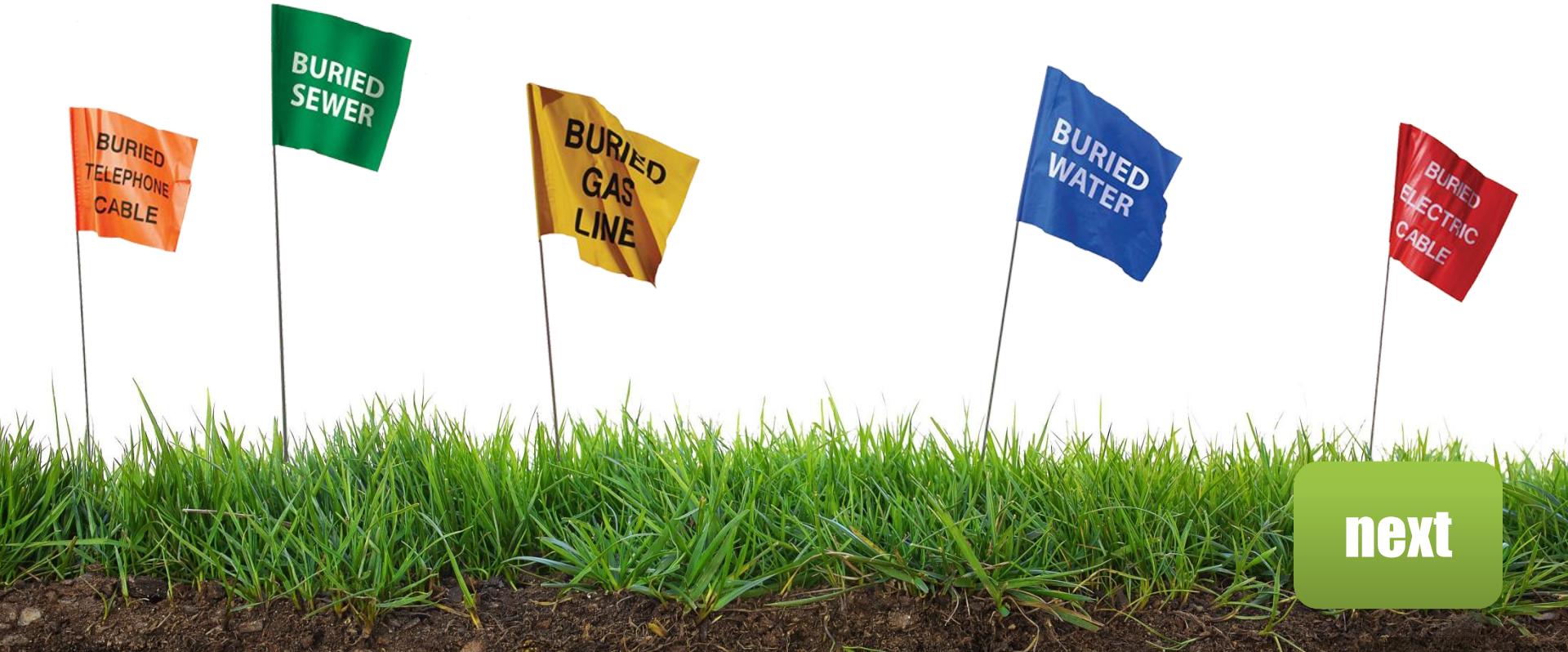


The 811 Process



Let's Begin

Who is North Carolina 811?



[next](#)

Who is North Carolina 811?

North Carolina 811 is a non-profit organization funded by facility owners and operators for the purpose of notifying potentially affected facilities of proposed excavation.



next

Why should you call 811?

- So you don't damage underground utility lines
- Protect yourself and your neighborhood
- It's the law in North Carolina



next

Anyone planning on disturbing the earth must contact 811 to have their underground utilities such as gas, water, electric, telecommunication and sewer lines located before they dig.



next

How much does the service cost?

100% FREE

next

Premark your dig site in white

To help utility locators know precisely where you plan on digging, mark the area with white, water soluble paint or white flags. White is the only color that can be used to premark your excavation area.



next



Who are you?

Contractor



Homeowner

How do you plan on contacting 811?

