

AFTER THE CALL

TIPS FOR HOMEOWNERS

Thank you for contacting 811. Here is what you can expect after your ticket is processed, along with other things that go beyond contacting 811.

1.



PROPERTY ACCESS

You do not have to be home, but please be sure all pets are put away, and ensure the locators have access to the property to mark the area where digging will take place.

2.



WHEN CAN I DIG?

Once you have confirmed all the utilities at your dig site have been marked, and the **2 full business days have passed.**

3.



UTILITY MARKINGS

APWA Color Code

	WHITE - Proposed Excavation		ORANGE - Communication, Alarm or Signal Lines, Cables or Conduit
	PINK - Temporary Survey Markings		BLUE - Potable Water
	RED - Electric Power Lines, Cables, Conduit and Lighting Cables		PURPLE - Reclaimed Water, Irrigation and Slurry Lines
	YELLOW - Gas, Oil, Steam, Petroleum or Gaseous Materials		GREEN - Sewers and Drain Lines

4.



PRIVATE UTILITIES

What are private utilities?

Private utilities are lines not owned by utility companies, typically found between the meter and your house or outbuildings. If you have a curbside meter, this can result in the property not being marked by utility companies. Other underground utilities that generally are not marked include, but are not limited to: water and sewer lines, private lighting, sprinklers, fire mains, secondary electric lines to detached garages, pools, and septic lines.

5.

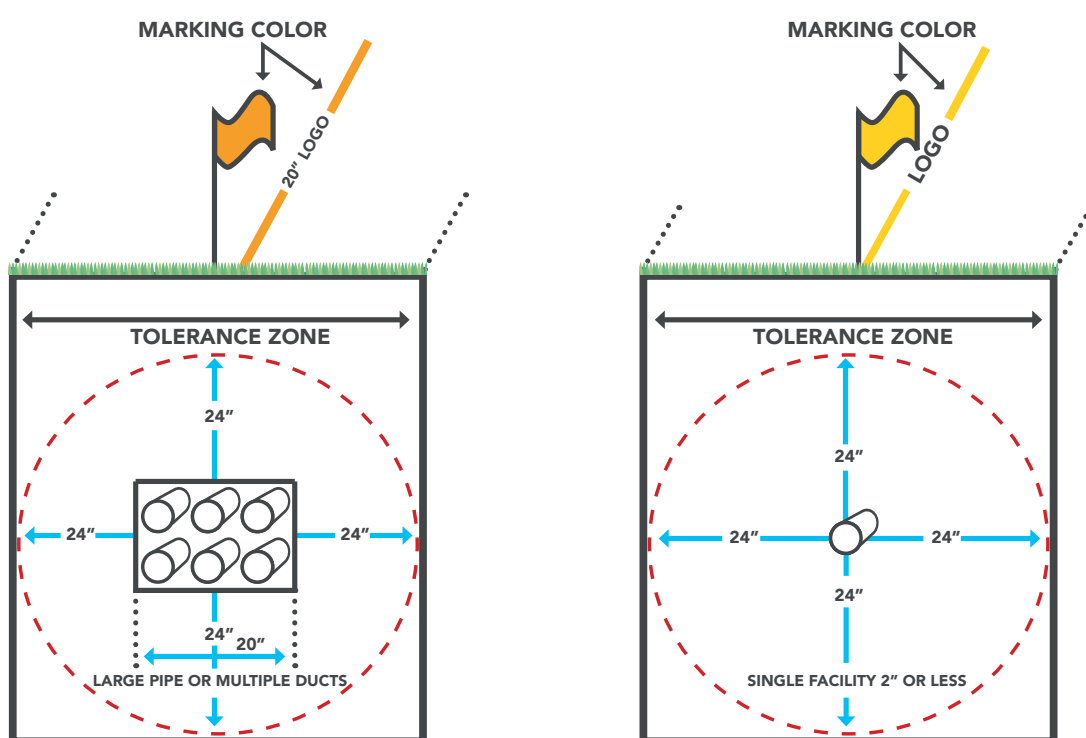


THINGS YOU NEED TO KNOW TO DIG SAFELY.

Why should I dig with hand tools around a marked facility?

It is the responsibility of the person digging to avoid damaging marked lines. APWA and several industries accepted best practices set 24" on either side of the marked utility as a reasonable Tolerance Zone. Within that zone it is recommended that hand digging or other acceptable method be used to locate the exact location of the utility before more extensive excavation is started. OAR 952-001-0010(25).

What is a Tolerance Zone/Margin?



6.



THE IMPORTANCE OF YOUR TICKET NUMBER

Your ticket number is helpful to have if you need your worksite remarked or if you need to make any changes, and it also serves as proof that you called your state's one call center.

7.



MY MARKINGS ARE NO LONGER VISIBLE

You can request to have the markings refreshed by phone, by dialing 811 (you will need your ticket number). Ultimately, you are responsible for knowing the condition of the worksite and when the marks have been wiped out, or moved, and need to be refreshed.

8.



WHAT TO DO IF THERE'S A GAS LEAK?

- Stop working and immediately leave the area of the leak.
- Do not turn electrical appliances or lights on or off or use any device that could generate a spark.
- Do not use your cell phone or a landline. If you are currently on a landline, do not hang up.
- Do not smoke, or make a spark or flame.
- Do not start your car engine or any mechanized equipment.
- Move upwind of the leak.
- **Once you are a safe distance from the suspected leak, report the leak to 911.**
- Contact 811 or call the gas company directly to report the leak.
- On your Locate Ticket are the emergency phone numbers for contacting.

MEMBERS NOTIFIED

District	Company Name	Marking Concerns	Customer Service	Repair	Status
CCOR01	COMCAST CABLE	800-778-9140	800-934-6489	855-537-6296	Clear/No conflict
MCPW01	MARION CNTY PUBLIC WORKS	503-588-5304	503-588-5304	503-588-5304	Does Not Participate
NWN01	NW NATURAL	503-255-4634	503-220-2415	800-882-3377	Clear/No conflict (Response by Utiliquest) Additional Locator Information
PGE04	PORTLAND GENERAL ELECTRIC	503-255-4634	800-544-1793	503-464-7777	Clear/No conflict (Response by Utiliquest) Additional Locator Information
QLNOR01	CTLQL-CENTURYLINK	800-778-9140	800-283-4237	800-573-1311	Does Not Participate
SALEM01	CITY OF SALEM	503-589-2190	503-588-6311	503-588-6311	Does Not Participate