What is South Carolina 811?

South Carolina 811 is the state's centralized one call center that notifies facility owners of underground utilities about a planned excavation. SC811 does not physically mark the underground utility lines, but notifies the member facility operators and they are responsible for having the lines located.

With more utility companies delivering power, water, telephone, sewer, cable and gas services underground, digging can quickly turn into a dangerous situation. The best way to protect yourself and others is by notifying 811. A call or click to 811 is ***fast, free, and it's the law!***

When Do I Notify SC811?

Every digging project, large or small, requires a call or click to 811 three to twelve working days before digging. Common examples of when to notify 811 include:

- Installing a mailbox or fence
- Planting trees or shrubbery
- Building a deck or patio
- Excavating a new garden area

DID YOU KNOW?

An underground utility line is damaged every 9 minutes because a call to 811 is not made before digging.

Don't be a statistic - Notify 811 before you dig!

FAQ

Q: Why is my yard marked with paint and/or flags but I did not request a locate notice?
A: Utilities mark the lines they install and maintain. In addition, they could also have easements on your property. An up to date survey of your property would show where they are. Other contractors could also be doing work nearby.
Q: Did 811 mark my yard?
A: No. Only utility locators who work for or with the utility companies mark the property. SC811 is communication resource for damage prevention of underground infrastructure, dedicated to the education, success, and safety of our stakeholders and the public.
Q: I am a homeowner who hired a company to do work for me. Who should call in the notice?
A: The company or person who is doing the actual excavation work should be the one calling in or doing the locate request.

811 Know what's **below.** **Call** before you dig.

Follow us on these social media platforms

South Carolina 811

@SC_811

@southcarolina811

Homeowner's Guide To Safe Digging

South 811 Carolina

5 Steps to Safer Digging

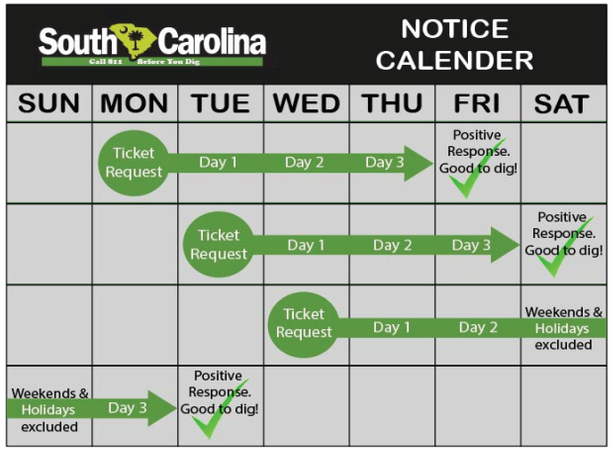
Step 1 – Request a Locate

The fastest and easiest way to make your locate request is by entering a **Homeowner Ticket** online at *https://exactix.sc811.com.* This online form requires the same information that is asked when a call is made to 811.

Once the form is submitted, a customer service representative verifies the request and sends the information to the utility companies in the area. You will receive an email confirming that the locate request was processed. Keep this email to reference later.

Step 2 - Wait the Required Amount of Time

Notice must be provided 3-full business days prior to digging. Keep in mind this excludes the day of notice, weekends and holidays.



For weekend digging projects, notify SC811 by the Tuesday before the project begins.

Step 3 - Know When to Dig: Check Positive Response

Facility operators will mark their lines around the dig site using the *APWA Uniform Color Code* below. **

- WHITE - Proposed Excavation
- PINK - Temporary Survey Markings
- RED - Electric Power Lines, Cables, Conduit, and Lighting Cables
- YELLOW - Gas, Oil, Petroleum, or Gaseous Materials
- ORANGE - Communication, Alarm, or Signal Lines, Cables or Conduit
- BLUE - Potable Water
- PURPLE - Reclaimed Water, Irrigation and Slurry Lines
- GREEN - Sewer and Drain Lines

Before digging, South Carolina law requires that you check **Positive Response** with SC811 to verify that all utilities have marked their lines. A link to Positive Response is provided in the email confirmation you receive from SC811. The presence of all green check marks confirms that each company has responded and digging can begin!

Member	Facility
Anderson County Wastewater Department	Sewer
Charter	Cable
Powdersville Water District	Water
Duke Energy - DPCZ02	Electric
Fort Hill Natural Gas - FTHZ63	Gas
AT&T/D - BSZT29	Phone

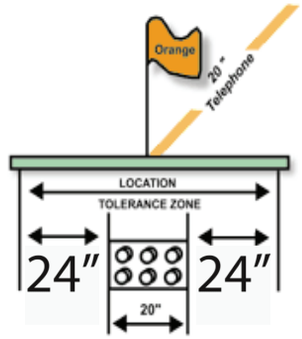
***Facility operators only mark lines they install and maintain, which does not include privately owned lines like water and sewer installed by a plumber or electric lines to a detached garage.*

Step 4 – Respect the Marks

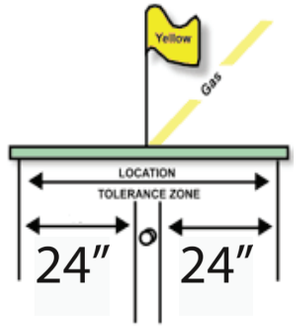
Keep your marks intact throughout the project and call for a re-mark if the marks are destroyed by weather or another company.

Step 5– Dig Carefully

Keep the **Tolerance Zone** in mind. The tolerance zone is 24 inches on either side of the utility mark plus ½ the diameter of the facility. Only hand digging, no mechanized equipment, is allowed within the tolerance zone until the precise location of the lines are visually identified or there is visual confirmation that no lines are present up to the depth of excavation. If a line is damaged, nicked or cut, notify the utility operator and submit a damage record at *https://exactix.sc811.com/projects/list.*



LARGE PIPE OR MULTIPLE DUCTS



SMALL PIPE OR CABLE

When your project is complete, don't forget the final step; notify 811 that all work is done to close your ticket!