THE 811 PROCESS FOR HOMEOWNERS

1 NOTIFY

Notify 811 by phone or complete an online request at **www.sunshine811.com**, two to three full business days before work begins. When you have provided all information, you will get a ticket number. If you provide a valid email, you will be sent a copy. Review information for accuracy and keep for your records. This service is free for your safety…your family's safety…your neighborhood's safety.

2 WAIT

Wait two to three days for affected utility operators to respond to your request. On average, 7-8 utility operators are notified for each request. Utility companies let you know through positive response code whether your dig site is clear/no conflict, marked, or unmarked and why.

3 CONFIRM

Confirm that all affected utility operators have responded to your request by comparing the marks to the list of utilities that were notified. It's important to check responses before two full business days pass in case the utility has left instructions for you. The easiest way to check is to enter your ticket number and phone number at **https://exactix.sunshine811.com/findTicketByNumberAndPhone**.

4 RESPECT

Respect the marks. The marks provided by the affected utility operators are your guide for the duration of your project. If you are unable to maintain the marks during your project, or the project will continue past your request's expiration date, please call 811 to ask for a re-mark.

5 DIG CAREFULLY

Dig carefully. Each marking for a buried utility has a 24-inch tolerance zone around its outer edge. If you can't avoid digging near the marks, consider moving your project to another part of your yard. If you must dig near the marks or use machinery of any kind, please visit **www.call811.com/Start-Here/Contractors** to read "The 811 Process for Contractors."

FPUA COMMUNITY PROUD

For projects that include planting a tree, installing a mailbox or building a deck, among others.

February 2021

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