

Damage prevention is a shared responsibility.....

Always Call 811 Before You Dig

Wait for the site to be marked
(72 hours excluding weekends & holidays)
Respect the markings
Dig with care



Know what's below.
Call before you dig.

www.tnonecall.com



What You Don't See Can Hurt You!

A GUIDE FOR SAFE DIGGING



Today, more and more of the utility companies that supply your home with power, heat, water, telephone, sewer, gas and cable television services are delivering those services underground. It's also possible that these buried service lines are close to the surface, making digging a dangerous proposition. Fortunately, you can find out where utility owned lines are buried on your property with one free call to Tennessee811 at 811 or 1-800-351-1111. When you make that one call, we will notify our member utility companies of your project and they will locate their lines free of charge.

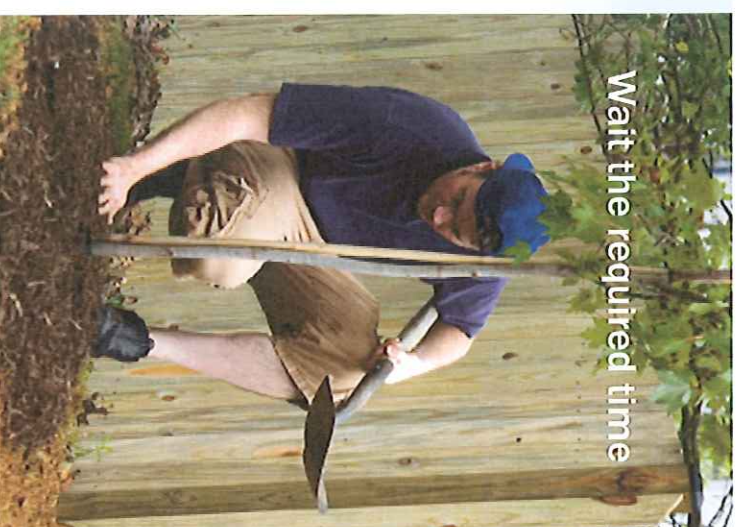
Call 811 or 1-800-351-1111 before you dig. During your call, you will be asked a series of questions designed to help pinpoint the location of your project.

At the conclusion of your call, you will be given a ticket number and a verbal list of utility companies that will be notified. This doesn't mean each member listed owns buried utilities on your property, or that every utility is a member of Tennessee811. You may want to write down the names of the utility companies for easy reference.

Note: To help the locator pinpoint the exact location where you will be working, you should outline the area with white paint.



Wait the required time



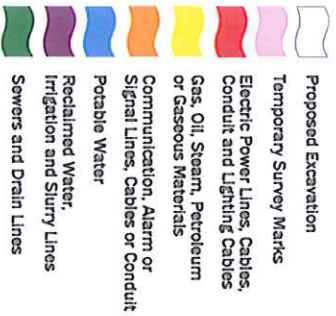
Tennessee law requires that you give 72 hours notice (excluding weekends & holidays) to Tennessee811 before your digging begins. It may be quite surprising, but damage to buried utility lines can occur when doing typical home improvement projects such as putting up a fence, mailbox post, swing set, building a deck or room addition, planting a garden, trees or shrubbery. If you're beginning a home improvement project that requires digging or adjusting the grade of your property, you need to call Tennessee811 before beginning your work. www.tennessee811.com

Respect the marks

Wait until the underground facilities have been marked before digging. The underground facilities on your property will be identified by color coded paint, stakes or flags. Once the stakes flags or paint marks are placed, it is important that no one remove them until the project is complete. You may want to explain to young children that the brightly colored flags are not toys and should not be removed from the ground.

How do I know where it's safe to dig?

The color code chart below serves as a guide to identify the marked underground facility. Be especially careful when digging within the tolerance (or safety zone), which is the width of the facility plus 24" on both sides. Color code chart will help you determine which utilities have marked their underground lines.



Dig Safely

After you wait the required time you may begin your work. However, if all utility companies have not located their buried lines, Tennessee law requires you to make a second call to Tennessee811 to advise that the utility or utilities haven't marked their lines. After the second call, you may proceed with your project using care and caution trying not to damage unmarked lines.

