

## Don't Dig Yourself Into Trouble

Digging is dangerous and costly if you don't know where underground facilities are buried. Utility accidents are harmful to life, property and the environment. They also disrupt vital utility services, and cause work delays, expensive repairs, liability and civil penalties.

Damage prevention is everyone's responsibility. Whether you're a contractor excavating for a large project or a homeowner installing a mailbox, anyone who conducts earth moving activities should contact Dig Safe® before starting.\* *This is a free service, funded entirely by Dig Safe's member utility companies.*

Dig Safe® is the communication link between excavators and member utilities established for the common goal of damage prevention. The Dig Safe Call Center electronically transmits information about your upcoming excavation project to member utility companies. In turn, the member utilities who own or maintain buried facilities in the area of excavation use spray paint or flags to mark the location of the lines. (Some member utilities contract private locating companies to mark their lines.) Callers are given a permit number as proof of notification.

Dig Safe is a not-for-profit organization created to promote public safety, protect vital utility services and safeguard against property and environmental damage.

Dig Safe is open from 6 a.m. to 6 p.m., not including legal holidays. Off hour coverage is provided for emergency work only. Contractors may also use *Quick-Ticket* at [digsafe.com](https://digsafe.com), our online permitting system, which is available 24/7 for scheduled jobs.

The toll free number for excavators in Massachusetts, Maine, New Hampshire, Rhode Island and Vermont is **888-DIG-SAFE (888-344-7233)** or 811.

\* Please refer to the Laws at a Glance section in this brochure for specific state requirements.

### When Not to Call Dig Safe®

Since Dig Safe is not a utility company, please call the utilities directly to:

- report any type of service outage
- resolve any type of billing disputes
- request new utility service
- request facility installation, removal or relocation

## Preparing to Call...

Dig Safe Customer Service Representatives (CSRs) process thousands of utility locate requests a day. Please be prepared with the following information so that your time on the phone is used efficiently:

### Caller Details

Contractor ID: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_

Alt. Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email Address: \_\_\_\_\_

Business Hours: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

### Location Details

State: \_\_\_\_\_

City/Town: \_\_\_\_\_

Latitude/Longitude (optional): \_\_\_\_\_

Address/Intersection: \_\_\_\_\_

Buffer Distance (Please circle):  
500' 600' 700' 800' 900' 1000' 1100' 1200' 1320'

First Cross Street: \_\_\_\_\_

Second Cross Street: \_\_\_\_\_

Additional Information: \_\_\_\_\_

Type of Work: \_\_\_\_\_

Area To Be Marked: \_\_\_\_\_  
(i.e. street to house, in the street, sidewalk area, right side of house)

Area Premarked? ☐ Yes ☐ No

Excavator Doing Work: \_\_\_\_\_

## Steps to a Safe Excavation\*

1. Premark the proposed excavation area using white stakes, paint or flags in a manner that will enable utility operators to know the boundaries of the project. Premarking guidelines are available at [digsafe.com](https://digsafe.com).
2. Notify 888-DIG-SAFE or 811 at least 48 business hours in advance in VT, and at least 72 business hours in advance in MA, ME, NH and RI.
3. Please listen carefully as the CSR repeats the location to confirm our accuracy of your request. If a caller provides incorrect information about an excavation project, a new Dig Safe permit must be issued. Dig Safe records all incoming and outgoing calls for the sake of accuracy.
4. Document and retain the Dig Safe permit number and legal start date/time.
5. Contractors should explain the process to customers beforehand so they understand why utility locators will soon respond to their property and leave paint and/or flags behind.
6. Facility owners are required by law to mark only the facilities that they own or maintain, so private facilities may not be marked by member utility companies. For your safety, also contact any non-member facility owners in the area of excavation. Go to [digsafe.com](https://digsafe.com) for a list of companies that provide locating services for private utilities.
7. Dig carefully around marked underground facilities. State law requires hand digging methods when working within 18 inches of a marked underground facility.
8. Maintain the marks. If for whatever reason the marks are no longer visible, you must refresh the marks yourself or contact Dig Safe to order a "remark."\*

\* Please refer to the Laws at a Glance section in this brochure for specific state requirements.

