

Remote Ticket Entry User Guide



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Support

The Remote Ticket Entry Department is available Monday through Friday from 8:00 a.m. to 5:00 p.m. (excluding weekends and holidays) and can be reached at 336.855.5760 (press 5) or e-mail: rtehelp@nc811.org.

Application Access and Sign In

This manual provides instructions for using Remote Ticket Entry (RTE), an application designed to generate electronic tickets required for excavation or demolition projects.

How to Log into the Remote Ticket Entry application

1. Open a browser and go to www.nc811.org.
2. At the top of the homepage, click Apps & Tools to navigate to the RTE page.
3. On the RTE page, click the CENTER LOGiX button.
4. In the Sign In window, enter your individual Email and Password, then select Sign In.
5. Optional: Check Keep me signed in on your personal device to reduce prompts.
6. Forgot password? Click Forgot Password and follow the reset link sent to your email.
7. Click the Sign In button to log in.

Figure showing NC811 menu

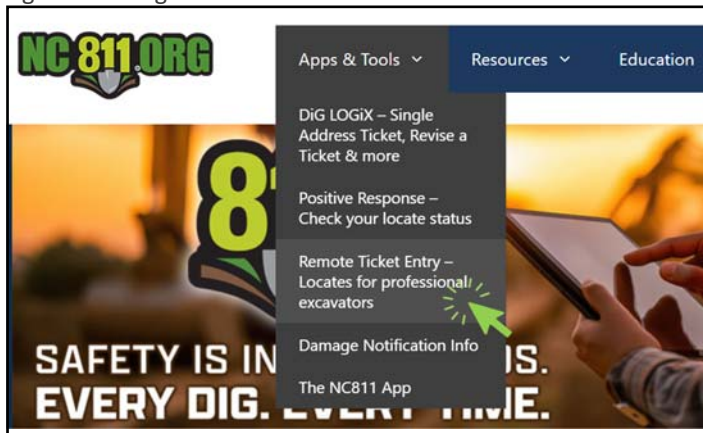


Figure showing Log-In button



Figure showing Sign In pop-up



*Direct Sign-In URL: <https://nc811.centerlogix.org/signin/>

**** Sharing your RTE Sign In is NOT allowed ****

Article 8A. Underground Utility Safety and Damage Prevention Act - 87-122. Excavator responsibilities.

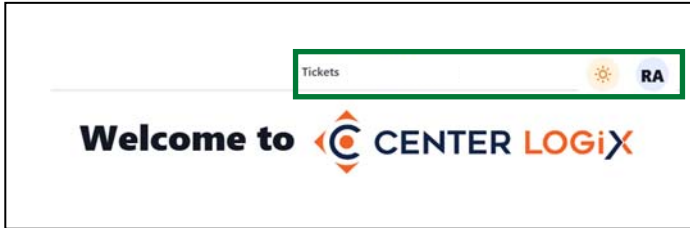
- (b) The notice required by subsection (a) of this section shall, at a minimum, contain all of the following:
 - (1) The name, address, and telephone number of the person providing the notice.

Account Use Policy: Do not share your RTE Sign In credentials. Each notice must identify the individual submitting the request (name, address, and phone number) as required by NC Law and your RTE User Agreement. For more information about RTE, contact the RTE Department by dialing 336-855-5760 (press 5), or visit the NC811 website at www.nc811.org. Under Apps & Tools, select Remote Ticket Entry.

General Information

After Signing in, you arrive on the Center Logix landing page. The Top Navigation Bar above the logo provides quick access to the tools you will use most.

Figure showing Top Navigation Bar



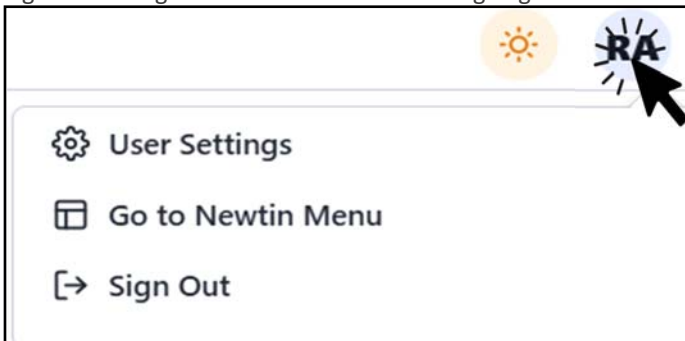
Top Navigation Bar features

Profile Indicator (your initials): Allows the user to view their account and set preferences. Options include: User Settings, Go to Newtin Menu, and Sign Out.

Theme Toggle (Sun/Moon): Toggle between light and dark mode.

Tickets: Opens Ticket Entry to create new tickets or manage existing ones.

Figure showing the Personal Account Setting Page



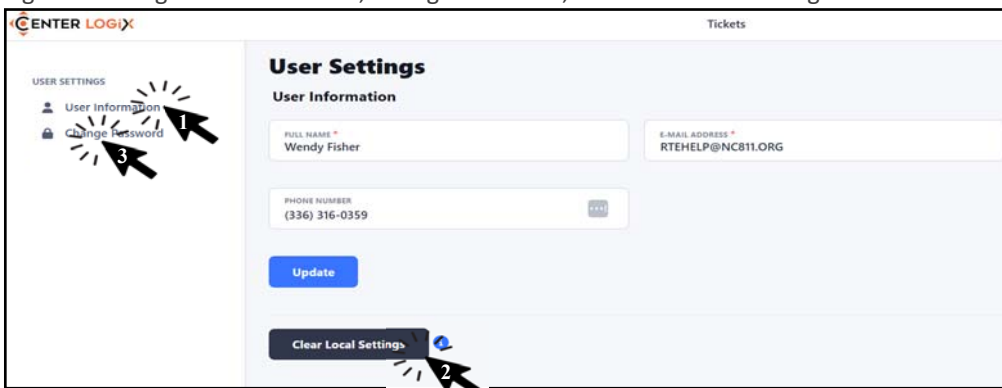
Personal Account Settings

To view the Personal Account Setting page, click the Profile Indicator (initials), then to view your User Information or Change your Password, click User Settings.

Click **Go to Newtin Menu** to be redirected to the Center Logix Landing page.

Click **Sign Out** to exit Center Logix.

Figure showing User Information, Change Password, and Clear Local Settings button



User Settings

1. Click **User Information**: View your User Information, such as, Full Name, Email Address, and Phone Number.

2. Click **Clear Local Settings** (black button) if your session needs refreshing.

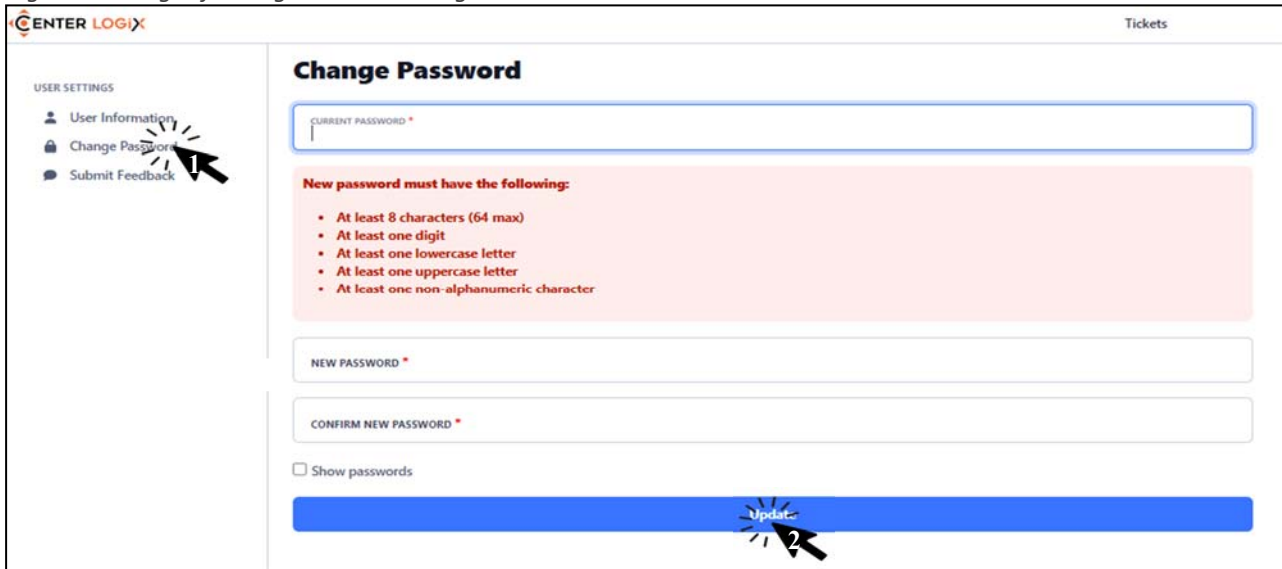
3. Click **Change Password** in the Left Navigation bar to update your password. (See pg. 5).

