

What is Dig Safe?

For a safe digging project, contact Dig Safe first to request utility marks on your property.

A safe excavation project starts by first contacting Dig Safe to request utility marks on your property. Call Dig Safe at 811 or submit a request online using Exactix at www.digsafe.com/exactix.php.



Why should I contact Dig Safe?

Damaging an underground facility is dangerous – for you, and for the people around you. A broken pipe or cable also causes outages, expensive repairs and legal problems.

This is why state law requires contractors and homeowners to notify Dig Safe *before digging*, even on private land.



When should I contact Dig Safe?

Even small, shallow jobs are a risk if you don't know where utilities are buried. Contact Dig Safe any time you dig, for any type of project.

- Landscaping
- Retaining Wall
- Dog Fence
- Basketball Hoop
- Root Removal
- Fencing
- Clothesline
- Swing Set
- Planting
- Patio
- Walkway
- Irrigation
- Mailbox
- Driveway

How much notice should I give?

State law requires at least 72 hours notice in Massachusetts, Maine, New Hampshire and Rhode Island; 48 hours in Vermont – excluding weekends and holidays.

Before contacting Dig Safe, you must first “pre-mark” the area where you plan to dig, with white stakes, paint or flags.

This helps the locating technician reduce excess markings where you don't need them.

How do I contact Dig Safe?

To request a utility mark-out on your property, submit a Dig Safe “ticket” with Exactix, our web-based platform at www.digsafe.com/exactix.php.

Or, call a Dig Safe Customer Service Representative at 811, from 6am to 6pm, Monday through Friday.

Who marks the lines?

Utility companies (NOT Dig Safe) mark their own lines. Dig Safe is the communication network that notifies these companies to respond for a mark-out. Some utility members use contract locating companies to mark their lines.

Member companies are not responsible to mark privately owned facilities.

What information do I need?

Please provide the following information to submit a request for utility marks:

- *Where is the physical address where the work will take place?*
- *What is the nearest intersecting street?*
- *What type of work are you doing?*
- *Where on your property will the work take place?*
- *Is the area pre-marked?*
- *Is there any other information that will help the utility companies find where you are working?*
- *If not yourself, who is doing the digging?*



What happens next?

After submitting a request for utility marks with Exactix at www.digsafe.com/exactix.php or by calling 811, the participating utility companies will respond within 72 business hours (48 hours in Vermont) to mark the location of their underground facilities.

Underground pipes and cables are marked out by the utility companies' locating technicians using colored paint, stakes, or flags.



The Color Coding System

Color coded paint or flags are used to identify the type of underground facilities.

RED	<i>Electric Power Lines, Cables, Conduit and Lighting Cables</i>
YELLOW	<i>Gas, Oil, Steam, Petroleum or Gaseous Materials</i>
ORANGE	<i>Communication, Alarm or Signal Lines, Cables or Conduit</i>
BLUE	<i>Potable Water</i>
GREEN	<i>Sewers and Drain Lines</i>
PURPLE	<i>Non-Potable Water: Reclaimed Water, Irrigation and Slurry Lines</i>
PINK	<i>Temporary Survey Markings</i>
WHITE	<i>"Pre-mark" for Proposed Excavation</i>

How can I get more information?

Visit www.digsafe.com for everything you need to know about our free safety service.

To request utility marks on your property any time, submit a request online with Exactix, our web-based platform: www.digsafe.com/exactix.php

Or, call us at 811 during business hours: Monday through Friday, from 6am to 6pm.



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**Don't dig yourself into trouble.
Contact Dig Safe before you dig.
It's Smart. It's Free. It's the Law.**

