



SC811 Contract Locator Package

Thank you for your interest in becoming a member of Palmetto Utility Protection Service, Inc. dba South Carolina 811. Our purpose statement is "Safeguarding South Carolina's tomorrow, One dig at a time." To begin the membership process, you will need to complete, sign, and return all necessary forms to Membership by emailing them to membership@sc811.com.

The Member Application package must be signed by the highest level of operational authority for your organization. The membership form contains the following sections. Please verify that ALL APPLICABLE information is provided to ensure we have the most accurate and up-to-date contact information.

Authorized Representative Contact: This person will be the point of contact for making decisions regarding all items for your membership. It is recommended that this person be a director, operations manager, or superintendent in charge of your company.

Locate Contact: This person will be the main point of contact for any questions regarding all future, pending, and onsite locates.

Billing Contact: Our billing department will use this information to ensure on-time payments with SC811.

Membership Agreement: This ensures all members follow the rules and regulations of the South Carolina Underground Facility Damage Prevention Act, the SC811 Member, and Board Policies. If you have any questions regarding this information or need a copy, email membership@sc811.com to request a copy.

W-9 form: Our W-9 is available upon request.

Here's the step-by-step process for completing your membership:

1. Upon receipt of all required paperwork, we will contact the administrative contact to review any questions concerning your paperwork.
2. Next, we will work with the designated member operator which you will locate on their behalf. This Authorized Representative must sign the bottom of the form acknowledging the application along with your authorized representative's signature to continue.
3. Once we've confirmed with the designated member operator, our system administrator will contact you to set up an activation date. Upon activation, our System Administration will send test tickets to verify that locate requests are being delivered correctly.

If needed, SC811 has a team available to assist you with your membership process. Our team can help answer questions about member and excavator responsibilities in accordance with South Carolina Law.

SC811 Membership Dept

Email: membership@sc811.com

Phone: 800-290-2783 Option 4

Member website: sc811.com/members

Ticket system website: exactix.sc811.com

Membership Contact Information

Name of Organization: _____

Authorized Representative Information

Please provide the contact information of the Authorized Representative of your organization. This person will be responsible for approving and authorizing any administrative changes made to your membership. It is also recommended that an alternate representative is listed.

Authorized Representative Name & Position: _____

Email: _____

Office Phone #: _____

Cell Phone #: _____

Alt Representative's Name & Position: _____

Email: _____

Office Phone #: _____

Cell Phone #: _____

Organization's Headquarters Street Address: _____

City, State, Zip: _____

Office Phone #: _____

Fax #: _____

Locate Contact Information

This contact information will be displayed on all locate notices assigned to your facility. This person will be the point of contact for your organization's pending, current, and future locate notifications.

Locator Contact Name: _____

Email: _____

Office Phone #: _____

Cell Phone #: _____

Alt Locator Contact Name: _____

Email: _____

Office Phone #: _____

Cell Phone #: _____

Member Approval Confirmation

Please provide the contact information for the member operator you will conduct locates for. This person will be the point of contact to approve and authorize your company as its official locator. It is also recommended that an alternate representative is listed.

Company Name: _____

Member Code: _____

Authorized Representative Name & Position: _____

Email: _____

Office Phone #: _____

Cell Phone #: _____

Alt Representative's Name & Position: _____

Email: _____

Office Phone #: _____

Cell Phone #: _____

Member Approval Confirmation cont.

If you locate for multiple operators, please provide the contact information for the member operator you will conduct locates for.

Company Name: _____

Member Code: _____

Authorized Representative Name & Position: _____

Email: _____

Office Phone #: _____

Cell Phone #: _____

Alt Representative's Name & Position: _____

Email: _____

Office Phone #: _____

Cell Phone #: _____

Company Name: _____

Member Code: _____

Authorized Representative Name & Position: _____

Email: _____

Office Phone #: _____

Cell Phone #: _____

Alt Representative's Name & Position: _____

Email: _____

Office Phone #: _____

Cell Phone #: _____

Delivery Rules and Delivery Rule Contact

Your organization must receive locate notifications 24/7, but you may need them sent to different places at different times. For example, you may want all your tickets sent to an email, except you want your design tickets to go to the design contact's email. You can also choose to have more than one destination, so one copy goes to one email and another copy to another email. Please be advised there are extra charges for multiple destinations. Our team can assist if you have a unique situation and are unsure how best to set it up. Please note: If your tickets fail to be delivered to the preferred device, SC811 will attempt to contact your Authorized Representative.

SC811 also provides an optional, automated phone call and/or text message to a number you have designated to be called should you choose this additional option. The telephone number you designate must be answered by a human being who can verify the reception of the notice or manually take the location request information, and a smartphone number must be listed to receive text messages.

The automated voice call contact must be aware of the reason for the call, the times they may receive the automated call and the nature of the information to be given. The auto-call contact must verify they have the information.

