

# 811 Info Sheet



## **What is 811?**

811 is a free service to help you locate underground utility lines on your property.

## **Why should I call?**

Knowing where your lines are located will prevent you from accidentally damaging a line while digging. And, you don't want to plant a tree too close to a line, either. Knowing where your underground utility lines are can help you make the best decision about where to plant a tree.

## **How does it work?**

Call 811 or (800) 351-1111 to submit your address and get your ticket started. They will ask for the following information: general neighborhood location, street address, yard location where you'd like to plant your tree, and the closest intersecting road to your address.

Within 3 business days of submitting your information (not including weekends and holidays), all applicable utility companies will temporarily mark any potentially conflicting underground lines. **They only mark line locations in the public right-of-way.** This area is the first 6 feet or so of your yard from the street. **811 will not mark your backyard.** It is the each homeowner's responsibility to know or figure out where their lines are located.

## **Tips:**

Putting your flag in your yard **BEFORE** calling 811 helps speed the process, because they will know exactly where to check your yard.

If you don't see any markings on your property after 3 business days, that means the utility companies did not see any conflicts! You can call again if you really want to double-check.

The 811 process is unaffected by COVID-19. Rest assured that within 3 business days of submitting your dig ticket, all applicable utility companies will mark any conflicting lines.

After submitting your ticket, the digging permissions last 2 weeks before expiring. It's important to call at least 3 days before planting, but not more than 2 weeks before planting.

**Questions? Visit [tenn811.com](http://tenn811.com)**



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