**To update your Excavator Information, call the RTE Department directly by dialing 336-855-5760 (press 5) Monday through Friday from 8:00 a.m. to 5:00 p.m. (ET) for assistance.*

Change Your Password

1. Open User Settings from your Profile Indicator
2. In the Left Navigation Bar, click **Change Password**
3. Enter your current password, then your new password, and confirm your new password
4. Click Update. You will be redirected to the Sign In page to log in

Figure showing Left Navigation Bar: Change Password



The screenshot shows the 'Change Password' interface. On the left is a 'USER SETTINGS' sidebar with 'User Information', 'Change Password' (highlighted with a cursor), and 'Submit Feedback'. The main area is titled 'Change Password' and contains three input fields: 'CURRENT PASSWORD *', 'NEW PASSWORD *', and 'CONFIRM NEW PASSWORD *'. A red box below the first field lists password requirements: 'At least 8 characters (64 max)', 'At least one digit', 'At least one lowercase letter', 'At least one uppercase letter', and 'At least one non-alphanumeric character'. At the bottom is a blue 'Update' button with a cursor pointing to it. A 'Tickets' link is in the top right corner.

Theme Toggle

Click the Sun or Moon icon in the Top Navigation Bar to toggle between light and dark themes. Choose the mode that best fits your environment.

Figure showing Light Theme



Figure showing Dark Theme



General Information

Holiday Schedule

The following NC State holidays below are **not included** as part of the three working day notice. Holidays that fall on Saturdays are normally observed on Friday; holidays that fall on Sundays are normally observed on Monday, unless otherwise stated.

New Years Day	*Veterans Day—Observed Holiday
*MLK Jr. Birthday—Observed Holiday	Thanksgiving Day
Good Friday	*Thanksgiving, Day After—Observed Holiday
Memorial Day	Christmas Eve
Independence Day	Christmas Day
Labor Day	*Day after Christmas Day—Observed Holiday

Excavation Notice

NC General Statutes requires notice of excavation or demolition to be given **No Less than 3 full working days prior to the legal start date**. Member facility owners will respond to the excavation request within three full working days prior to the legal start date.

Note: The date the notice was given is excluded from the working day notice; Weekends and the above listed NC State holidays are also excluded from the working day notice.

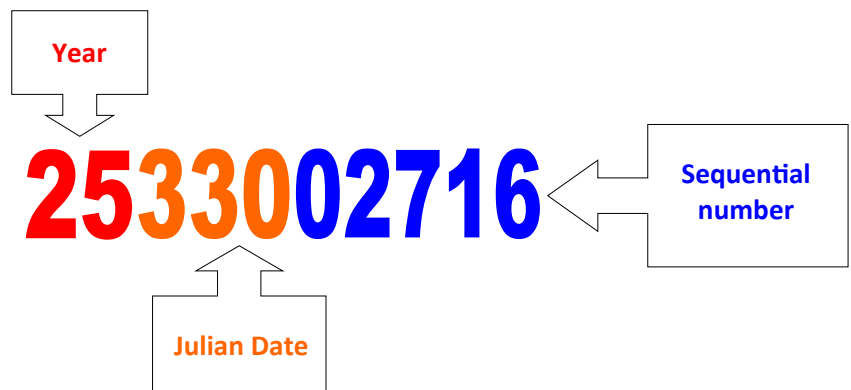
New excavation/demo notices are valid for **28 calendar days including the legal start date, weekends and all holidays**. The locate request will expire 28 calendar days from the legal start date. Notices in which the excavation will not be completed within 28 calendar days must be updated no less than 3 full working days prior to the 28th calendar day until the excavation is complete.

In the event a minimum three full working days notice cannot be given, the excavator may REQUEST the underground facilities to be located at an earlier date and time. The underground facilities may or may not be located by the requested time frame and may not be located after the excavation begins. Proceeding with excavation prior to the site being properly located may result in a damage to surrounding underground facilities, as well as injuries, and your company/organization could be held responsible.

Locate Request Number Definition

October 1, 2025 North Carolina 811, Inc. began using a new numbering system for locate requests. A portion of the new numbers are based on the Julian calendar where each day of the year is numbered beginning with 001 for January 1st. The ticket begins with the current year, then number of the day from the Julian Calendar. Lastly, a sequential number starting each day with the number 1.

The diagram shows the different sections of a ticket number and from where they are derived.



This number represents the **2,716th** ticket generated on November 27th the **330th** day of 20**25**).

Locate Request Capacity

Accurate information must be provided on the locate request at all times to ensure the correct members are notified. Additionally, the nearest intersecting street (cross street) preferably within a 1/4 mile should be provided whenever possible as a point of reference.

- Single Road

One locate request can include distance the lesser of: no more than the length of five adjoining parcels identified by addresses not to exceed 1/4 mile **OR** an area not to exceed 1/4 mile.

- Address/Lots

A single locate request shall contain up to five (5) adjoining parcels (identified by addresses) as long as the linear length between the starting and stopping point is equivalent to one-quarter mile (1,320 feet) or less. If the excavator is not certain if the parcels are adjoining, the parcels cannot be identified by addresses, or if the area is less than one-quarter mile in linear length, then separate ticket(s) will need to be issued for each parcel.

Note: If multiple parcels are given, each individual address will need to be listed in the Locate Info box. This same rule applies to lot numbers and building numbers when physical addresses are unavailable.

Location Information

County * WAKE
Place * RALEIGH
Subdivision SUBDIVISION
Lot LOT
Street * PECAN RD
Cross Street 1 RENFROW RD
Cross Street 2 CROSS STREET 2
Posted No

[Map Lookup](#)

Location/Stake Info *

LOCATE THE INTERSECTION AND FROM THE INTERSECTION ON THE NORTH SIDE OF THE ROAD, LOCATE THE ROAD RIGHT-OF-WAY IN FRONT OF THE PARCELS IDENTIFIED BY ADDRESSES 200, 206, 210, 214, AND 218. AT PARCEL 218, LOCATE BOTH SIDES OF THE ROAD AND IN THE ROAD FOR A ROAD BORE. THE AREA OF THE BORE WILL BE MARKED WITH WHITE FLAGS AND PAINT.
*NOTE: A SEPARATE NOTICE WILL BE ISSUED FOR EXCAVATION TAKING PLACE ALONG RENFROW RD.

Figure showing an example of sufficient Location / Stake Info for a work area including an intersection, then along a single street from parcel to parcel; identified by addresses and includes a road bore at a specified address.



Figure showing the dig site 'yellow' polygon encompassing all areas of excavation as described in the Location/ Stake Info field. The location of the road bore is identified using electronic white-lining.

For Electronic White Lining (EWL) instructions, see the Mapping User Guide.

General Information

Road name data must be entered in a specific format in the designated STREET and CROSS STREET fields of the ticket to be properly recognized by the application. See the listing below for a detailed description of how the road should be entered in the Street and Cross Street fields. **Entering road name data in any other format than listed below can cause incorrect members to be notified.**

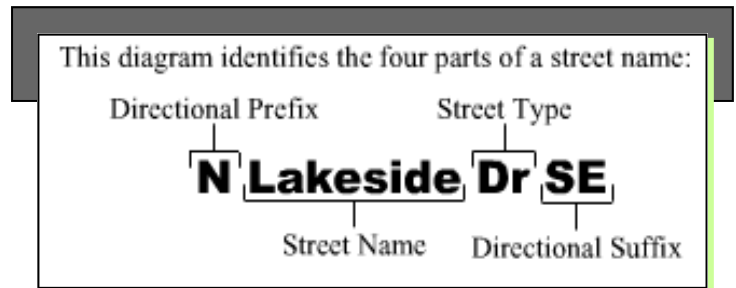
Road Names/Endings/Directionals

- Road names must be spelled out and not abbreviated:
Mount Hope Church Rd (correct) v/s MT HOPE CH Rd (incorrect)
- Road endings must be provided and abbreviated, see listing of accepted abbreviations next page
- If applicable, the road directional should be provided and abbreviated, **N S E W**

Highways

Highways are to be entered as follows.

- HWY421
- OLD HWY421
- HWY421 BUS
- HWY421 ALT
- If the road name is a **multiple highway number** (ex. HWY15/HWY501), enter **one** of the highway numbers in the street field and the other highway number in the **location field**. Enter the nearest intersecting street in the cross street field.
- Directionals (N, S, E, W) **cannot** be used with highways



Interstates

Interstates are to be entered as follows.

- I95
- I40
- I77
- I85
- Directionals (N, S, E, W) **cannot** be used with interstates

State Roads

State Roads are to be entered as follows.

- SR1234
- SR4321
- SR9876
- SR4567
- Directionals (N, S, E, W) **cannot** be used with state roads

Acceptable Road Ending Abbreviations

As a Reminder...

