

MAKING THE 811 SYSTEM MORE EFFICIENT

HOW EXCAVATORS CAN HELP

PROVIDE QUALITY INFORMATION



Specific dig site location & dimensions



Correct contact name & phone number



Detailed description of work being performed

**WHEN MAKING
LOCATE
REQUESTS...**

MANAGE TICKET QUANTITY



Give sufficient notice



Eliminate unnecessary requests



Stop locates on completed jobs

Learn more about the safe digging process at

<https://nc811.org/safe-digging-process>





Damage Prevention is a shared responsibility

Contacting 811 is only the first step to safe digging. Here are a few more tips to help you along your way.



NEAR TICKET

Field employee misplace their locate request number? Resident with mystery markings in your yard? No need to panic, NC811 has just what you are looking for. NEAR TICKET allows you to see a listing of active excavation notifications in your immediate vicinity via the GPS on your phone or PC.

PRIVATE LINES

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.

WHITE LINING

Sometimes it is difficult for excavators to relay the exact location of their dig sites to the one call center. Even clear and accurate information relayed in writing or verbally to one person may not be clear to another. With white lining, locators have excavation information on paper, and also have a clearly marked excavation area. White lining helps to avoid misinterpretation and allows for more accurate locates.



Positive Response

Check the status of your locate request with Positive Response.



Single Address Ticket

Have utilities located for a single address, residence or business using Single Address Ticket.



Update Lite

Update Lite allows excavators to update a locate request.

LINKS

Find links to more information on all of these applications on nc811.org and the nc811 app.

