

A few questions that have been asked more than once.

Q: What can happen if I don't contact 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 owner-member utilities 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 guide on the center panel.

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

A: The owner-member utilities 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 longer lasting than flags, which can be easily moved by wind or people.

Q: What are private buried facilities and who marks them when I contact Miss Utility?

A: Private buried facilities include sprinkler or irrigation systems, lighting systems with underground electric lines or any other facility that originates beyond a public utility meter. Please contact a private utility locate firm for assistance with these buried facilities, as Miss Utility members and their locate company representatives will not mark them.

CALL 811
OR Visit MissUtility.net



Know what's below.
Call before you dig.



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

Miss Utility helps homeowners with just one call.

Miss Utility is your partner when it comes to safe digging. With one call, Miss Utility will process your locate request and notify the owner-member utilities 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 Miss Utility at least 2 full days (excluding weekends and legal holidays) before your planned dig. If you have hired a contractor to perform work on your property, please ensure they have called in a locate ticket at least 2 full business days before digging.



Get the 411 before you call 811.

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









- The name of the county and city/town where you live
- Your home address and contact information
- The type of work or reason you are digging
- Nearest intersecting street to the dig site address
- Where you are digging on your property

You've called. What next?

Each notified owner-member utility will respond to your ticket by evaluating the dig site and identifying its underground lines using a colored solvent paint. If the owner-member does not have underground lines in your work area, it will regard the site as clear.

Next, at least 2 full days (excluding weekends and legal holidays) after you processed your ticket, contact the **Maryland Ticket Check**® system at 1-866-821-4226 or www.missutility.net/searchstatus. The owner-member utilities listed on your ticket will provide a status code based on their response to your ticket. You will receive a notification at the valid email address you provide that includes a copy of your processed ticket, a URL link depicting the dig site and a list of the Ticket Check® codes. In Maryland, your locate request is valid for 12 full business days after the date it's transmitted, and in the District of Columbia, your request is valid for 15 days from the call date.

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?

Miss Utility can re-notify the owner-member utilities 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 owner-member response; remember, you will not see paint marks if the member utility has designated the dig site as "clear." In Maryland, this verification is provided when you contact the Ticket Check® system at 1-866-821-4226 or visit online at www.missutility.net/searchstatus.

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(s)
- Do not use mechanized equipment within 18 inches of exposed lines/pipes
- If an owner-member's line has been damaged, contact the utility owner immediately
- If the damage creates an emergency, take immediate steps to safeguard life, health and property and call **911**
- Make note of when your ticket expires