



Before You Dig a Hole, Make 811 Your Goal: Essential Utilities Recognizes 811 Day and the Importance of Safe Digging

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Many gas and water emergencies can be avoided with a simple call and safe excavation techniques

BRYN MAWR, Pa.--(BUSINESS WIRE)--Aug. 10, 2026-- With construction season at its summertime peak, [Essential Utilities](#) and its subsidiaries, [Aqua Water](#) and [Peoples Natural Gas](#), urge customers and contractors to recognize 811 Day and take great care with all digging and excavation practices.

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20260810880643/en/>



Essential Utilities reminds all members of the public to call 811 ahead of any personal or professional project involving excavation.

Reporting Tool (DIRT) found the cause of more than 1 in 5 damages to underground infrastructure is a lack of notification to 811 – the top cause of pipeline damages nationwide.

"Calling 811 is the first step in preventing damage to underground utility infrastructure, and preventing the emergencies that happen when pipelines are hit," said Essential Utilities CEO and Chairman Christopher Franklin. "As we make significant investments to upgrade infrastructure, improving safety and reliability, we encourage our customers and contractors to call ahead of every excavation project. Working together, we can keep our communities safe from the risks created by pipeline damage."

Calling 811 before digging is free to homeowners and can prevent injuries, fines and outages in the community. The process is simple:

- **Call 811**, the national call-before-you-dig hotline, at least three business days before the planned start of excavation;
- **Wait** for the site to be marked by utility companies, such as Peoples and Aqua, with paint, flags or stakes;
- **Dig with care**. Respect the markings and use appropriate tools while excavating. If a pipeline, line markers, locator wire or warning tape is damaged, leave the area immediately, then call 911 and notify the appropriate utility.

The 811 service is required for all excavation projects, ranging from planting a garden and installing a basketball hoop, up to building a deck or putting in a swimming pool. Visit [Call811.com](#) to learn more about your state's safe digging laws.

About Essential Utilities

Essential Utilities, Inc. (NYSE: WTRG) delivers safe, clean, reliable services that improve quality of life for individuals, families, and entire communities. With a focus on water, wastewater and natural gas, Essential is committed to sustainable growth, operational excellence, a superior customer experience, and premier employer status. We are advocates for the communities we serve and are dedicated stewards of natural lands, protecting thousands of acres of forests and other habitats throughout our footprint.

Operating as the Aqua and Peoples brands, Essential serves approximately 5.5 million people across nine states. Essential is one of the most significant publicly traded water, wastewater service and natural gas providers in the U.S. Learn more at [www.essential.co](#).

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