



Guide To Calling In Notifications

**What you need to know
before you call 811**

GUIDE TO CALLING IN NOTIFICATIONS

The following is a list of questions that will be asked by a Customer Service Representative when calling North Carolina 811 to request a notification. Please be prepared to give the information when your call is answered.

COMPANY TELEPHONE NUMBER

This is the area code and telephone number of the company or person calling. If the company/person has not previously called NC811 or if it has been more than six months since they have called, then the Customer Service Representative will ask for the company name, caller name, address, city, state and zip. If the caller would like to receive an email copy of the locate request and/or the responses of the utilities regarding the locate status, an email address will also be requested.

CALLER NAME

The caller's name is needed so that if a member utility that gets the notification has a question about the notification, they can speak to the person who made it.

COUNTY

We must know in what county the work is being performed.

PLACE/CITY/TOWN

We must know in what place/city/town the work will be performed or the nearest one to the work location.

IN OR OUT OF CITY LIMITS

We must know if the work site is inside or outside of the city limits of the place/city/town given. Cities having populations greater than 50,000, in addition to "Inside", will also have an "Out" designation.

SUBDIVISION

If you know the name of the subdivision, please provide the it and, if available, the lot numbers. This will help identify where the street address is so that the work location may be more easily found.

ADDRESS

The best information that can be given to identify the work location is a complete street address. If a complete street address is not available, then give a street name, US highway, State highway or SR

number. The caller will be asked to verify the spelling of the street; it is important that street names be spelled correctly. If directions are required to identify the work location, the directions should be clear and specific.

The following is an example of good address information: 123 Oak Ln with a cross-street of Elm Tree Ct in Arbor Ridge Subdivision.

CROSS-STREET NAME

The name of the nearest cross-street to the job site address is needed. The cross-street should be the street that actually intersects the street nearest to where the work will take place; it should not just be another road in the vicinity.

INTERSECTION

If the excavation is at or very near an intersection, this information must be provided on the location request.

BLASTING

Whether or not blasting will be used in the excavation is information required by the NC Underground Utility Safety and Damage Prevention Act .

BORING

This is a question that is asked on all notifications regardless of the work type. Some member utility operators want to know if boring is going to be used in the excavation so that they can take extra precautions in protecting their underground facilities. If you are boring under a street, driveway, parking area, or any hard surface, you need to request that both the entering and exiting sides of the bore plus the area in between be located.

RAILROAD

We need to know if you are working near a railroad. This question is asked on all notifications because some of our member utility operators have fiber optic cables buried on a railroad right-of-way. These fiber optic cables are vital for data transfer and communications. Owners of these facilities want to know when any type of excavation is taking place near a railroad.

AREA TO LOCATE

Utility operators who receive the notification need to know what area of the job site needs to be marked. Locate entire property should not be used

unless the work to be done requires that the entire property be located. When excavation will only take place on a portion of a property, be specific as to what area needs to be marked. Examples: Mark from lot line to lot line in road right of way; Locate entire width of lot along back property line; As facing from street, locate along right side of driveway from curb to house.

WHITE LINING

It may be used for any locate request, but if the area to locate is hard to describe, then the NC Underground Utility Safety and Damage Prevention Act requires white lining be used to indicate the proposed excavation area. White lining is using white stakes, white flags or white paint on the ground to outline the proposed excavation area at the job site. In addition, the excavator may wish to request a meet so as to show the area that needs locating.

DURATION OF WORK

The approximate number of hours, days, weeks, months or years that you will actively be working on this excavation. This information is required by the NC Underground Utility Safety and Damage Prevention Act.

WORK TYPE

This is the type of work or excavation to be done. Member utility operators need to know the specific type of excavation taking place. They need more than just “digging”, “landscaping” or “excavating” as work type. Be specific and say whether you are “installing”, “repairing”, “planting trees”, “planting flowers”, “putting up a fence”, “setting poles”, “installing telephone drop”, “installing gas line”, etc.

