

# Water Locate Instructions

\*Be prepared to be asked several questions\*

- Dial 811

(Will hear automated message explaining difference between emergency locate and regular locate. Choose whichever one fits request at the time)

- Operator will confirm office contact information. Contact name is Joy Bussey and Roby's email address is listed as email contact info.
- When asked purpose for calling, will be either for TAP installation or emergency locate for leaks. Emergency locates are used only for repairing leaks. TAP installations are considered normal locates. (Automated message at beginning will ask whether locate is regular or emergency)
- Operator will ask location. If possible, get as much information from Willie as possible. If not a physical address, find out how many feet north or south from location it is. Willie usually asks that locates be done either on both sides of right of way or just on the address side.
- They'll ask if there's any horizontal digging, blasting, or whether you're doing any digging so many feet from a power line, etc.-the answer is usually no. Occasionally, Willie has to do a road bore where he has to dig underneath the road to the other side, but that is rare. He usually tells you that up front.
- When asked whether location has been marked w/white flags, stakes, paint, etc., it is not.
- At end of call, you'll be given a ticket number. Write this on top of water/TAP application. For emergencies, write on anything to keep for reference.
- You will also be asked to listen to an automated message at end of call, but you are not required to listen.