

**Always follow Miss Utility's  
"Five Steps to Safe Digging" for  
a Safe and Successful Dig.**



**STEP ONE:**

**Plan Your Project**

Prior to contacting Miss Utility, know the specific details of your planned project.



**STEP TWO:**

**Contact Miss Utility/811**

Submit your locate request using Miss Utility's homeowner ticketing platform, ITIC Lite, or by dialing 811.



**STEP THREE:**

**Wait for Your Ticket to be Stateded  
and Your Lines to Be Marked**

Once you have submitted your locate request and received your ticket number, utility owner-members need time to respond, which varies by state.



**STEP FOUR:**

**Confirm the Marks**

Go online to Miss Utility's Search and Status platform to check the status of your ticket and confirm that all utilities have been marked. The utility owner-members or their contract locators will mark the ground with either flags or paint of different colors, which indicate the approximate location of the underground facilities.



**STEP FIVE:**

**Dig With Care**

Now that your dig site's utilities have been stateded and marked, it's time to get started! Visit Miss Utility's Homeowner Page at [www.missutility.net/homeowner/](http://www.missutility.net/homeowner/) for more information and FAQs.

**Request utility marks  
at [missutility.net](http://missutility.net)**



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**MISS UTILITY**



**TICKET CHECK**



**SAFETY IS IN YOUR HANDS.  
EVERY DIG. EVERY TIME.**



Before you dig. Every dig. **MISS UTILITY** It's the law.

## Miss Utility helps homeowners with a couple of clicks online or one call to 811.

Miss Utility is your partner when it comes to safe digging. When contacted, Miss Utility will process your locate request and notify the owner-member utilities of your digging plans.

Prior to digging or demolishing on your property in Maryland or the District of Columbia, visit [www.missutility.net](http://www.missutility.net) to use ITIC Lite—Miss Utility's homeowner platform to process your locate request. You may also contact us by phone at 811. Contacting Miss Utility is free, quick, and convenient.

## Contact 811 to protect your life, underground utilities, property and community.

Before any type of digging or demolishing on your property, even if it is only a few inches deep, you must contact Miss Utility.

If you have hired a contractor to perform work on your property, they are responsible for submitting a ticket before any work can begin. Always confirm that your contractor has taken this crucial step.

## Have your ticket information ready before contacting Miss Utility.

Prior to contacting Miss Utility, have the following information ready to share:

- Your home address and contact information
- Name of the nearest intersecting street
- Your planned start-work date
- The type of work or reason you are digging
- Where exactly you are digging on your property









## You've submitted your request. What's next?

Notified owner-member utilities will mark the dig site with colored solvent paint or flags to indicate the approximate location of buried utilities. After your ticket has been processed, you can easily check its status by contacting Miss Utility's Ticket Check® system at 1-866-821-4226 or by going online to [www.missutility.net/searchstatus](http://www.missutility.net/searchstatus). If the owner-member utility does not have underground lines in your work area, your ticket will be statused as Clear/No Conflict.

## How long is your ticket valid?

- In Maryland, your locate request is valid for 12 full business days beginning on the selected start-work date.
- In the District of Columbia, your request is valid for 15 days from the date and time of ticket submission.

### APWA Uniform Color Code FOR MARKING UNDERGROUND UTILITY LINES

	Electric Power Lines, Cables, Conduit and Lighting Cables
	Gas, Oil, Steam, Petroleum or Gaseous Materials
	Communication, Alarm or Signal Lines, Cables or Conduit
	Potable Water
	Sewers and Drain Lines
	Reclaimed Water, Irrigation and Slurry Lines
	Temporary Survey Markings
	Proposed Excavation

## The locating technicians never visited your property. Now what?

Be sure to first confirm your ticket status by visiting [www.missutility.net/searchstatus](http://www.missutility.net/searchstatus) or by contacting Miss Utility's Ticket Check® system at 1-866-821-4226.

If there is clear evidence of an unmarked facility within the area described on your ticket, process a locate Discrepancy by following these steps:

- Go to [www.missutility.net/searchstatus](http://www.missutility.net/searchstatus) and click on your service territory.
- Enter ticket number, click Search and scroll down to the Members Notified section.
- Click Discrepancy next to the affected member, enter your email and click OK.
- Once you receive the confirmation email, click the link to finalize.
- The Discrepancy will be time and date-stamped on your ticket to confirm submission.
- Discrepancy notices require the member/contract locator to review the dig site and update their Ticket Check status.

## Once your property has been cleared, dig safely by following these guidelines.

- Avoid digging directly on top of the marks.
- Hand dig within 18 inches of the marked utility line(s).
- Do not use mechanized equipment within 18 inches of exposed lines/pipes.
- If an owner-member's line has been damaged, contact the utility owner immediately.
- Make note of when your ticket expires.
- If the damage creates an emergency call **911** immediately.