

News Release

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For Immediate Release

For more information, contact:
KUB Communications

KUB Reminds All Customers to Call 811 Before You Dig *April Is Safe Digging Month*

April is recognized as Safe Digging Month both nationally and statewide, and KUB reminds its customers to call 811 before beginning any project that requires digging or excavation to have underground utility lines marked for free. An underground utility line is damaged by digging once every six minutes nationwide, and one-third of these incidents are caused because there was no call to 811 to have the underground utility lines located.

Any project that requires digging can result in damage to underground utility lines, which is why you should call 811 to have those lines marked, free of charge, before beginning your project. This can be as small as installing a new mailbox or planting flowers and shrubs, or as large as installing a pool or adding on to your home. You can also download Tennessee 811's mobile app for Android and Apple devices. This free app can be used to submit a locate request, search for locate tickets, and access the Tennessee 811 handbook among other useful tools.

Not only is calling 811 best practice, it is also the law. Tennessee State Law requires anyone about to engage in digging, excavation, moving of earth, demolition, or any type of activity that could damage underground utility lines, to notify Tennessee One Call (811) of their intent to dig no less than three business days before the work is to begin. Tennessee One Call will then notify KUB and other member companies about the proposed work and utilities at the requested digging site will be marked with paint or flags so customers will know where to safely dig.

KUB also wants to remind customers of the following safe digging messages:

- Damage to underground utility lines can disrupt service to an entire neighborhood, cause injury or death to the excavators, and result in fines and repair costs. The depths of utility lines vary and multiple lines may exist in the same area.
- Customers should always use extreme caution when they dig, and avoid digging within the utility safety zone. The safety zone is a strip of land the width of the utility, plus two feet on either side.
- Customer-owned service lines such as underground electrical, water and sewer are not mapped and therefore may not be marked. However, natural gas service lines are mapped and will be marked.
- Other customer-owned buried lines that are not marked include lines for outside lighting, invisible fencing, irrigation systems, and customer fuel lines.

For more information on National Safe Digging Month, go to www.call811.com or visit KUB's Web site at www.kub.org and click on the Safety & Outages tab. Report any damage to a KUB utility line immediately by calling (865) 524-2911.

KUB is a municipal utility serving Knox and parts of seven adjacent counties and provides electric, natural gas, water, and wastewater services to more than 453,000 customers.

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