- Street and Cross Street fields must contain road names
- Road **Names** must be spelled out Example: **Mount Hope Church Rd (correct)** v/s MT HOPE CH Rd (incorrect)
- Road **Endings** must be provided and **abbreviated**; see list below for acceptable abbreviations
- If a road ending is not listed below then an abbreviation is not available; therefore the ending must be spelled out entirely
- If applicable, include and abbreviate the road directionals (N S E W) Example: **S COLLEGE AVE NE**
- Directional abbreviations include: N, S, E, W, NE, NW, SE, SW

Alley	Aly
Alternate	Alt
Annex	Anx
Avenue	Ave
Boulevard	Blvd
Branch	Br
Bridge	Brdg
Brook	Brk
Business	Bus
Bypass	Byp
Byway	Bywy
Causeway	Cswy
Center	Ctr
Centre	Ctre
Circle	Cir
Common	Cmn
Commons	Cmns
Court	Ct
Creek	Crk
Crescent	Cres
Crossing	Xing
Crossover	Xovr
Crossroad	Xrd
Crossroads	Xrds
Drive	Dr

Estate	Est
Estates	Ests
Expressway	Expy
Extension	Ext
Freeway	Fwy
Gateway	Gtwy
Grove	Grv
Height	Ht
Heights	Hts
Highway	Hwy
Hollow	Holw
Junction	Jct
Knoll	Knl
Knolls	Knls
Landing	Lndg
Lane	Ln
Meadow	Mdw
Meadows	Mdws
Mobile Home Park	M H P
Mountain	Mtn
Orchard	Orch
Parkway	Pkwy
Passage	Psge
Place	Pl
Plaza	Plz

Point	Pt
Pointe	Pte
Ridge	Rdg
Road	Rd
Roads	Rds
Route	Rte
Skyway	Skwy
Spring	Spg
Springs	Spgs
Square	Sq
Street	St
Terrace	Ter
Throughway	Trwy
Trace	Trce
Trail	Trl
Trailer Park	Trlr Park
Trails	Trls
Turnpike	Tnpk
Valley	Vly

1. General Ticket Entry functions (Inquire, New, Survey, Recent, Map Toggle and Full View Toggle)
2. Excavator Information
3. Location Information

1. Contact Info
2. Begin Time
3. Remarks
4. In-house Comments
5. Member Information



New is the general ticket entry function utilized to create and process a request for underground facilities to be marked. This section will explain each field in detail while instructing how to process a **NEW** locate request.

Click NEW in the function area. The **Clear all ticket fields?** window will appear.

Note: If you enter notices for multiple companies, then click the dropdown arrow next to the organization name in the window and select the company you want to submit notices for.

Select the appropriate option needed to proceed forward with creating the request.

1. **Yes, clear everything** information from the prior ticket will be removed
2. **No, but keep mapping** information and map data from prior ticket will **remain**
3. **No, and clear mapping** information from prior ticket will remain only
4. **Exit** will exit the New Function

The Excavator Information Section and Clear all ticket fields? window are pre-populated with the information associated with the user's account. Any missing information should be entered by the user. To update existing information, call the RTE dept. directly.

 Click the **Map Toggle button** to move the map from the center of the Ticket Entry page to the right side. To return it to its original position, click the button again.

 For a fullscreen Ticket Entry view, click the **Full View Toggle**. This hides the Top Navigation Bar. Click the button again to exit fullscreen view.

Location Information Section

This section will contain the information required by NC State Law to document important information regarding the location in which the excavation will occur.

- **County:** Enter the name of the NC County where the excavation will occur. Entering a single letter in this field will provide a list of available NC counties beginning with that letter.
- **Place:** Enter the name of the nearest place where the excavation will occur. The place selected must be located within the county specified. Entering a single letter will display a list of available place names within that county that begin with that letter.
- **Subdivision:** Enter the name of the subdivision, business and/or unique landmark where excavation will occur. If none, leave this field empty. *If property is gated with gate code, provide code within Location / Stake Info section. Example: Gate Code 1234.
- **Lot Number and Posted?:** Enter the lot number, if any, using a comma to separate each lot number. Up to five (5) ADJOINING lots can be requested per locate request and must be less than one-quarter mile in linear length. If the excavator is not certain if the lots are adjoining, or unsure of distance being less than one-quarter mile in linear length, a separate ticket will need to be issued for each lot number. Select YES/NO to specify if the lot numbers are posted or not.
- **Street:** Enter the physical address number and/or road name where the excavation will occur. Partially entering the road name in this field will provide a list of road names matching the letters that were entered in the specified county.
 - * Up to five (5) ADJOINING parcels identified by addresses shall be requested per locate request and must be less than one-quarter mile in linear length. If the excavator is not certain if the parcels are adjoining, or if less than one-quarter mile in linear length, a separate ticket will need to be issued for each parcel. If multiple parcels are given, each individual address for each parcel will need to be listed in the Location / Stake Info box. Example: Locate the front of property for addresses 200, 202, 204, and 206 Center view Dr SE.
 - * Include the road directional, if applicable, and the road ending.
 - * Should the name of the road not be known or unnamed, enter UNKNOWN as the road name and provide directions to the excavation site in the Location / Stake Info box.
- **Cross Street 1 and Cross 2:** Enter the name of the nearest intersecting street closest to the excavation site as the Cross Street, preferably a street which is within a one-quarter mile of the excavation site. For reference, a Cross Street should be provided at all times. When the excavation will occur between two cross streets, or if the excavator wishes to provide an additional cross street, specify the road name in the Cross St 2 field. *Note: Partially entering a road name in either Cross Street field will provide a list of road names matching the information specified. If Cross St 2 is specified, then the excavator shall note the road name in the Location / Stake Info box.

NEW Requests cont.

- **Map Lookup Button:** Click on the Map Lookup button to show Location Information in the map. If an exact match for the location is found (address point, address parcel, address range, and Place), the system will automatically place the dig site polygon (yellow) to include a system generated buffer of 250ft. If an exact match is not found, the **Select Matches window** will appear, showing the closest matching Address (address point for specified address), Parcel (plot of land identified as having a specific address), and Street (address range including the specific address) within the County specified. Any items listed in the **Select Matches** window that exactly match the Street field will be automatically selected. The user should review the list carefully, check any additional items that are needed to define the dig site area, and uncheck any items that are not relevant.
- **Location / Stake Info Box:** Enter the excavation “area” that needs to be marked for underground facilities. Limit the area to what you reasonably believe can be completed within 28 calendar days from the legal start date. Do not include any areas where work has already been completed and accepted by the authorities having jurisdiction. Be as specific as possible and avoid using abbreviations.
- **Blasting:** Select YES/NO if the use of dynamite will occur or not. State Law requires this information.
- **Boring:** Select YES/NO if the excavation will include any type bore or not (excavation occurring underneath a hard surface, i.e. road, driveway, sidewalk, etc. that enters on one side, and exits on the opposite side). If so, the excavator should always need both sides of what is being bored under, to include the area in between.
Example: LOCATE FRONT PROPERTY, BOTH SIDES OF THE ROAD AND IN THE ROAD FOR ROAD BORE. If aware a bore will occur, but cannot confirm the type of bore, please note in the Location / Stake Info box, LOCATE BOTH SIDES OF AND IN ALL HARD SURFACE AREAS for bores.
- **RailRoad:** Select YES/NO if the excavation will occur or not occur within a 1/4 mile of any RR tracks. Some member facility owners may have fiber optic cable buried on/along railroad right-of-ways. These fiber optic cables are vital for data transmission and communications; therefore the facility operators want to know when any excavation is occurring near a railroad.
- **White-Lining:** Select YES/NO if the excavation site will/will not be pre-marked to identify the area needing to be located for underground facilities.
Note: In the event the area where the excavation will take place cannot be clearly described the area of excavation must be pre-marked prior to the operator performing the locate using white paint, white flags, or white stakes. Official verbiage is included in the White Lining prompt.
- **Size Question:** Select YES/NO/UNKN. If the excavation area meets the size requirements of the State Law of the lesser of a distance of 5 parcels with addresses or 1/4 mile, the excavator shall select the button labeled, YES.
Note: In the event the “area” where excavation will occur does not meet the size requirements or is unknown, the excavator shall click the button labeled, NO or UNKN. By clicking NO or UNKN, 87-122 (5) a. and b. of the State Law will be provided in a pop-up. To clear the pop-up click, OK. Upon clicking OK, a system generated statement will be posted in the Locate Info field “The Requestor was educated about the size requirements”.
Note: It is the excavator’s responsibility to assure compliance with size requirements as outlined by NC General Statutes 87-122.
- **Duration:** Enter the length of time to complete the excavation phase. Example: 1 Day, 2 Hours, 1 week. State Law requires this information. Please **avoid using abbreviations**.
- **Work Type:** Enter the type of excavation work being performed, be specific, and avoid using abbreviations. Example: Bury Telephone Drop, Install Fence Posts. *Note: **Digging** and **Excavation** are not valid work types. State Law requires this information.
- **Done For:** Enter the name of the person or company the work is being performed for. State Law requires this information.

Contact Info Section

- **Site Contact & Phone:** Enter the name and working direct phone number of a person who is available to answer any questions pertaining to the site in the event the utility locator has questions regarding the area needing to be located for underground facilities.
- **Sub-Contractor & Phone:** Enter the name and phone number of the subcontractor, if any. If multiple contractors are needing to be noted, enter name and phone number of each contractor in the Remarks field.

