



COMMUNICATIONS STANDARDS

Public Outreach for August 11th Awareness (National 8-11 Day)

:15 second announcements

- Their purpose is to prevent damage to underground lines and to promote safety
- They notify the underground utilities of your intent to dig
- So, when you're ready, call 811 at least 3 business days before you dig
- Or, you can submit a one call notice online at www.paonecall.org
- It's the law

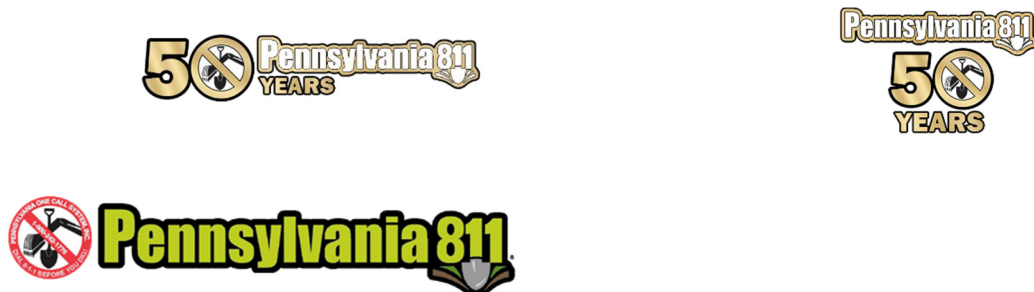
Public Address

Know what's below. Contact 8-1-1 at least 3 business days before you dig. The call center is open 24-hours a day, 7 days a week, every day of the year. Professional excavators, designers and homeowners can call 811 or submit a dig notification online at pa1call.org/notify.

Pennsylvania One Call System, Inc. dba Pennsylvania 811

- Over 50 years of continuous service to the Commonwealth of Pennsylvania
- Pennsylvania 811 provides a communications network to prevent damage to underground facilities and to keep anyone who excavates safe throughout the Commonwealth of Pennsylvania

Logo and tag line





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RADIO TALENT TAGLINES – for :15 and :30 second audio (if needed)

- 811 is always free to homeowners performing their own work on their primary residence
- Call on Monday or Tuesday to start work on Saturday or Sunday
- Homeowners who rent equipment should be aware they are required to call 811 at least 3 business days prior to digging
- Homeowners can call 811 or submit a dig notification online at pa1call.org/notify
- If a homeowner hires an excavator, the excavator is required to notify 811 at least 3 business days prior to digging
- The excavator must pay an annual fee for using the 811 service, It's a \$125 fee for unlimited use of the service throughout the calendar year
- Before the excavator starts digging, ask to see the One Call serial number. Do not allow them to dig on your property without it
- Do not remove the flags if you see them in your yard



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ADDITIONAL INFORMATION

Who is Pennsylvania 811?

- Our purpose is to prevent damage to underground facilities. To promote safety, we provide an efficient and effective communications network among project owners, designers, excavators and, facility owners.

Do I have to call if I am digging on my own property?

- Yes. You are required to inform the utilities of any type of work involving the movement of earth with powered equipment.

Is there a fee for your service?

- 811 is always free to homeowners performing their own work on their primary residence. If an excavator is hired to do the work, the excavator must pay an annual fee for using the 811 service; It's a \$125 fee for unlimited use of the service throughout the calendar year.

Who should make the call?

- The person who is doing the digging should place the one call notification. If a homeowner hires an excavator, the excavator is required to notify 811 at least 3 business days prior to digging.

How deep must I dig before I am required to call?

- It does not matter how deep you are digging or where you are digging within the Commonwealth of Pennsylvania. You are required to call.

What are the hours of operations?

- The call center is open 24-hours a day, 7 days a week, every day of the year. Homeowners can call 811 or submit a dig notification online at pa1call.org/notify.

How many days do I have to wait before I can begin digging?

- State law requires a three-business day notice (this does not include state holidays or weekends). This means that Homeowners who rent equipment should be aware they are required to call 811 at least 3 business days prior to digging. A business day begins at 12:00 am and ends at 11:59 pm. So, you must call 811 on Monday or Tuesday if your digging project starts on the weekend.



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What are the white markings?

- You are required to mark the site in white where you plan to dig unless you give exact site information. Marking the site in white means you are helping the person locating the facility lines know exactly where you are digging. It also may help to get the underground utility lines marked in the correct location without any delay in your work schedule.

Who marks the underground utility lines?

- Each member facility owner is responsible for sending someone to the site to mark their underground lines. Some facility owners send their own employees while others hire professional locating companies to do it. Pennsylvania 811 does not mark the underground lines.

What do the colors mean?

- White – proposed excavation; Pink – temporary survey markings; Red – electric power lines, cables, conduits and lighting cables; Yellow – gas, oil, steam, petroleum or gaseous materials; Orange – communication, alarm or signal lines, cables or conduits and traffic loops; Blue – potable water; Purple – reclaimed water, irrigation and slurry lines; and, Green – sanitary and storm sewer lines.

What should I do if I smell gas?

- If you smell gas, contact 9-1-1 and the local gas company immediately. If you do not know the gas company's telephone number, call us at 8-1-1.

How do I contact my local utilities?

- Customer Service numbers can be found on you bill, online or in the local telephone book for each utility in the area.

How do I learn more about your services?

- We are on social media – Facebook and Twitter
- You can access our website at www.paonecall.org