



The 811 Underground Service Alert Program and How New ISPs Can Register

Call 811 Before You Dig!

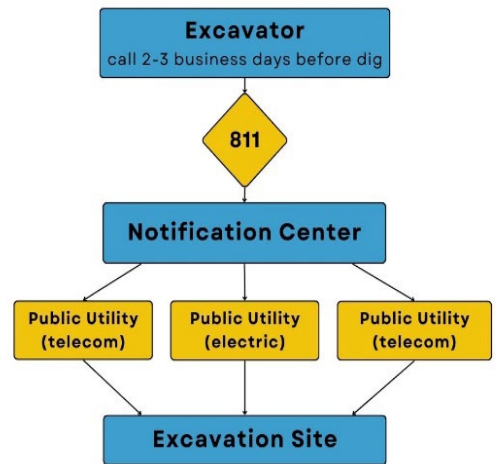
Overview

The 811 Underground Service Alert (USA) program is a national service that ensures the safety of underground utilities and prevents accidents that could result in service outages, injuries, or property damage.

As a national hotline, a call to 811 connects contractors, excavators, and homeowners with a local one-call center, notifying utility companies about planned excavation.

Internet service providers (ISPs) play a central role in preventing damage to underground infrastructure. By registering with the program, ISPs contribute to the overall safety of excavation projects.

The specific steps and requirements may vary, so contacting the local one-call center is the best way to get detailed information on how to join the underground service alert program in a specific area.



Key Information

California has two one-call centers, USA North and USA South (Dig Alert)

- It is required to call 2 to 3 business days before the scheduled day of excavation.
- Start a dig alert ticket either through a phone call or an online service request.
- Utility lines marked include gas, electric, water, telecommunications, etc.
- [811 In Your State \(call811.com\)](http://811InYourState.com)
- [USA North 811 | Call 811 Before You Dig](http://USANorth811.com)
- [DigAlert | Utility Locating California | Underground Wire & Cable Locator](http://DigAlert.com)

For New ISPs

- The ISP must identify and contact the local one-call center that serves the area where they plan to install facilities.
- The correct documentation about their services, coverage areas, and contact information must be submitted, including details of the types of infrastructure the ISP operates.
- This allows the one-call center to alert the ISP when there are excavation activities planned in their service areas.

Protecting California since 1911

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