

## 811 Day Fact Sheet

- ✓ **What is 811?**
  - 811 is the national toll-free telephone number that Congress enacted to prevent damages to underground utility lines caused by digging.
- ✓ **How does it work?**
  - Call 811 before digging to have all buried utility lines located and marked.
  - The 811 operator will ask a few questions about your project and will send to the digging site professional line locators.
  - The line locators will stake different colored flags or spray temporary paint on the ground to mark the paths of natural gas pipes, electric lines and all other underground utilities.
- ✓ **Why should you call 811?**
  - Calling 811 is a fast and easy way to protect yourself from digging into a buried natural gas pipeline, high-voltage electric line, telecommunication conduit, water line or sewer.
  - It is the law in all 50 states that you must call 811 before digging to prevent damages.
  - Careless digging ranks as the major cause of underground pipeline accidents.
  - Research studies show that calling 811 prevents 999 excavation accidents out of 1,000.
- ✓ **Who should call?**
  - Everyone must call 811 before digging. Some examples include
    - Homeowners planting trees, building fences or installing mailboxes;
    - Excavation companies digging foundations, contractors laying driveways, landscapers installing sprinkler systems; and
    - Farmers, ranchers and anybody who plans to dig.
- ✓ **When should you call 811?**
  - Call 811 at least *three* business days before digging. This requirement differs by state; so, call 811 to learn your state's rules if you are uncertain. *(The 811 service cannot mark buried lines that belong to a property owner. A commercial line-locating firm or licensed plumber should be called in advance to mark all nonutility lines.)*
- ✓ **How much does it cost?**
  - It's free. The 811 service does not charge for locating any utility lines or explaining state excavation laws.
- ✓ **What should you do after utility lines are marked?**
  - Take special care when working around all utility line markings.
  - Dig by hand in the tolerance zones indicated by the line markings.
  - Even if you only nick, scrape or dent a natural gas pipeline, call 911 and then call Atmos Energy's emergency number at 866-322-8667, so that it can inspect the pipeline and make any repairs. Even minor damage can weaken a pipeline and cause a future leak.

For more information, visit [atmosenergy.com/811](https://atmosenergy.com/811) or [call811.org](https://call811.org)