WORK DONE FOR

The identification of who the work is being done for is another source where additional information about the project can be obtained. This can be the company making the notification, the general contractor, property owner, utility, etc. If a sub-contractor is doing the work, the sub-contractor’s company name and site contact is also needed.

WORK DATE AND TIME

This is the anticipated starting date and time for the excavation. It is very important not to begin work prior to the legal start date and time, which is 3 working days after the day the notification is made. “Working Day” means every date except Saturday,

Sunday, National legal holidays and State legal holidays. The notification will be good for 15 working days, which starts on the same day that the ticket start time begins. The request should be updated on the 12th working day if the work is not going to be completed by the end of the 15th working day.

COMMON TYPES OF NOTIFICATIONS

EMERGENCY

An emergency locate is done when the caller states that they have an emergency. The Customer Service Representative will not ask if the locate is an emergency and cannot determine whether a true emergency exists; the caller must use the word, “emergency” when requesting the locate. Callers should not request an emergency just because a job is behind schedule or someone forgot to call it in. Emergency locates are accepted 24 hours a day 7 days a week.

DAMAGE

When an excavator damages an underground facility, 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 per the NC Underground Utility Safety and Damage Prevention Act to immediately notify the utility that a damage has occurred. The excavator must still contact the utility directly as soon as possible to report the damage. A Report of Damage does not relieve the excavator from any responsibility regarding the damages.

DESTROYED MARKS

If locate marks have been destroyed, NC811 will issue a Destroyed Marks ticket requesting a remark of the area from the original ticket.

DESIGN/SURVEY

A design or survey ticket is created by request from companies or individuals responsible for designing underground facilities or those who require a general description and location of existing underground facilities in an area. Since there will be no digging and, therefore, no risk to the underground utilities; the member utilities or their contract locators have 10 full working days to respond to a design/survey ticket instead of the usual 3 full working days.

Notification Form

**Call Three Working Days
Before You Dig!**

Dial 811 or 1-800-632-4949

Company Ph No. _____

Company Name _____

Caller Name _____

Email _____

County _____

Town _____

In or Out of City Limits _____

Subdivision _____

Address _____

Street Name _____

Intersection Y / N

Cross-Street Name (nearest intersecting street)

Is Cross-Street within 1/4 mile _____

Area to Locate _____

Blasting Y / N Railroad Y/N

Boring Y / N Emergency Y/N

Work Date _____

Work Time _____

Duration of Work _____

Work Type _____

Work done for _____

Sub-Contractor _____

Site Contact _____

Utilities Notified _____

Ticket Number _____

Color Codes

For marking underground utility lines



Red
Electric



Orange
Communication / CATV



Yellow
Gas / Oil / Steam



Green
Sewer



Blue
Water



Pink
Temporary Survey Markings



Purple
Irrigation & Slurry Lines



White
Proposed Excavation

More Information About Location Requests

The location of the proposed excavation or demolition, is not to exceed one-quarter mile in geographical length, or five adjoining addresses, not to exceed one-quarter mile in geographical length.

In case of an apartment or office complex, individual building numbers must go on individual tickets. If the building numbers are the actual addresses, they follow the standard address rules as outlined elsewhere in this guide. Common areas in the complex may go on one ticket.

When excavation involves more than one street, each street must go on an individual notification, if they do not intersect.

When working at an intersection and the excavation area will not be more than 1/4 mile down two or more streets, then one notification may be done. However, if the excavation area will be more than 1/4 mile down two or more streets, then a separate ticket must be done for each street at the intersection. If there is more than one intersection along the excavation route, each intersection will need to be on a separate ticket.

North Carolina 811 takes different types of notifications. These include: Destroyed Marks, Damaged Facility, Survey, and Emergency. The questions asked may be different from type to type since the information needed varies slightly for each of these notifications.

Outside North Carolina? Dial:

1-800-632-4949