

EXCAVATOR MANUAL

February 2025

Simply Dial **811** or **800-282-7411**



**SAFETY IS IN YOUR HANDS.
EVERY DIG. EVERY TIME.**






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The background of the lower half of the page shows a yellow excavator and a yellow wheel loader working on a large pile of dark brown soil. The excavator is on the left, and the wheel loader is in the center. The scene is set against a white background.



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Georgia811 Excavator Manual




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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 Underground 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 Georgia811.com.



Georgia811 Excavator Manual



SECTION 1: ENFORCEMENT

The Georgia Public Service Commission (Commission or PSC) is charged with the enforcement of the Georgia Underground 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 website 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 utility 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 fee may be required).



**Know what's below.
Contact 811 before you dig.**



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 www.georgia811.com/online-ticket-training for more information.

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- **Wait the required amount of time** (at least 3 business days). The effective date 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 www.georgia811.com (Ticket Status button in top menu). GUFPA *requires* that the excavator must be knowledgeable of what has been entered into PRIS—see Section 16 in this manual (page 34).
- **Respect the marks**
- **Dig with care**

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 effective 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.



SECTION 5: MARKING REQUIREMENTS FOR UNDERGROUND UTILITIES

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

American Public Works Administration (APWA) Color Codes

ORANGE Communication, alarm or signal lines, cables or conduit	RED Electric power lines, cables, conduit and lighting cables
YELLOW Gas, oil, stream, petroleum or gaseous materials	PINK Temporary Survey Markings
WHITE Proposed Excavation	BLUE Potable Water
GREEN Sewers and drain lines	PURPLE Reclaimed water, irrigation and slurry lines

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 effective date
- Compliance with Common Ground Alliance (CGA) Best Practices (when not in conflict with state law and commission rules)



Common Ground Alliance Best Practices include:

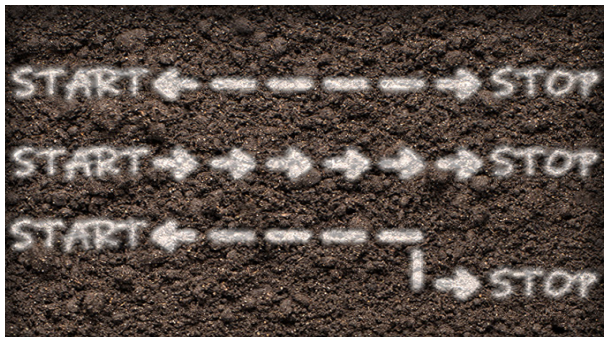
- Use available facility records at all times.
- Locators are properly trained. Locator training is documented.
- A visual Inspection is completed during the facility locating process that includes:
 1. Identification of access points,
 2. Identification of potential hazards,
 3. Assurance that plant 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

White Lining Symbols as Directions to Locator. White lining proposed dig sites that will follow a single path or trench shall be marked using white lines and/or arrows and shall be located for twenty (20) feet on either side of the white line and for twenty (20) feet outward beyond the designate “START” and “END” of such linear white line. Therefore, it is important to identify the starting & ending points.

Identification of White Lining Excavator. In order to enable the locating underground facility or its locators to quickly identify the requested locate at the job site and expedite the locating process, each excavator when white lining shall identify himself or itself by labeling the white line area with the excavator’s name or the applicable locate ticket number or both.



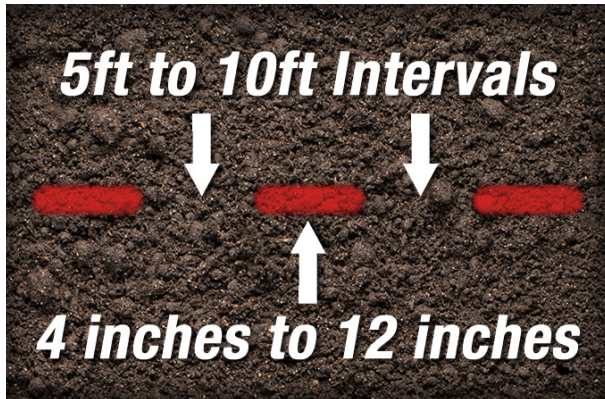
Facility Marking by or for Utilities. “No conflict” with the excavation should only be communicated by facility owners through the Positive Response Information System (PRIS). No marks or messages with paint or stakes should be left at the proposed excavation if there is no conflict.