Call 811

**Use Single
Address Ticket**

**Use Remote
Ticket Entry**

Start over

How do you plan on contacting 811?

Call 811

**Use Single
Address Ticket**

Start over

Call 811

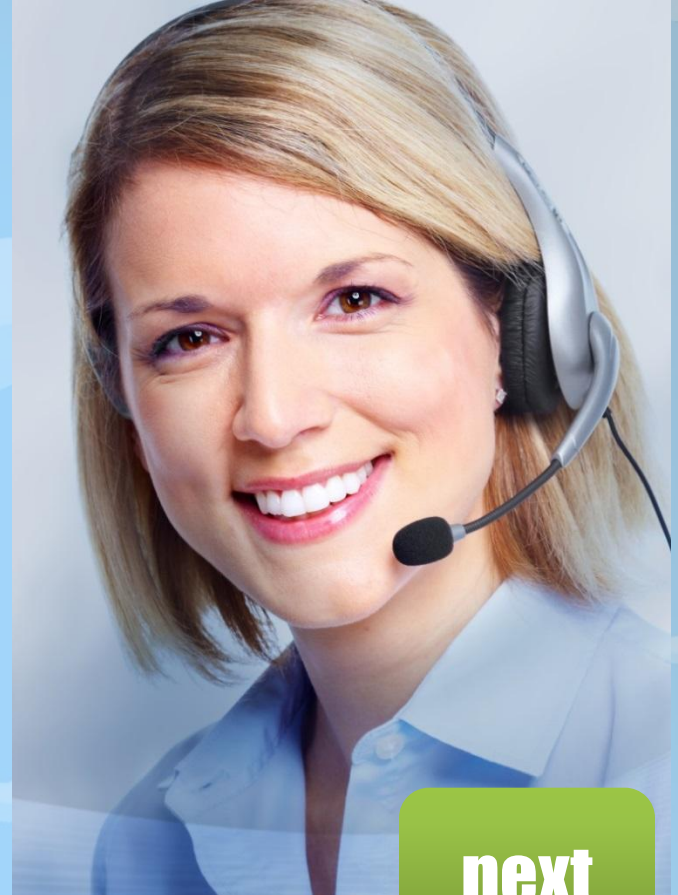
When calling NC811 you will speak with a customer service representative. They will ask you for detailed information about your project.

At the conclusion of your locate request, you will be given a ticket number and a list of utility companies that are notified by North Carolina 811. This does not mean each member listed owns buried utilities on your property or that every utility company is a member with North Carolina 811.

You will want to write down the names of the utility companies for easy reference. Provide your email address during the call to get an email copy of your locate request.

Note: When requesting a second notice or destroyed marks ticket you must still give the utilities three full working days to respond.

Start over



next

Remote Ticket Entry

Remote Ticket Entry is a free service provided by North Carolina 811. It will allow the excavator to electronically process the locate. There is nothing to install, the program is web based and training is FREE to anyone that wishes to use the system.

Non-emergency locate requests submitted via RTE can be processed 24/7, any hour of the day, any day of the week, including weekends and holidays.

A locate request number is automatically assigned and transmitted directly to the North Carolina 811 members.



[Start over](#)

[next](#)

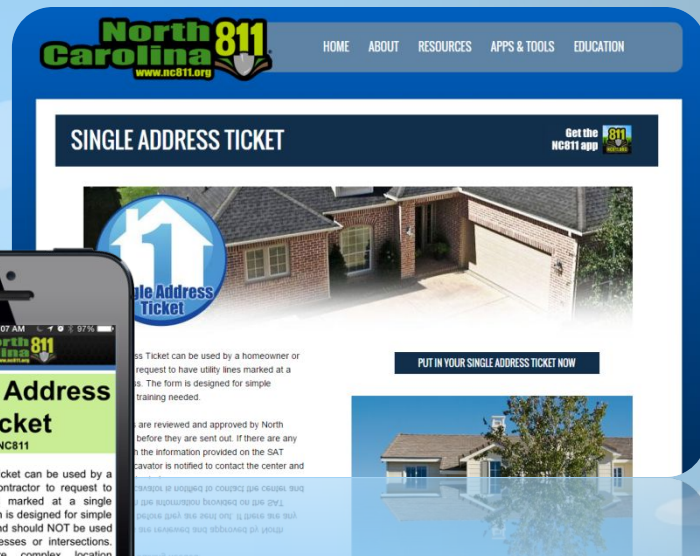
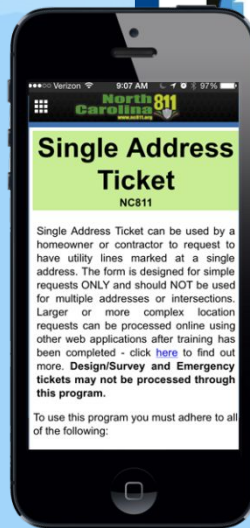
Single Address Ticket

