

More Information About Location Requests

A notification may contain many addresses on a ticket as long as the addresses are on one street within a one block range, e.g., 2300-2325. If the block number changes, e.g., 2300 changes to 2400, the second block requires another notification. Specific addresses need to be noted in the location information.

If the caller can confirm that lot numbers are within the same block, they may go on one notification. However, in case of an apartment complex, non-sequential lot numbers or individual buildings in a business complex; these should go on different tickets. Since these building numbers or lot numbers cannot be related to a specific address, and they may be far enough apart that they require different notifications.

When excavation involves more than one street, each street must go on an individual notification.

When working at an intersection, the intersection can go on one notification. If the excavation is at an intersection and continues down one street, then that information can go on one notification. If the excavation is at an intersection and continues down two streets, the second street requires another notification. If there is more than one intersection, each one needs to go on separate tickets.

Outside North Carolina? Dial:
1-800-632-4949

Color Codes

For marking underground utility lines



Red
Electric



Orange
Communication / CATV



Yellow
Gas / Oil/ Steam



Green
Sewer



Blue
Water



Pink
Temporary Survey Markings



Purple
Irrigation & Slurry Lines



White
Proposed Excavation

North Carolina 811, Inc.
2300 W. Meadowview Rd., Suite 227
Greensboro, NC 27407
www.nc811.org

Notification Form

Call Two Business Days
Before You Dig!



Dial 811 or 1-800-632-4949

Company Ph No. _____

Company Name _____

Caller Name _____

Email _____

County _____

Town _____

In or Out of City Limits _____

Subdivision _____

Address _____

Street Name _____

Intersection Y / N _____

Cross-Street Name (nearest intersecting street) _____

Is Cross-Street within 1/4 mile _____

Area to Locate _____

Blasting Y / N Railroad Y/N

Boring Y / N Emergency Y/N

Work Date _____

Work Time _____

Duration of Work _____

Work Type _____

Work done for _____

Sub-Contractor _____

Site Contact _____

Utilities Notified _____

Ticket Number _____



Guide To Calling In Notifications

What you need to know
before you call 811

Continuing Education for Pipes Plus Supported by APWA



northcarolina.apwa.net

www.ncpipesplus.org

GUIDE TO CALLING IN NOTIFICATIONS

The following is a list of questions in the order that they will be asked by a Customer Service Representative when a standard notification is being made. Also included is a brief explanation of why the information is needed. Please be prepared to give the information when a Customer Service Representative answers.

COMPANY TELEPHONE NUMBER

This is the area code and telephone number of the company or person calling. If the company/person has not previously called NC811 to make a notification, then the Customer Service Representative will ask for the company name, caller name, address, city, state and zip. If the caller would like to receive an email as to the responses of the utilities regarding the locate status, an email address will also be requested.

CALLER NAME

The caller's name is needed so that if a member utility that gets the notification has a question about the notification, they can speak to the person who made the notification.

COUNTY

We must know in what county the work is being performed. This is the first step in defining what member utility operators will receive the notification.

PLACE/CITY/TOWN

We must know what place/city/town the work will be performed in or the nearest city/town to the work location. This is the second step in identifying what member utility operators will receive the notification.

IN OR OUT OF CITY LIMITS

We must know if the work site is inside or outside of the city limits of the place/city/town given. This is the third step in identifying what member utility operators will receive the notification.

SUBDIVISION

If you know the name of the subdivision, please provide the name and lot numbers, if available. This will help identify where the street address is and the work location may be more easily found.

ADDRESS

The best information that can be given to identify the work location is a complete street address. If a complete street address is not available, then give a street name, road name, US highway number or state road number. It is important that street names and road names be spelled exactly as they appear on maps and in the field. If directions are required to identify the work location, the directions should be clear and specific. The following is an example of good address information: 11448 Terrill Ridge Drive off of Davidson Road in River Ridge Subdivision.