Begin Time Section

- **Work Date:** The work date field is pre-populated with the minimum legal start date. NC State law requires an excavator to contact the Notification Center (NC811) No less than 3 full working days prior to the legal start date.

Should the work date occur prior to the minimum legal start date, the excavator may adjust the work date accordingly. The locate request will be sent as a non-compliance request, giving less than a full three working day notice. The underground facilities may or may not be located when the excavation begins. Should the excavator proceed with excavation prior to the site being located, there is a possibility damages to underground facilities may occur, as well as injuries to people. Determining who is responsible is between the excavator and the utility operator and each party should seek the advice from legal counsel for further clarification.

To alter the pre-populated work date, click inside the field and choose the appropriate work date. To alter the pre-populated work time, click inside the field and change the work time to reflect the time the excavation will occur.

⇒ **NOW** Select this button to change the work date and time to the current date and time.

⇒ **EMER** If the locate request is an Emergency locate, in accordance with State Law, click the EMER button. The Work Date and Time will display the current date and time. The facility operator shall make initial contact with the excavator within 3 hours.

As stated in the NC General Statutes, Any person who falsely claims that an emergency exists requiring an excavation or demolition shall have violated the provisions of this Article, which shall be punishable as a Class 3 misdemeanor and may subject the violator to the imposition of penalties or other action to be taken by the Board pursuant to G.S. 87-129.

- **Good Thru Date:** A locate request is valid for **28 calendar days** from the legal start date per NC State Law. The Good Thru date is the date the locate request will expire. Excavation cannot occur after this date unless the excavator has provided a subsequent notice, also known as an Update Request.
- **Update By Date:** If the excavation will not be completed within the 28 calendar days, the excavator must process a subsequent notice as required by NC General Statutes. The “subsequent” request is known internally as an Update Request. These requests should be processed **3 full working days prior to the 28th calendar day** to continue with excavation activities once the previous request expires.

Remarks Section

Enter any additional information regarding the excavation site such as directions to the site, if the area is gated/fenced, if animals are present, combinations to locks. Any pertinent information pertaining to the excavation site OTHER than locate instructions can be entered in the Remarks Section to aide the facility operator in finding the area of excavation. Note: Information entered in this field may also be entered in the Location/Stake Info box.

In-House Comments Section

This field should be used for in-house notes regarding how an excavation area was selected in the map if the site was not automatically found or if there are any discrepancies found in the map. NC811 personnel are the only individuals that can view this data. Information entered in this field **WILL NOT** be transmitted to NC811 members; visible information for NC811 members should be entered in the Location Information section or Remarks Section of the notice.

Member Information Section

Get Members button: Click this button to retrieve a list of facility operators that will be notified of the excavation. The map must be accessed before you can view the list of members.

Member Info button: Click this button to retrieve additional information regarding the notified member facility operators such as the member code, member name, member facility type, contact numbers, i.e., field and damage. All information is provided to the NC811 by the member(s).

Note: *As of October 1, 2016, all facility operators are required by NC State Law to be members of NC811. If a facility operator is not listed the excavator must contact that non-member facility operator directly.*

Submit

Once all the information has been completed and reviewed for correctness, click the SUBMIT button to process the request to the notified member(s). A prompt will appear providing your ticket number.

***Important:** *Once the notice has been submitted for transmission, it cannot be retracted.*



SURVEY Request

[Inquire](#) [New](#) [Survey](#) [Recent](#) [↔](#) [↗](#)

Survey locate requests are those which excavation work will **not** take place, but the designer is requesting to know the location of underground facilities in an attempt to layout a plan for future excavation activities. NC811 member facility owners must respond to the request within ten (10) working days either by marking the facilities, providing facility records, or giving access to inspect facility records.

Survey requests are unable to be updated. A new Survey Request would need to be created in the event an individual wishes to update the request. The original Survey Request number can be noted in the Remarks section if need be.

To process a Survey Request, click the **Survey** function. Proceed with creating and processing following the same procedure for creating and processing a New locate request.

- BLASTING/BORING/RAILROAD will be stamped with “No” and will not be able to be changed.
- The Duration field will be stamped as ‘Unknown’ and the Work Type field will be stamped with ‘Survey/Request’ and will not be able to be changed.
- The Work Date field will contain the date which the member facility owners will respond by, which is 10 working days, excluding the day of notice and will not be able to be changed.
- Once the notice is submitted, the member code(s) will include an “S” at the end. Example: LEV01S. IF the member’s facility is marked by a contract locator, then “S*” (with asterisk) will be included. Example: CPL20S*.

Excavator Information

Phone * 336-316-0359
 Company * RTE DEPARTMENT
 Caller * WENDY
 Address * GATE CITY BLVD
 Zip * 27406 City * GREENSBORO ST * NC
 Email: RTEHELP@NC811.ORG

Location Information

County * BUNCOMBE
 Place * ASHEVILLE
 Subdivision SUBDIVISION
 Lot 1 007
 Street * 140
 Cross Street 1 WINERY RD
 Cross Street 2 HOMINY CREEK RD
 Map Lookup

Mapping

Home Suggest Pins Places
 Buffer: 250 feet
 Find Street Intersection Between
 Highlight Street Cross Street 1 Cross Street 2
 Zoom Lookup Draw White Line Balls Measure Pins Ident Highlight
 Clear Lookup Draw White Line Balls Measure Pins Ident Highlight
 LOTS Create

Contact Info

Site Contact * TEST SURVEY TICKET
 Sub Contractor SUB CONTRACTOR
 Work Date * 07/21/2024 12:00 AM
 Legal Date: 07/21/2024 12:00 AM
 Good Thru: 08/17/2024 11:59 PM
 Update By: 08/12/2024 11:59 PM
 LEGAL NEWB FREEB SCORM

Remarks

TEST SURVEY TICKET

In House Comments

TEST SURVEY TICKET

Member Information

Code	Name	Type
ATT231*	ATT/D (Distribution)	communication
CPL20*	Duke Energy	electric

Submit

Success

Ticket submitted successfully: 2535200001-000

OK

All Ticket Entry information, the map, and any available processing functions for the selected ticket will appear on-screen. Processing functions vary based on the date the notice was created and/or the Work Date.

Figure showing available notices to be selected.

Figure showing a notice selected in the Select Recent Ticket window (shown above), with all available processing functions displayed. **Note: RTE users cannot process a Damage notice. To process a Damage notice, call the notification center (NC811) directly.*

CENTER LOGIX
Tickets
WF

Excavator Information

Phone * 336-854-8597

Company * NORTH CAROLINA B11 INC

Caller * LESLEY BROUILLARD Alt Phone 336-854-8597

Address * 5009 HIGH POINT RD

Zip * 27407 City * GREENSBORO ST * NC

Email LESLEY@NCB11.ORG

Location Information

County * WAKE

Place * RALEIGH

Subdivision SUBDIVISION

Lot LOT Posted No ☐

Street * 3304 TERMINAL DR

Cross Street 1 SUMMERDALE DR

Cross Street 2 CROSS STREET 2

[Map Lookup](#)

Location/State Info *

MEMBER OPERATORS SHOULD RESPOND BY 01/08/2026

TEST SURVEY

Blast? No ☐ Boring? No ☐ BR? No ☐ White? No ☐

Does the excavation size meet the state requirement of the lesser of a distance of 5 parcels with addresses or 1/4 mile? * Yes ☐

Duration * UNKNOWN

Work Type * SURVEY/DESIGN

Done for * SAME

Mapping

Basemap

Home Suggest Pins Places

Buffer 250 feet

Find Street Intersection Between

Highlight Street Cross Street 1 Cross Street 2

Zoom LookUp Draw White Line Bulls Measure Pins Ident Highlight

Clear LookUp Draw White Line Bulls Measure Pins Ident Highlight

LOMS Create

Contact Info

Site Contact * LESLEY BROUILLARD Phone 336-854-8597

Sub Contractor SUB CONTRACTOR Phone PHONE

Begin Time

Work Date * 01/08/2026 12:00 AM LEGAL NOW EMER NORM ☒

Legal Date 01/08/2026 12:00 AM Update By 01/30/2026 11:59 PM

Good Thru 02/04/2026 11:59 PM

Remarks

TESTING SURVEY

In-House Comments

IN-HOUSE COMMENTS (THIS FIELD IS NOT DELIVERED TO MEMBER UTILITIES OR SEEN BY REMOTE USERS)

Member Information

Code/A	Name	Resp	Facility Types
> ATT3225*	ATT/D (DISTRIBUTION)		communication, communication
> CORO15	RALEIGH WATER		water/sewer
> CORO55	CITY OF RALEIGH		communication
> CPL105*	DUKE ENERGY		electric
> GF1045*	GOOGLE FIBER (ACCESS)		communication
> GF1055*	GOOGLE FIBER (DISTRIBUTION)		communication
> LEV015	LUMEN FORMERLY CENTURYLINK / LEVEL 3		communication
> PSG015	ENBRIDGE GAS NORTH CAROLINA		gas
> TWC025*	CHARTER COMMUNICATIONS		communication

Inquire a Ticket

[Inquire](#) [New](#) [Survey](#) [Recent](#) [↔](#) [↗](#)

INQUIRE will retrieve a Center Logix ticket to be previewed on-screen and will display all ticket processing functions available for the specified notice. Available processing functions are based upon the date the notice was created and/or the Begin Time section of the notice.

