



Iowa's One Call Law

Iowa law requires that any resident or professional excavator planning to perform any digging project contact 811, or Iowa One Call, a minimum of two business days before digging to prevent serious injuries, service disruptions, and costly repairs that could occur when buried gas, electric, communications, water, or sewer lines are damaged.

- Placing an **811** call or submitting a utility locate request online to **IowaOneCall.com** notifies operators with underground utility facilities of the intent to dig, and utility companies will respond within two business days by marking underground utilities with color-coded paint marks or flags that tell an excavator where utility lines are located. Iowa's One Call center is available 24 hours a day, seven days a week.

The Iowa Utilities Board joins Iowa One Call in reminding Iowans to be safe and help protect underground utility lines by following these steps in advance of any digging projects:

- Contact Iowa One Call at least 48 hours before digging, regardless of the project depth or familiarity with the property. Plan ahead by calling on Monday or Tuesday for weekend projects, providing ample time for the approximate location of lines to be marked.
- Confirm that all lines have been marked before beginning a project and consider relocating any project that is close to utility line markings.
- If a contractor has been hired, confirm that the contractor has called 811. Don't allow work to begin if utility lines aren't marked.

One Call Underground Locate Service, Damage Prevention, One Call Complaints and Violation Enforcement by the Attorney General

Iowa Code chapter 480, "Underground Facilities Information," requires contacting Iowa One Call (by calling 811 or 800-292-8989 or online at IowaOneCall.com) before excavation begins. After Iowa One Call is contacted, the following will happen:

- Operators with underground facilities where the excavation is planned are notified. This includes natural gas and power utilities, communications companies, and cities.
- Within 48 hours after being contacted, utilities either mark their underground facilities with color-coded paint marks or flags or tell the excavator they have no lines in the area.

Visit the One Call Law webpage on the Iowa Utilities Board website, iub.iowa.gov, for more information about underground locate services and damage prevention and to view a One Call Damage Prevention video by the Iowa Utilities Board and Iowa Attorney General's Office.

The Attorney General's Office enforces the One Call Law. For more information about One Call complaints and enforcement through the Attorney General's Office, visit IowaAttorneyGeneral.gov.

