The portal is the “one stop shop” for all aspects of a locate notice. Levels: The portal offers different levels within the system to best meet the user’s needs. Level 2 (Basic) allows users to enter normal and update notices as well as complete all positive response requirements. For any notice submitted by 5:00 pm on a business day, a notice number will be received that same day. For experienced Level 2 users, upgrading to Level 3 is a smooth transition with additional training. In Level 3, users are required to map out the locate notice, but a notice number is generated immediately when the notice is submitted. Level 3 Plus bridges the gap between remote users and the portal. Level 3 Plus users can process multiple notice types and secondary actions, and notice numbers are generated immediately.

Positive Response: The portal allows users quick and easy access to the status of a locate, eliminating the hold time associated with calling to check Positive Response. Filtering Your Notices: The portal allows users to find and view all notices that they have entered or those notices processed by their company. Reports: Reports allow for easy navigation across the life stages of a notice and provide users an overall view of positive response. Users can view notices that are awaiting a number response, notices that the excavator needs to check for positive response, and active notices that need to be closed.

Linking Accounts: The portal lets you to link accounts within a company. This allows one person to submit a locate, another person to check positive response and another to close out the notice. There is no need to share accounts and passwords.

Mobile App: SC811 offers a free Android and iOS app. The app is a rapid resource for information and systems most needed in the field. Features include locate notice entry, checking and updating positive response, using the damage reporting tool, member lists, South Carolina law, and a variety of other beneficial tools and resources. Visit the Google Playstore or iTunes to download the app, or scan the appropriate QR code below to download the app directly.

Beginning your Excavation Project

How do I protect the marks?
- If the excavation work compromises the markings, consider placing off-set marks. Inform the crew about off-set marks or other relevant information about the location of the facilities.
- Keep the area around the marks clean. Do not place building materials or spoil piles on the marks.
- Avoid driving over the marks, especially with heavy machinery to avoid damaging underground facilities or compromising the marks.
- If the marks are no longer visible, call SC811 for a re-mark.

Can I dig in the Tolerance Zone?
- Hand digging, pot holing, soft digging, vacuum excavating or other similar method of digging is allowed in the Tolerance Zone, but proceed with caution.
- Mechanized equipment is not allowed in the Tolerance Zone, until the precise location of the facility is visually identified or that there is visual confirmation of no facility up to the depth of excavation. Reasonable precautions must also be taken to avoid weakening the structure of the facility.
- Mechanized equipment may be used in the initial penetration and removal of the pavement.
- For parallel excavation in the tolerance zone, the facility must be identified at least every 50 feet.

What if I expose an unmarked facility?
- Treat all facilities like they are live.
- Follow your normal protocol for excavation.

Positive Response

What is 360 Positive Response?
- 360 Positive Response is an automated information system that allows excavators, locators, and operators to track the status of a locate request until the excavation is complete.

Why do I need to check Positive Response?
- It is required by law.
- It shows who has underground facilities located in the area of excavation.
- It shows the reason why a facility has not been located (i.e. the locator cannot access the property, etc.)

When must I check Positive Response?
- Before excavation begins. Verify that the marks on the ground match the Positive Response codes.

What if a utility doesn’t respond in Positive Response?
- The following (3) scenarios require an additional call or click to SC811 before the excavation or demolition can begin.
- If a utility simply doesn’t respond in Positive Response and the code defaults to a 999 (Member has not responded in required time), the excavator can submit a “no show” ticket. The operator will have 3 hours from time of call to mark the facility.
- If a utility responds with any code other than marked, but there are indications of a facility in the area, the excavator may request a “no show”. If a utility responds with a marked code (20), but there are no signs of markings, the excavator may request a “closed” ticket.
- Close out the notice in Positive Response. Note: Once the notice is closed, digging can no longer take place at the site. If additional excavation work is needed, a new locate must be submitted.

Sample screen showing the status of a locate request in the SC811 Portal.
Frequently Asked Questions

If I'm a sub-contractor, do I have to get my own ticket, or can I work under the general contractor’s locate ticket?

- SC811 recommends that all excavators request their own locate notices.

What do I do if I damage an underground facility while excavating?

- Notify SC811 and the facility owner to inspect and repair - no matter how small the damage. If the damage poses a danger for employees or the public, call 911 and evacuate the area immediately. Submit a damage form online at sc811.com/damage.

Who is liable if excavation is started after the required wait time expires, but before all locates were completed and a damage occurs?

- SC811 cannot advise on liability issues and recommends that excavators obtain legal advice from their own attorneys.

What is the definition of excavation?

- Excavation is an operation for the purpose of movement or removal of earth, rock, or other materials in or on the ground by use of mechanized equipment or by discharge of explosives and including augering, backfilling, digging, ditching, drilling, well drilling, grading, plowing-in, pulling-in, ripping, scraping, trenching, and tunneling.

APWA UNIFORM COLOR CODE

For Marking

UNDERGROUND UTILITY LINES

<table>
<thead>
<tr>
<th>Proposed Excavation</th>
<th>Gas, Oil, Steam, Petroleum or Gaseous Materials</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temporary Survey Markings</td>
<td>Potable Water</td>
</tr>
<tr>
<td>Electric Power Lines, Cables, Conduit, and Lighting Cables</td>
<td>Reclaimed Water, Irrigation, and Slurry Lines</td>
</tr>
<tr>
<td>Communication, Alarm, or Signal Lines, Cables, or Conduit</td>
<td>Sewer and Drain Lines</td>
</tr>
</tbody>
</table>

Excavation Date Activities

- Verify that you are working under a current locate notice. A valid notice is less than 15 business days old. If the notice is expired, request a new notice and wait 3 full business days before digging.

- Check Positive Response to verify that all operators have responded with a closed code before you begin excavating.

- Even when locate marks are present at your work site, you are required to check Positive Response. Every job. Every locate notice.

- Did any utilities not respond? If so, contact 811 to request a “no show”.

- Are marks visible for utilities listed as “marked”? If not, request a “remark.”

- Before digging, walk the site. Note the marks and document with photos, if possible.

- Observe Tolerance Zone (24 inches from the outer edge of either side of exterior of marked utility).

- Take extra precautions to protect utilities (hand digging, vacuum excavation, etc.)

- Never assume facility depth.

- Use a spotter when using mechanized equipment in the tolerance zone.

- The color of the pipe does NOT tell you the kind of utility. Check the paint and flag colors.

- Update your notice by the 12th working day if work will continue beyond the end of the 15th working day. Updating your notice will extend the life of the ticket for an additional 15 working days.

- After work is completed, close out your locate notice in Positive Response.

Additional Training Information

To access training videos or to schedule a free on-site training for your crew, visit the SC811 Academy at www.sc811.com/academy.