Underground Facility Markings. Facility owners or their locate contractors shall indicate underground facilities by placing their UPC alpha code, along with the type 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. In accomplishing the locate task, the line locator shall use industry-approved and generally accepted methods of locating.



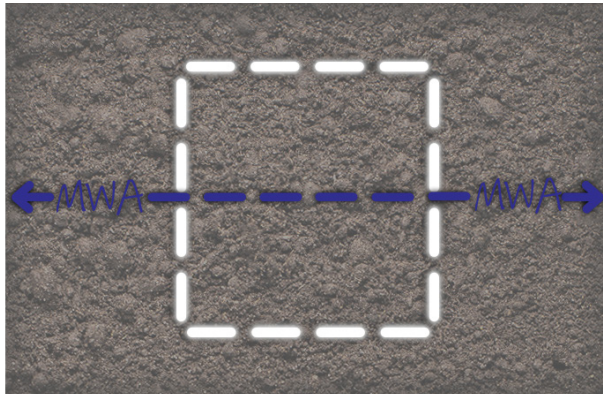
To avoid confusion on long runs, the marks shall be frequent enough to identify the owner.

Location marks shall be 4 to 12 inches in length and at intervals of 5 to 10 feet.





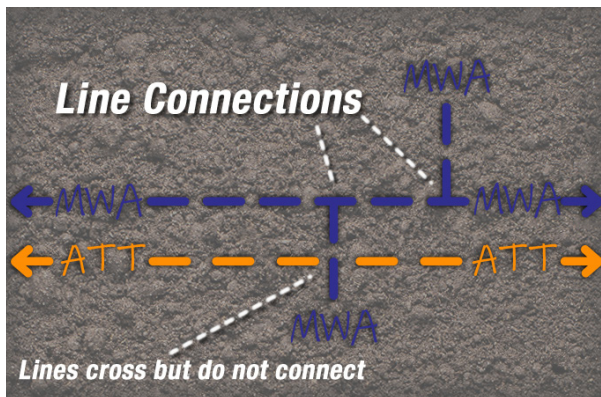
The line locator (person marking the lines) shall extend marks outside the proposed work area by 25 feet if those facilities extend outside the proposed excavation area.



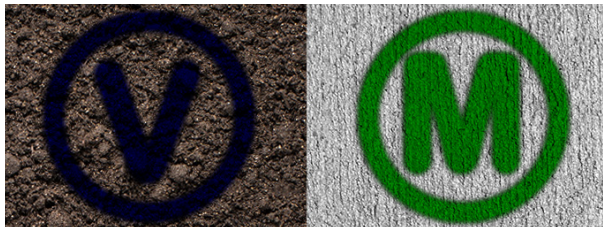
Dead ends, stub-outs, termination points, etc., shall be marked as follows:



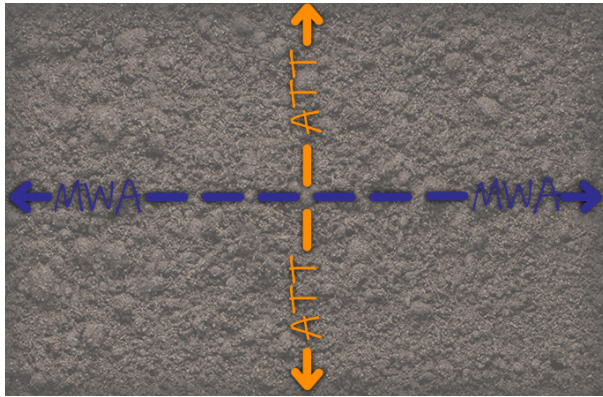
Lines that have connections (e.g., T's or Y's) or changes in directions shall be clearly indicated. Marks indicating lines or connections shall clearly show the intersection and path of the line or connection. Marks that show changes in direction shall be placed closer together for more clarity and accuracy.



