

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

### 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](https://nc811.org/private-lines)



This video based training includes information covering excavation best practices, North Carolina 811, distribution and transmission pipe-lines, utility locating, electric line both overhead and underground, telecommunication lines.

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### Respect the marks

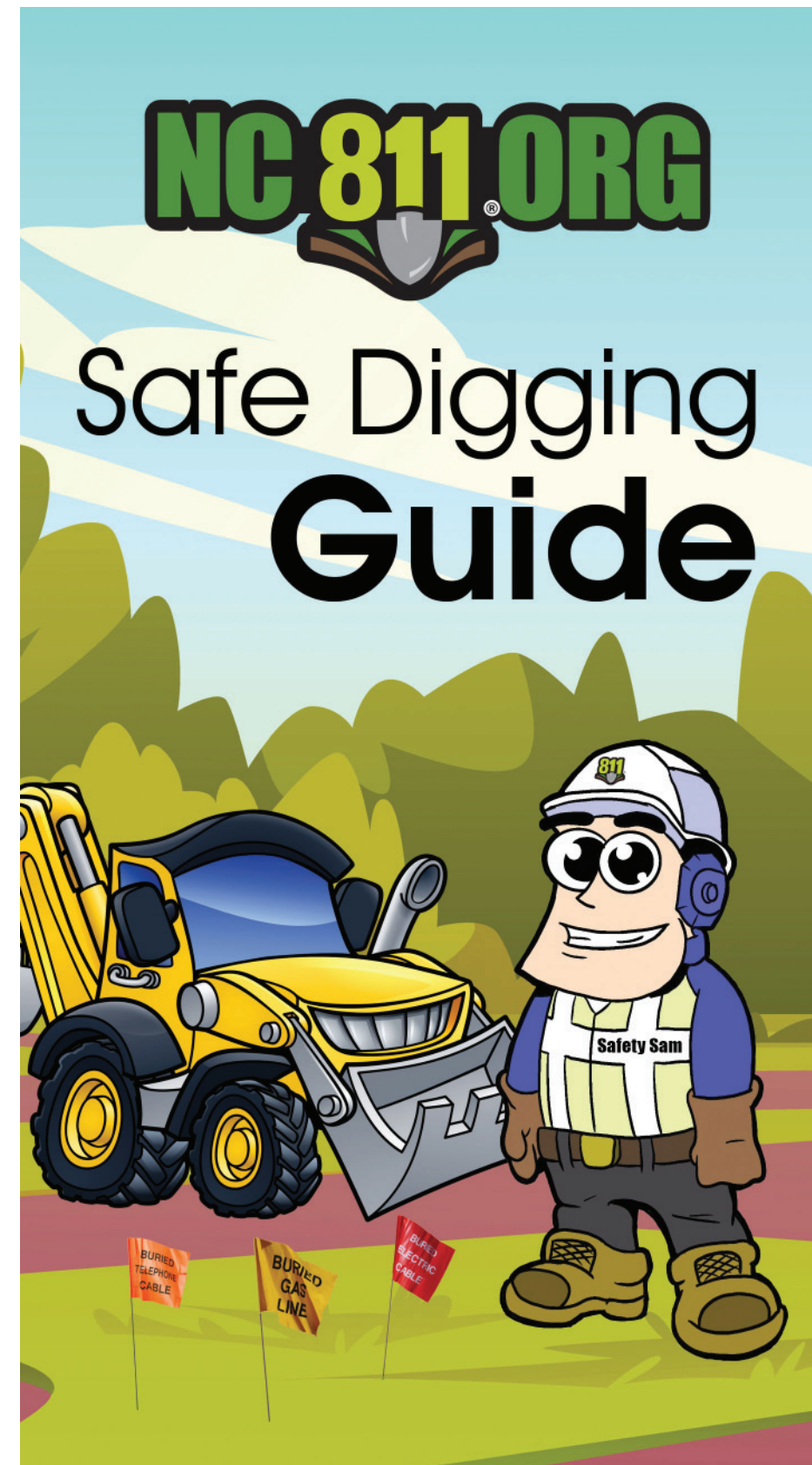
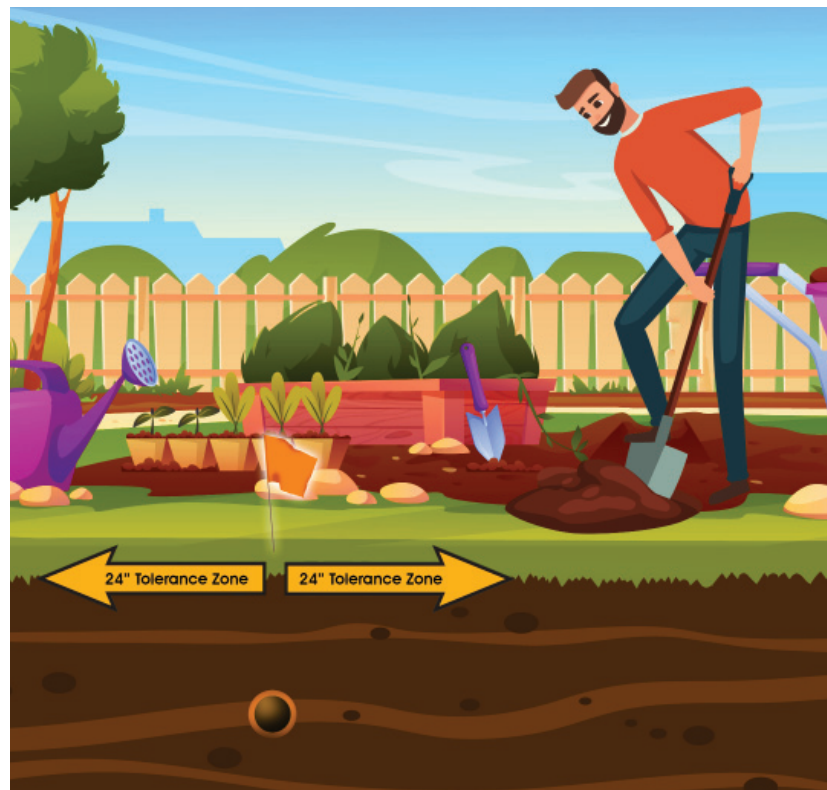
Wait until the underground facilities have been marked before digging. The underground facilities will be identified by color coded paint, stakes or flags. Once the stakes flags or paint marks are placed, it is important that no one remove them until the project is complete.

