



Media Contact:

Amy Blanton

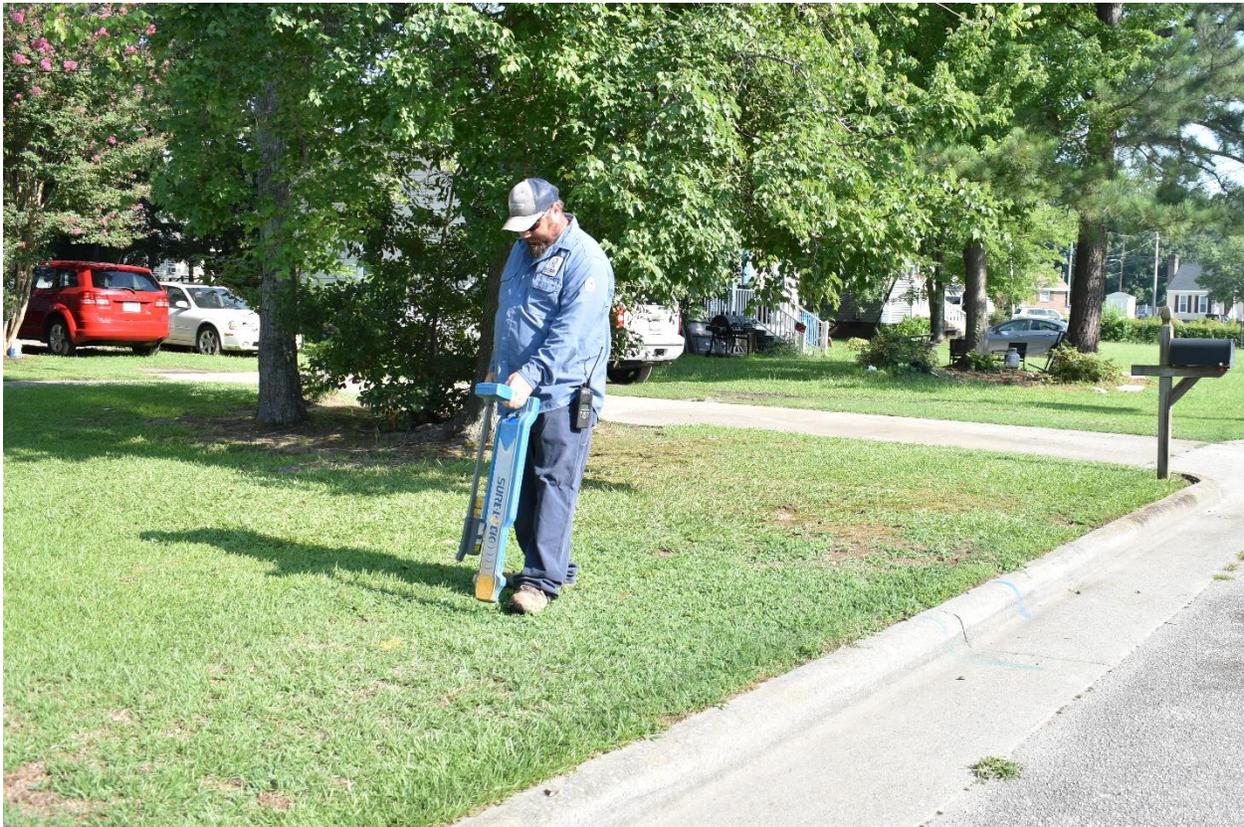
Energy Resources Communications Coordinator

(252) 972-1269

amy.blanton@rockymountnc.gov

FOR IMMEDIATE RELEASE

August 10, 2022



Pictured is a gas line supervisor locating a natural gas service line.

Aug. 11 (8/11) serves as reminder to always call 811 before digging

Rocky Mount, N.C. – The city of Rocky Mount and NC811 hope August 11 (8/11) will serve as a natural reminder for residents to call 811 to have underground utility lines marked prior to any digging project.

When calling 811, homeowners and contractors are connected to NC811, the local one call center, which notifies the appropriate utility companies of their intent to dig. Professional locators are then sent to the requested digging site to mark the approximate locations of underground lines with flags, spray paint or both.

811 is free of charge to all excavators. Primary power, gas and telecommunication lines will be marked by the utilities. Utilities and service providers are not responsible for marking private lines, such as secondary water, sewer or power lines. Water, sewer and storm drain lines are only marked within the right of way or to the meter, and not on private property. Lines from the right of way or meter to the residence or business, including water and sewer lines, are private lines and will need to be located by a private line locator. Homeowners and business owners must contact any non-member facility owners not listed on the location request directly to request their facilities to be located and marked.

Every six minutes an underground utility line is damaged because excavation took place without first calling 811. Striking a single line can cause injury, repair costs, fines and inconvenient outages. Every digging project, no matter how large or small, warrants a call to 811. Installing a mailbox, building a deck, planting a tree and laying a patio are all examples of digging projects that need a call to 811 before starting.

“On August 11 and throughout the year, we remind homeowners and professional contractors alike to call 811 before digging to help eliminate the risk of striking an underground utility line,” said Louis Panzer, executive director for NC811. “It really is the only way to know which utilities are buried in your area.”

The depth of utility lines can vary for a number of 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, the risk of striking an underground utility line still exists.

Visit www.nc811.org or www.call811.com for more information about 811 and safe digging practices.

About Rocky Mount

The city of Rocky Mount, located in the Coastal Plains of North Carolina, was incorporated in 1867 and lies in Edgecombe and Nash Counties. Rocky Mount is a two-time All-America City on the Tar River. The city was recognized as one of 10 winners nationwide of the 2020-21 Robert Wood Johnson Foundation Culture of Health Prize. Serving as the Gateway to Eastern North Carolina, the city's 875 employees serve approximately 54,000 residents daily.

The city's mission is to advance community well-being, safety and quality of life by delivering excellent public services and actively collaborating with the community toward a fulfilling and inspired future for its citizens. As a publicly owned utility, the city of Rocky Mount is committed to safe, reliable service for its customers and operates in Nash and Edgecombe counties, providing customers with electricity, natural gas, water, wastewater (sewer), refuse, recycling and/or stormwater services. To learn more, visit www.rockymountnc.gov for news and updates.

###