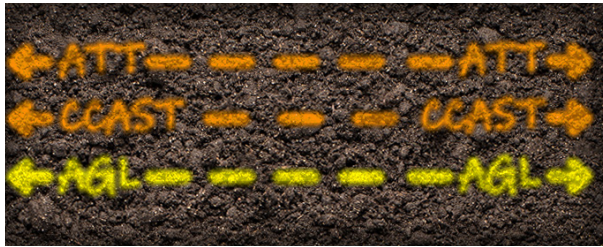
Manholes and valves shall be identified by using a circle and letters if they are not visible (dirt covering valve boxes or pavement covering manhole cover).



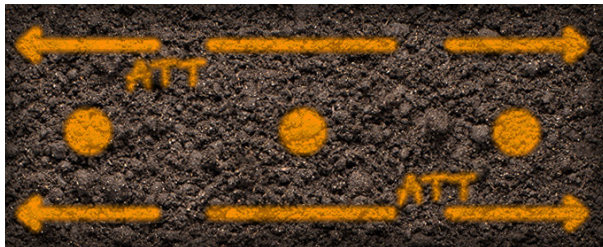
Facilities that cross but do not intersect shall be marked as described to indicate such installation manner.



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:

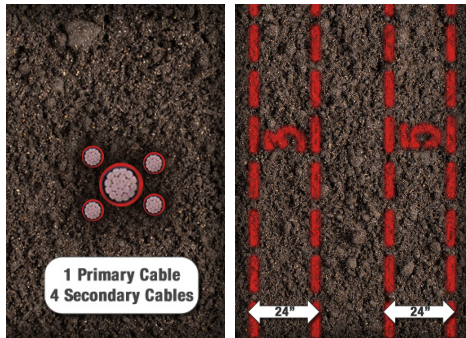


Duct structures are multiple conduits stacked or side by side, installed at the same time, in a singular trench or bore path, that may or may not be encased with a protective structure. These facilities shall be marked by using a dot with parallel boundary on each side of the dot.



Duct structures marked in excess of 36 inches in total will require the underground facility notify the excavator and identify the size of the marked. Any duct structure marked in excess of its actual size will be considered overmarked and will be considered a probable violation of the Marking Standards.

Multiple direct buried electric facilities where the separation does not allow for a separate tone for each facility, but the number of the facilities is known should be marked by corridor marks not to exceed 24 inches. The marks shall indicate the number of facilities in the corridor.



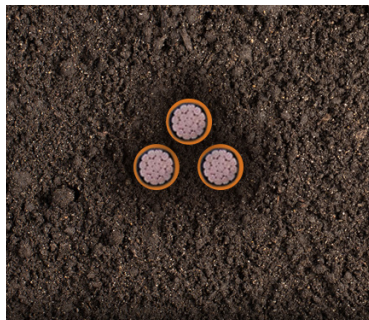
In environmental conditions such as but not limited to, rain, snow, wet or marshy areas and or temporary surface conditions, flags will be used in addition to paint markings. Flags and/or stakes cannot be used as a substitution to paint markings and offsets. It will be the facility owner's decision to use flags and or stakes in addition to paint markings.



Multiple facilities of the same type other than electric that are bundled and intertwined in the same trench shall be marked over the approximate center of the facilities. The marks shall indicate the number of facilities in the corridor.

