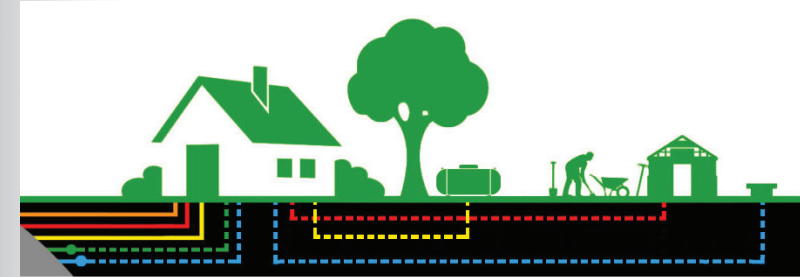




This FREE video-based training equips individuals and teams with essential knowledge for safe excavation, covering topics such as the importance of contacting 811 before digging, industry terminology, white lining, the five steps to safe digging, and tools like CENTER LOGiX and DIG LOGiX. It also explains different types of locate tickets, the locating process and color codes, private lines, easements, tolerance zones, ticket updates, and best practices for handling electric, telecommunication, water, sewer, and gas lines.

What is a Private Line?

Primary power, gas and telecommunication lines will be marked by the utilities that manage them. Secondary water, sewer, gas and electric are considered private lines and will not be marked when contacting 811. Water, sewer, and storm drain lines are only marked within the right of way or to the meter, and not on private property. Lines from the right of way or meter to the residence or business are private lines and you will need to contact a private line locator to have these lines located. Also note, you must contact any non-member facility owners not listed on your location request directly to request their facilities to be located and marked. nc811.org/private-lines



Public utilities that are marked by calling 811 are indicated with solid lines in the above image. Dashed lines indicate privately managed utilities.

Know the color codes

The APWA Color Codes

Utility companies use standardized color codes to mark underground facilities, with each color representing a specific type of infrastructure. The image below explains what each color signifies.



Respect Utility Markings Before Digging

Do not begin excavation until underground utilities have been properly marked. These facilities will be identified using color-coded paint, stakes, or flags. Once placed, these markers must remain undisturbed until the project is completed.

Determining Safe Dig Zones

Refer to the color code chart to identify marked underground utilities. Exercise caution when digging within the tolerance zone—defined as the width of the utility plus 24 inches on each side. When using a shovel, position the blade facing away from the utility to minimize risk.

Consequences of Not Calling Before You Dig

Failing to identify safe digging areas can result in striking buried utilities, leading to potentially life-threatening situations. Damaging communication lines may disrupt emergency services for you and your neighbors. Striking gas lines can cause fires or explosions, possibly requiring evacuation. Contact with electrical lines may result in severe injury or electrocution.



Your guide to safe digging

**SAFETY IS IN YOUR HANDS.
EVERY DIG. EVERY TIME.**

Last Updated October 2025

Before you contact 811

- Phone number
- Address (including the county)
- Work site access
- Is it in a subdivision?
- A cross-street name (nearest intersecting street)
- 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 6:00pm
NC811 is open for all normal locate requests (excluding holidays)
- NC811 only takes emergency, 3-hour and damage notifications after hours between 6:01pm - 6:59am.
- Member facilities have three full working days prior to the work start date to mark the locate area requested.

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.

nc811.org/white-lining-2



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

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) within DiG LOGiX. Professional excavators who create more complex and multiple locate requests can use CENTER LOGiX.

STEP TWO: WAIT THE REQUIRED TIME

Member facilities have three full working days prior to the work start date, 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.

Apps & Tools



This FREE service allows professional excavators to electronically process locate requests online. Locate requests submitted via CENTER LOGiX can be processed 24/7, 365 days a year. It is meant for professional excavators requesting 50+ new locate request per month.

**Live training is required*



Access Single Address Ticket, Revise and Update Tickets, Positive Response & Near Ticket all from our new DiG LOGiX action center. Sign up for your free account and take advantage of all the tools to manage your locate requests.



The NC811 App

All the tools you need
are right here



nc811.org/nc811app