

Homeowners

If you're landscaping, putting in a fence or replacing a mailbox, chances are, underground utilities are nearby. Find out where they are—before you dig—with 811.



811 before you dig

Contacting 811 for a locate ticket is the only way to have underground utility lines located and marked. You can call 811 and speak with a representative or visit sunshine811.com/homeowner to create a Single Address Ticket.

Either way, you'll answer several questions to pinpoint where you'll be digging. Write down the locate ticket number you get at the end of the process.

If you've hired contractors to work on your property, tell them to contact 811.

If you want to dig on:	Contact 811
Sat/Sun/Mon	Wed
Tue	Thu
Wed	Fri
Thu	Mon
Fri	Tue
Holidays and weekends are not counted in the two-day waiting period. Phones are answered M-F 7 a.m. to 5 p.m. or get a locate ticket online with Single Address Ticket.	

Note: For small projects, mark the area with white paint before contacting 811.

How far ahead do I need to call 811?

A minimum of two full business days. See chart at left.

What happens after 811?

Sunshine 811 notifies utilities of your digging plans. Most will send locators to mark underground lines with paint and flags. They won't locate any private lines running from the

house to a shed, pool, other structure or irrigation systems. Most utilities do not locate water lines running from meter to house.

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What if a utility line runs through my dig area?

Consider moving your project. It may help prevent:

- Root systems growing into underground utility lines.
- Cutting lines—or worse—during fence and mailbox installations.
- Landscape or fence removal for future underground utility repairs.

Interesting Fact

Roots usually grow two to three times farther from the tree trunk than the branches. When planting, leave plenty of room for roots to expand.

What if there are no or few utility paint marks/flags?

Our Positive Response System can help. Visit sunshine811.com/homeowner to Verify Utility Response. Never assume no marks means no utility lines.

What do the colors mean?

Paint and flag colors represent the utility buried below.

	RED: Electric		BLUE: Water
	ORANGE: Communications		PURPLE: Reclaimed Water
	YELLOW: Gas		GREEN: Sewers

What should I do if I hit a utility?

Stop digging and call the utility company that owns the line – even if the line looks fine.

Helpful Information

- If your project lasts longer than 30 days, contact 811 for a new locate ticket.
- Utility marks are not exact and each utility has a tolerance zone that extends 24 inches from the marks. Dig safely in this area.



Did you know?

Utility lines run under these green utility boxes. Do not plant near them. Root and plant growth make future repairs and maintenance difficult.

811