



Primary Locate Notices:

These notice types are not serviced the day that they are entered into the system. Locators mark starting the following working day (except for Emergency Notices*).

NORMAL

This is the most used locate notice when excavation work is taking place. The South Carolina state law requires a 3 full working day notice excluding the day the notice is entered, weekends and holidays to respond. It may be scheduled up to 12 full working days in advance.

Update: Update on the 12th working day and expires on the 15th full working day

Positive Response: Yes

EMERGENCY

This locate notice is processed when the excavation work taking place is a sudden or unforeseen event involving a clear and imminent danger to life, health, or property; the interruption of essential utility services; or the blockage of transportation facilities, including highway, rail, water, and air, which require immediate action. The work date and time on an Emergency is set for the current date and time the emergency is processed. *There is not a specified time for the lines to be marked. It is up to the Member Operators as to how soon they can respond to mark the area.

Update: There is no update date on this notice type.

Positive Response: Yes

DESIGN

This type of notice is a non-excavation notice and does not cover any excavation work. On Design notice, The South Carolina state law requires a 15 full working day notice excluding the day the notice is entered, weekends and holidays to respond. A normal locate notice must be called in before any excavation work takes place.

Update: There is no update date on this notice type.

Positive Response: Yes

SUBAQUEOUS

This type of notice is used when the excavation work taking place is located under a body of water; including rivers, streams, lakes, waterways, swamps and bogs. The South Carolina state law requires a 10 full working day notice excluding the day the notice is entered, weekends and holidays to respond. Subaqueous notices may be scheduled up to 20 full working days in advance. On subaqueous notices, the tolerance zone is 15ft out either side of an indicated facility.

Update: Update on the 12th working day and expires on the 15th full working day

Positive Response: Yes



EMERGENCY SUBAQUEOUS

This locate notice is processed when the excavation work taking place is a sudden or unforeseen event involving a clear and imminent danger to life, health, or property; the interruption of essential utility services; or the blockage of transportation facilities, including highway, rail, water, and air, which require immediate action. The for Emerg-Subaqueous the work must be taking place under a body of water such as a river, stream, creek, swamp, bog, ocean, lake, pond, etc. The work date and time on an Emergency is set for the current date and time the emergency is processed. There is not a specified time for the lines to be marked. It is up to the Member Operators as to how soon they can respond to mark the area.

Update: Update on the 12th working day and expires on the 15th full working day

Positive Response: Yes

VOID

Void is used when reviewing a locate notice that was entered through the portal that SC811 cannot process. This notice must be re-entered by the caller either by calling the center (dial 811) or re-entering it on the portal.

Update: No actions can be taken on this locate notice

Positive Response: No

Notice Functions:

These are actions that can be taken on existing locate notices.

NO SHOW

This function is used when a member operator has not responded within the working days per Positive Response. The member operators have 3 hours to respond from time a 'No Show' is processed. If a member operator has responded with 'No Conflict' or 'Not in the Area of Excavation' and there are indicators of underground facilities such as a pedestal or transformer, a 'No Show' should be processed.

Update: There is no update date on this notice type

Positive Response: Yes

RESEND

This function is used when the locate notice has positive response stating the member operator(s) have marked the area and the crew does not see any markings, the notice can be resent. The resend function can be used if the area was not marked correctly or completely.

Update: There is no update date on this notice type

Positive Response: Yes



UPDATE

This function is used when an existing notice needs to be extended for more excavation time. This action will re-calculate a new 3 full working day notice and extend the notice for an additional 15 working days. Should any information change when updating the notice, a new normal notice will have to be created.

Update: Update on the 12th working day and expires on the 15th full working day

Positive Response: Yes

REMARK

This function is used when the markings have been destroyed by weather, fading or someone else destroyed the marks. Locators have 3 full working days to respond to a remark notice. The system recalculates the new work date and time, as well as the new update and expiration dates. A remark notice can be processed any time in the life of the locate notice.

Update: Update on the 12th working day and expires on the 15th full working day

Positive Response: Yes

CANCEL

This function is used when pertinent information has been changed on an existing locate notice or the job has been cancelled. All Member Operators from the original notice are notified on a cancellation notice. Cancellations can be processed at any time within the 15 full working days.

Update: There is no update date on this notice type

Positive Response: No

Add Service Area

This function is used when a member operator is being added to the notice.

Update: There is no update date on this notice type

Positive Response: No

Additional Info

This function is used for adding a note or comment, that does not change any of the pertinent information (adding directions to the job site, changing site contact information, dogs on site, etc.)

Update: There is no update date on this notice type

Positive Response: No