Single Address Ticket can be used by a homeowner or contractor to request to have utility lines marked at a single address. The form is designed for simple requests. No training needed.

These tickets are reviewed and approved by North Carolina 811 before they are sent out. If there are any problems with the information provided on the SAT ticket, the excavator is notified to contact the center and the ticket is aborted.

Single Address Ticket can be used on nc811.org or on the NC811 app.

Start over



next



NC811 takes the locate information and sends it to the affected utilities in and around your excavation area



Gas, Electric, Telecommunications, Water & Sewer

Each utility company then employs a locator service to go to your excavation site and mark the lines



Start over

next

Wait the required time

Each member facility owner has three full working days, starting at 11:59 p.m. the day the request is made, to mark the locate area requested for their underground utilities or notify the excavator of no conflict in that area.

SUN	MON	TUE	WED	THU	FRI	SAT
	Locate called in	Day 1	Day 2	Day 3	Good to excavate ✓	
		Locate called in	Day 1	Day 2	Day 3	Good to excavate ✓
			Locate called in	Day 1	Day 2	Weekends & holidays are excluded
Weekends & holidays are excluded	Day 3	Good to excavate ✓				

Start over

next

Respect the marks

Once the locate is completed, it is important that no one destroy the marks or remove the flags or stakes until the project is complete.









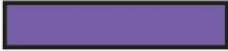

[Start over](#)

[next](#)

Know the color codes



APWA UNIFORM COLOR CODE FOR MARKING UNDERGROUND UTILITY LINES

	PROPOSED EXCAVATION
	TEMPORARY SURVEY MARKINGS
	ELECTRIC POWER LINES, CABLES, CONDUIT AND LIGHTING CABLES
	GAS, OIL, STEAM, PETROLEUM OR GASEOUS MATERIALS
	COMMUNICATION, ALARM OR SIGNAL LINES, CABLES OR CONDUIT
	POTABLE WATER
	RECLAIMED WATER, IRRIGATION AND SLURRY LINES
	SEWER AND DRAIN LINES

Dial 811 before
you dig.

Need the status of a locate?
1-877-632-5050



Start over

next

Make sure everything was marked

USE POSITIVE RESPONSE

The excavator can check positive response with their locate ticket number. If the excavator provided an email address when the ticket was created, NC811 will send a positive response email to the address provided at the end of the three full working days. This email will list all the responses received by the members at that time.



Check Positive Response:

- By Phone: 1-877-632-5050
- By getting an email
- On nc811.org
- On the NC811 App

Start over

**All of the utilities
were marked**

**Not all of the utilities
were marked**

**Utilities are present but
not marked**

Utilities are present but not marked

If you see evidence of an above ground utility and the three full working days have passed, call 811 to have a 3 three hour ticket issued for the utility in question. The member facility owner will then have 3 hours to respond and mark the facility.

[Get a three hour ticket](#)

[Start over](#)

Wait

Please wait three hours from the time of your call to 811 so utility locators can mark the excavation area.

