if they have not responded by the due date and time. This second chance begins at 7:00 a.m. and ends at 12:00 noon on the day the locate request becomes legal. If no obvious indications of unmarked facilities exist, excavation may begin with reasonable care after the 12:00 noon deadline has expired. Contact Georgia 811 for a second request after 12:00 noon on the legal dig date if obvious indications of unmarked utilities exist or any utility has failed to respond to PRIS and wait for the facilities to be marked. (Exact language found in §25-9-7(f)) After 12:00 Noon if the facility remains unmarked, the excavator must contact the facility directly or attempt to locate the facility himself. (Exact language found in §25-9-7(e))

The life of a normal locate request is 21 calendar days, after the date of notice. The date of notice is the day the locate request was created. (Refer to your locate request for the expiration date.) If it is later determined on a locate request that blasting will occur you must contact Georgia 811

and wait an additional 24 hours for the utilities to respond. (Exact language found in §25-9-6(e) (f))

If a damage occurs, immediately cease excavation and contact Georgia 811 and the affected facility owner/operator. Dents, scratches and gouges to the pipe are all considered damages and must be reported immediately. Damages such as these could weaken the facility and cause failures at a later date. No person shall engage in excavating that may cause further damage.

SECTION 10: PROPER LOCATE REQUEST PROCEDURE

1. Know What's Below. Contact Georgia 811 Before You Dig. Enter requests online at eden.gaupc.com after receiving a free webinar training, or dial 811 or 1-800-282-7411 to reach Georgia 811.

2. Have the following information ready before calling:

- Area code and phone number
- First and last name
- Type of work to be performed
- Name of company or resident for whom the work will be performed
- Name of the county and city where the work will take place
- State whether the main address is inside or outside of the city limits
- Name of the street and address where the work will take place
- Name of the nearest intersecting cross street to the main address

- Indicate specific locating instructions when possible
- Indicate if the proposed dig site has been white lined.
- Indicate if you will perform horizontal boring or blasting
- Indicate if you will be working within ten feet of any overhead power lines and, if so, indicate the starting and ending date that overhead protection will be needed
- Indicate how long the excavation portion of the work will take
- Provide grid information if applicable

3. You will then be given the following information:

- Legal date and time to proceed with excavation
- Expiration date
- Restake date
- List of facility owner/operators that will be notified
- Locate Request number

4. What happens after the call is made:

The information is dispatched to the member utilities. The member utilities mark their facilities by the due date and time, if possible, and indicate what they have done through Georgia 811's automated Positive Response Information System

SECTION 11: **LOCATE REQUEST SIZE POLICY**

1. Main installation and highway projects: Locate requests shall not exceed one mile on a particular street or road and the request must be divided if the street or road crosses a county line. If the work-site is on a single street and will be longer than a linear mile, a Large Project Meeting Notification must be requested.

2. Service installation:

Locate requests shall not exceed five individual addresses or lots on a single street or road and the distance between the first and last address or lot shall not exceed one mile and must be divided if a county line is crossed.

Apartment complexes and mobile home parks will be treated as service work so they must be called in by building number not to exceed five buildings on a single street or road.

Entire subdivisions are accepted under Large Project Rule 515-9-4-.13. If an entire subdivision needs to be located, a Large Project Meeting Notification must be requested. For excavation on an unnamed street the excavator needs to assign names or labels to the streets in question.

The nearest cross street to the main address must be a street listed on the Georgia 811 mapping system. If the street is not listed, the caller must be prepared to give specific driving directions from a cross street that is listed.

All locate requests are subject to Sufficient Particularity and White Lining.

SECTION 12: SUFFICIENT PARTICULARITY AND WHITE LINING

PSC rules require that the proposed area of excavation be white lined. This can be accomplished either by physically marking the proposed area of excavation or verbally describing the area according to Georgia 811 policy. Physical white lining must be accomplished prior to calling Georgia 811 for a locate request and before the locator arrives on the job. Refer to the Georgia 811 Sufficient Particularity Policy for more details.

Physical White Lining is a Best Practice of the Common Ground Alliance (CGA).

SECTION 13: PSC RULE 515-9-4-.13 LARGE PROJECTS

Large Projects as referred to in the GUFPA require special locate request procedures as specified by PSC rule. A large project is defined as any project that:

- Involves mechanized excavation
- At a contiguous location
- Greater than one linear mile
- More than 90 days of excavation

Large Projects shall be located in accordance with procedures spelled out in PSC Rule 515-9-4-.13



**Know what's below.
Call before you dig.**

SECTION 14: DAMAGES

If you strike or damage a utility facility that results in the escape of any hazardous material, Federal Law requires all personnel to evacuate the immediate area, call 911, then contact Georgia 811 and the affected facility owner/operator. This will allow specially trained emergency response teams to secure the area. It may seem over-protective to take such measures but many lives have been lost as a result of waiting to call 911.

