

## Dig this:

- Arizona law defines excavating as “any operation in which earth, rock or other material in the ground is moved, removed or otherwise displaced by means or use of any tools, equipment or explosives and includes, without limitation, grading, trenching, digging, ditching, drilling, auguring, boring, tunneling, scraping, cable or pipe plowing and driving.”
- **Utility depth is not known or guaranteed.** Lines, pipes and cables often shift underground. Facilities can be a few inches or several feet below surface.
- If you strike an underground utility, stop digging. Call the facility owner or operator directly. Do not try and repair damages!
- If you dig up an unknown line, stop working in the immediate area. Call 811 so qualified personnel can be sent to the site to determine if the line is active or abandoned.
- Utility marks are valid for 15 working days. If your project exceeds that timeframe, or if your marks disappear or are destroyed, contact Arizona 811 to have the marks refreshed. Marks must remain “visible and valid” for the duration of your project.
- Never dig outside the boundaries of your ticket or move or destroy locate marks.
- Facility owners and local municipalities mark only what they own and operate up to the point of sale, typically the meter. To have the lines you own marked, you’ll need to hire a private locating company. Arizona 811 cannot recommend private utility locators; consult the internet or Better Business Bureau.

## Know the Code

Utilities are marked in colors based on their type. Locators use the Uniform Color Code for Utility Markings so utilities can always be identified by their specific color, whether they’re marked with paint, flags or whisksers:

	Proposed excavation
	Temporary survey
	Electric power
	Natural gas, oil, liquid fuels
	Communications, fiber optics, cable TV
	Water and slurry lines
	Reclaimed water
	Sanitary sewer systems

## The Two-Foot Rule (Tolerance Zone)

Arizona law requires you to **hand dig only** within two (2) feet of marked facilities. This area is known as the Tolerance Zone and is off limits to mechanized equipment. **Even when digging with hand tools, use caution to prevent injuries and damages to a facility.** The law also requires you to “support and protect” any underground facilities you expose while digging until your project is complete.



# Digging for any reason?

You must contact Arizona 811 at least two full working days in advance so underground utilities can be located and marked.

It’s free. It’s easy. It’s the law.



**Know what’s below.  
Call 811 or click [Arizona811.com](http://Arizona811.com)  
before you dig.**

**ARIZONA BLUE STAKE IS NOW ARIZONA 811**



## About Arizona 811

Arizona 811 was established as “Arizona Blue Stake” in 1974 and changed its name to Arizona 811 in 2014. It is the center you must contact



before excavating in any way, anywhere in Arizona, so underground utilities (also called “facilities”) can be marked. Knowing the location of buried facilities is the simplest and easiest way to pre-

vent accidental utility strikes, which keeps everyone safe; protects the vital utilities we all rely on every day; and protects the environment. Arizona 811 is a private, non-profit agency. Services are free and available statewide. Learn more at [Arizona811.com](http://Arizona811.com).

## Contacting Arizona 811

### Hours of Operation:

6 a.m. to 5 p.m. Monday-Friday. Closed weekends and state holidays

### To have utilities located before you dig:

- Call **811** from anywhere in Arizona or
- Go to **Arizona811.com** to create a ticket online 24/7/365 with E-Stake. **Homeowners and contractors working at one residential address can use the quick and easy Single Address Ticket tool online, any time.**

### General contact information:

Phone: (602) 659-7500

Email: [Customer.Support@Arizona811.com](mailto:Customer.Support@Arizona811.com)

Web: [www.Arizona811.com](http://www.Arizona811.com)



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## After You Contact Arizona 811

- Unless otherwise specified to you, Arizona 811 will notify the utility owners and operators in your area of your plans to dig. In response, each affected utility owner or operator (including municipal service providers) will send a utility locator to your dig site to mark the location of their underground lines, cables and pipes, or inform you they have no facilities in conflict with the dig site you identified.
- **Utility locators have two (2) full working days to respond. You cannot begin digging until all of the locators have responded.**
- Arizona 811 will provide you with a list of **all** utility owners and operators that could have facilities buried at your dig site. Do not dig until all of the utilities listed on your ticket have responded by putting marks on the ground (such as paint or flags); calling you; emailing you; or posting an online response.
- If you have not received responses from **all** utilities listed on your ticket after two full working days, or if you have questions about the marks, call 811.

## Arizona Law

Arizona law (A.R.S. 40-360.21-31) says underground utilities must be marked before any type of excavation by anyone, including professional excavators, homeowners and anyone else whose work disrupts the sub-surface of the earth. This law is enforced by the Arizona Corporation Commission and is punishable by civil penalties of up to \$5,000 per violation. You could also be liable for repair and reimbursement costs and possibly face legal action (see reverse side for the legal definition of excavation).

## Ticket and Dig Site Tips

- When you contact Arizona 811, be ready to provide 1) the specific location of your dig site; 2) a job-site description; and 3) a telephone number where locators can reach you or a field contact if they have questions or if they cannot find or access your dig site.
- Mark out your dig site in white if possible. Provide the boundaries or radius of the area you'll be digging in, or use white flags to indicate your dig site. When marking out a dig site, do not use any color other than white (see reverse side for color code information).
- Provide physical access to the dig site for utility locators. Unlock gates, provide gate codes and remove dogs or other pets from the yard. If locators cannot access your dig site, they will mark with the No Access symbol—a circle with a slash through it. You'll need to contact 811 again to start the process over, adding two more working days to your project.
- Calculate “two working days” correctly. Examples: If you plan to dig on Friday, contact Arizona 811 the prior Tuesday. The two working days are Wednesday and Thursday. Or, if you plan to dig on Monday, contact Arizona 811 the prior Wednesday. The two working days are Thursday and Friday. Weekends and state holidays do not count as working days.



**Questions, comments or concerns?  
For assistance, call 811 or email  
[Customer.Support@Arizona811.com](mailto:Customer.Support@Arizona811.com).**