

What is SC811?

**IT'S FAST. IT'S FREE.
IT'S THE LAW.**

South Carolina 811 is the state's one-call notification center designed to prevent damage to underground utility lines. Homeowners, Excavators, and Contractors can contact SC811 before digging to have underground facilities marked at no cost.

When Should I Contact

Every digging project, no matter the size, requires contacting SC811 at least three to twelve business days before you start. Common projects that need a locate request include:

For Homeowners

- Installing a mailbox or fence
- Planting trees, shrubs, or other landscaping
- Building a deck, patio, or walkway

For Contractors/Excavators

- Trenching for utilities or irrigation
- Road or driveway construction
- Site preparation for new buildings
- Installing pipelines, cables, or drainage

Did You Know?

Even shallow digging can hit gas, electric, water, or cable lines. Contact SC811 first to stay safe and avoid costly repairs.

FAQ?

Do I have to be on-site when the utility companies mark the underground utilities?

No. You do not need to be on-site, as long as the utility companies have access to the property.

I requested that my entire property be marked, but there are only marks in the front. What should I do?

If you believe the utility company may have missed some utilities, please contact SC811 for assistance. Keep in mind that utility companies will only mark public utilities they have installed and maintained. Private facilities are the homeowner's responsibility.

Do I have to show where the proposed worksite is?

It is helpful to the locators, especially if the worksite is large, and digging will only take place in a small portion of the location. Marking the proposed worksite in white also helps when the work location cannot be accurately described in one ticket.



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

Quick Reference Guide



Contact 811 Before You Dig. It's the Law.











Essential Digging Steps

- 1 Contact SC811** - Submit your locate request online (sc811.com), or by calling 811.
- 2 Wait for Marks** - Locators have 3 full business days excluding the day you requested your notice, weekends, and holidays to respond.
- 3 Check Positive Response** - Before digging, confirm that all Member Operators have responded to your notice. This ensures you know the location of all underground utilities on your property.
- 4 Dig Safely** - Respect the marks and use proper digging techniques.
- 5 Close Locate Request** - When all excavation is complete, make sure to close out the notice by marking the ticket as complete online or by notifying SC811.

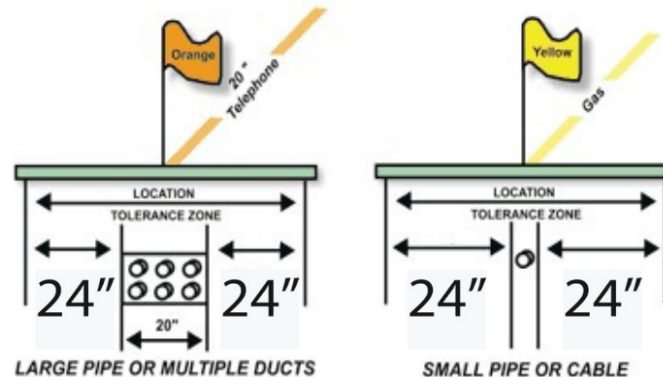
APWA Uniform Color Code

For Marking Underground Utility Lines

	Proposed Excavation
	Temporary Survey Markings
	Reclaimed Water
	Gas, Oil, Petroleum, or Gaseous Materials
	Potable Water
	Sewer and Drain
	Electric Power Lines, Cables, Conduit, and Lighting Cables
	Communication, Alarm, or Signal Lines, Cables or Conduit

Tolerance Zone

The Tolerance Zone is 24 inches on either side of the utility marks + 1/2 the width of the facility.



Only hand or soft digging is allowed in the Tolerance Zone.



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Helpful Information

Private Utility Lines

- Utility companies mark only what they installed and maintain.
- Lines beyond the meter or on private property may not be marked.
- A private locator is needed to identify these lines.

If You Damage a Line

- Stop work immediately.
- In case of emergency, call 911.
- Notify the utility owner.
- Contact SC811 to file a damage report.

Stay Connected

- Website: sc811.com
- Chat available in Exactix
- Phone 811 or 1 (888) 721-7877

IF YOU'D LIKE TO REPORT A VIOLATION OR HAVE QUESTIONS REGARDING VIOLATIONS, CONTACT ENFORCEMENT@SC811.COM

