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Missouri American Water Designates August 11 (8/11) As Special Reminder to Always Call 8-1-1 before Digging

St. Louis County, Mo. (August 10, 2012) – On August 11, Missouri American Water reminds customers to call 811 or place a request online prior to any digging project to have underground utility lines marked. A recent report by the Common Ground Alliance determined that an underground utility line is damaged during digging projects every three minutes nationwide.

By calling 811 three days before digging, homeowners and contractors will be connected to MO One Call, which then notifies the appropriate utility companies of their intent to dig. Professional locators are then sent to the requested digging site to mark the approximate locations of underground lines with flags, spray paint or both.

On August 11 and throughout the year, Missouri American Water reminds customers and contractors to ‘dial before you dig’ and call 811 to eliminate the risk of striking an underground utility line.

Striking a utility line can cause injury, repair costs, fines and inconvenient outages. Missouri law requires a MO One Call request to locate utilities before beginning any excavation. Installing a mailbox, building a deck, planting a tree and laying a patio are examples of digging projects that should prompt an 811 call. The call and service is free.

The depth of utility lines can vary for a number of reasons. Utility lines need to be properly marked because even when digging only a few inches, the risk of striking an underground utility line still exists. MO One Call service will locate water mains, but not customer service lines that connect water mains to individual homes or businesses.

Visit the MO One Call website at www.mo1call.com for more information about safe digging practices or to place a request online.

Missouri American Water

Missouri American Water, a subsidiary of American Water (NYSE: AWK), is the largest water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately 1.5 million people.

Founded in 1886, American Water is the largest publicly traded U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs more than 7,000 dedicated professionals who provide drinking water, wastewater and other related services to approximately 15 million people in more than 30 states, as well as parts of Canada. More information can be found by visiting www.amwater.com.