Multiple Facilities of the Same Type Intertwined in the Same Trench

Cross Section



Top View



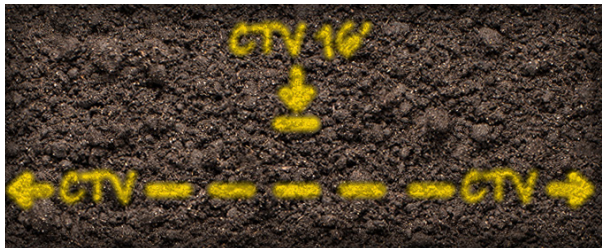
Traffic Control and Traffic Management

When electric and communication are bundled and intertwined in the same conduit, marks should indicate the approximate center line of the utility lines using red paint.

Facility owners/locate technicians must mark using their Georgia 811 alpha code, followed by a dash and “TC” for Traffic Control Devices and “TM” for Traffic Management Devices.



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



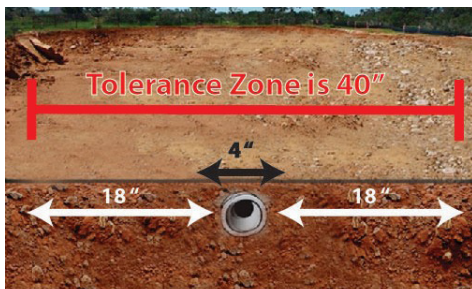
PSC Rule 515-9-6-.01 Requirement to Use Reasonable Care and Commission Recognized Best Practices

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.

Tolerance Zone Illustrated

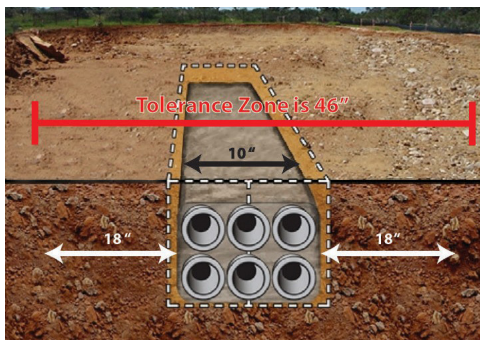
Example A

The tolerance zone in example A is 40" because it's based on the width of the pipe and 18" on either side of the outside edge of the pipe.



Example B

The tolerance zone for example B is 46" 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.







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 underground facility owner operator directly.







SECTION 8: DEPTH OF FACILITIES

Neither the facility owner/operators nor Georgia 811 has information regarding the depth of underground facilities nor is it required by law. 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.





SECTION 9: RESPONSIBILITIES OF THE EXCAVATOR ACCORDING TO THE GEORGIA UNDERGROUND 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 Notice Period 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 effective. 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 an additional request after 12:00 noon on the effective 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(e))

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(f))



As of July 1, 2016, the life of a normal locate request is 30 calendar days after the effective date. (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 two business days 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 MyGeorgia811.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
 - Effective Date (the calendar day on which blasting or excavating is anticipated to begin)
 - Name of company or resident for whom the work will be performed
 - Name of the county and city where the work will take place
 - 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
 - Latitude / Longitude information if applicable.
- 
- 

- 
- 
3. You will then be given the following information:
 - Effective date and time to proceed with excavation
 - Expiration date
 - Updateable on and by dates
 - 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 electronically.
 - The member utilities mark their facilities by the effective date and time, if possible, and indicate what they have done through Georgia 811's automated Positive Response Information System (PRIS)

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 worksite 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.

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

Visit our website for complete details:
<https://georgia811.com/locate-request-size-policy>



SECTION 12: SUFFICIENT PARTICULARITY AND WHITE LINING



PSC rules require that the proposed area of excavation be white lined by either physically marking the proposed area of excavation with white paint or flags or by 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).

Visit our website for complete details:
<https://georgia811.com/sufficient-particularity>



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



SECTION 14: DAMAGES

If you strike or damage a utility facility that results in the escape of any hazardous material, Federal and State Laws 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 Telecom 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.

