

**Date:** March 23, 2020 at 1:02:37 PM CDT

**Subject:** Texas 811 System COVID-19 Operating Status

Dear Colleagues in the Texas Construction and Safety Community,

I wanted to share the following information from my client Texas 811 regarding the operating status of the Texas811 and the 811 system in Texas.

Texas811 plays a critical role in public safety, and we understand our members and excavators are counting on us to protect their infrastructure and keep everyone safe. Texas811 will keep our operations going and continue with our mission.

You can be assured that we will be able to provide the same level of service as always, and we are here ready to help in any way.

Texas811 is following Governor Greg Abbott's Executive Order that prohibits groups of more than 10 people. Our contact center and administrative activities are fully operational and being conducted by employees working from home.

- **Our contact center and administrative activities are operating normally.**
- **We are experiencing only minor decreases in ticket volume.**
- **No additional utilities have declared Extraordinary Circumstances.**
- **All Texas811 employees are able to work in safe environments.**

We'd like to remind everyone that contacting 811 before you dig remains vital. We don't want to increase the burden by inadvertently causing outages to our critical utility infrastructure.

Texas811 has cancelled all in-person training until restrictions on public meetings have been lifted.

**Executive orders restricting movement and non-essential work vary county by county. Please go to your county's website to see the restrictions that may pertain to you.**

**If you require additional assistance or concerns please feel free to contact me at the information below, or contact Shakheana Fields at Texas 811 at [ShakheanaFields@Texas811.org](mailto:ShakheanaFields@Texas811.org) or 972-280-8791.**

Best regards,

**Perry L. Fowler**  
**Fowler Group Texas**  
(512) 810-3969  
[plf@fowlertx.com](mailto:plf@fowlertx.com)