To preview an existing ticket and available processing functions, click **INQUIRE** enter the ticket number in the Inquire Ticket box then click the **OK** button. If a revision (s) is found, an additional window will appear displaying all revisions and the original ticket. Click on the appropriate revision in the listing to preview it. If the ticket is needing further processing, select one of the available processing functions. If additional processing is not needed, click **EXIT** to abort and return to the main screen.

A ticket is assigned a revision number if it was Retransmitted, Cancelled, or a 3-Hour request. The revision numbers are the three characters that appear at the end of the ticket number. The assigned revision number tracks the number of times the request has been re-submitted. Example: 2533604496-**001**.

Figure showing a ticket number in the Inquire Ticket box.

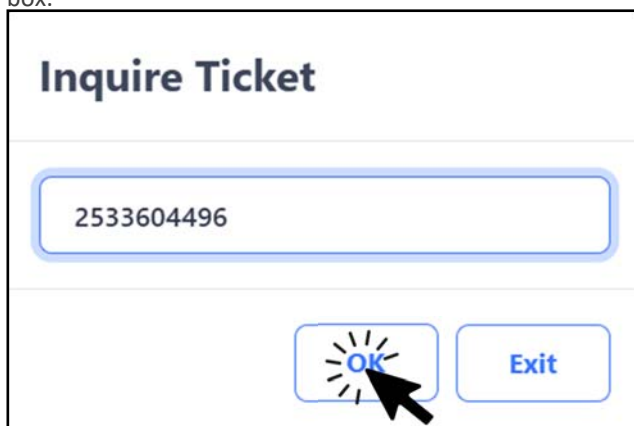
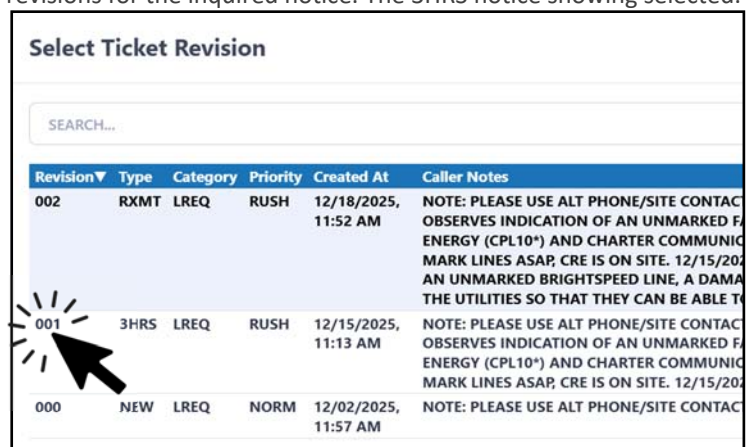


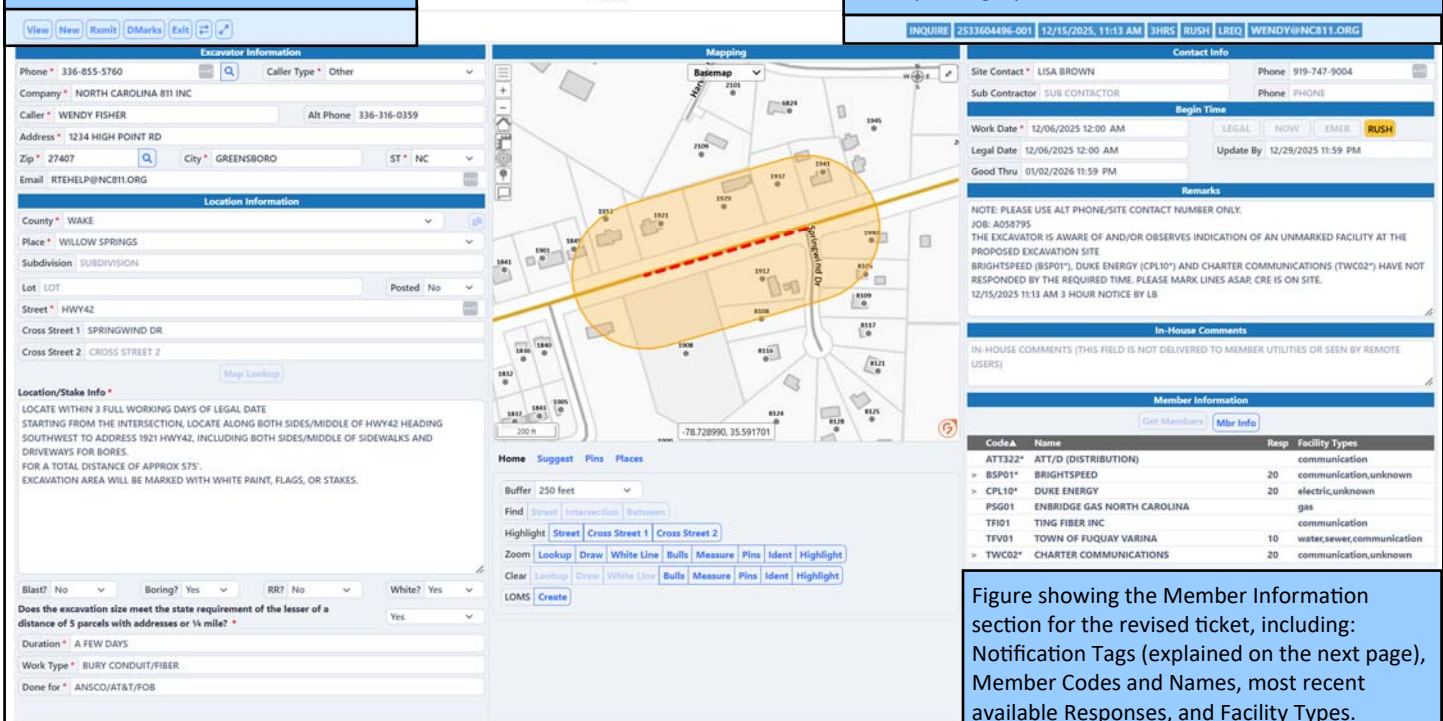
Figure showing Select Ticket Revision window including all found revisions for the inquired notice. The 3HRS notice showing selected.



Revision	Type	Category	Priority	Created At	Caller Notes
002	RXMT	LREQ	RUSH	12/18/2025, 11:52 AM	NOTE: PLEASE USE ALT PHONE/SITE CONTACT OBSERVES INDICATION OF AN UNMARKED FACILITY (CPL10*) AND CHARTER COMMUNICATIONS (CPL10*) MARK LINES ASAP, CRE IS ON SITE. 12/15/2025 AN UNMARKED BRIGHTSPEED LINE, A DAMAGE TO THE UTILITIES SO THAT THEY CAN BE ABLE TO
001	3HRS	LREQ	RUSH	12/15/2025, 11:13 AM	NOTE: PLEASE USE ALT PHONE/SITE CONTACT OBSERVES INDICATION OF AN UNMARKED FACILITY (CPL10*) AND CHARTER COMMUNICATIONS (CPL10*) MARK LINES ASAP, CRE IS ON SITE. 12/15/2025
000	NEW	LREQ	NORM	12/02/2025, 11:57 AM	NOTE: PLEASE USE ALT PHONE/SITE CONTACT

Figure showing available processing functions for the selected revision.

Figure showing Locate Request Number including the Revision selected, "-001", Date Created, Ticket Type, Priority, Category, and User account.



