

Note to homeowners:

In some instances a utility company may not locate the facilities on your property because some are considered to be customer owned. This happens most often with water and sewer laterals (those lines running from the meter to your house). Others include, but may not be limited to, lines for outside lighting, invisible fencing, irrigation systems, and fuel lines.

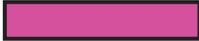
If you notice paint or flags in your yard and you didn't call North Carolina 811, it is possible that a request to locate was made because a utility or contractor will be working in the easement on or near your property.

Your ticket is good for 15 working days from the day it's created. If you will not be finished with your work within 15 working days, make sure you call North Carolina 811 again to update it, but you must wait until the 12th working day to do so.

According to the North Carolina Underground Utility Safety and Damage Prevention Act, homeowners are exempt from notifying utilities unless excavating in utility easement or right-of-way. Therefore, the most important questions you can ask yourself before exercising your right to this exemption is: "Do I know, beyond a shadow of a doubt, if I have an easement or right-of-way with buried utilities on my property and, if so, where are they?"

Know the codes, the Color Codes

APWA UNIFORM COLOR CODE FOR MARKING UNDERGROUND UTILITY LINES

	PROPOSED EXCAVATION
	TEMPORARY SURVEY MARKINGS
	ELECTRIC POWER LINES, CABLES, CONDUIT AND LIGHTING CABLES
	GAS, OIL, STEAM, PETROLEUM OR GASEOUS MATERIALS
	COMMUNICATION, ALARM OR SIGNAL LINES, CABLES OR CONDUIT
	POTABLE WATER
	RECLAIMED WATER, IRRIGATION AND SLURRY LINES
	SEWER AND DRAIN LINES

Dial 811 before you dig.

Need the status of a locate? 1-877-632-5050



Give Single Address Ticket a Try

North Carolina 811, Inc. is pleased to announce an easy online location request application for non-emergency, single address locates. Homeowners can enter requests to have underground utility lines marked at a single address. The form is designed for simple requests only and should not be used for multiple addresses, complicated locates or intersections. The Single Address Ticket program also may not be used for emergency locate requests.

How to Get It

The Single Address Ticket application can be found on the North Carolina 811, Inc. website at www.nc811.org. It is also part of the NC811 App for Android, iOS & Amazon smart devices.



Protect What Really Matters



A Homeowner's Guide to Safe Digging

**Know what's below.
Call before you dig.**



Today, more and more of the utility companies that supply your home with power, telephone, and cable television services are delivering those services underground; not to mention that gas, water and sewer have always been provided that way. It's also possible that these buried service lines are close to the surface, which makes digging a dangerous proposition. It may be surprising, but damage to buried utility lines can occur when doing typical home improvement projects such as putting up a fence, mailbox post or swing set; building a deck or room addition; or planting a garden, trees or shrubbery. If you're beginning a home improvement project that requires digging or adjusting the grade of your property, you can find out where utility owned lines are buried on your property with a free call to North Carolina 811.

State law requires that you give North Carolina 811 a three full working day notice, which excludes weekends and

holidays, before your digging begins. To reach us, call either of our toll-free numbers: 811 or 1-800-632-4949. During your call, you will be asked a series of questions designed to help pinpoint the location of your project. At the call's conclusion you will be given a verbal list of the utility companies being notified that will come out free of charge and locate their facilities. You will also be given a ticket number that references your request. Every listed utility may not have buried facilities on your property, but are in the vicinity of it. Also, every utility is not a member with North Carolina 811 and you should notify any you are aware of that are not listed. You may want to write down the names of the utility companies and your ticket number for easy reference, but if you provide an email address to receive a copy of your ticket, that information will be included in the email.

Respect the Marks

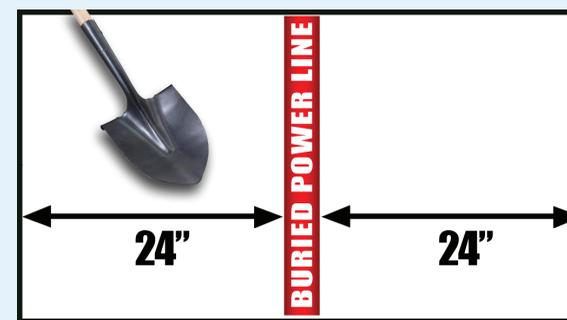
Wait until the underground facilities have been marked before digging. The underground facilities on your property will be identified by color coded paint, stakes or flags. (Please see the color code chart in this brochure to learn which color corresponds to each facility type.) Once the locate is completed, it is important that no one destroy the marks or remove the flags or stakes until the project is complete. You should explain to young children that the brightly colored flags are not toys and should not be removed from the ground. How do I know it's safe to dig?

We advise to you check our Positive Response System to find out the locate status of all facilities on your property. To learn more about Positive Response and how it works visit: www.nc811.org/positive-response.html. Once the required amount of time has passed and/or all affected North Carolina 811 member utility companies have responded in a manner that lets you know excavation may begin, you are free to dig...still, always dig with caution!

Dig Safely

The tolerance zone is the width of the facility plus 24 inches on both sides; be especially careful when digging within the tolerance zone as the utility could be anywhere within it. When using a shovel, keep the face of the blade toward the side of the facility to help minimize damage to the facility and danger to yourself should you come into contact with the utility line.

The Tolerance Zone



What do I do if I damage an underground facility?

Any underground facility can be damaged by any piece of equipment used for digging. Something as simple as a shovel can gouge, scrape, dent or crease the casing that surrounds a buried utility line. While this type of damage usually does not cause immediate harm, it may lead to a future break or leak as the protective coating erodes. If this should happen while you're digging, don't cover up the line with dirt; stop digging and immediately contact the utility owner so they can repair the damage - it could prevent service interruptions and personal injury.