Delivery Rules Contact Name: _____

Email address: _____

Office #: _____

Cell Phone #: _____

Alt Delivery Rules Contact Name: _____

Email address: _____

Office Phone #: _____

Cell Phone #: _____

Delivery Rule Information

Note: If the destination address is a phone number, it will be delivered via SMS or Automated Voice Call

Destination address (email, web service url): _____

Additional Delivery Rule Information

Destination Address (email, web service url): _____

Destination Phone # (Optional): _____

Destination Phone # for text messages (Optional): _____

Business Hours and Holiday Schedule

Please indicate your organization's hours of operation.

M: _____ T: _____ W: _____ Th: _____ Fri: _____

Sat: _____ Sun: _____

Does your organization follow State Holiday Schedules? If so, please indicate which holidays your company honors.

New Year's Day	
Martin Luther King, Jr. Day	
Presidents Day	
Confederate Memorial Day	
Memorial Day	
Independence Day	
Labor Day	
Veteran's Day	
Thanksgiving Day	
Day after Thanksgiving	
Christmas Eve	
Christmas Day	
Day after Christmas	

****This is a legal holiday. SC811 will be open, and the 3 full working-day notice will be calculated from the next business day****

SC811 offers free training for new and existing members. The following courses are HIGHLY RECOMMENDED for your organization to review.

Adding Member Responses and Viewing the Member Report Card in

Exactix: <https://app.coursettra.com/4iq/publiccourse/MemberPositiveResponse>

Law and Enforcement: <https://app.coursettra.com/4iq/publiccourse/LawandEnforcement>

Locator Fundamentals: <https://app.coursettra.com/4iq/publiccourse/locatorfundamentals>

New Members: <https://app.coursettra.com/4iq/publiccourse/NewMembers>

Billing Contact Information

New members of SC811 will be quoted based on a lookback of 12 months before their start date. This process will show the number of transmissions within the service area map provided by the member. These quoted amounts will continue until live transmission counts have been established. Members who start in the middle of a year and do not have a full fiscal (July - June) lookback period will have fees containing a combination of current live transmissions plus quoted estimates for the remaining months without history. Please see the examples provided at the end of this letter.

Billing Contact

Please provide contact information for your accounting department and point of contact(s) who oversee billing for your organization.

Billing Street Address: _____

City, State, Zip: _____

Please list the email address to send your SC811 membership invoices to

Email: _____

Please list a point of contact for your billing department. The billing contact is responsible for receiving and processing invoice payments from SC811 and ensuring all payments are up-to-date.

Primary Billing Contact: _____

Email: _____

Office Phone #: _____

Alt Billing Contact: _____

Email: _____

Office Phone #: _____

Member Responsibilities

Member Information and Changes:

It is the responsibility of the Member to notify the SC811 Membership team as soon as possible whenever there is a change to their membership profile, allowing up to 10 business days before any major changes take into effect. Some examples of major changes include the following but are not limited to:

- Switching service providers or contract locators
- Delivery Rule changes
- Significant changes to ownership (acquisitions)
- Membership terminations in lieu of an acquisition or company merge
- Changes in billing information
- Leadership personnel changes
- Company name changes

SC811 must obtain this information immediately to prevent interruption of locate notices or billing. Member profiles and additional documents are sent to the Member by SC811 and should be returned in a timely manner. It is important to have the most up-to-date information on file. If you have any additional information you'd like to update, please submit an update request on our website <https://sc811.com/membership-update-forms/>.

Positive Response

SC811 Positive Response System is established by the one-call notification system to furnish a single point of contact between member operators and excavators to communicate the status of an excavation location request as provided by the member operators. According to the South Carolina Underground Facility Damage Prevention Act members are required to utilize positive response.

Member Responsibilities

- Members must respond to all tickets their company receives.
- Members must enter the response status prior to the work date and time listed on the locate request.
- If there is more than one facility for your organization, ensure ALL assigned facilities enter their respective responses to the locate notice.
- When entering response codes on the web, comments can be entered. Please keep in mind excavators may not hear comments entered if using the automated phone system to check positive response.
- If a response code is changed, the member is responsible for contacting the excavator directly and informing them of the change.
- If a delay code such as codes 50 and 55 is used, the members must contact the excavator directly to make arrangements with the excavator.
- Members are responsible for monitoring their tickets daily to ensure they receive and respond to them on time.
- We encourage our users not to share usernames and passwords.
- It is also recommended that members become familiar with the responsibilities of facility owners as defined in the [SCUFDPA](#) and Membership Policy.

BOARD POLICY: 1027.00

MEMBERSHIP POLICY

References: Palmetto Utility Protection Service Bylaws, Article II, S.C. Code Ann. Section 58-36-50.

Objective: To govern and describe the relationship between SC811 and its members. This policy supplements the relevant statutory provisions and provisions of the SC811 By-Laws.

Background:

Pursuant to Act 48 of 2011, all "Operators" as defined in S.C. Code Section 58-36-20(17) are required to be members of SC811. In addition, S.C. Code Section 58-36-50 establishes requirements for membership of the SC811 Board and includes representatives of organizations or trades that are not Operators. The SC811 By-Laws require that any Board member be a member of SC811 or be employed by an entity that is a member of SC811. This policy provides for Operator and non-Operator members.

