

811 FACT SHEET

Why Contact Sunshine 811?



FOR SAFETY

Hitting an underground utility line not only knocks out essential services but can cause serious injury or worse. Contact 811 to keep you and your community safe.



FOR SECURITY

Damaging an underground utility can result in expensive repairs, down time for critical services and even fines. Contacting Sunshine 811 gives you peace of mind and protects you from these risks.



FOR CONVENIENCE

Underground fiber, internet and communication lines are essential to keep communities connected. Contacting Sunshine 811 before digging helps you know where it's safe to dig – helping you stay connected to friends, family and emergency services.



IT'S A FREE SERVICE, AND IT'S THE LAW.

It costs you nothing to follow the law!

6 STEPS TO SAFE DIGGING

1 PLAN YOUR PROJECT

Before contacting Sunshine 811, gather important details related to your project including street address, project timeline and more.

2 CONTACT SUNSHINE 811

Submit a ticket online at my.sunshine811.com or by calling 811. Do this two (2) full business days before you dig.

3 WAIT THE REQUIRED TIME

Don't get started until you have the go-ahead. Member utilities have two (2) business days to locate underground facilities on your property.

4 CONFIRM UTILITY RESPONSES

Before you dig, confirm that utility-owned lines are marked or whether the utility has provided additional instructions. Visit my.sunshine811.com and select "Create Tickets & Check Responses."

What is 811?

811 is the number to call in Florida to put in a request for underground utilities to be located and marked. It is used by professional contractors, landscapers, fence installers, homeowners and anyone else digging to help them avoid unintentionally hitting underground utility lines while working on digging projects. You can also contact 811 at sunshine811.com and click Create a Ticket.

When Should Someone Contact Sunshine 811?

Contact Sunshine 811 at least two (2) full business days before starting to dig – even if you're digging only a few inches deep. This includes:

- Putting in or replacing a fence
- Installing or replacing a mailbox
- Planting trees or shrubs
- Uprooting trees or grinding stumps
- Installing a sprinkler/irrigation system
- Installing a pool
- Grading, boring or trenching
- Running electric to a shed



SAFE DIGGING STATS

2.2 MILLION Numer of 811 tickets Sunshine 811 processed fiscal year 2023-24

86% Percentage of tickets requested online

14.5 MILLION Transmissions sent to member utilities

30,000 Reported Damages in 2023
25% did not have a locate ticket

TOP 5 Counties for reported damages: Dade, Duval, Broward, Palm Beach, Orange



5 CONFIRM THE MARKS

Compare utility responses to the marks on your property – looking for marks that don't match the responses. Contact the utility company directly if anything doesn't look right.



6 DIG WITH CARE

Now that the facilities on your property have been marked or cleared, it's time to start digging – taking care when digging within 24 inches of the facility's outer edges.