

Miss Utility – 811 Fact Sheet



What is 811?

811 is a new FCC-designated national three-digit number created to eliminate the confusion of multiple “Call Before You Dig” numbers across the country. The quick and efficient one call service will notify the subscribing local utilities, which then send locating technicians to the requested site to mark the approximate locations of underground lines.

The call is free of charge.

How does 811 work?

- Call 811 at least 48 hours (but no more than 10 working days in Maryland and Delaware or 15 calendar days in the District of Columbia) before any type of digging.
- Miss Utility will notify subscribing utility operators to investigate underground lines at the project site.
- The subscribing utilities will mark their underground lines using paint.
- At least 48 hours after you call Miss Utility, call the Ticket Check System at 1-866-821-4226 or go online to www.missutility.net to confirm all notified facility owners have responded to your request with a marked or clear status.

What information do I need on-hand when calling 811?

- Name
- Phone number
- Project site address
- Date of digging
- Nearest cross street to your project
- Page and gridlines of the ADC Map book of where your project is located (if possible).

How does Ticket Check work?

- Call 1-866-821-4226 or visit www.missutility.net at least 48 hours after you have called Miss Utility.
- This free automated voice response system is available 24 hours a day, seven days a week.
- This system confirms that your property has been cleared for digging by the different utilities.

811 Statistics – Reasons to Make the Number More Memorable

- Out of 609 people interviewed in a national survey, 78 percent of homeowners complete their own digging projects without the assistance of contractors.
- Only 35 percent of homeowners in that same survey have called before digging.
- 92 percent of professional excavators are aware of call-before-you-dig numbers, but only 73 percent of homeowners are familiar with services such as Miss Utility.



Frequently Asked Questions:

Why should I call Miss Utility?

- To prevent danger to your life, limb or property or that of a family, friends, neighbors or coworkers.

If I am only digging a few inches do I still need to call Miss Utility?

- Yes, you never know how deep or shallow the facilities may be buried.

How do the utility companies mark my property?

- The local electric, gas, water/sewer, and telecommunications utilities will visit your property and mark the digging site for free using environmentally friendly paint. Municipal water and sewer entities may charge a fee if the work being done is performed in the public right of way or easement. Most homeowner projects are performed outside of these areas and would not incur any charges.

What happens if no one shows up to mark the lines?

- Contact Miss Utility at 811 or visit www.missutility.net to view the "Facility Owner Contact Information."

Who do I contact if I have questions about the markings?

- Call Miss Utility at 811 or go online to www.missutility.net.

What can happen if I don't call Miss Utility?

- Digging without knowing the precise location of underground facilities could result in you damaging them. Damaging some underground facilities could result in very serious injuries and other consequences.

Does someone need to be home for the utility marking to take place?

- In most cases no. However, consider leaving fence gates unlocked and keep your pets indoors so the member utility locators can access the entire property if needed.

What do I do if I hit a buried facility?

- First, evacuate everyone from the area to a safe distance, at least 250 feet. If gas is leaking or anyone is injured contact 911 IMMEDIATELY!

What is the safest way to dig around buried facilities-especially gas or electric lines?

- Always dig a "test pit" to determine the exact location of buried facilities. This task should be done using hand excavations.