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NIPSCO reminds customers to call 811 during National Safe Digging Month

NIPSCO urges homeowners to contact Indiana811 before every digging or excavation project to protect communities, prevent costly damages

MERRILLVILLE, Ind. | April 7, 2025 – In observance of **National Safe Digging Month** this April, Northern Indiana Public Service Company LLC (“NIPSCO”) is reminding homeowners and professionals to contact Indiana811 before starting any outdoor digging projects. A recent national survey found that more than 27 million homeowners planning do-it-yourself digging and excavation projects will not call 811, which puts themselves, their neighbors and essential utility services at risk.

Digging without knowing the location of underground utilities can lead to serious injuries, service outages and expensive repairs. Accidentally striking gas, electric, communications, water or sewer lines can cause significant disruptions to homes and businesses. A free 811 request is available online at www.Indiana811.org or by calling 811. Your dig request ensures that underground utility lines are properly marked before digging, preventing accidents and keeping communities safe.

“Failing to contact 811 before digging puts homeowners and their neighbors at risk of injury and utility service interruptions,” said Vince Parisi, President & Chief Operating Officer, NIPSCO. “We found that the top reason that more than 27 million homeowners don’t plan to notify utility companies before digging is that they believe their project is too shallow to merit an 811 request. That’s just not the case – you must contact 811 for every dig, every time.”

Even common do-it-yourself projects – such as planting a garden, installing a mailbox or setting up a fence – can pose risks, as many utilities are buried just inches below the surface.

Safe Digging Steps for Homeowners

To prevent utility damage and ensure safety, NIPSCO urges homeowners to follow these key steps before starting any digging project:

- Notify Indiana811 at least two full business days before the start of the digging project or excavation regardless of the project size or depth.

- Plan ahead – submit a free 811 request early in the week for weekend projects, ensuring enough time for marking.
- Confirm all utility lines are marked before beginning work.
- Adjust project plans if necessary – consider relocating projects if they are too close to marked utility lines.
- Verify 811 contact with hired contractors – ensure they have requested utility markings before any work begins.
- Learn more at www.Indiana811.org.

How Indiana811 Works

Everyone who contacts Indiana811 before digging is connected to a local 811 center, which communicates the request to utility companies in the area. Professional locators will then visit the site and mark the approximate location of underground utilities using color-coded paint or flags. Once the area is marked, it is safe to begin digging while carefully avoiding the designated lines.

“Making a free 811 request before digging is a simple step that can prevent dangerous and costly mistakes,” added Parisi. “By spreading awareness and encouraging responsible digging practices, we can keep communities safe and prevent unnecessary utility disruptions.”

For more information on safe digging and the Indiana811 process, visit www.Indiana811.org.

About NIPSCO

Northern Indiana Public Service Company LLC (NIPSCO), with headquarters in Merrillville, Indiana, has proudly served the energy needs of northern Indiana for more than 100 years. As Indiana’s largest natural gas distribution company and the second-largest electric distribution company, NIPSCO serves approximately 900,000 natural gas and 500,000 electric customers across 32 counties. NIPSCO is part of NiSource’s (NYSE: NI) six regulated utility companies. NiSource is one of the largest fully regulated utility companies in the United States, serving approximately 3.8 million natural gas and electric customers through its local Columbia Gas and NIPSCO brands. More information about NIPSCO and NiSource is available at NIPSCO.com and NiSource.com.

About Common Ground Alliance

CGA is a member-driven association of nearly 4,000 damage prevention professionals spanning every facet of the underground utility industry. Established in 2000, CGA is committed to saving lives and preventing damage to North American underground infrastructure by promoting effective damage prevention practices. CGA has established itself as the preeminent source of damage prevention data and information in an effort to reduce damages to underground facilities in North America through shared responsibility among all stakeholders. For more information, visit CGA on the web at <http://www.commongroundalliance.com>.

About the survey

Online survey among 616 US Homeowners, aged 18+ fielded between Feb.14-15, 2025. The survey was conducted by SurveyMonkey Audience on behalf of CGA. The margin of error based on a 95% confidence level is +/- 3.95%.

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