### 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.

### 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.











## 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 7:00pm NC811 is open for all normal locate requests (excluding holidays)
- NC811 only takes emergency locates between 7:00pm - 6:59am
- Member facilities have three full business days to mark the locate area requested.

## 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.

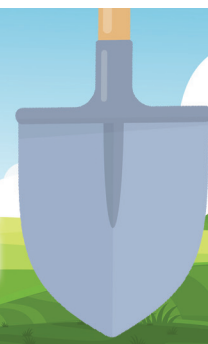
	PROPOSED EXCAVATION		COMMUNICATION, ALARM OR SIGNAL LINES, CABLES OR CONDUIT
	TEMPORARY SURVEY MARKINGS		POTABLE WATER
	ELECTRIC POWER LINES, CABLES, CONDUIT AND LIGHTING CABLES		RECLAIMED WATER, IRRIGATION, AND SLURRY LINES
	GAS, OIL, STEAM, PETROLEUM OR GASEOUS MATERIALS		SEWERS AND DRAIN LINES

## 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](http://nc811.org/white-lining-2)

Learn more at: [nc811.org/safe-digging-process](http://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). 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.



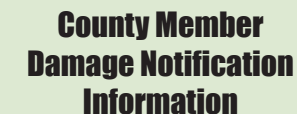
Use **Positive Response** to check the status of your locate. See who has and hasn't marked your lines and why.



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



**Revise** will allow you to request a destroyed marks ticket, cancel a ticket, or request a 3-Hour notice for an existing notice.



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



[nc811.org/nc811app](http://nc811.org/nc811app)