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, 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 1-888-DIG-SAFE (1-888-344-7323).*

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 digitase.com – “Laws & Enforcement.”

2. Notify Dig Safe at 888-DIG-SAFE at least 2 business days (48 hours) in RI and VT, and at least 3 business days (72 hours) in MA, ME and NH.

3. Please Listen carefully as the CSR repeats the location to confirm your 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 operators 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. For your assistance, a list of private utility owners is available at digitase.com – “Services.”

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

Go to digitase.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

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 helpful 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.

To enjoy the benefits of Quick-Ticket, you must apply for a password. Go to digitase.com, and click on Quick-Ticket Password.

1-888-DIG-SAFE
digsafe.com
Laws at a Glance

Who must notify Dig Safe? All excavators
What excavation areas require notification? Public ways and private property
What utilities are required to participate? Gas, Electric, Telephone, Cable Television and Private Water Companies
Advance Notification Requirement:

 Minimum:

 Maximum:

 Utility response time: Unanticipated blasting notice (after initial notice)
Remark Notice:

 Permit Expiration:

 Violation penalties:

First offense

 Gas Related

Second offense

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Regulation and Enforcement

The following state agencies regulate and enforce "The Dig Safe Law"

Massachusetts

Department of Public Utilities

www.mass.gov/dpu

Maine

Maine Public Utilities Commission

www.maine.gov/mpuc

New Hampshire

Public Utilities Commission

www.puc.state.nh.us

Rhode Island

Division of Public Utilities & Carriers

www.ripuc.org

Vermont

Department of Public Service

www.state.vt.us/psd

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First offense

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Second offense

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For exceptions, refer to the Rhode Island Dig Safe law, available at digsafe.com.

* The excavator is responsible to maintain marks.
** For exceptions, refer to the Rhode Island Dig Safe law, available at digsafe.com.

This guide is designed for quick view only and is not all-inclusive. To download a complete copy of Dig Safe state laws and rules, please go to digsafe.com – “Laws & Enforcement.”

Date of Last Revision: 8/08

Dig Safe System, Inc.

It’s Smart. It’s Easy. It’s the Law.

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.

331 Montvale Avenue

Woburn, MA 01801

1-888-DIG-SAFE

(888-344-7233)
digsafe.com

1-888-DIG-SAFE
digsafe.com

Regulation and Enforcement

The following state agencies regulate and enforce “The Dig Safe Law”

Massachusetts

Department of Public Utilities

www.mass.gov/dpu

Maine

Maine Public Utilities Commission

www.maine.gov/mpuc

New Hampshire Public Utilities Commission

www.puc.state.nh.us

Rhode Island Division of Public Utilities & Carriers

www.ripuc.org

Vermont

Department of Public Service

www.state.vt.us/psd

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First offense

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Second offense

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For exceptions, refer to the Rhode Island Dig Safe law, available at digsafe.com.

* The excavator is responsible to maintain marks.
** For exceptions, refer to the Rhode Island Dig Safe law, available at digsafe.com.