WHAT WILL WE COVER TODAY?

• About SC811
• Ticket Submission and Positive Response
• Compliance and Damages
• Help me, Help you!
South Carolina 811

- Established in 1978, SC811 is a nonprofit that operates under the Underground Damage Prevention Act (S 58-36-50) in the State of South Carolina
- Hours: 7:30am-5:30pm M-F; 24/7 emergency
- Approx. 929,000 locate requests in 2018
- Average of 5 utility companies for every locate
- Over 400 members in association
- Board of Directors comprised of its members

About Us

To be the innovative communication resource for damage prevention of underground infrastructure, dedicated to the education, success, and safety of our stakeholders and the public
What We Do

• Communication service between excavators & facility owners
• Collect information from excavators about intent to excavate (dig) or demolish
• Notify facility operators to locate lines in proposed area of excavation
• SC811 DOES NOT mark facility lines
• Education & training resource for damage prevention & safety
Frequently Asked Questions

Who is required to notify SC811 before beginning excavation work?
Anyone who intends to excavate (See definition of excavation, Section 58-36-20 (9)), unless an exemption listed in the state law applies. To view exemptions, review section 58-36-110 of the SC Underground Facility Damage Prevention Act.

What happens if I do not call before I dig?
If you do not call before digging, it is quite possible that you will dig into a buried utility line and potentially create a life-threatening situation, you can be fined, or even cause an outage to an essential utility service. Even if you have used the service before and you think you know where the lines are, you need to call before every digging project to protect yourself. Remember, it is a free service!

John Smith Landscaping damaged our gas line who is liable for the damages?
South Carolina 811 cannot give advice regarding specific damage situations. Notify the operator and report the damage through https://sc811.com/damage/ We always recommend you reach out to legal counsel for additional answers regarding specific incidents.
By The Numbers

99
Percent of damages that can be prevented by calling 811 BEFORE you dig

9
Average number of minutes an underground utility line is damaged because someone decided to dig without first calling 811
Do I Have to Notify SC811 EVERY Time?

YES!!
Notice of Excavation

- **3 – 12 full working days notice** must be provided to SC 811 before date of excavation
- Notification can be made
  - Online/Portal
  - SC811 Mobile App
  - Dialing 811

![Notice Calendar](image)
So ALL I Have to Do is Call, and then Wait?

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**NO**
Positive Response Open/Closed Codes

- Member **HAS NOT** completed locate
- Response required prior to the end of the 3 full business day notice
- Notice defaults to “999” if member fails to respond in required time
- Red = STOP!

- Member **HAS** completed locate
- Excavation work can begin when all members have entered a closed code
- Green = GO!
Closed Codes

- 10- No Conflict
- 11- Member operator not in the area of excavation
- 20- Marked
- 55- Critical Facility Marked
Open Codes

- **60**- Locator and Excavator have agreed and documented marking schedule
- **50**- Critical Facility Not Marked. The utility owner or their designated representative have contacted the excavator and have agreed to a period that an owner representative must be present during excavation to identify the unmarked facility and/or monitor excavation
- **999**- Member has not responded by the required time
Secondary Actions for Indicators

No Show
• Member did not respond or code does not indicate facility and signs show otherwise. 3 hours to respond.

Resend
• Used to add information to a notice that does not change the marking instructions or location
Difference in Remark and Update

Remark
• Marks are compromised, destroyed, or otherwise no longer visible

Update
• By 12\textsuperscript{th} working day, if work not completed by 15\textsuperscript{th} working day
An operator’s failure to respond to the positive response system does not prohibit the excavator from proceeding, provided there are no visible indications of a facility, such as a pole, marker, pedestal, or valve at the proposed excavation or demolition site.

However, if the excavator is aware of or observes indications of an unmarked facility, the excavator must not begin excavation or demolition until an additional call is made to the notification center detailing the facility, and an arrangement is made for the facility to be marked by the operator within three hours from the time the additional call is received by the notification center.
Closing the Notice

SECTION 58-36-60 E (8)

• **Mandatory** to notify SC 811 when excavation complete

• Final step in Positive Response

DONE
Tolerance Zone

- The tolerance zone is 24 inches on either side of the utility mark plus ½ the diameter of the facility. Always hand dig to expose facilities in the tolerance zone.
- Mechanized equipment is not to be used within the tolerance zone until the excavator has visually identified the precise location of the facility, or has visually confirmed that no facility is present up to the depth of excavation.
- The excavator is also responsible to ensure reasonable precautions are taken to avoid any substantial weakening of the facility’s structural or lateral support, or both, or penetration or destruction of the facilities or their protective coatings.
Marking Facilities

APWA Uniform Color Code

Underground utility lines marked as follows:

• Stakes, paint, flags, or any combination

• Facilities must be marked within 3 full working days for normal notices; 10 full working days for subaqueous
Compliance and Damages
Damages

Do I HAVE to Submit My Damages?

