



FREQUENTLY ASKED QUESTIONS

- **Who is CGA?**

The Common Ground Alliance (CGA) is a coalition of 1,400 excavators, locators, road builders, electric, telecommunications, oil, gas, railroad, one call centers, public works, equipment manufacturing & suppliers, state regulators, insurance and engineering/design, and emergency services. Officially formed in 2000, CGA represents a continuation of the United States Department of Transportation's Common Ground Study. The study highlighted the need for one organization to continuously update best practices among the growing underground utility industry. The Common Ground Alliance was thus formed to prevent damages to underground infrastructure, reduce service disruptions, save lives, and improve safety practices industry-wide.

- **What is the purpose of CGA? How does it achieve its goals?**

CGA works to prevent damage to underground infrastructure by developing best practices for the industry. The organization is also involved in other activities in an effort to achieve this goal. Research & development, data reporting & evaluation, and education programs are all important methods CGA uses to promote effective damage prevention practices. In fact, CGA works with its members and industry stakeholders to create effective results through partnership, collaboration, and the pursuit of common goals in damage prevention.

- **What exactly is 811?**

811 is a FCC-designated national N-11 number for homeowners and professional excavators to call before digging. 811 calls will be directed to the local One Call Center and the affected utilities who will then mark underground lines for free. The national 811 campaign will increase awareness among the public about the importance of having utility lines marked before digging. Digging without calling can lead to severe consequences including harm to those who dig, costly damages to underground infrastructure and utility service disruptions.

- **Don't "Call Before You Dig" numbers already exist?**

There are multiple "Call Before You Dig" numbers established by the existing 62 One Call Centers, or "Call Before You Dig" centers. The national 811 number will eliminate the confusion of multiple numbers while continuing free and easy local service. In fact, in a recent national survey, nine out of ten (89%) professional excavators agreed that calling before to get utility lines marked is a fast and easy process.

- **Why is a national 811 number necessary?**

Those who dig are aware of "Call Before You Dig" services, but often make risky assumptions about where utility lines are buried or when they should call. In fact, a recent national survey showed that only 33% of homeowner do-it-yourselfers called to have their lines marked before starting digging projects. Simple digging jobs can damage utility lines, which can disrupt

service to an entire neighborhood, harm diggers, and potentially result in fines and repair costs. 811 will let diggers know what's below when they always call before they dig.

- **What is CGA's role in promoting 811?**

CGA's mission is to prevent damage to underground infrastructure. The national 811 number provides a once-in-a-lifetime opportunity to focus national attention on the importance of calling before digging as simple digging jobs can damage utility lines. CGA will work with its membership, sponsors, and national launch partners in the 811 campaign to increase awareness about the new number and create positive behavior change.