

Tips of the trade



Always notify 811 before you dig – it's the law!

Do you have a project that involves digging? If so, don't forget to include notifying 811 – your local one-call utility locator service – in your excavation plans. Damage from digging activities can cause power outages and pipeline accidents, and we need your help to prevent them!



Order our FREE worker safety kit on the National Grid e-SMARTworkers website.

Order kit

Always contact your state 811 center before digging and for the most current requirements.

Dial 811 or enter an online request *at least* two full working days before digging in New York (excluding the date of your request, weekends and legal holidays) and at least 72 hours before digging in Massachusetts (excluding weekends and legal holidays). It's the law!

- Massachusetts: [DigSafe.com](https://www.digsafe.com)
- Upstate New York: [UDigNY.org](https://www.udigny.org)
- Downstate New York: [NewYork-811.com](https://www.newyork-811.com)

The 811 service will notify any utilities that have underground facilities in your dig area, so they can mark out the utility locations. Once you know where utility lines are located, you can dig a safe distance away from them. (You must hire a private locating contractor to locate non-utility-owned lines, such as gas lines to grills or power lines to swimming pools.)

Know the dangers

If you don't notify 811 before digging, you risk contacting a buried utility line. Hitting a buried electric line can cause outages and serious shock injuries or fatalities. And hitting a gas line can lead to a fire or explosion. You can avoid property damage, personal injury and possible fines and repair costs by notifying the 811 service before you start to dig. Even small digging jobs require this.

Play it safe

1. Pre-mark your proposed excavation area with white paint, flags and/or stakes.
2. Call 811 or use the online locate request system.
3. WAIT the required time for utilities to be marked before you dig.
4. Follow state laws for digging within the "tolerance zone," a safety area that spans the width of a marked utility plus a specified distance from each indicated outside edge: 18 inches in Massachusetts and 24 inches in New York.
5. Respect the marks, hand expose to verify the location of marked utility lines and dig with care!

Would you like to know more?

Additional utility safety tips, case studies, instructional videos and educational tools can all be found, at no charge to you, on National Grid's [contractor safety website](https://www.ngridsafety.com).

For more contractor safety information, visit [ngridsafety.com](https://www.ngridsafety.com).

To report emergencies, call **911** and National Grid immediately. Always call **911** if you suspect a gas leak!

Smell Gas. Act Fast.



Know what's below.
811 before you dig.

In case of gas emergencies:

Long Island and the Rockaways:
911 and 1-800-490-0045

Metro New York:
911 and 1-718-643-4050

Upstate New York:
911 and 1-800-892-2345

Massachusetts:
911 and 1-800-233-5325

In case of electric emergencies:

Upstate New York:
911 and 1-800-867-5222

Massachusetts:
911 and 1-800-465-1212