What happens if I don’t call before I dig?

If you don’t find out where it’s safe to dig, it’s quite possible you will find a buried utility and potentially create a life threatening situation. Damaging a telephone or fiber optic line may not only cause you inconvenience by losing your phone, cable or internet service, but it could deprive your neighbors of emergency assistance. This could also make it impossible for police officers to get the information they need to keep themselves and your community safe. Damaging gas lines could result in you or your home suffering serious injury if escaping gas ignites, and it could result in a community evacuation. Damaging an electric line could cause a shock, major burns or electrocution.

Respect the marks

Wait until the underground facilities have been marked before digging. The underground facilities will be identified by color coded paint, stakes or flags. Once the stakes flags or paint marks are placed, it is important that no one remove them until the project is complete.

How do I know where it’s safe to dig?

The color code chart serves as a guide to identify the marked underground facility. Be especially careful when digging within the tolerance zone, which is the width of the facility plus 24” on both sides. When using a shovel, keep the face of the blade toward the side of the facility.

The Tolerance Zone

Follow NC811 on social media
Have the following information when you contact 811

- Phone number
- Address (including the county)
- Work site access
- Is it in a subdivision?
- Where exactly is the area you wish to have located? (are you marking the area with white paint or flags)
- Work date, time, how long will the work take, what type of work is it and who is it for

North Carolina 811 provides a toll free number, 1-800-632-4949, that can be reached from anywhere in the continental United States or you may dial 811 within North Carolina.

- Monday - Friday 7:00am to 7:00pm NC811 is open for all normal locate requests (excluding holidays)

- NC811 only takes emergency locates between 7:00pm - 6:59am

- Emergency excavation or demolition notifications from excavators are accepted 24 hours a day, 7 days a week.

- Member facilities have three full business days to mark the locate area requested.

Learn more at: www.nc811.org/safe-digging-process.html

The APWA Color Codes

Utilities mark their facilities with specific colors to indicate the type that is underground. These codes show you what those colors represent.

- White Lining
  Pre-marking a job site in white paint, flags or stakes is an excellent way to communicate the precise location that excavation is to take place. If the area cannot be adequately described otherwise, the law requires that this step be taken by the excavator.
  www.nc811.org/white-lining.html

5 STEPS TO SAFE DIGGING

STEP ONE: CONTACT 811
You can call 811 directly or use our web-based ticket system, Single Address Ticket (SAT). Professional excavators who create more complex and multiple locate requests can use Remote Ticket Entry (RTE).

STEP TWO: WAIT THE REQUIRED TIME
North Carolina law requires a three working day notice be given to the utility owners before your digging begins. Member facilities have three full working days, beginning the first working day after the notice is given, to mark the locate area requested for their underground utilities or notify the excavator of no conflict in that area.

STEP THREE: CHECK POSITIVE RESPONSE
Positive Response is a means for the utility members of North Carolina 811 to provide information regarding the status of your location request. Have the facilities been marked? Does the locator need to meet with the contractor or are there no facilities in the area of excavation?

STEP FOUR: RESPECT THE MARKS
The underground facilities located on your property will be identified by color coded paint, stakes or flags. Once the underground facilities have been located it is very important that the stakes, flags or paint not be disturbed.

STEP FIVE: DIG WITH CARE
The width of the location tolerance zone includes 24 inches on each side of the utility plus the width of the utility itself. If you must dig within the tolerance zone, digging with caution by hand is recommended to help reduce the possibility of damage to the located utility.

The NC811 Toolkit

Remote Ticket Entry. Web based ticket entry for multiple or complex locate requests. Mainly for contractors. Training is required.

Single Address Ticket. Web based ticket entry for simple, single address locates. Can be used by anyone. No training needed.

Use Positive Response to check the status of your locate. See who has and hasn't marked your lines and why.

Update Lite allows you to update a locate request that has been processed within the last 30 days.

WebTMS is a program designed to allow efficient and effective management of location requests received by the members of NC811.

A listing by county of all NC811 members and their contact information.

Find out who is digging around you by using Near Ticket. It uses your GPS location to show you live locates in your area.

The NC811 App

All the tools you need are right here

www.nc811.org/nc811app.html