Remember, all facility damages, no matter how minor they may appear, must be reported to Georgia 811 and the affected facility owner/operator immediately. (Exact language found in §25-9-8(e))

Never attempt to stop the flow of natural gas or other hazardous materials by plugging, bending or taping pipes or any other means. Under occupational safety and health administration (OSHA) and other federal laws and rules, you could be held accountable. You also jeopardize your life and the lives of others. Many explosions and ignitions have occurred as a result of this practice, leaving countless fatalities and seriously injured victims.

Directional drilling operators should never attempt to reverse the bore rod when a utility facility damage has been determined. Ignition and/or further damage could occur. Please allow qualified utility facility repair technicians to determine proper bore rod removal.

PLAY IT SAFE...PLAY BY THE RULES.

Some additional safety guidelines to consider for the following utilities should damage occur:

Damage to Natural Gas Facilities

The elimination of all ignition sources should be of high priority. Sources of ignition include, but are not limited to; any open flame, cellular phones, pagers, flashlights, cameras, motor vehicles, electric or cordless tools, etc. If motorized equipment contacts a natural gas pipeline causing a leak, leave the equipment and leak source immediately. Notification of the damaged gas line as outlined in Section 9 of this document should be made at a safe location away from the damaged facility. This will eliminate a potential ignition source.

Establish a perimeter around the site, at a safe distance from the escaping gas taking into consideration wind speed and direction. Control pedestrian and vehicular traffic in the area. To ensure public safety, cones, barricades, barricade tape, etc.; should be used to identify the perimeter. General public and other personnel should be kept well behind the perimeter line. Permit only those personnel at the site of escaping gas who are directly assisting in implementing the corrective action or are immediate backup. Use Fire and/or Police Department assistance in setting up the perimeter and for keeping a path to the site open for utility vehicles (if needed).

Leave the excavation open and do not try to stop the flow of gas. If there is potential for escaping gas to enter buildings consider; alerting those inside

the structure for possible evacuation, and prevention of access to the structure.

Continue to warn others to stay away from the area.

Damage to High Voltage Facilities

If electrical cable is damaged with mechanized equipment, operator should move equipment away from the contact point to a safe location. Operator should remain on the equipment. Others should be cautioned not to touch equipment.

If the mechanized equipment cannot be moved, operator should stay on the equipment, unless severe arcing or a fire is developing or possibly some other unforeseen hazards exist. Others should be cautioned not to touch equipment.

If the operator must get off the mechanized equipment, it is critical that he/she does not contact the ground and the equipment at the same time. When jumping from the equipment, the operator's feet should remain together rather than apart. The operator should hop away from the equipment, keeping both feet together. Note: If the cable is still energized and it is a high voltage line, electrical potential differences can occur across the ground. By having your feet apart, it is possible that hazardous current will flow from one foot through your body to the other foot. Remember, keep your feet together.

Establish a perimeter around the site, at a safe distance from the damaged electrical facility. General public and other personnel should be kept well behind the perimeter line. In some cases, a second perimeter some distance back may be required to keep people away. To ensure public safety, cones, barricades, barricade tape, etc., should be used to identify the perimeter.

The following represent additional safety points to remember:

When hand digging near buried electrical cable, it is much safer to use approved insulated tools.

Avoid any wet areas near the contact site.

Avoid touching any metal objects or other electrical equipment near the area.

Use Fire and/or Police Department assistance (if needed) in setting up the perimeter and for keeping a path to site open for utility vehicles.

Damage to Telecommunication Facilities

When telecommunications facilities are struck or damaged, employees and contractors should stop all excavation that could cause further damage immediately. The excavation equipment should remain in place until utility owners or operators respond to the scene of the damage. This will reduce the likelihood of additional damage to the facility.

Damage to Water/Sewer Facilities

Always report broken or damaged water and sewer lines to Georgia 811 and your local utility immediately.

In the event of a water or sewer emergency, please contact Georgia 811 and the local County or City Authority to report any damage. Damages to forced sewer and water that could have an environmental impact to the area should be reported to the local 911 centers.

DAMAGE INVESTIGATION

When a damage occurs, all safety precautions must

be taken, including notification of Emergency Response, Utility Owner/Operator, and Georgia 811. At a minimum, these steps should be followed as part of your damage investigation:

1. Photograph the damage and any surrounding reference points.
2. Photograph any locate marks in the vicinity.
3. Take measurements to determine if the damaged facility was located accurately and document your findings (photo & sketch).
4. Collect witness statements of the damage occurrence
5. Save the damage investigation in your records for later reference.