What do I do if I damage the underground facility?

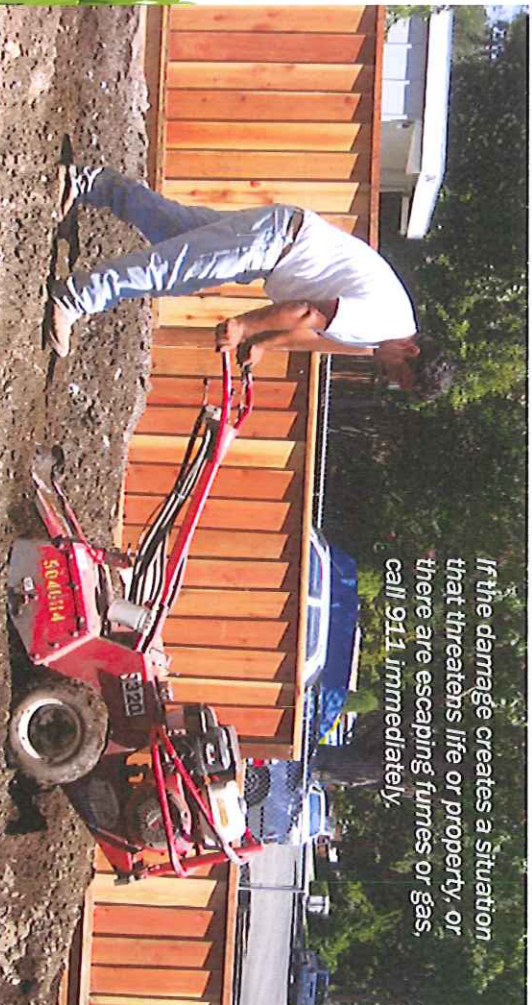
The underground facility can be damaged by any piece of equipment used for digging. Something as simple as a shovel can gouge, scrape, dent or create the casing that surrounds a buried utility line. While this type of damage usually does not cause immediate harm, it may lead to a future break or leak as the protective coating erodes. If this should happen to you, don't cover up

the line with dirt. Stop digging. Immediately contact the utility owner so they can repair the damage. It could prevent service interruptions and personal injury.

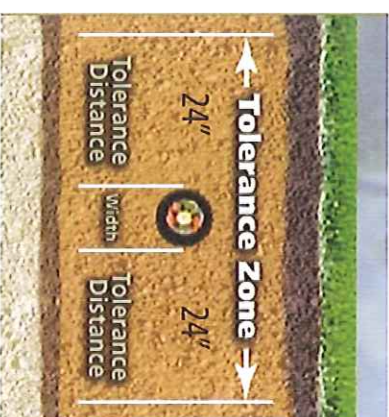
What happens if I don't call before I dig?

If you don't find out where it's safe to dig in your yard, it's quite possible you will find a buried utility and potentially create a life threatening situation. Damaging a telephone or fiber optic line may not only cause you inconvenience by losing your phone, cable or internet service, but it could deprive your neighbors of emergency assistance. This could also make it impossible for police officers to get the information they need to keep themselves and your community safe. Damaging gas lines could result in you or your home suffering serious injury if escaping gas ignites, and it could result in a community evacuation. Damaging an electric line could cause a shock, major burns or electrocution.

If the damage creates a situation that threatens life or property, or there are escaping fumes or gas, call 911 immediately.



How do I know where it's safe to dig? The safety zone is a strip of land the width of the utility, plus 24" on either side. If digging must occur within this safety zone, please use extreme caution and dig with a hand-shovel.



Note to homeowners: In some instances a utility company may not locate your property because some underground facilities are customer owned. This happens most often with water & sewer laterals (those running from the meter to your house). Other lines considered customer-owned include, but may not be limited to, lines for outside lighting, invisible fencing, irrigation systems, customer fuel line, or any other customer-owned lines. If you notice paint or flags in your yard and you didn't call Tennessee811, it is possible that a request to locate was made because the utility or a contractor will be working in the easement or on your property. Your ticket is good for 15 calendar days from the start date & time on the ticket. If you can't finish your work in 15 days, make sure you call 72 hours (excluding weekends & holidays) to have your ticket extended.

