

Safe digging starts with contacting Kentucky 811

National Safe Digging day reminds consumers to have underground lines identified

(LOUISVILLE, Ky.) – Keeping our families, friends, neighbors and community safe starts with having the right knowledge and tools, and knowing how to use them. That’s why National Safe Digging Day reminds consumers about Kentucky 811.

Kentucky 811 is a free statewide computer-operated communication system that provides a communication link between excavators and operators of underground utilities. The service enables consumers to submit a “locate request,” which is passed on to each member company that provides natural gas, electric, telephone, cable and water service in the requested area. Each company will then either mark its underground lines or notify the individual if there are no underground lines.

Kentucky law requires all excavators, professionals and general public alike, to have lines marked in advance before beginning any excavation projects, small or large.

Consumers can access the service through its online option “811Now,” which provides an online form to request facility markings at a single address, or by dialing 8-1-1. Both are available 24 hours a day, seven days a week.

In celebration of National 811 Day, also known as National Safe Digging Day, Louisville Gas and Electric Company and Kentucky Utilities Company urge area residents to use the service to protect public safety and prevent digging into and damaging underground utilities, otherwise known as a third-party dig-in. In addition to serious personal injury and costly repairs and fines, hitting underground utility lines can also disrupt service to an individual or entire neighborhood.

Four steps to safe-digging:

- Contact Kentucky 811 online or by phone at least two business days in advance.
- Wait the required amount of time.
- Respect the marks that outline the underground utility lines and equipment.
- Dig with care.

All LG&E and many KU service territory locations are included under the 811 call center. KU customers should visit [KU's Call Before You Dig web page](#) or call 800-981-0600 to determine the appropriate area contact for having underground electric lines marked.

Measurable difference

Properly marking lines in advance increases the odds of successfully completing excavation work in the United States without causing damage to underground lines and equipment by 99 percent.

Through their work with contractors and homeowners, and investigating dig-in damages in the field, LG&E and KU personnel and prevention coordinators actively educate consumers about the importance of using 811 because it protects public safety and prevents costly damages.

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Louisville Gas and Electric Company and Kentucky Utilities Company, part of the PPL Corporation (NYSE: PPL) family of companies, are regulated utilities that serve nearly 1.3 million customers and have consistently ranked among the best companies for customer service in the United States. LG&E serves 324,000 natural gas and 407,000 electric customers in Louisville and 16 surrounding counties. KU serves 549,000 customers in 77 Kentucky counties and five counties in Virginia. More information is available at www.lge.com

[ku.com](#) and [www.pplweb.com](#).

For further information: LG&E and KU, 502-627-4999 (Toll-free: 888-627-4999)

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