01. Procedure:

All members must apply for membership in SC811. The purpose of the application process is to provide SC811 staff with the information necessary to provide notification to the Operator member. The information required for non-Operator members is less extensive.

02. Operator Members Transmission of Notifications:

- a) Operators must provide SC811 with a digital file directly compatible with existing call center software or the ability to be converted to a compatible file format. It shall contain information on the location of their Facilities (see S.C. Code Section 58-36-20(12)) in South Carolina. If the Operator cannot create a shape file, SC811 will provide access to a digital tool they can use to create their facility area.
- b) SC811 will transmit notifications of excavation activity to operator members as required by the S.C. Underground Facility Damage Prevention Act. Specific procedures governing the transmission of notices will be provided to members as part of the application process. Notices will only be provided for excavations in the Operator's facilities.

03. Information required of non-Operator members:

- a) Non-Operator members must provide general company information and a billing contact to SC811.
- b) Non-Operator members are not permitted to receive notifications for purposes other than the protection of underground facilities as provided in the South Carolina

Underground Facility Damage Prevention Act.

- c) SC811 will not transmit notifications to non-Operator members except if an Operator member has designated one to receive notifications pursuant to policies approved by the SC811 Board.

04. Payment by Members to SC811:

- a) Pursuant to S.C. Code Section 58-36-50(D), SC811 is required to "provide a reasonable way of apportioning the cost of operating the notification center among its members." The Board of SC811 has determined that Operator members will pay their share of the operating cost based on the volume of transmissions that they receive and that non-operator members will pay a flat annual fee.
- b) Operator members with more than 570 notifications per year will be billed at a rate determined by the SC811 Board pursuant annually no later than the November Board meeting before the new budget year.
- c) Operator members that have less than 571 but more than 250 notifications per year will be billed a flat rate of \$450.00 per year, which could be adjusted annually no later than the November Board meeting prior to the new budget year. The fee rate may be adjusted annually by the Board of Directors, with any changes taking effect no later than the November Board meeting preceding the new budget year.
- d) Operator members that have 250 or fewer notifications per year will be billed a flat rate of \$250.00 per year. The fee rate may be adjusted annually by the Board of Directors, with any changes taking effect no later than the November Board meeting preceding the new budget year.
- e) Locate Companies contracting for member operators will be billed \$1,200.00 per year.
- f) Non-Operator members will be billed\$ 250.00 per year.

05. Payment Methods and Processing Fees:

- a) Members must submit their membership dues payment through ACH, PayPal, or by check. Payments made via credit card or PayPal will incur processing fees for each transaction. All payments by check must be sent to a secure bank mailbox address provided on the invoice. Please note that any checks mailed to the SC811 office may incur a trip charge fee due to SC811's remote work environment. This could result in delayed payments or additional fees.
- b) Any payments over 90 days (3 months) late will receive an automatic charge of \$50 or .05%, whichever is greater.

06. Fees for Repeated Lack of Response to Locate Notifications:

- a) Members who repeatedly fail to respond to locate notifications may incur additional fees. These fees may be added to the member's annual fiscal invoice and will be issued based on their chosen billing cycle. The fee rate may be adjusted annually by the Board of Directors, with any changes taking effect no later than the November Board meeting preceding the new budget year.
- b) The allocation of these funds into escrow is designated for the specific purpose of directing resources towards training and educational initiatives.

DATE APPROVED: 5/20/2024

Link Sargent

BOARD SECRETARY

Membership Agreement

The undersigned hereby applies for admission as a member of South Carolina 811 or SC811. SC811, located at 810 Dutch Square Blvd., Columbia, SC 29210, and, in connection therewith, covenants and agrees when accepted as a Participating Member:

1. To participate actively in the work of SC811 to end that (a) SC811 operating policies, plans, and procedures can be coordinated with those of the applicant and (b) SC811 can provide maximum effectiveness and efficiency in the communications service, which the applicant seeks in becoming a Member.
2. To promptly pay the membership charges as determined by the SC811 within 30 days of the invoice date.
3. To waive and disclaim, and the applicant hereby does waive and disclaim, any and all claims for damages arising solely out of the operation of the communications service to be provided by SC811, including claims for damage resulting from negligence in the operation of said communications service by SC811, its agents, servants, or employees from and after the date of applicant's acceptance as a member.
4. To adhere to and abide by the South Carolina Underground Facility Damage Prevention Act, by-laws, membership, and operating procedures set by SC811 and the Board of Directors.

Organization Name: _____

I, _____, represent and warrant that I am legally authorized to execute this application and bind the organization to the above covenants and agreements. By my signature, I do so bind the organization, and SC811 can justifiably rely on these representations and warranties in accepting the organization as a Member.

Contract Locator Signature: _____

Date: _____

Designated Member Signature: _____

Date: _____

Designated Member Signature: _____

Date: _____