

Utility Relocation

What happens when 8-1-1 doesn't get it right?

First, thanks to all of you who have been calling 8-1-1 to get utilities located and marked before construction. Unfortunately, the locate system is good, but not perfect. Recently the installation of a phone line across East Herron Road resulted in about a 24 hour phone and Internet outage. Quite simply, the phone line wasn't where it was marked. CenturyLink came out the next day to make the repairs and is investigating the problem with the locale. The moral of the story is that no one really knows what's underground until they dig. Thanks to everyone who worked on getting this resolved. If there's more to the story, we'll let you know later!