Excavator Information

Phone: 336-855-5760 | Caller Type: Other
Company: NORTH CAROLINA 811 INC
Caller: WENDY FISHER | Alt Phone: 336-316-0359
Address: 1234 HIGH POINT RD | City: GREENSBORO | ST: NC
Zip: 27407 | Email: RTEHELP@NC811.ORG

Location Information

County: WAKE
Place: WILLOW SPRINGS
Subdivision: SUBDIVISION
Lot: LOT | Posted: No
Street: HWY42
Cross Street 1: SPRINGWIND DR
Cross Street 2: CROSS STREET 2

Mapping

Home | Suggest | Pins | Places
Buffer: 250 feet
Find: Streets | Intersections | Between
Highlight: Street | Cross Street 1 | Cross Street 2
Zoom: LookUp | Draw | White Line | Bulls | Measure | Pins | Ident | Highlight
Clear: LookUp | Draw | White Line | Bulls | Measure | Pins | Ident | Highlight
LOMS: Create

Contact Information

Site Contact: LISA BROWN | Phone: 919-747-9004
Sub Contractor: SUB CONTRACTOR | Phone: PHONE
Work Date: 12/06/2025 12:00 AM | LEGAL | NOW | EMER | RUSH
Legal Date: 12/06/2025 12:00 AM | Update By: 12/29/2025 11:59 PM
Good Thru: 01/02/2026 11:59 PM

Remarks

NOTE: PLEASE USE ALT PHONE/SITE CONTACT NUMBER ONLY.
JOB: A058795
THE EXCAVATOR IS AWARE OF AND/OR OBSERVES INDICATION OF AN UNMARKED FACILITY AT THE PROPOSED EXCAVATION SITE
BRIGHTSPEED (BSP01*), DUKE ENERGY (CPL10*) AND CHARTER COMMUNICATIONS (TWC02*) HAVE NOT RESPONDED BY THE REQUIRED TIME. PLEASE MARK LINES ASAP, CRE IS ON SITE.
12/15/2025 11:13 AM 3 HOUR NOTICE BY LB

In-House Comments

IN-HOUSE COMMENTS (THIS FIELD IS NOT DELIVERED TO MEMBER UTILITIES OR SEEN BY REMOTE USERS)

Member Information

Code	Name	Resp	Facility Types
ATT322*	ATT/D (DISTRIBUTION)		communication
BSP01*	BRIGHTSPEED	20	communication,unknown
CPL10*	DUKE ENERGY	20	electric,unknown
PSG01	ENBRIDGE GAS NORTH CAROLINA		gas
TFI01	TING FIBER INC		communication
TFV01	TOWN OF FUQUAY VARINA	10	water,sewer,communication
TWC02*	CHARTER COMMUNICATIONS	20	communication,unknown

Figure showing the Member Information section for the revised ticket, including: Notification Tags (explained on the next page), Member Codes and Names, most recent available Responses, and Facility Types.

[Inquire](#)
[New](#)
[Survey](#)
[Recent](#)
[↔](#)
[↗](#)

Notification Tags

In addition to the Member Information section including each Member's code, Name, Facility Type, and their most recent Response (if available), Notification Tags may be included. Notification Tags are visible indicators that provide context about each member's involvement on the revised ticket — such as whether they were notified, manually added, or declared extraordinary circumstances. *The Notification Tags may change with each revision of the ticket.

Notification Tags Explained:

Notified: >

Added by NC811: >+

Members has declared Extraordinary Circumstances: >?

The figure below shows an example of Notification Tags on a Revision with members DPC14*, PSG01, and WMC01* being notified on the Retransmitted notice - GTE03* has declared Extraordinary Circumstances.

Member Information			
Get Members Add Mbr Mbr Info			
Code▲	Name	Resp	Facility Types
CIS04	HOTWIRE COMMUNICATIONS LLC		communication
COD01	CITY OF DURHAM		water,sewer
>+ DPC14*	DUKE ENERGY	20	electric
GFI04*	GOOGLE FIBER (ACCESS)		communication
>? GTE03*	FRONTIER COMMUNICATIONS		communication
NST01*	LUMOS		communication
PAL01*	SEGRA		communication,unknown
> PSG01	ENBRIDGE GAS NORTH CAROLINA	20	gas
TWC02*	CHARTER COMMUNICATIONS		communication,unknown
> WMC01*	WAKE ELECTRIC MEMBERSHIP CORPORATION	10	electric



A valid locate request is required to perform any excavation work. In the event the excavation will not be completed within 28 calendar days, the excavator must provide a subsequent notice per NC State Law. This is known as an Update request. Update locate requests are valid for 28 calendar days only, just like a New locate request, a new locate request ticket number will be issued.

To create and process an Update request, click **INQUIRE**. In the Inquire Ticket window, enter the ticket number you wish to update, then click OK. Review all information and mapping for accuracy. All available ticket processing functions will appear at the top of the screen, select **UPDATE**. Upon clicking Update, a prompt will appear asking: Does this ticket represent work that is continuing past the 28 calendar days? To proceed with the update, click Yes. In the Update Ticket window, verify that all caller information is accurate. If any changes are needed, make them before clicking OK to process the notice. Once the ticket has been submitted, the Remarks field of the Update request will be auto-stamped with the previous ticket number.

Note: If the Update function is not available, review the request to determine if it is a valid ticket type allowed to be updated and/or preview the Update By date in the Begin Time box. The following ticket types cannot be updated: Survey notice, Damage notice, Destroyed Marks. Proceed with the appropriate action depending upon the needs of the request.

Additionally, **In the event changes are needed to information specified in the Ticket Entry fields**, then the ticket is no longer classified as an Update request. The Update function will need to be aborted and the request will need to be created and processed as a NEW Request with the appropriate changes and/or corrections.

Update Ticket 2613400004-000

Caller Type: Contractor

Name: WENDY FISHER

Phone: 336-855-5760

Address: 2300 W MEADOWVIEW RD

City: GREENSBORO

State: NC

Zip: 27407

Email: RTEHELP@NC811.ORG

Buttons: OK, Exit

CANCEL Request



Cancel is a function used to “cancel” a request to have facilities located. Cancellation requests must occur within the three full working days from when the original request was made since that is the time frame required by law for the facilities to be located by.

Cause for a Cancellation Request

- Excavation will not occur
- Locate Information/Locate Info Section is incorrect (any part)
- Work Date is incorrect
- Done For is incorrect or changes
- Work Type is incorrect or changes

To Cancel a Request

Enter the locate request number, click **INQUIRE**. Verify all information on the locate request to ensure the locate request to be cancelled is correct. If so, select the **CANCEL** function. Select the reason for the cancellation by clicking the down arrow to the right of the Reason field and click OK. The locate request number will remain the same, but will include a revision number., e.g. **2600800001-001**.

**Note: If “Reason – Other” is selected, the user must provide remarks explaining what “Other” refers to.*

Cancel Ticket 2600800001-000

Caller: W FISHER

Reason: WORK WILL NOT TAKE PLACE AT THIS TIME

Remarks: ENTER REMARKS

Comments: ENTER COMMENTS

OK Exit

Excavator Information

Phone: 336-855-5760 Caller Type: Other

Company: REMOTE TICKET ENTRY TESTING

Caller: W FISHER Alt Phone: 336-316-0359

Address: HIGH POINT RD

Zip: 27407 City: GREENSBORO ST: NC

Email: RTEHELP@NCR11.ORG

Location Information

County: GUILFORD

Place: GREENSBORO

Subdivision: SUBDIVISION

Lot: LOT

Street: 2221 W GATE CITY BLVD

Cross Street 1: PATTERSON ST

Cross Street 2: CROSS STREET 2

Location/Scale Info*

LOCATE WITHIN 3 FULL WORKING DAYS OF LEGAL DATE

AS FACING LOCATE FRONT OF PROPERTY.

Does the excavation size meet the state requirement of the lesser of a distance of 5 parcels with addresses or 1/4 mile? *

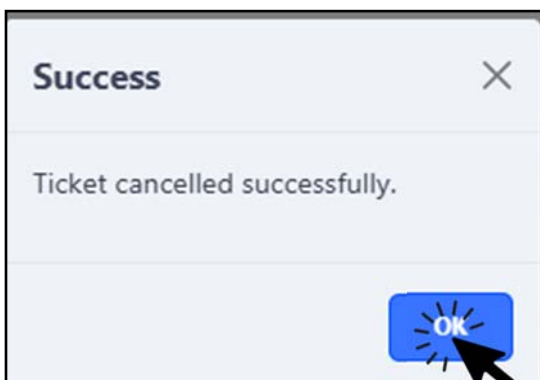
Duration: 1 HOUR

Work Type: LANDSCAPING

Done for: HOMEOWNER

Facilities

Code	Name	Ring	Facility Types
AT01	AT/T (TRANSMISSION)		communication
AT112*	AT/T (DISTRIBUTION)		communication
OPC09*	DUNE ENERGY		electric
GS001*	CITY OF GREENSBORO DEPARTMENT OF TRANSPORTATION		communication
GS002*	CITY OF GREENSBORO		water
LEV01	LUMEN FORMERLY CENTURYLINK / LEVEL 3		communication
MC01	VERIZON		communication
NC01	NORTH CAROLINA RAILROAD COMPANY		private
NS01*	LUMOS		communication
PAL01*	SEGRA		communication
PN001*	PIEDMONT NATURAL GAS COMPANY		gas
TWC04*	CHARTER COMMUNICATIONS		communication
VZW01*	VERIZON WIRELESS		communication



RETRANSMIT Request



Retransmit is a function used to re-submit a locate request to relay additional information regarding the requested area to be located for underground facilities. ***The only changes available to be made to a locate request are those displayed in the Retransmit window. Any other change would require a NEW locate request to be processed.**

Cause for a locate request to be Retransmitted

- Change to Site Contact Name and/or Site Contact Phone
- Change to Sub-Contractor Name and/or Sub-Contractor Phone **prior to the Legal Start date*
- Provide directions and/or special instructions regarding the area requesting be located. Example: combination codes for locked gates, gated area, dog in fence, etc.
- **In the event less than the 3 full working days notice** was requested, and a member provided a Positive Response but the excavator states there is a discrepancy, see examples listed below,
 - ⇒ Member posted a PR Code 10—NO CONFLICT but excavator states facilities ARE present. Ex. e.g. pole, pedestal, or marker
 - ⇒ Member posted a PR Code 20—MARKED but excavator states the requested area to be marked was not marked, not completely marked, improperly marked, and/or wrong address was marked

To Retransmit a Request

Click INQUIRE, enter the locate request number, then click OK. Verify all information on the locate request to ensure the locate request to be retransmitted is correct. If so, select the retransmit function, **RXMIT**. Make any other notes, if any. Enter the reason for the retransmit in the Remarks field. Select the member(s) needing to be notified by clicking within the check box to the left of their member code/name. If **all** members need to be notified, simply click SELECT ALL. To de-select a member, click within the check box again to remove the checkmark, then send the request by clicking OK. The locate request number will remain the same, but will include a revision number, 2600800002-**001**. Member facility owners will respond as soon as practical.