CROSS-STREET NAME

The name of the nearest cross street to the job site address is needed. This is the fourth step in identifying what member utility operators will receive the notification. When a nearest cross street is given, our computer uses a 1/4 minute gridded database to select the mapping grids of the job site. The member utility operators who have selected the mapping grids of the job site are then sent the notification for marking of their underground facilities.

INTERSECTION

If the excavation is at or near an intersection, this information must be provided on the location request. This is the fifth and final step in identifying which members will receive the notification.

AREA TO LOCATE

Utility operators who receive the notification need to know what area of the job site needs to be marked for the work to be done. Locate entire lot or entire property should not be used unless the work to be done requires that the entire lot or property be located. Be more specific in identifying the area of the job site to be located by member utility operators. Examples: Mark from lot line to lot line in road right of way; Locate entire width of lot along back property line; Locate along right side of driveway from curb to house. If the area to locate is hard to describe, then white lining can be used to show the utility operators the proposed excavation. White lining is using white paint to show on the job site the proposed excavation area, but if it is not possible, ask that the utility operators call you for a meeting to show the area that needs locating. White lining should be done whenever possible.

BLASTING

Whether or not blasting will be used in the excavation is required information set forth in the Underground Utility Damage Prevention Act.

BORING

This is a question that is asked on all notifications regardless of the work type. Some member utility operators want to know if boring is going to be used in the excavation so that they can take extra precautions in protecting their underground facilities. If you are boring under a street, road, driveway or parking area, you need to request that both the entering and exiting sides of the bore be located plus the area in between the entering and exiting side of the bore.

RAILROAD

We need to know if you are working near a railroad. This question is asked on all notifications because some of our member utility operators have fiber optic cables buried on a railroad right of way. These fiber optic cables are vital for data transfer and communications. Owners of these facilities want to know when any type of excavation is taking place near a railroad.

EMERGENCY

A Customer Service Representative will not ask if the notification is an emergency. The caller must state that the notification is an emergency. The Underground Utility Damage Prevention Act states: "In the case of an emergency involving danger to life, health, or property requiring immediate correction, or in order to continue the operation of a major industrial plant, or in order to assure the continuity of utility services, excavations immediately required to repair or maintain the needed service may be made, without using explosives, if notice is given to the utility owner or association as soon as is reasonably possible; except that the prohibition against the use of explosives shall not apply to the North Carolina Department of Transportation. Performance of emergency excavation shall not relieve the excavator of liability for damages." Emergency notifications are transmitted to member utility operators immediately. Members will mark their facilities in the emergency area as soon as practical.

WORK DATE AND TIME

This is the anticipated starting date and time for the excavation. It is very important not to begin work prior to the legal start date and time. The legal start date and time is 2 business days after 12:01 a.m. the next business day after the notification is made. "Business Day" means every date except Saturday, Sunday, National legal holidays and State legal holidays. The notification will be good for 15 business days. The 15 days will start on the same day that the ticket start time begins. The request should be updated on the 13th business day, if the work is not going to be completed by the end of the 15th business day.

DURATION OF WORK

The approximate number of hours, days, weeks, months or years that you will actively be working on this excavation. This is required by the Underground Utility Damage Prevention Act.

WORK TYPE

This is the type of work or excavation to be done. Member utility operators need to know the specific type of excavation to be done. They need more than just "digging", "landscaping" or "excavating" as work type. Be specific and say whether you are "installing", "repairing", "planting trees", "planting flowers", "putting up a fence", "setting poles", "installing telephone drop", "installing gas line", etc.

WORK DONE FOR

The identification of who the work is being done for is another source where additional information about the project can be obtained. This can be the company making the notification, the general contractor, property owner, utility, etc. If a sub-contractor is doing the work, the sub-contractor company name and site contact is also needed.

DESTROYED/UNMARKED LINES

In the event that locate marks are destroyed or can no longer be seen, a new ticket is issued for the requested locate area and utilities are notified immediately. The ticket will indicate that it is a rush locate and that the previous marks have been destroyed.

When utility lines have not been marked at all after a ticket has been sent out, the ticket is re-sent under the same ticket number to those utilities that have not marked lines.