

AFTER THE CALL HOMEOWNERS

Thank you for contacting 811.

Here is what you can expect after your ticket is processed, along with other things that go beyond contacting 811.

1.



PROPERTY ACCESS

You do not have to be home, but please be sure all pets are put away, and ensure the locators have access to the property to mark the area where digging will take place.

2.



WHEN CAN I DIG?

Once you have confirmed all the utilities at your dig site have been marked, and the **[insert state-specific number]** business days have passed.

4.



UTILITY MARKINGS

How long does it take to get my utilities marked?

What do the different colored markings on the ground mean?

Please see the marking color code
[insert link here].

3.



UTILITY RESPONSES

How do I know what utilities have responded?

Each utility member has a different way of communicating in regards to utilities on the property. This is referred to as a **[Positive Response]**.

What is a **[insert your state-specific term referring to positive response]**?

[Positive Response] is how member utility companies communicate with excavators about the status of the ticket. It lets the excavator know if an underground utility is marked, unmarked, or not in conflict (clear, or high priority). A **[Positive Response]** may include one or more of the following: markings or documentation left at the job site, callback, fax, or an automated response system. A **[Positive Response]** allows the excavator to know whether all facility owners/operators have marked the requested area prior to the beginning of the excavation.

5.



PRIVATE UTILITIES

What are private utilities?

Private utilities are lines not owned by utility companies, typically found between the meter and the building. If you have a curbside meter, this can result in the property not being marked by utility companies. Other underground utilities that generally are not marked include, but are not limited to: water and sewer lines, private lighting, sprinklers, fire mains, secondary electric lines to detached garages, pools, and septic lines.

Who marks private utilities and is there a cost?

There are fees for private utility markings. A quick search online should result in a number of private locating companies in your area and most plumbing companies offer private locating upon request. The underground utilities are owned by the property owner, and it's the owner's responsibility to cover the cost associated with protecting private underground utilities.



6.



UTILITY COMPANIES HAVE NOT RESPONDED.

If there is no **[Positive Response]**, contact your state's one call center, by dialing 811 (you will need your ticket number), to process a **[insert type of ticket]** to notify utility companies to locate their lines ASAP. Some lines may not be marked because they are private.

7.



THINGS YOU NEED TO KNOW TO DIG SAFELY.

Why should I dig with hand tools around a marked facility?

It is the responsibility of the person digging to avoid damaging marked lines. APWA and several industries accepted best practices set 18" on either side of the marked utility as a reasonable Tolerance Zone. Within that zone it is recommended that hand digging or other acceptable method be used to locate the exact location of the utility before more extensive excavation is started.

[Insert applicable state laws or policies].

What is a Tolerance Zone/Margin?

A Tolerance Zone/Margin is the amount of space adjacent to a utility line.

[In the state of [insert state] the Tolerance Zone/Margin is half the width of the utility line, plus a minimum of number of inches, on each side of the outer edge of the line, in a horizontal direction.]

What if I HAVE to dig in the Tolerance Zone/Margin?

If digging must take place within the Tolerance Zone/Margin, you must use hand tools, until you can see the line, before using ANY power or mechanical equipment.

[Insert State Specific Diagram]

8.



THE IMPORTANCE OF YOUR TICKET NUMBER

Your ticket number is helpful to have if you need your worksite remarked or if you need to make any changes, and it also serves as proof that you called your state's one call center.



9.



MY MARKINGS ARE NO LONGER VISIBLE

You can request to have the markings refreshed by phone, by dialing 811 (you will need your ticket number). Ultimately, you are responsible for knowing the condition of the worksite and when the marks have been wiped out, or moved, and need to be refreshed have passed.

9.



REPORT DAMAGES

What do I do if I damaged/exposed a line?

Stop digging and contact 811 to process a **[insert type of ticket.]**

If you suspect the release of any gas or liquid as a result of the damage, follow the steps found link to info in step 11 "What to do if there's a gas leak?"

Report Damages to your state's one call center when a line has been hit, cut, nicked, or exposed.

As soon as any damage is discovered, including gouges, dents or breaks to coating, cable sheaths, and cathodic protection anodes or wiring, report the type and location of the damage to the utility and permit the utility a reasonable amount of time to make necessary repairs.

The following will need to be provided when processing a damage.
[edit the steps below per your state's one call laws]

Ticket number (if you have one).

Type of line damaged/a description of the line by using physical descriptors that could help utility members determine who the line belongs to.

If you or the hired crew are on site.

If customers with or without service.

If gas is leaking/blowing, or if water, sewage, phone or cable is visible.

An address or directions to area where line was damaged.

11.



WHAT TO DO IF THERE'S A GAS LEAK?

What do I do if there's a gas leak?

Stop working and immediately leave the area of the leak.

Do not turn electrical appliances or lights on or off or use any device that could generate a spark.

Do not use your cell phone or a landline. If you are currently on a landline, do not hang up.

Do not smoke, or make a spark or flame.

Do not start your car engine or any mechanized equipment.

Move upwind of the leak.

Once you are a safe distance from the suspected leak, report the leak to 911.

Contact 811 or call the gas company directly to report the leak.

Remain a safe distance from the suspected leak until someone from the gas company or an emergency responder says it is safe to return.

Warn others to stay away from the area.

How to recognize a gas leak:

Natural gas smells like rotten eggs, but not all gas has a smell to it, so it is important to pay attention to signs detected by sound, and sight, as well.

Hissing, roaring, or bubbling sounds.

If you see any of the following near a pipeline it could be a gas leak – pools of liquid; white clouds or fog; discolored, or dead, areas of vegetation; vapors

12.



FAQs

[Link to your state's FAQs – for examples, visit <https://www.texas811.org/faqs>.]