Retransmit Ticket 2600800002-000

Caller: W FISHER
Site Contact: SAME
Site Contact Phone: ENTER SITE CONTACT PHONE
Caller Notes: ALL MEMBERS SPECIFIED RESPONSE OF MARKED, BUT PER CREW NO MARKS SHOWING FOR GS002* AT EXCAVATION SITE.

Members to Notify

Code	Name	Facility Types
☐	AT1312* ATT/D (DISTRIBUTION)	communication
☐	DPC09* DUKE ENERGY	electric
☐	GS001* CITY OF GREENSBORO DEPART...	communication
☒	GS002* CITY OF GREENSBORO	water
☐	MC01* VERIZON	communication
☐	NS101* LUMOS	communication
☐	PAL01* SEGRA	communication
☐	PNG01* PIEDMONT NATURAL GAS CO...	gas
☐	TWC04* CHARTER COMMUNICATIONS	communication

Select All Select None

Success

Ticket retransmitted successfully.

OK



3-Hour is a function used to send an additional notice to member(s) detailing the observation or indications of an unmarked facility in which the facility owners must make arrangements to mark the facility within three hours from the time the additional notice was processed.

Note:

- The 3-Hour notice is **not** available to locate request(s) having less than a full three working day notice such as a Rush, Short notice, or Emergency request.
- Ticket Types such as, Design, Destroyed Marks, Damage notices are **not** eligible for a 3-Hour notice.
- A single 3-Hour notice** may be requested **per member code** for each ticket.
- The 3-Hour notice can be retransmitted.
- Prior to processing a 3-Hour notice, review all Ticket Entry fields and the digsite polygon in NC811 Map for correctness. If any information specified in the Ticket Entry fields or if the digsite polygon is incorrect, abort the 3-Hour notice, and issue a NEW ticket with necessary corrections.

Cause for a 3-Hour notice

- The excavator disagrees with the member's posted response.
- The excavator is aware of or observes indication of an unmarked facility, such as a pole, marker, pedestal, meter or valve.

How to process a 3-Hour notice

Click Inquire, in the pop-up window enter the ticket number, then click OK. *Note: IF the ticket includes revisions, an additional window will appear displaying all revisions and the original request, click the latest revision to review all available processing functions for the ticket.

Click the button labeled, **3 Hour**. In the **Members to notify** section, select the member code(s) needing to receive the notice by clicking the check box to the left of their member code/name. To de-select a member, click in the check box again to remove the checkmark, then send the notice by clicking OK. Upon releasing the notice, in the **Remarks** section a system generated statement will be posted "THE EXCAVATOR IS AWARE OF AND/OR OBSERVES INDICATION OF AN UNMARKED FACILITY AT THE PROPOSED EXCAVATION SITE". The locate request number will remain the same, but will include a revision number, 2600800002-002.

The screenshot displays the '3 Hour Notice Ticket 2600800002-001' interface. A blue callout box on the left states: 'Select Specific Members needing to receive the notice by clicking each check box'. The 'Members to Notify' table lists the following members:

Code	Name	Facility Type
☒ AT1312*	ATT/DISTRIBUTION	communication
☒ DFC09*	DUKE ENERGY	electric
☒ G5001	CITY OF GREENSBORO DEPARTMENT OF TRANSPORTATION	communication
☒ G5002*	CITY OF GREENSBORO	water
☐ MC001	VERIZON	communication
☐ NST01*	LUMOS	communication
☐ PAL01*	SEGRA	communication
☐ PMS01*	PIEDMONT NATURAL GAS COMPANY	gas
☐ TWC04*	CHARTER COMMUNICATIONS	communication

Buttons for 'Select All', 'Select None', 'OK', and 'Exit' are visible. The 'OK' button is highlighted with a blue starburst icon. Below the main interface, a 'Success' dialog box states: 'Ticket 2600800002-002 created successfully.' with an 'OK' button also highlighted with a blue starburst icon.

DESTROYED MARKS Request



NC State law requires an excavator to preserve the markings until they are no longer required. In the event a mark is no longer visible or is destroyed, but the excavation or demolition continues in the vicinity of the facility, the excavator must request the facilities to be remarked. This is known as a **Destroyed Marks** request. The excavator will need to provide the active, non-expired locate request number in order for a Destroyed Marks request to be processed. In the event the excavator provides a ticket number that has expired, a Destroyed Marks request cannot be issued. The excavator will need to either have a NEW request issued or an UPDATE request issued in order for the facilities to be located.

To create and process a Destroyed Marks request click INQUIRE, then in the Inquire Ticket Number pop-up enter the **active locate request number** and click OK to retrieve the request. All available ticket processing functions will appear at the top of the screen. Select **DMARKS** button to begin creating and **verifying ALL information on the request**. Make the necessary changes, if any. Proceed with completing the request following the same procedures as those for processing a NEW request with the exception of certain ticket entry fields as stated below:

- ⇒ **Work Type** This field will be populated with Destroyed Marks
- ⇒ **Work Date/Time** This field will be pre-populated with the current date/time
- ⇒ **Good Thru** This field will be populated with the same expiration date as the original request

Once all the necessary information has been completed and verified, click SUBMIT to transmit the ticket. Pertinent details as stated in the image(s) below will be provided. Once "Submit" is clicked, a ticket number will be assigned to the Destroyed Marks ticket and will expire the same day the original locate request expires. It should be noted that Destroyed Marks requests CANNOT be Updated.

Excavator Information

Phone: 336-336-0359 | Caller Type: Other
 Company: RTE TESTING AND CO
 Caller: WENDY FISHER | Alt Phone: 336-855-5760
 Address: GATE CITY BLVD
 Zip: 27407 | City: GREENSBORO | ST: NC
 Email: RTEHELP@NCR11.ORG

Location Information

County: GUILFORD
 Place: GREENSBORO
 Subdivision: SUBDIVISION
 Lot: LOT | Posted: No
 Street: 1024-1014 WILEY LEWIS RD
 Cross Street 1: LAGRANGE DR
 Cross Street 2: CROSS STREET 2
 [Map Lookup]

Mapping

Basemap
 Home | Suggest | Pins | Places
 Buffer: 250 feet
 Find: Street | Intersection | Between
 Highlight: Street | Cross Street 1 | Cross Street 2
 Zoom: Lookup | Draw | White Line | Bulls | Measure | Pins | Ident | Highlight
 Clear: Lookup | Draw | White Line | Bulls | Measure | Pins | Ident | Highlight
 LOMS: Create

Contact Info

Site Contact: WENDY FISHER | Phone: 336-555-5555
 Sub Contractor: SUB CONTRACTOR | Phone: PHONE
 Work Date: 01/09/2026 02:23 PM | LEGAL | NOW | EMER | RUSH
 Legal Date: 01/15/2026 12:00 AM | Update By: 02/06/2026 11:59 PM
 Good Thru: 02/11/2026 11:59 PM

Remarks

ENTER REMARKS OR ADDITIONAL COMMENTS

In-House Comments

IN-HOUSE COMMENTS (THIS FIELD IS NOT DELIVERED TO MEMBER UTILITIES OR SEEN BY REMOTE USERS)

Member Information

Code/A	Name	Resp	Facility Types
ATT01	ATT/T (TRANSMISSION)		communication
ATT312*	ATT/D (DISTRIBUTION)		communication
UPL09*	DUKE ENERGY		electric
MCI01	VERIZON		communication
PNG01*	PIEDMONT NATURAL GAS COMPANY		gas

Location/State Info *

LOCATE THE UTILITY RIGHT OF WAY FROM 1024 TO 1014 ON BOTH SIDES OF THE ROAD. EXCAVATION AREA WILL BE MARKED WITH WHITE PAINT, FLAGS, OR STAKES.

