



Know what's below.
Call before you dig.

FAQ's About the Dig Law Changes

- 1. Has the Tolerance Zone changing?** Yes. The tolerance zone will be 18 inches from the outside edge of the utility facility and goes in effect at 12:00 a.m. on July 1, 2014.
- 2. Has reasonable care when digging in the tolerance zone changed?** Yes. The new definition of reasonable care **requires** the excavator to use at least one of the following; Hand digging, pot holing, soft digging, vacuum methods, pneumatic hand tools and other technical methods that may be developed.
- 3. Does the utility owner have to help an excavator who can't find a marked or located utility facility?** After the excavator has exhausted all efforts to safely expose a marked facility using reasonable care, they can notify the utility and then both parties work together to determine the precise location of the utility.
- 4. When were the Dig Law changes effective?** 12:00 a.m. on July 1, 2014. Tickets created prior to that date/time are governed by the Dig Law as it stood before 12:00 a.m. on July 1, 2014. The timelines (pre or post Dig Law changes) are based on ticket creation date/time, not Georgia 811's business day.
- 5. What about an existing locate requests, those requests that existed prior to the change?** 12:00 a.m. on July 1, 2014, and that can be located prior to 12:00 a.m. on July 1, 2014, shall be handled in accordance with the Dig Law in place prior to 12:00 am on July 1, 2014 .
- 6. I have a locate request, but it wasn't completed prior to the Dig Law Change,**
which version of GUFPA does it fall under? Locate request that existed prior to 12:00 a.m. on July 1, 2014, but that are not completed until after 12:00 a.m. on July 1, 2014, shall be handled in accordance with the Dig Law changes that take effect at 12:00 a.m. on July 1, 2014.
- 7. How are restakes before the Dig Law changed being handled?** Restakes called in prior to 12:00 a.m. on July 1, 2014, and that can be completed before 12:00 a.m. on July 1, 2014, shall be handled in accordance with the Dig Law prior to the changes on July 1, 2014.
- 8. I asked for a restake, but it wasn't completed before 12:00 am on July 1, 2014. Which version of the Dig Law does it fall under?** Restake requests that existed prior to 12:00 a.m. on July 1, 2014, but that are not completed until after 12:00 a.m. on July 1, 2014, shall be handled in accordance with the Dig Law changes that take effect at 12:00 a.m. on July 1, 2014.
- 9. What about new locate requests and/or restakes being processed now?** Locate requests and/or Restakes called in after 12:00 a.m. on July 1, 2014, shall be handled in accordance with the changes that took place at 12:00 a.m. on July 1, 2014.

07/07/2014