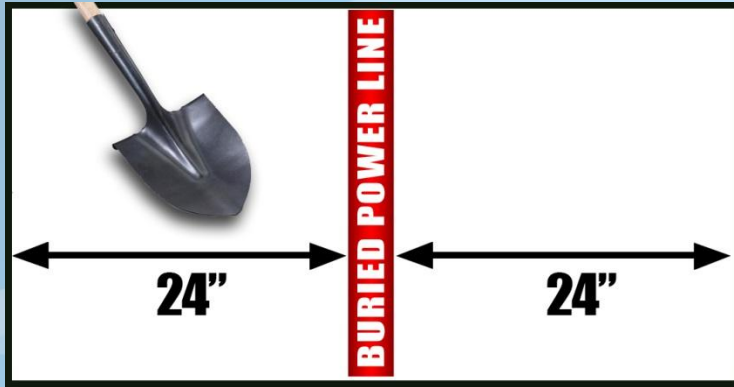


[Start over](#)

[next](#)

Proceed to Dig Safely

Know the Tolerance Zone



Dig with hand tools 24" on either side of the marked utility

Before using any mechanized equipment you must first expose the utility.

Start over

next

Your ticket is valid for 15 days

- This includes the 3 full working days while the ticket was being located. You can update your ticket on the 12th day but not before.
- Only the person that called in the ticket may update it, and only that person or company is covered on that locate request.

SUN	MON	TUE	WED	THU	FRI	SAT
	Locate called in	Day 1	Day 2	Day 3	Day 4	
	Day 5	Day 6	Day 7	Day 8	Day 9	
	Day 10	Day 11	UPDATE Day 12	Day 13	Day 14	
	Ticket Expires at 11:59pm Day 15					

Marks got destroyed during or before excavation

A damage occurred

I need to change or update the locate request

Excavation occurred with no problems

Start over

Updating a locate request

If you need to update your locate request, you can either call 811 or use Update Lite on nc811.org or the NC811 app.

You can only update your locate request on the 12th day of the life of the ticket. If you need to make a change before then, call 811 directly.

Update
▶▶▶▶▶ *lite*

[Start over](#)

[next](#)

Not all of the utilities have been marked

If the three full working days have passed, and the Positive Response system indicates that some utilities have not responded yet, and there is no evidence of utilities in the area, call 811 to have a Second Notice issued. Remember not every member utility contacted by 811 will have buried lines in or near your dig site. So if you aren't sure, it's best to give them a little more time to respond.