Damage Claims



As of September 1, 2022, all costs incurred by the facility owner or operator in repairing or replacing its damaged facilities, excluding betterments, may be billed. An investigation of any damages shall be initiated by the completion of the next business day following the repair of the reported damage. All repair invoices shall be sent to the excavator within 90 days of completion of the repair. (Exact language found in §25-9-14 (1))





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 submitting an emergency must SPECIFICALLY IDENTIFY the dangerous condition involved. All emergency notifications may be entered online at <https://geocall.ga811.com/geocall/portal> or called in by dialing 811.

Indicate if a crew is on site or en 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)**

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, or using the mobile phone app to find out which facility owner/operators have or have not responded and their response codes. Search “Georgia 811” in Google Play or the app store.

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.

PRIS Codes are available at the Georgia 811 website. Simply search “PRIS Codes” in the search bar and click on the resulting link.



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.







SECTION 19: HOURS OF OPERATION

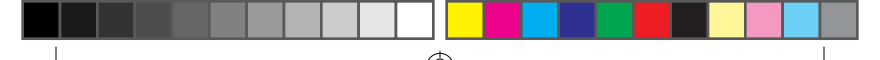


The administrative office of Georgia 811 is open Monday through Friday 8:00 a.m. to 5:00 p.m.

Georgia 811's Contact Center is open Monday through Friday 7:00 a.m. to 6:00 p.m. to take normal locate requests, Online Ticketing System access is usually available 24 hours per day, 365 days per year. The contact center is open 24/7 for all ticket types except Designs and Large Projects. Call the contact center by dialing 811 or 1-800-282-7411.

Georgia 811 is closed on the following holidays as provided by law. See link below:

- 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
<http://psc.ga.gov>

Georgia 811
[www.Georgia 811.com](http://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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POSITIVE RESPONSE INFORMATION SYSTEM PRIS

Calling before you dig is the first step in the safe digging process. However, checking PRIS is just as important! Using your locate request number, view how each Georgia 811 member utility has responded to your request.

Performing this step saves time and money. Additionally, it will keep you in compliance with Georgia Law, which states that it is your responsibility to have this knowledge prior to beginning excavation.

Ways to Access PRIS

Mobile App: Download the app for Android powered devices (vs. 2.1 or greater), iPhone or iPad.

Internet: Visit Georgia811.com and click on Select "Ticket Status"

**DAMAGE PREVENTION
JUST GOT
EASIER!**

Find Ticket

Checking that all affected utilities have responded to your ticket with a marked, clear, or no conflict code prior to beginning excavation is a known way to reduce damages to facilities. Excavators can download the new version of the Georgia 811 app to view positive response to their ticket numbers. No login needed.

SEARCH FOR "GEORGIA 811" IN THE APPLE APP STORE OR ON GOOGLE PLAY.

Available on the **App Store**

GET IT ON **Google play**

TRAINING & EDUCATION

Georgia 811 Liaison Managers serve the state of Georgia in many capacities. They offer training and education, dispute resolution, networking with industry stakeholders that would include local governments, utility owner/operators, excavators, contract locate companies, industry nonprofit organizations and more. Please contact your Georgia 811 Liaison Manager to learn more about our FREE training and education opportunities.
<https://georgia811.com/our-liaisons/>

Training Topics Can Include:

- Marking Standards
- Damage Investigation
- PRIS
- Large Projects
- Potential Membership
- High Voltage Safety Act
- GA811 Competent Person Training
- Online Ticket Training

Underground Utility Damage Prevention Classes:

- Available in 2 hour, 45 minute and 15 minute sessions
- By request at your location or GA811
- Early mornings, late afternoon and weekends
- Happy to customize for you

Online training is also available in a variety of topics to keep safe digging stakeholders up to date on important information. Visit the Georgia 811 website to access free, self-paced training.

Visit www.Georgia811.com and select Training & Education under the Before You Dig tab at the top of the page to learn more or request a class.

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