SECTION 15: EMERGENCY NOTIFICATIONS

The GUFPA defines an 'Emergency' as a sudden or unforeseen occurrence involving a clear and imminent danger to life, health, or property; the interruption of utility services; or repairs to transportation facilities that require immediate action. Any person calling in an emergency must SPECIFICALLY IDENTIFY the dangerous condition involved. Emergency notifications that do not involve gas facilities may be entered online at EDEN.gaupc.com. All others must be called in to 811.

Indicate if a crew is on site or in route.

Indicate estimated time of crew arrival.

Indicate name and contact number of foreman.

The life of an Emergency Notification is 3 business days after the notification is made to the Georgia

811. Remember that the emergency request will be issued for the immediate work only. GUFPA does not define a response time for emergencies. Requesting an emergency notification (when no emergency conditions exist) may lead to a \$10,000 fine.

**SECTION 16: POSITIVE RESPONSE
INFORMATION SYSTEM (PRIS)
1-888-670-2902
or [www.Georgia 811.com](http://www.Georgia811.com)**

The purpose of the Positive Response Information System (PRIS) is to increase the level of communication between the excavator and the facility owner/operator. The highlights are as follows:

Locate requests must be positively responded to by the facility owner/operator by midnight on the second business day after the request was issued.

The excavator must access PRIS by visiting Georgia811.com, by using the mobile phone app, or by calling 1-888-670-2902 to find out which facility owner/operators have or have not responded and their response codes.

PRIS is available 24 hours a day, everyday.

PRIS will automatically generate a late notice to the member that has failed to respond on time.

One of the primary goals of the PRIS is to reduce excavator's need to physically drive to the requested location to verify marking.

Positive Response Information System (PRIS) status codes are as follows. Frequently used PRIS codes are listed below. A complete list of PRIS codes is listed at [www.Georgia 811.com](http://www.Georgia811.com)

#1 Marked

#2 Marked with exceptions (contact facility owner for additional information.)

#3 Unmarked (contact facility owner for more information)

#4 Clear, no facilities.

#5 No conflict, utility is outside of requested work site.

#6 No locate required due to contractual arrangement between excavator and utility owner/operator. (For example: A major utility installation and maintenance contractor calls in a locate request. The contractor is the responsible party for locating the utility facilities that belong to the company for whom they are working.)

#7 Facility owner/operator refuses to locate.

#8 Sewer laterals. See www.Georgia811.com for details

#9 Design Locate. See www.Georgia811.com for details

#10 Large Projects. See [www.Georgia 811.com](http://www.Georgia811.com) for details

SECTION 17: DOT GUIDELINES

From the Department of Transportation:

- In accordance with state law, all abandoned facilities SHALL be locatable. The method to be used to locate the abandoned facilities MUST be indicated by the Utility Owner on the permit application.
- Following are the guidelines to be adhered to when facilities are approved to be abandoned in place within the state right-of-way:
 - Any facility with an inside diameter larger than 2 inches, but smaller than 6 inches, shall be plugged at all open ends of the abandoned facilities.
 - All facilities with an inside diameter larger than 6

inches shall be grout filled 100%.

- Exceptions for grouting may be made on a case-by-case basis only when it can be proven that no detriment will come to the roadbed by doing so.

SECTION 18: DISPLAYING SIGNS

The Georgia Public Service Commission reminds all excavators in the State of Georgia to adopt this recommended BEST PRACTICE.

Make signs displaying the contractor's name and the facility owner (if applicable) for whom they are working. Display these signs at all work sites. This courteous gesture will provide residents of the state with information necessary to contact the appropriate parties to report any problems, as well as reduce the number of complaints to facility owners and the PSC.



**Know what's below.
Call before you dig.**

SECTION 19: HOURS OF OPERATION

The Georgia 811 is open from 7:00 a.m. until 6:00 p.m. Monday through Friday and web access is usually available 24 hours per day, 365 days per year. The Georgia 811 accepts notifications via phone of emergencies and damages 24 hours a day, 365 days of the year. Georgia 811 is closed on the following holidays as provided by law.

New Year's Day
Martin Luther King Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
The Friday after Thanksgiving
Christmas Eve
Christmas Day

Important Web sites

Georgia Public Service Commission
www.psc.state.ga.us

Georgia 811
www.Georgia811.com

Georgia Utility Coordinating Council
www.gucc.com

Georgia Utility Contractor's Association
www.guca.com

Common Ground Alliance
www.commmongroundalliance.com



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