



Aug. 11 (8/11) Serves As Reminder For Illinois Residents To Always Contact 811 Before Digging

August 11 2022 10:07 AM



BELLEVILLE - On Aug. 11 Illinois American Water is reminding Illinois residents to contact 811 before any digging project to have underground utility lines marked. Every few minutes an underground utility line is damaged because someone decided to dig without first contacting 811.

When calling 811, homeowners and contractors are connected to the local 811 center, which notifies the appropriate utility companies of their intent to dig. Professional locators then arrive at the digging site to mark the approximate locations of underground lines with flags, spray paint, or both. Location marking includes locates for critical water system infrastructure as well as other utilities.

Beth Matthews, Vice President of Operations for Illinois American Water, said, “Calling 811 is really the only way to know which utilities are buried in your area so that you can dig safely. It helps to protect not only critical infrastructure but also residents and neighborhoods.”

She added, “Striking a single line can cause injury, repair costs, inconvenient outages, and fines. Every digging project, no matter how large or small, warrants contacting 811 by phone or online. Installing a mailbox, building a deck, planting a tree, and laying a patio are just some examples of digging projects that require a free 811 request at least a few days before breaking ground.”

The depth of utility lines can vary for several reasons, such as erosion, previous digging projects, and uneven surfaces. Utility lines need to be properly marked because even when digging only a few inches or digging in a location that’s previously been marked, the risk of striking an underground utility line still exists.

Visit www.811beforeyoudig.com for more information about 811 and safe digging practices. Visit www.illinoisamwater.com for more information about Illinois American Water.

About Illinois American Water

Illinois American Water, a subsidiary of American Water (NYSE: AWK), is the largest investor-owned water utility in the state, providing high-quality and reliable water and wastewater services to approximately 1.3 million people. American Water also operates a quality control and research laboratory in Belleville.

With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 6,400 dedicated professionals who provide regulated and regulated-like drinking water and wastewater services to more than 14 million people in 24 states. American Water provides safe, clean, affordable, and reliable water services to our customers to help keep their lives flowing. For more information, visit amwater.com and diversityataw.com. Follow American Water on [Twitter](#), [Facebook](#), and [LinkedIn](#).