



Alabama 811 Member Facts

- **Account Update Request:** If you require any changes/updates to your membership account please fill out the change information form found on www.al811.com under AL811 Membership link on tool bar.
- **Updating Notification Area:** Any updates to your utility infrastructure that fall outside of the notification area buffer map (in attached packet) will need to be emailed to Andrew Maxwell (amaxwell@al811.com) within 30 days to ensure proper notification to protect your entire facility area.
- **Daily Audit:** If you don't receive a summary ticket audit each day check your spam/junk folder and change the email address to trusted. If the missing audits are not in the spam/junk folder, please contact us.
- **Holidays Observed by Alabama 811:** The following holidays, are not used to calculate the two working day notice: New Year's Day, Memorial Day (observed), Independence Day, Labor Day, Veterans Day, Thanksgiving Day, the Friday following Thanksgiving Day, Christmas Eve and Christmas Day. If any of these holidays occur on a Saturday, it will be observed on the preceding Friday and if any of these holidays occur on a Sunday, it will be observed on the following Monday. Alabama 811 will still process locate requests on those days.
- **Violations:** Complaints regarding a violation of the underground damage prevention law either by an excavator or a facility owner can be filed through the Underground Damage Prevention Authority. Information about the Authority and the enforcement process can be found at www.alupda.org.

Alabama 811 Excavator Facts

- **2nd Locate Request:** If you placed a locate request for a pending excavation and positive response has not been provided within 2 working days after the request was made, place 2nd request for safety and damage prevention.
- **Locate Request Expiration:** Locate requests will be good for twenty (20) working days. If work is ongoing the request will need to be renewed. Call Alabama 811 or enter the request through the online portal at least two full working days, not counting the day of notification, before the 20 working days have expired.
- **Tolerance Zone:** The law requires excavators to observe an eighteen (18) inch safety or tolerance zone – 18" either side of the marked utility line. While digging inside the safety zone, proceed cautiously with non-invasive equipment. If you encounter a rigid object, carefully clear away the soil to determine what is in the area. Do not use your hands to clear away the soil. For maximum safety, use an insulated object.



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Open camera app on phone. Hold over QR code. Tap link that pops up.