- According to The South Carolina Underground Damage Prevention Act, Section 58-36-90 (Damages) (A) The excavator performing an excavation or demolition that results in any damage to a facility must, immediately upon discovery of such damage:
  - Notify the notification center and the facility operator, if known, of the location and nature of the damage.
- Damages can be submitted at SC811.com/Damage
Emergencies

- **Definition of Emergency**: Emergency means a sudden or unforeseen event involving a clear and imminent danger to life, health, or property; the interruption of essential utility services; or blockage of transportation facilities, including highway, rail, water, and air, which requires immediate action.

- What would qualify as an emergency?

- What would **NOT** qualify as an emergency?

- **Emergency Requests**: 811 or (888) 721-7877, 24 Hours a Day, 7 Days a Week
Emergencies cont.

Not all Damages are Emergencies!

Calling in an Emergency ✖ to Reporting a Damage

According to The South Carolina Underground Damage Prevention Act:

- **Section 58-36-80 (Emergency Excavation)(A)** An excavator performing an emergency excavation or demolition is exempt from the notice requirements in Section 58-36-60. However, the excavator must give, as soon as practicable, oral notice of the emergency to the notification center and the facility operator. The excavator must provide a description of the circumstances to the notification center and request emergency assistance from each affected operator in locating and providing immediate protection to the facilities.

- **Section 58-36-80 (Damages)(B)** An excavator is responsible for any excavation or demolition that results in damage to a facility where damage results in the escape of any flammable, toxic, or corrosive gas or liquid, or electricity, or endangers life, health, or property, immediately shall notify emergency services, including 911, the notification center and the operator, if known. The excavator must take reasonable measures to protect themselves, those in immediate danger, the general public, property, and the environment until the operator or emergency responders have arrived and completed their assessment.
**Consequences**

**“What’s the Worst that Could Happen?”**

- Penalties and Fines
  - Attorney General Enforcement
  - Facility Operator Bill
  - Other legal actions taken to recoup from damaged facilities, casualties, etc.
- Loss of Life, Property, Equipment, Injuries
- Life Threatening Outages, Interruption of Essential Services

- Section 58-36-120 (Penalties) Any person who violates any provision of this chapter shall be subject to a civil penalty not to exceed one thousand dollars for each violation. Actions to recover the penalty provided for in this section shall be brought by the Attorney General at the request of the injured party in the proper forum in and for the county in which the cause, or some part thereof, arose or in which the defendant has its principal place of business or resides.
Help Us Help You!
Resources

• Online Portal
• App
• Learning library
• Linking accounts
• Reports
The Portal

**Linking accounts**
Different processes, departments, tasks, codes, same company

**Instant Notice Emailed**
If your notices is mapped Level 3 or 3+ immediate email of notice

**Positive Response**
One stop shop for all ticket related needs, responding, viewing, closing
The Portal

Level 2 - Mapping not Req (Normal/Updates)
Level 3 - Mapping Req (Normal/Updates)
Level 3+ - Mapping Req (All Notice Type)

Level 3 Plus

Once you are familiar with the Portal Level 3, upgrading to Level 3 Plus is a smooth transition, but requires additional training. In Level 3 Plus, users are required to map out their locate notices. Users are also able to process secondary actions such as No Shows, Resends, Remarks and Cancels. The greatest benefit of Level 3 Plus is the ability to process your own secondary actions instead of calling into the center. Like Level 3, Level 3 Plus users get a locate notice number immediately when a notice is submitted. Level 3 Plus notices are not processed by a CSR, but users are screened regularly to ensure notices are submitted correctly. Please review the Level 3 Plus User Agreement before signing up.

Sign up here to upgrade to the Portal Level 3 Plus.

Help Desk Support:
1-800-290-2783, option 1
support@sc811.com
Best Practices

- White Lining your area of excavation whenever possible
- Keep a copy of locate tickets on site or the number readily available
- Take photos of markings and job site before you start work and after you finish
- If something doesn’t match Positive Response on your job site, Call your local 811 center.
- Do your due diligence to cover your assets!
Thank You!

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