



811 Safety Message Talking Points for Internal Meetings on 811 Day

August 11 (8/11) is a great day to set aside to remind and/or educate your employees about the importance of contacting 811 before digging. It is also a good idea that employees understand the role of Georgia 811 in the damage prevention process as well as the role that your company plays in keeping everyone safe and connected. Below, Georgia 811 has provided talking points that can be presented at your company's next safety (or staff) meeting on or around August 11 to help educate stakeholder employees about 811, contacting Georgia 811 and the process involved in having underground utility lines marked. Damage prevention is a shared responsibility, and we all play a role in protecting the safety of workers, customers and entire communities.

Key messages:

- August 11 is 8/11 on the calendar, a natural reminder for people to call 811.
- Every digging project requires contact to 811. Georgia Law states that anyone digging with mechanized equipment must contact 811 before digging, but it is the safe and smart thing to do for *any* project involving digging.
- Contact Georgia 811 at least 3 business days prior to digging so that member utility companies can be notified of the intent to dig and can send a locate technician to mark their lines. Georgia 811 does not locate utility lines.
- Call or Click
 - Call 811 or dial 800-282-7411
 - Excavators can be trained and issued a password to submit tickets online.
 - Homeowners can apply for a ticket using eRequest on www.Georgia811.com.

How 811 works:

- 811 can be contacted from anywhere in the country, but in Georgia it is the law to contact at least 3 business days before digging.
- A customer service representative from Georgia 811 will answer the call to find out the location and description of the dig site.
- Georgia 811 will notify affected member utility companies of the intent to dig. These utility companies will dispatch locate technicians to have the lines marked using the APWA color codes: Red indicates power, yellow is gas; orange is telecommunications (cable, phone, internet); blue is water; purple is reclaimed water and green is for sewer.
- The member utility companies will send a professional locate technician to the digging site to identify and mark the approximate location of their underground lines.
When lines have been marked, or if a situation has occurred preventing the marking of the lines, the member utility company will provide their responses to the ticket. The

excavator must check all ticket responses before beginning to dig. Instructions for checking ticket responses and other resources are available when selecting "Excavator Resources" from the Training tab on the Georgia 811 website.

- You can also check ticket responses via the app. Download the Georgia 811 Mobile App (for Android and iOS).

- When you have waited the required amount of time and all member utility companies have responded, you should respect the marks and dig carefully around them.

Types of projects:

- Lines need to be marked for each separate digging project. Digging projects would include the following examples: installing a rural mailbox, putting up a fence, planting trees, cleaning up after a natural disaster or major storm, or building a deck.
- Contact Georgia 811 three business days before digging to allow time for professional locate technicians to mark the utility lines.
- Even if you've hired a contractor, make sure the contractor contacts 811 to have lines marked.

Consequences:

- Nationally, the Common Ground Alliance reports that there are more than 170,000 unintentional hits of underground lines annually across the country, a figure that equals once every three minutes.
- Hitting an underground utility line while digging can cause serious injuries or death, disrupt service to entire neighborhoods, and potentially result in fines and repair costs.

More information:

- For more information about safe digging in Georgia, visit www.Georgia811.com
- To learn more about 811 nationally, visit www.call811.com.

See flow chart next page

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