



M-User Membership 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.

As an M-User, you gain exclusive privileges to process Design locate notices, which are essential for planning, ensuring safety, and maximizing excavation projects' efficiency. M-Users can fully submit these notices or map the area to view the associated service area without submitting a ticket.

M-User membership benefits include:

- Access to Exactix with unlimited users.
- Support from SC811 regarding the entry of Design locate Notices.
- Training resources to keep you informed of best practices.

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.

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 authorized representative to review any questions concerning your paperwork.
2. Complete the **MANDATORY** M-User training, which you can find by clicking the link here: [Coursettra SC811 M-User Training Course](#)
3. Next, our billing department will reach out to you to confirm your billing contact information and setup recurring payments.
4. Once our billing department has confirmed billing and payments, we will upload your company information to our system.

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 #: _____

Additional Personnel Information

If you have any additional personnel within your company that require access, please provide their information below.

Name: _____

Email: _____

Office Phone #: _____

Cell Phone #: _____

Name: _____

Email: _____

Office Phone #: _____

Cell Phone #: _____

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:

- 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

- For best practices and information regarding design locate notices and positive response protocols can be found in our excavator Manual available on our website on our 'Excavators' page under 'Additional Resources'
- Individuals entering design locate notices are responsible for checking the positive response system to ensure all member operators have responded within the required timeframe before commencing design work.
- Upon completion of the design work, individuals are responsible for closing out the locate notices.
- It is important to note that while design locate notices are for planning and design and do not include any excavation or physical ground disturbance. If work does include excavation activities, a separate, normal locate notice must be entered outside of the design notice.
- 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

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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.

Signature: _____

Date: _____