



Dear Underground Facility Owner/Operator Members, Excavators, and Other Industry Partners:

On behalf of the Arizona 811 Board of Directors, I am informing you of the steps being taken by Arizona 811 considering the situation surrounding COVID-19 and ensuring Arizonans across the state remain safe and secure.

Arizona 811 has implemented emergency response measures in accordance with updates from the CDC and Governor Ducey and ensuring the well-being of staff, industry partners, and the citizens of Arizona. These measures include, but are not limited to:

- Cancelling or postponing external industry-related larger group activities and meetings such as excavator damage prevention & safety seminars and committee meetings for a minimum of 30 days;
- Cancelling all travel and presentations by Education & Awareness staff to prevent viral spread in case individuals happen to be carriers;
- Cancelling any planned visits to the Arizona 811 center through March 31;
- Implementing remote work/relocated staff environment where appropriate; and,
- Informing/training all necessary on-site contact center staff to enact hygiene policies in the best interest of employees and the public.

**Please note, the Arizona 811 call center operations and online services are currently and will strive to continue to remain functional to receive underground utility locate requests from the excavating community and general public and to provide those notices to our member underground facility owners/operators.**

While Arizona 811 does not have any specific request yet, we would appreciate your willingness to maintain open lines of communication as the situation proceeds. **We recognize that it is possible our industry stakeholders (facility owners, excavators, etc.), may, themselves, become resource-limited leading to issues with overall public safety as it relates to excavating, locating, and other utility processes of a similar nature, and ultimately their obligation under the law.**

As this is a continuously changing situation, we will continue to monitor state and federal declarations, which could modify these plans. For further information regarding our response to this pandemic, please do not hesitate to contact Sandra Holmes, Executive Director, at 602-659-7503 or [Sandra.Holmes@Arizona811.com](mailto:Sandra.Holmes@Arizona811.com).

Sincerely,

Sandra Holmes  
Executive Director