



National 811 Day Talking Points

Valid July 22 – August 12, 2019

ABOUT NATIONAL 811 DAY

Each year, August 11th (8/11) is a reminder to dig safely and lawfully. It's important to dial 811 or connect online to have the approximate location of underground utilities and pipelines marked, whether you're installing a fence, deck or swimming pool; planting a tree; or beginning any excavation project at home or on your property.

In Louisiana, there are thousands of miles of utility lines and gas pipelines buried just beneath the surface. So, if you or a contractor you hire is digging a hole to put in a new fence, a pool or a garden, you run the risk of hitting an underground line even by digging only a few inches.

That's why it is so important for everyone to dial 811 and call Louisiana One Call two days before they dig. You just tell the operator your address and someone will come out and mark the location of buried lines, so you and your contractor can avoid them.

It's simple, it's free and it's the law. All excavators and demolishers are required to notify Louisiana One Call before they begin work. The law applies to individuals as well as contractors, municipalities and others. Failure to call can subject the excavator to fines and liability for damages to buried infrastructure.

CALL 811 AND KNOW WHAT'S BELOW, BEFORE YOU DIG.

PRIMARY TALKING POINTS

Each year, August 11th (8/11) is a reminder to dig safely and lawfully. In Louisiana there are thousands of miles of utility lines and gas pipelines buried just beneath the surface. Sometimes multiple lines are in one area.

So, if you or a contractor you hire is digging a hole to put in a new fence, a pool or another other reason, you run the risk of hitting an underground line even by digging only a few inches.

What happens then?

Maybe you only knock the power out for your entire neighborhood. But sometimes there's an explosion with injuries and even death.

It happens. Every year. And there's a very simple way to avoid it.

- Before you dig, call 811. Call 811 two days before you dig.
- Tell the operator your address.
- And someone will come out and mark the location of buried lines, so you or your contractor can avoid them.
- Simple, right?
- It's free of charge.
- **And it's the law.**

Louisiana One Call operates 811 as a public service.

And to promote public safety, Louisiana One Call and (station call letters) reminds you: **Call 811. AND KNOW WHAT'S BELOW, BEFORE YOU DIG.**

ADDITIONAL TALKING POINTS:

Whether you're digging a garden, putting up a fence or building a highway, the first step is a call to 811. Give them your address, and someone will come out and mark the location of buried lines. It is easy, free, and it helps prevent utility service interruptions, personal injuries, and even death.

- Call two full work days before you begin
- Wait for the site to be marked
- Respect the marks
- Always dig with care, especially near the marks

811 FAQs

Q: What is 811?

A: 811 is the national phone number designated by the Federal Communications Commission that connects professionals and homeowners who plan to dig with their local one call center.

Q: How does 811 work?

A: When someone calls 811 in the United States, he or she is connected to the local One Call center, where a representative collects information about the caller's planned dig site. The one call center then communicates the information to the appropriate utility companies, which send professional utility locating techs to identify and mark the approximate location of lines. Once **the mark-by time on your locate request has been reached and the** lines have been marked, the caller may dig safely around the marks.

Q: What happens if people don't call 811 before digging?

A: According to the most recent **statistics**, an underground utility line is damaged every ~~six~~ **nine** minutes because someone decided to dig but didn't call 811.