**Issue a second
notice ticket**

**I waited the 3 days, but my water, sewer or
electric still haven't been marked.**

**Utilities are present but
not marked**

Start over

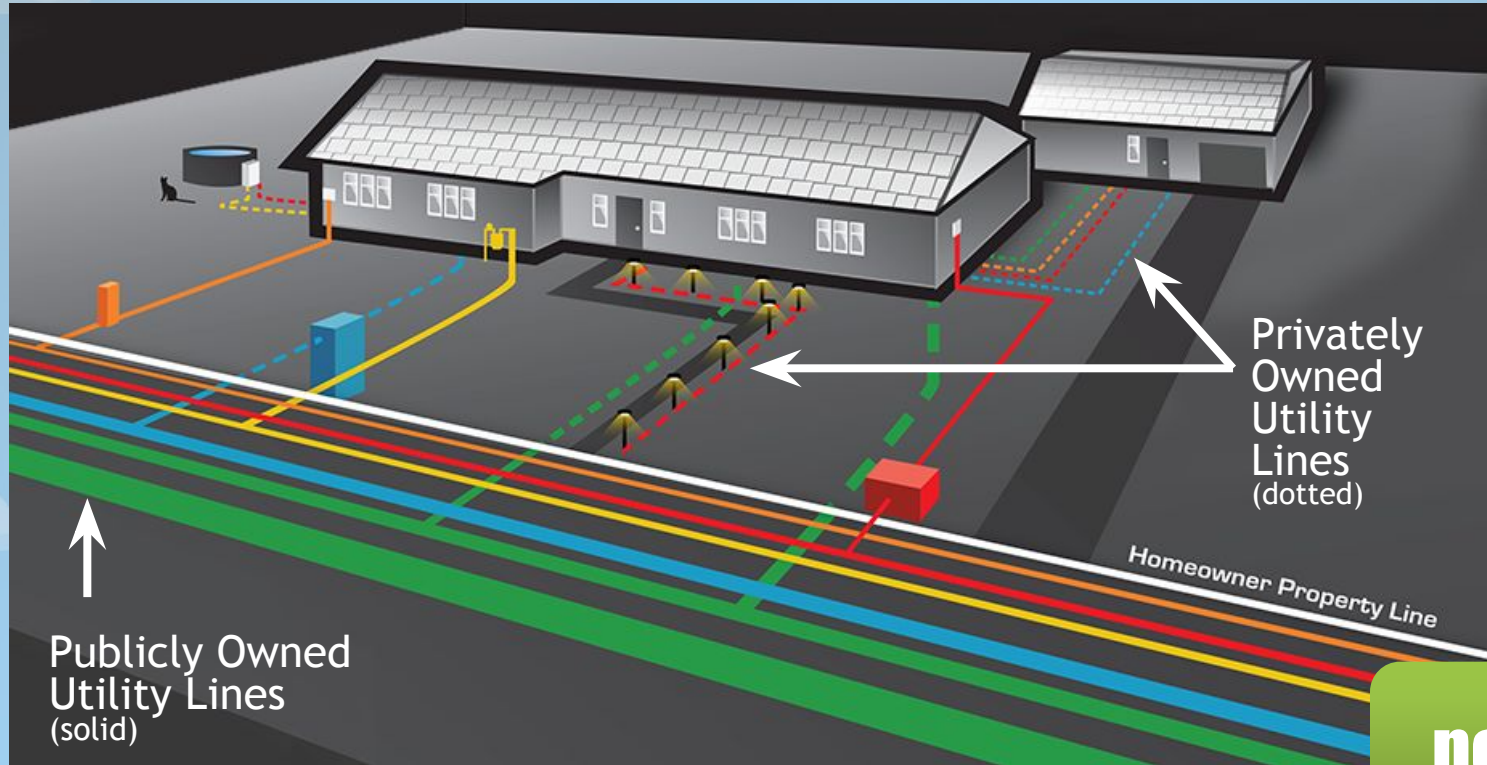
You may have private lines

Utilities typically only locate lines that they own; any lines installed by businesses or homeowners to other structures or utility using devices on the property are considered private and are usually not located. Water and sewer companies locate main water lines in easements and right-of-ways and lines to a meter, but may not locate the lines from a meter to a home, or sewer laterals.

[Start over](#)

[next](#)

Private Lines



Start over

next

How do I find a private line locator?

As a courtesy, NC811 provides a listing of contract and private line locators on their website, nc811.org

The screenshot shows the NC811 website interface. At the top left is the logo for North Carolina 811 with the URL www.nc811.org. To the right of the logo are navigation links: HOME, ABOUT, RESOURCES, APPS & TOOLS, and EDUCATION. Below the navigation is a banner that reads "We support April as National Safe Digging Month". The main heading is "CONTRACT & PRIVATE LINE LOCATORS". Underneath, there is a section titled "What is A Private Line?" with a paragraph of text and a photograph of a worker in a safety vest using a red line locator device in a yard. Below this is a section titled "PRIVATE LINE LOCATORS" with a sub-header "Click on the image images below for more information". This section contains a grid of six small thumbnail images, each representing a different private line locator company: Vices Group, Allied Associates, Snow Ground Locating, PG, NSF Underground, and ESP. The sixth thumbnail is for Spot'em, I, which includes the name Shawn McIn and the phone number 704-890-57.

Contract and private line locators are not affiliated with or work for NC811. There is a cost associated to these types of locates. Each company will provide you with further information on pricing. They will inform you directly when your locate is completed.

Start over

next

Destroyed Marks

If locate marks have been destroyed, the excavator must call 811 to issue a Destroyed Marks ticket to request a remark of the area from the original ticket.

**Get a Destroyed
Marks ticket**

Start over

If a damage occurs

In the event an excavator damages an underground facility, the excavator must notify NC811 and the affected facility owner if known and 911 if needed. NC811 will create a Report of Damage ticket and send it to the affected member utility. A Report of Damage is NOT a locate ticket and cannot be used to get lines located. It is done as a courtesy to the excavator to immediately notify the utility that a damage has occurred. A Report of Damage does not relieve the excavator from any responsibility regarding the damages.

[Start over](#)

[next](#)

Thank you for using 811



For even more safe digging information, visit www.nc811.org and download the FREE North Carolina 811 app for Apple and Android devices.

And follow NC811 on [social media](#)

Start over

