



Safe Digging Fact Sheet

- Ameren Illinois delivers electricity to 1.2 million electric and more than 800,000 natural gas customers across central and southern Illinois.
- While much of the company's infrastructure is visible above ground, some electric and a majority of natural gas infrastructure is located underground.
- The average contractor or homeowner starting a project may not be aware of these facilities buried below.
- Whether planting a garden or installing fence posts, Ameren Illinois reminds all customers to follow the law and call 811 at least two business days before digging. Doing so identifies the location of buried infrastructure, helping to prevent potentially dangerous natural gas leaks while also ensuring homes stays fully connected.
- 811 is a national number that connects to an organization called JULIE in Illinois.
- If JULIE determines that Ameren Illinois has underground facilities in the requested dig location, the organization issues a dig ticket.
- Ameren Illinois then dispatches USIC within two business days to identify and mark the lines. USIC marks different facilities with colored flags (e.g. red for electric, yellow for gas), ensuring the property owner or contractor knows the exact areas to avoid.
- Once the facilities are marked and the start time indicated on the dig ticket is valid, the project can begin. All digging within 18 inches on either side of a marked line (tolerant zone) must be completed by hand.
- The JULIE service is available **free of charge**. You can also put in an e-request online at Illinois1call.com.
- In the event that an underground facility is inadvertently struck while digging, there are two courses of action depending on whether natural gas is leaking.
 - If the strike results in a rotten egg smell, blowing dirt or bubbling water, then natural gas is likely leaking. Immediately clear the area and call 911, then Ameren Illinois at 800-755-5000, and then 8-1-1.
 - If there is no noticeable release of natural gas, stop digging immediately and call Ameren Illinois at 800-755-5000. Ameren Illinois must arrive on scene to make repairs to the damaged line before the project can continue.

