

DAY-OF-EXCAVATION CHECKLIST

- Verify that you are working under a current locate notice (meaning less than 15 business days old). If your notice is expired, request a new one and wait 3 full business days before digging.
- Check Positive Response to verify that all Operators have responded with a “Closed Code” before excavating, even when locate marks are already present.
- Contact 811 to initiate a “No Show” request in the event that utilities fail to respond by 11:59 pm on the specified ‘Work Date’ listed on the notice.
- Contact 811 to request a “Resend” if a utility has responded with ‘Marked’ and markings appear incomplete, inaccurate, or not visible.
- Walk the site and document marks with photos before digging.
- Observe the Tolerance Zone (24 inches from outer edge of either side of the exterior of marked utility).
- Prepare to protect utilities by hand digging and/or vacuuming.
- Confirm, don’t assume, facility depth.
- Have a spotter for mechanized equipment in Tolerance Zones. This helps prevent accidents or damage by providing an extra set of eyes to watch for potential issues and ensure that the equipment stays within safe boundaries.
- Refer to the paint and flag colors for indication of the type of utility, as the color of the pipe itself is not an indicator.
- If you anticipate that your project will not be completed by the end of the 15th working day as listed on the notice, update your notice by the end of the 12th day.
- Close out your locate notice in Exactix when the work is completed.

APWA UNIFORM COLOR CODE FOR MARKING UNDERGROUND UTILITY

PROPOSED EXCAVATION	GAS-OIL-STEAM	ELECTRIC
TEMPORARY SURVEY MARKINGS	WATER	TELEPHONE & CABLE TV
RECLAIMED WATER	SEWER	

FREQUENTLY ASKED QUESTIONS

DO SUBCONTRACTORS HAVE TO GET THEIR OWN LOCATE TICKETS OR CAN THEY WORK UNDER THE GENERAL CONTRACTOR’S TICKET?

We recommend that all excavators request their own locate notices.

A HOMEOWNER HIRED ME TO DO WORK ON THEIR PROPERTY. WHO SHOULD NOTIFY SOUTH CAROLINA 811?

The company or person who is doing the actual excavation work should always secure a locate notice.

WHAT SHOULD I DO IF I DAMAGE AN UNDERGROUND FACILITY WHILE EXCAVATING?

Notify SC811 and the Facility Owner to inspect and repair, no matter how minimal the damage. If the damage poses a danger for employees or the public, call 911 and evacuate the area immediately. Then contact the facility owner and submit a damage form online at <https://exactix.sc811.com/projects/list>.

WHO IS LIABLE IF EXCAVATION IS STARTED AFTER THE REQUIRED WAIT TIME EXPIRES, BUT BEFORE ALL LOCATES WERE COMPLETED AND A DAMAGE OCCURS?

We cannot advise on liability issues and recommend that excavators obtain legal advice from their own attorneys.

WHAT IS THE DEFINITION OF EXCAVATION?

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

NEED MORE TRAINING?

Visit the In-Person Training page to schedule a free on-site or virtual training presentation for you and your crew at sc811.com/education-outreach/in-person-training/



2025 EXCAVATOR GUIDE

BEFORE YOU DIG

PRE-EXCAVATION

- Contact 811 to request a locate notice 3 to 12 business days before your excavation date.
- Premark the job site in white using paint, stakes, or flags when the area described in the notice can't be clearly and adequately identified.
- Check Positive Response to verify all Operators have responded with a "Closed Code".
- Provide a copy of the locate notice and Positive Response results to your field crew.

EXACTIX

The SC811 Exactix system is your online resource for all aspects of a locate notice. Exactix can be accessed through a computer, tablet, or mobile device.

ROLES

There are two roles available for an Excavator within the online system to meet the user's specific needs: Entry Level and Excavator Web Tickets Plus. Locate requests submitted via the Excavator Web Tickets Plus Role receive immediate ticket numbers and allow processing of Secondary Actions. When submitted via the Entry Level Web Role, locate requests may be reviewed by an associate and can be processed the same or the next business day.

POSITIVE RESPONSE

Users enjoy quick and easy online access to the status of a locate, eliminating the need to call to check Positive Response.

NOTICE FILTERING

Users can find and view all notices entered by them or their company.

REPORTS

Users can access and review reports related to performance, responses, and more.

LINKED ACCOUNTS

Users can link their accounts with their company. This allows different employees to submit locates, check Positive Response, and close out notices without the need to share accounts and passwords.

VISIT TODAY [HTTPS://EXACTIX.SC811.COM](https://exactix.sc811.com)

SAFETY IS IN YOUR HANDS.
EVERY DIG. EVERY TIME.



ABOUT 360 POSITIVE RESPONSE

What is it?

SC811's "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 it?

- It's the law.
- It reveals who has underground facilities located in the area of excavation.
- It explains why a facility may not have been located.

When do I need to check it?

Be sure to check Positive Response before excavation begins.

What if a utility doesn't respond?

There are three steps you can take:

1. If a utility fails to respond, the excavator can submit a "No Show" ticket. The Operator will then have 3 hours to mark the facility.
2. If the excavator disagrees with the response provided by a utility (i.e. there are indications of a facility in the area but the response did not reflect this), the excavator should contact 811 and request the utility be renotified for clarification.
3. If a utility responds with a "Marked" code (20) but there are no signs of markings, the excavator may request a "Resend" ticket.

What do I do when I'm finished?

Close out the notice in Positive Response and end all digging. If additional work is needed, a new locate must be submitted.

NOTES ON DIGGING

PROTECT YOUR MARKS.

- If excavation activities disturb or obscure the locate markings, placing additional offset markings and informing your crew of the utilities' actual positions may help avoid damage.
- Keep the area around your marks clean. That means no building materials or spoil piles should be placed nearby.
- Avoid driving over marks.
- If marks are no longer visible, contact 811 for a "Remark".

MIND THE TOLERANCE ZONE.

- Mechanized equipment is not allowed within the Tolerance Zone, however, it may be used in the initial penetration and removal of pavement.
- Although hand digging, pot holing, soft digging, and vacuum excavating are permitted, be sure to proceed with caution.
- For parallel excavation, the facility must be identified at least every 50 feet.

**IF YOU EXPOSE AN UNMARKED UTILITY
TREAT IT LIKE IT'S LIVE AND
CONTACT 811.**

POSITIVE RESPONSE

Below is a list of "Open and Closed Codes". An "Open Code" indicates that the Member has not yet completed the locate. A "Closed Code" indicates that they have. Once all locates have been completed, excavation can begin. If you expose an unmarked utility, treat it like it's live and enter a Secondary Action to have the facility located.

OPEN CODES

- 30**-Locate not complete - unable to contact excavator
- 31**-Insufficient information - Please call SC811 and provide additional or correct information
- 40**-Locate not complete - Could not gain access to property
- 50**-Critical facility not marked. The utility owner or their designated representative must be present during excavation to identify the unmarked facility and/or monitor the excavation
- 60**-Locator and excavator have agreed and documented marking schedules
- 90**-Subaqueous facilities
10 days to locate or communication required.
- 110**-Extraordinary circumstances. Communication required
- 122**-Design request - meeting required

CLOSED CODES

- 10**-No conflict
- 11**-Member operator not in area of excavation
- 20**-Marked
- 55**-Critical facility 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 marked facility and/or monitor the excavation
- 80**-Facility owner's master contractor is responsible for locating facilities
- 100**-Homeland Security issue. Request denied. Facility owner shall contact excavator
- 120**-Design request - Marked
- 121**-Design request - Facility print provided
- 123**-Design request - Homeland Security issue. Request denied. The facility owner shall contact excavator