### Visit Dig Safe Online - [digsafe.com](https://digsafe.com)

Go to [digsafe.com](https://digsafe.com) for the most current information about underground damage prevention. Updated daily, Dig Safe's website includes:

- Download "Dig Safe" State Laws and Rules
- Answers to Frequently Asked Questions
- List of Dig Safe members
- Upcoming Events
- Membership Enrollment Information
- Call Center News
- Order Free Dig Safe Items
- List of Private Utility Locators

### Quick-Ticket at [digsafe.com](https://digsafe.com)

Now you can process Dig Safe permits online, from your own PC. Take advantage of real-time web ticket entry! You'll spend less phone time with Dig Safe, and enjoy the flexibility of applying when it's convenient for you.

Get your Dig Safe number, legal start date, and a list of member utilities notified *instantly*. A Help page is provided to quickly answer your questions.

*Quick-Ticket* also makes record keeping a snap. Just click your print button to keep a copy of the Dig Safe ticket number.

Apply for for a *Quick-Ticket* password at [digsafe.com](https://digsafe.com), and start enjoying the benefits of online permitting.



# 1-888-DIG-SAFE

## [digsafe.com](https://digsafe.com)



Laws at a Glance

This guide is designed for quick view only and is not all-inclusive.  
Go to [digsafe.com](https://digsafe.com) to download a complete copy of Dig Safe laws and rules.

	Massachusetts Statute Chapter 82, Section 40	Maine Title 23 MRSA Section 3360-A	New Hampshire Statute RSA 374, Section 47-56	Rhode Island Statute Chapter 39-1.2, Section 1	Vermont VSA Title 30, Chapter 86
Who must notify Dig Safe?	All excavators	All excavators	All excavators	All excavators	All excavators
What excavation areas require notification?	Public ways and private property	Public ways and private property	Within 100 feet of underground utilities	Within 100 feet of underground utilities	Within 100 feet of underground utilities
What utilities are required to participate?	Gas, Electric, Telephone, Cable Television and Private Water Companies	Gas, Electric, Telephone and Cable Television	Gas, Electric, Telephone, Cable Television and Public Water Companies	Gas, Electric, Telephone, Cable Television and Public Water Companies	Gas, Electric, Telephone and Cable Television
Advance Notification Requirement (Excluding Weekends and Holidays):					
Minimum	72 Hours	72 Hours	72 Hours	72 Hours	48 Hours
Maximum Emergencies	30 Days ASAP	30 Days ASAP	30 Days ASAP	30 Days ASAP	30 Days Immediate
Utility response time:	72 Hours	72 Hours	72 Hours	72 Hours	48 Hours
Unanticipated blasting notice (after initial notice)	4 Hours	4 Hours	4 Hours	4 Hours	• • •
Remark Notice:*	24 Hours	24 Hours	• • •	48 Hours	48 Hours
Permit Expiration: (from date of issue)	• • •	30 Days	30 Days	60 Days**	30 Days
Violation penalties:					
First offense	\$1,000	Up to \$500	\$500	\$350	Up to \$500
Subsequent offenses	\$5,000 to \$10,000	Up to \$5,000	Up to \$5,000	\$2,500	Up to \$5,000
Gas Related	-	-	-	-	Up to \$100,000

<b>Regulation and Enforcement</b>	<b>Massachusetts Department of Public Utilities</b> <a href="https://www.mass.gov/dpu">www.mass.gov/dpu</a>	<b>Maine Public Utilities Commission</b> <a href="https://www.maine.gov/mpuc">www.maine.gov/mpuc</a>	<b>New Hampshire Public Utilities Commission</b> <a href="https://www.puc.state.nh.us">www.puc.state.nh.us</a>	<b>Rhode Island Division of Public Utilities &amp; Carriers</b> <a href="https://www.ripuc.org">www.ripuc.org</a>	<b>Vermont Department of Public Service</b> <a href="https://www.state.vt.us/psd">www.state.vt.us/psd</a>
The following state agencies regulate and enforce "The Dig Safe Law"					

\* The excavator is responsible to maintain marks.  
\*\* For exceptions, refer to the Rhode Island Dig Safe law, available at [digsafe.com](https://digsafe.com).

Color Coding System

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

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



**Dig Safe System, Inc.**  
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Woburn, MA 01801

**1-888-DIG-SAFE**  
(888-344-7233) or 811  
[digsafe.com](https://digsafe.com)

Dig Safe System, Inc.

*It's Smart. It's Easy. It's the Law.*



**1-888-DIG-SAFE**  
***digsafe.com***



Know what's below.  
Call before you dig.