Blast? No | Boring? Yes | RR? Yes | White? Yes

Does the excavation size meet the state requirement of the lesser of a distance of 5 parcels with addresses or 1/4 mile? *

Duration: 1 DAY
 Work Type: DESTROYED MARKS
 Done for: NCDOT

Submit

Success

Ticket submitted successfully: 2600900004-000

OK

View / Printing a Request

[View](#) [New](#) [Rxxmit](#) [3 Hour](#)

To VIEW a ticket start by clicking INQUIRE. In the Inquire Ticket window, enter the ticket number to be viewed, click OK. If revisions are shown, select the original ticket or desired revision (Retransmit, Canceled, or 3-Hour notices which are assigned a 3-digit revision number, e.g., 2535700004-001), then click VIEW to open the ticket. View Ticket will display in TEXT format (default) and include all Ticket Details, a Map link, Delivery and Response Information (next page). You can display this information in several formats. To view available formats, click the down arrow next to the TEXT field to see a list of available options.

Figure showing view of Ticket Details including Map link in Text format (default format)

View Ticket

TEXT

NCOC 12/23/25 11:15:45 2535700004-000 NORM NEW LREQ
North Carolina 811
Ticket : 2535700004-000 Date: 12/23/25 Time: 11:15:45
State: NC Cnty: GUILFORD Place: GREENSBORO
Subdivision: Lot:
Address: 120 EISENHOWER DR
Cross 1: S ELM EUGENE ST
Cross 2:
Location: LOCATE WITHIN 3 FULL WORKING DAYS OF LEGAL DATE
LOCATE ENTIRE FRONT OF PROPERTY
Work type: TEST
Work date: 01/01/26 00:00 Hours notice: Priority: NORM
Good thru: 01/28/26 23:59 Update by: 01/23/26 23:59
Blasting: No Boring: No Railroad: No White Lining: No Emergency: No
Duration: test Done for: TEST
Company : NORTH CAROLINA 811 INC Type: OTHR
Co addr : 5009 HIGH POINT RD
City : GREENSBORO State: NC Zip: 27406
Caller : LESLEY BROUILLARD Phone: 336-854-8597
Contact : LESLEY BROUILLARD Phone: 336-854-8597
Email : LESLEY@NC811.ORG
Notes : TEST
Members: ATT312* DPC09* GS002* PNG01* TWC04*
Submitted date: 12/23/25 Time: 11:15:45
Map: https://test.centerlogix.org/api/ticket/basemap_image/ncocc/2535700004/000

TEXT

HTML
JSON
SMS
TEXT
VPC
XML

State: NC Cnty: GUILFORD Place: GREENSBORO
Subdivision: Lot:

View / Printing a Request

[View](#) [New](#) [Rxmit](#) [3 Hour](#)

To print the ticket, click the **Print** button. To copy the ticket, click the **Copy** button. To close the full view, click the **Exit** button.

Figure showing Delivery and Response Information. In the Delivery Information section, the status “Resolved” indicates that the ticket was delivered to the members at the specified Resolved At date and time.

Delivery Information

Member Code▼	Status	Resolved At
email_confirm	Resolved	11/06/2025, 11:26 AM
DPC14*	Resolved	11/06/2025, 11:26 AM
PSG01	Resolved	11/06/2025, 11:26 AM
WMC01*	Resolved	11/06/2025, 11:26 AM

Response Information

Revision	Member Code▼	Responded At	Code	Facility Type
000	CIS04	10/20/2025, 11:32 AM	10	communication
000	COD01	10/20/2025, 09:36 AM	10	water
000	DPC14*	10/27/2025, 03:50 PM	20	electric
001	DPC14*	10/29/2025, 02:27 PM	20	electric
000	GFI04*	10/20/2025, 06:30 PM	30	communication
000	GFI04*	10/27/2025, 03:49 PM	10	communication
000	GTE03*	10/20/2025, 09:02 PM	30	communication
000	GTE03*	10/27/2025, 03:50 PM	10	communication
000	NST01*	10/15/2025, 12:35 PM	10	communication
000	PAL01*	10/20/2025, 06:35 PM	32	communication
000	PAL01*	10/27/2025, 03:55 PM	10	communication
000	PSG01	10/16/2025, 11:55 AM	20	gas
001	PSG01	10/29/2025, 12:35 PM	20	gas
002	PSG01	11/06/2025, 11:49 AM	20	gas
000	TWC02*	10/20/2025, 04:57 PM	30	communication
000	TWC02*	10/27/2025, 03:50 PM	10	communication
000	TWC02*	10/27/2025, 03:55 PM	10	communication
001	WMC01*	10/29/2025, 02:27 PM	10	electric

Print

Copy

Exit

*For more Positive Response details, including a listing of NC811 member responses, visit <https://nc811.org/Positive-Response/>.

Intercept Code / Add Member / Report Damage

Intercept Code

On occasion, certain areas of North Carolina may show no member operators to notify. This occurs when none of our member utilities have chosen to receive notifications for the work area drawn on the map. When this happens, clicking **Get Members** will return an empty Member Information section. If no members are listed, simply click **Submit** to proceed with submitting the locate request as usual. A ticket number will still be created, providing the necessary documentation for both the excavator and NC811.

Note: If you believe member utilities should be notified for the work area, please contact NC811 at 1-800-632-4949 and a Customer Service Representative will be happy to assist you.



Member Information		
Get Members Mbr Info		
Code	Name	Type
Submit		

Request to Add a Member Facility Operator

Always review the listing of facility operators being notified of your locate request.

In the event a member facility operator was not notified, and it is known that underground facilities exist within the specific area of excavation, you may request the member facility operator be added to the locate request.

- Contact NC811 at **1-800-632-4949** Monday through Friday from 7:00 a.m. to 6:00 p.m. and speak with a Customer Service Representative (CSR).
- State to the CSR that you are requesting a member(s) to be added to an active ticket.
- Provide the active ticket number to the CSR, and state the name of the NC811 member facility operator(s) needing to be added to the locate request.

As a reminder, all non-member facility owners must be contacted directly by the excavator.

Report a Damage

NC State law requires an excavator to contact NC811 directly and the affected facility operator, if known, in the event the excavation results in any damage to a facility. NC811 does not have the authority to determine who caused the damage. Determination of fault is handled between the excavator and the facility owner who experienced the damage.

To report a damage, call NC811 at 811 (within NC) or **1-800-632-4949** and speak with a Customer Service Representatives (CSR) who will create and process a Damage notification which will be sent to all the affected member facility owner having the damage, to include all surrounding member facility operators as a precautionary measure. Anyone, even the general public, can report a damage.

Important to remember: **A Report of Damage is not a locate request.** A damage request is simply advising the member facility owner a damage has occurred. The damage request cannot be used to request underground facilities to be located.

Positive Response

Positive Response will allow the member to post a response regarding the status of the locate request. Members must provide and post a response within three full working days, not including the day the notice was given. In the event the member fails to post a response, in Center Logix the ticket will simply reflect no response status for all non-participants.

The excavator is required by law to check the status of the locate request prior to the start of the excavation.

The excavator is responsible for accessing the Positive Response system to review the members responses and all affected facilities have been marked appropriately.

How to check the +Response status

- **Option #1**

Within the Ticket Entry application, INQUIRE the ticket revision and select VIEW. Scroll to the bottom of the ticket text to preview the listing of the notified member(s) and their responses across all revisions.

- **Option #2**

Visit www.nc811.org and select Positive Response under *Apps & Tools*. On the Dig Logix Action page, click Check Positive Response Status. In the Center dropdown, select NC, enter the ticket number, and click Continue to view responses across all revisions.

Member Response Codes

Code 10	No conflict, utility is outside of stated work area
Code 20	Marked
Code 30	Not complete
Code 32	Locate not complete, additional communication with the excavator required. Unable to contact the excavator
Code 40	Could not gain access to property, locator will contact excavator
Code 45	Railroad Facility Not Marked. Any excavation, access, construction, or installations on railroad property require appropriate railroad permits from railroad owner/operator
Code 50	Critical facility not marked, The utility owner or their designated representative have contacted the excavator and have agreed to a period that an owner representative must be present during excavation to identify the unmarked facility and/or monitor the excavation
Code 55	Critical facility marked. The utility owner or their designated representative have contacted the excavator and have agreed that an owner representative must be present during excavation
Code 60	Locator and excavator agreed and documented marking schedule
Code 70	Excavator completed work prior to due date
Code 80	Member's Master Contractor is responsible for locating facilities
Code 100	Location request denied due to Homeland Security Concern. Member utility operator needs to confirm legitimacy of the proposed excavation and may need additional information.
Code 110	Subaqueous Facilities Present. Member utility owner will locate facilities within 10 full working days
Code 888	Extraordinary Circumstances Exist. Member utility owner unable to complete location request until <i>(Date/Time)</i>
Code 999	Member has not responded by the required time

**Note: System-generated code indicating the member did not submit a positive response by the required time. This code is automatically generated by our system and is not posted by the member. The 999 response may appear in Dig Logix response information but does not currently display in Center Logix.*

Code 90	SURVEY DESIGN REQUEST - Facility Has been Marked in the Field
Code 92	SURVEY DESIGN REQUEST - No Facilities in the Area
Code 94	SURVEY DESIGN REQUEST - Facility Records Provided
Code 98	SURVEY DESIGN REQUEST - Access to Facility Records Provided

Training Manual Revision Log

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