

# Indiana 811 Fact Sheet



## What is 811?

811 is the 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 in Indiana.

## What is 811NOW?

[811NOW](#) is an easy online process that allows homeowners and contractors who plan to dig at a single address to “click before they dig” to request that member utility companies mark the approximate location of underground lines via a simple online form.

## How does Indiana 811 work?

- Call Indiana 811 or visit [www.811NOW.com](http://www.811NOW.com) at least two full working days (but no more than 20 calendar days) before you dig in Indiana.
- Indiana 811 will notify subscribing underground facility operators to investigate underground lines on your project site.
- The subscribing utilities will mark their underground facilities with paint or flags where appropriate.
- After the lines have been marked, do not use mechanized equipment within two feet on either side of the buried facility.
- For more information, visit [www.indiana811.org](http://www.indiana811.org).

## What information do I need on-hand when contacting 811?

- Your name and phone number
- Contractor name, address and phone number, when applicable
- County where excavation will occur
- Township where excavation will occur
- Street address where excavation will occur
- Nearest cross street to your project
- Type of work you will be doing
- How deep you will be digging
- What area of your property do you need to have located (e.g. front of property, back of property, etc.)
- Site contact name and their phone number



## Frequently Asked Questions

*Why should I contact Indiana 811?*

- To prevent danger to your life, limbs or property or that of a family, friend, neighbor or coworker.

*If I am only digging a few inches, do I still need to contact Indiana 811?*

- 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 within two working days?*

- Contact Indiana 811 and issue a second request. This allows you to verify that all of the information given to us originally is correct. This does not require that you give an additional two working days notice.

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

- Call Indiana 811.

*What can happen if I don't contact Indiana 811?*

- Digging without knowing the precise location of underground facilities could result in damage to the utility lines, serious human injuries, inconvenient outages 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 utility locators can access the entire property if needed.

*What do I do if I hit a buried facility?*

- In all cases, you need to call Indiana 811 to report the damage, as well as the utility company of the line that was damaged. Should you hit a gas line, you should evacuate everyone from the area to a safe upwind distance of at least 250 feet. After moving everyone to safety, call 911 and then call Indiana 811 to report the damaged gas line.

*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 or vacuum excavations.