

A few questions that have been asked more than once.

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

A: Digging without knowing the location of underground facilities could result in your damaging them. Damaging some underground facilities could result in serious injury, and other significant consequences.

Q: How do the utility companies mark my property?

A: The notified member facility/utility owners or their contract locators will use a colored solvent paint to identify the type of line that is underground. Please refer to the APWA color code reference.

Q: What right do locating technicians have to come onto my property?

A: The facility/utility owners need access to your property to complete their locating work based on an excavation notice/ticket. By identifying the underground service lines and following safe digging practices, property, health, life and services remain intact.

Q: Why do locating technicians use spray paint when flags are available?

A: Locators use a biodegradable spray paint that's more reliable and long lasting than flags, which can be easily moved by wind or people.

CALL 811

OR VISIT MissUtility.net

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

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OR VISIT MissUtility.net



**Know what's below.
Call before you dig.**

**HE DOESN'T
HAVE TO CALL
BEFORE HE DIGS.**



BUT YOU DO.

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

Miss Utility helps homeowners with just one call.

The Miss Utility Call Center is your partner when it comes to safe digging. With one call, Miss Utility will process your locate request and notify the member facility/utility owners of your digging plans.

Before you dig on your property in Maryland or the District of Columbia, just call **811** or visit www.missutility.net to use ITIC Lite—a homeowner's internet ticket application. ITIC Lite is quick, convenient and easy to use.

Call 811 to protect your life and property. And your neighbor's. And your neighbor's neighbor's.

Before any type of digging on your property, even if it is only a few inches deep, contact the Miss Utility Call Center at least 48 hours (excluding weekends and legal holidays) before your planned dig. Make sure to call no more than 10 days ahead in Maryland or 15 days in the District of Columbia.

Get the 411 before you call 811.

There are a few facts you should have handy before you call:









- 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).

You've called. What next?

Each notified facility/utility member will respond to your ticket by evaluating the dig site. Each member will identify their underground lines using a colored solvent paint. If the member does not have underground lines in your work area, they will regard the site as clear.

Next, at least 48 business hours (excluding weekends and legal holidays) after you processed your ticket, call the **Maryland Ticket Check®** system toll free at 1-866-821-4226. The facility/utility owners listed on your ticket will provide a status color code based on their response to your ticket. Visit www.missutility.net for an explanation of the **Maryland** status codes.

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?

The Miss Utility Call Center can re-notify the facility/utility members who have not yet responded to your ticket. When calling Miss Utility at 811, please provide your ticket number.

Before you call, make sure you have verified member response; remember, you will not see paint marks if the member has designated the dig site as "clear." In Maryland, this verification is provided when you call the Ticket Check® system at 1-866-821-4226.

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 (36 inches in Montgomery County).
- Expose the line(s) before using mechanized equipment.
- If a member's facility/utility line has been damaged, immediately call the Miss Utility Call Center.
- If the damage creates an emergency, take immediate steps to safeguard life, health and property by calling 911.

