TENNESSEE
AMERICAN WATER

WE KEEP LIFE FLOWING™

KNOW WHAT'S BELOW



CALL 811 BEFORE DIGGING

The 8-1-1 phone number, used in all 50 states and the District of Columbia, provides homeowners with a free service that identifies and safely marks underground utilities to avoid accidental outages and the disruption of critical services.



Calling before you dig helps keep your family and community safe.

Planning a project that involves digging? **Calling Tennessee 811 is the only way to know exactly where the underground utility lines are located. So, before you start, be sure to dial 8-1-1.** Once you call, Tennessee 811 notifies the appropriate utility companies of your plans to dig. Professional locators are then sent to the digging site to mark the approximate locations of underground lines with flags, spray paint or both.

WHEN TO CALL

Call between three and 10 working days, excluding weekends and legal holidays, before you start any type of digging. Striking a utility line can lead to injuries, repair costs, fines and inconvenient outages. Every digging project, no matter how large or small, warrants a call. This includes:

- Landscaping
- Digging holes for fence posts or a mailbox
- Anchoring supports for decks and swing sets
- Planting trees
- Removing tree roots
- Driving landscaping stakes into the ground
- Installing a retainer wall

Even if your digging project is small, it's always best to call!

BY NOT CALLING, YOU RISK:

- Costly property or environmental damage
- Explosion or fire on your property
- Power or utility service interruptions
- Injury—or even death

BE SAFE. KNOW WHAT'S BELOW!

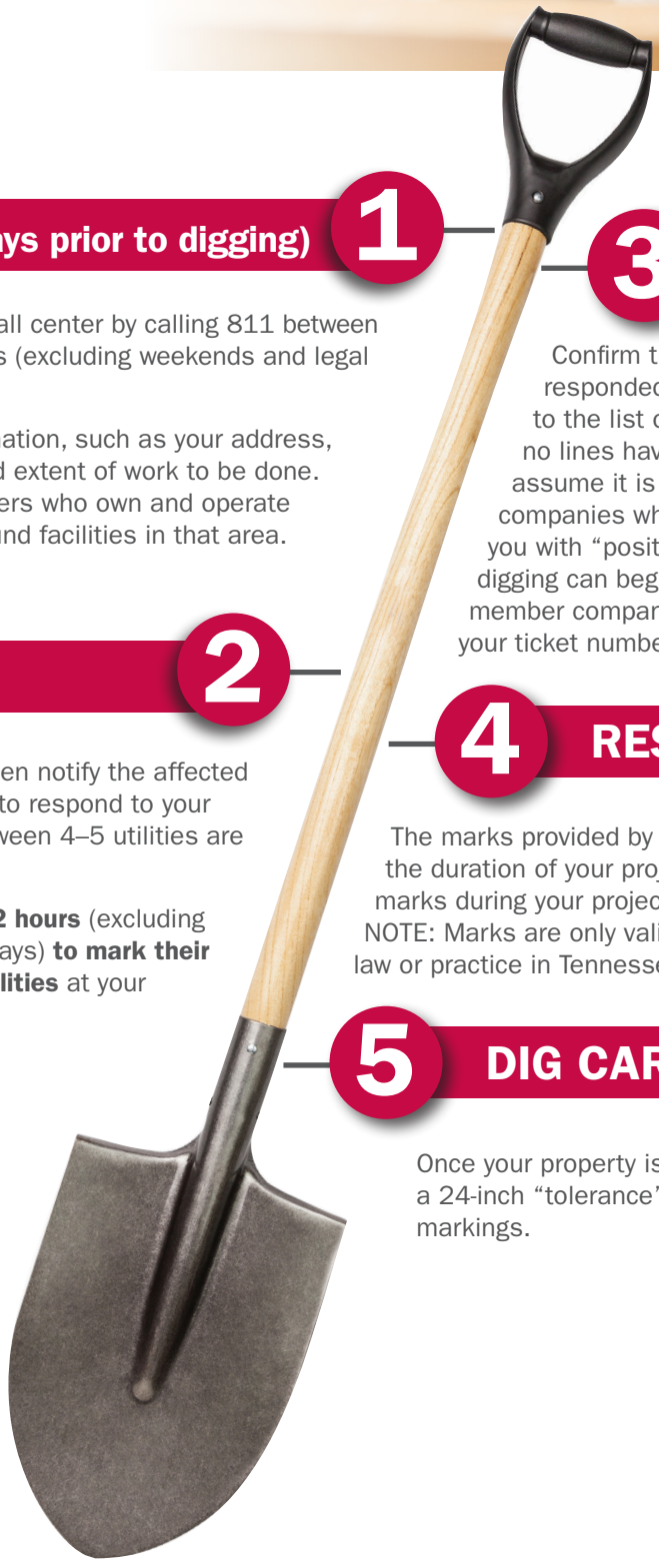
For more information, visit **TN811.com**.

tennesseeamwater.com

Tennessee811



8-1-1 PROCESS FOR HOMEOWNERS IN TENNESSEE



1 CALL (3–10 days prior to digging)

Notify Tennessee's one-call center by calling 811 between three and 10 working days (excluding weekends and legal holidays) before digging.

You'll be asked for information, such as your address, nearest cross streets and extent of work to be done. We then notify our members who own and operate utilities and/or underground facilities in that area.

2 WAIT (3 days)

The one-call center will then notify the affected member utility operators to respond to your request. On average, between 4–5 utilities are notified for each request.

Affected utilities have 72 hours (excluding weekends and legal holidays) **to mark their underground lines or facilities** at your location.

LEARN MORE

Visit **TN811.com**

3 CONFIRM

Confirm that all affected utility operators have responded to your request by comparing the marks to the list of utilities the one-call center provided. If no lines have been marked on your property, don't assume it is safe to dig. All of the notified member companies who have lines in the area must provide you with “positive response,” or give the all clear, before digging can begin. If you have not heard from the notified member companies, call Tennessee 811. Be sure to have your ticket number handy.

4 RESPECT THE MARKS

The marks provided by the affected utilities are your guide for the duration of your project. If you are unable to maintain the marks during your project, please call 811 to ask for a re-mark. NOTE: Marks are only valid for 15 working days according to state law or practice in Tennessee.

5 DIG CAREFULLY!

Once your property is marked, proceed with care, allowing for a 24-inch “tolerance” zone from each side of the utility line markings.

SAFETY.
ONE MORE WAY
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