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## News Release

August 11, 2025  
For Immediate Release

For more information, contact:  
KUB Communications

### **Remember to Call 811 Before Any Digging Project**

*Having underground utilities marked will keep you safe and prevent costly repairs.*

**Knoxville, TN** – August 11 is National 811 Day for safe digging. Safe digging practices should be followed year-round by everyone from home do-it-yourself diggers to professional excavators. Calling 811 is the safe thing to do, it's free, and in Tennessee, it's the law.

Tennessee State Law requires anyone preparing to dig, excavate, demolish property, or conduct any activity that could damage underground utility lines to notify Tennessee One Call (811) of their intent to dig at least three business days before the work begins. Tennessee One Call will notify KUB and other member companies about the proposed work and the utilities at the digging site, which will be marked with paint or flags, so customers know where to dig safely. KUB reports that they receive anywhere from seven to 10 calls per week from customers reporting a "dig-in", which is when a customer has hit an underground line. Dig-ins are dangerous to excavators, the public, and KUB responders and should be prevented by calling 811. Calling 811 is required no matter the size of the project, and the service is free of charge.

KUB also wants to remind excavators of the following safe digging messages:

- Damage to underground utility lines can disrupt service to an entire neighborhood, cause injury or death to the excavator, and result in fines and repair costs. The depths of utility lines vary, and multiple lines may exist in the same area.
- Excavators should always use extreme caution when they dig and avoid digging within the utility safe zone. The safety zone is a strip of land extending two feet on either side of the utility plus the width of the utility.
- Customer-owned service lines such as underground electrical, water, and wastewater are not mapped and therefore may not be marked. Natural gas service lines are owned by KUB and will be marked.
- Other customer-owned buried lines that are not marked include lines for outside lighting, invisible fencing, irrigation systems, and customer fuel lines.

For more information about safe digging, visit [www.tenn811.com](http://www.tenn811.com) or KUB's website at [www.kub.org/safety](http://www.kub.org/safety). Report any damage to a KUB utility line immediately by calling (865) 524-2911.

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*KUB provides more than 501,000 customers in Knoxville and parts of seven surrounding counties with safe and reliable electric, fiber, natural gas, wastewater treatment, and water services.*