

OHIO UTILITIES PROTECTION SERVICE (Now doing business as OHIO811)

Our mission...

The OHIO811 mission is to serve the customers' needs by providing a quality one call process to: protect the public; protect the underground infrastructure; protect the environment.

Our history...

OHIO811 was founded in 1972 as a nonprofit association of the Ohio Bell Telephone Company (now AT & T Ohio), East Ohio Gas (now Dominion East-Ohio) and the Cleveland Electric Illuminating Company. That first year, OHIO811 processed 13,678 digging requests.

Key dates in our history:

- 1984 — OHIO811 processes our one-millionth call.
- 1989 — Senate Bill 174 requires all Ohio utility companies to participate in a one-call service. OHIO811 subsequently merges with the United Utility Protection Service.
- 1990 — Senate Bill 264 requires all Ohio citizens to call before they dig.
- 1993 — OHIO811 adds an internal marketing department to increase awareness of our function and services. The department develops billboards, brochures, television commercials and public service announcements to broadcast our message.
- 1994 — Ernst & Young, LLP, rates OHIO811 "Best in Class" in its benchmark telecommunications study of one-call centers.
- 1996 — OHIO811 launches www.oups.org, making us the first one-call center in the nation with its own Web site.
- 1997 — Spearheaded by our marketing department, OHIO811 sponsors the first-annual "Safety Day" in Cincinnati. Also that year, OHIO811 processes our sixth-millionth call.
- 2000 — OHIO811 launches i-dig, a free, real-time online processing system that allows contractors and excavators to submit their digging requests online.
- 2002 — OHIO811 celebrates 30 years of one-call excellence.
- 2006 — OHIO811 develops a new logo and begins a re-branding process.
- 2007 — OHIO811 celebrates their 35th anniversary.
- 2008 — OHIO811 implements Newtin, the latest call center software.
- 2009 — OHIO811 launches e-dig, the online ticket entry program for homeowners.
- 2009 — Virtual Private DIRT is launched, enabling excavators and facility owners to upload their damage information to the CGA
- 2012 — Ohio legislators pass House Bill 458 updating Ohio's damage prevention law for the first time in over two decades.
- 2013 — OHIO811 received over one million excavation notices. 6.5 million tickets were sent to member companies.
- 2014 — Senate Bill 378 passed by House and Senate and signed into law in December provides for the enforcement of Ohio's underground damage prevention laws.
- 2015 — OHIO811 Board of Trustees approve funds to construct a new building. OHIO811 received almost 1.2 million excavation notices resulting in 8.3 million notices sent to member utility companies.
- 2016 — OHIO811 Celebrated the groundbreaking ceremony for its new facility in North Jackson, Ohio.
- 2017 — The new home of OHIO811 is completed and employees begin transitioning to their new home.
- 2018 — OHIO811 Completes the move to the new building, commemorating the occasion with a ribbon cutting ceremony.
- 2019 — OHIO811 implements Tableau, a data warehouse software to pull together statistical data from all departments.

Today, OHIO811 has over 1,500 member companies and receives over 1.4 million digging and excavation notices each year.