

**South Dakota One-Call  
Required Ticket Information  
Dial 811**

Name of person doing the excavation \_\_\_\_\_  
 Phone Number \_\_\_\_\_ Extension \_\_\_\_\_  
 Caller Name \_\_\_\_\_  
 Homeowner Mailing Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Alternate Contact \_\_\_\_\_ Phone \_\_\_\_\_  
 Best Time to Contact \_\_\_\_\_  
 Work to Begin Date \_\_\_\_\_ Time \_\_\_\_\_  
 Duration of work via hours/days \_\_\_\_\_  
 County \_\_\_\_\_  
 City/Town \_\_\_\_\_  
 Excavation Address \_\_\_\_\_  
 Nearest Cross Street \_\_\_\_\_  
 Type of Work \_\_\_\_\_  
 Depth of Excavation \_\_\_\_\_  
 Tunneling or Boring (Y/N) \_\_\_\_\_  
 Excavating in Right of Way (Y/N) \_\_\_\_\_  
 Explosives (Y/N) \_\_\_\_\_  
 Work being done for \_\_\_\_\_  
 Description of the Excavation Site (Marking  
 Instructions)  
 Examples:  
 A. Excavation in rear of lot, mark from house to back  
 lot line  
 B. Mark 15' either side of white flagged route

Remarks (include driving instructions on rural tick-  
 ets w/o street address) \_\_\_\_\_

Rural Tickets might require this information if a specific  
 rural address is not provided by the caller:

Latitude/Longitude Coordinates \_\_\_\_\_  
 or  
 Township \_\_\_\_ Range \_\_\_\_ Section/Quarter \_\_\_\_

[www.sdonecall.com](http://www.sdonecall.com)



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

**Uniform Color Code**

	<b>White</b> - Proposed Excavation
	<b>Pink</b> - Temporary Survey Markings
	<b>Red</b> - Electric Power Lines, Cables, Conduit and Lighting Cables
	<b>Yellow</b> - Gas, Oil, Steam, Petroleum or Gaseous Materials
	<b>Orange</b> - Communication, Cable TV, Alarm or Signal Lines, Cable or Conduit
	<b>Blue</b> - Water, Irrigation or Slurry Lines
	<b>Purple</b> - Reclaimed Water, Irrigation or Slurry Lines
	<b>Green</b> - Sewers and Drain Lines

**Marking of Underground  
facilities may not be exact**

**To expose the facility  
CAREFULLY HAND DIG 18 inches  
either side of the markings**



**Guidelines  
FOR  
Homeowners, Ranchers  
and Farmers**

Call South Dakota One Call  
two working days before you dig  
**It's Safe It's Smart It's The Law**

**Dial 811**

Locates Accepted 24 Hours a Day  
7 Days a Week

[www.sdonecall.com](http://www.sdonecall.com)

## What is South Dakota One Call?

South Dakota One Call is a statewide system for excavators to notify utility companies of their intent to dig. This allows the utility company to properly mark the buried line so you can dig in a safe environment.

## What does it cost to use the South Dakota One Call System?

There is no cost to callers for the use of the South Dakota One Call System. The System is supported by utility companies in South Dakota as a means to prevent damage to their buried lines.

## How does the South Dakota One Call System work?

The System takes information from callers who are planning to dig, processes the information through a computer system and notifies utility companies that have buried lines in proximity to the excavation site. After the utility companies are notified, they will determine the need to locate and mark their buried lines near the excavation site. The utility companies must mark their buried lines within 48 hours. **You should not dig until the 48 hour time frame has elapsed. If a utility company has not responded to your request, please notify the South Dakota One Call Center.**

Utility companies are required to only mark the buried lines that they own or operate. Privately owned utilities (e.g. power from the meter to the house, gas to a yard light, propane lines, etc) may be present in the excavation area and you are responsible for marking these buried lines or hiring a private firm to mark them. Many electricians or private locating companies will perform this service for a fee.

## Who should call the South Dakota One Call System?

Anyone digging in South Dakota is required to call the South Dakota One Call System 48 hours prior to starting. The only exception would be when the homeowner is gardening at a depth less than 12 inches or when a farmer is tilling a field at a depth less than 18 inches.

The person doing the work is responsible for calling the South Dakota One Call System. If the homeowner or farmer is doing the excavation work, they are responsible for calling the South Dakota One Call System. If they have contracted with an excavator to do the digging (e.g. tree planting, backhoe excavation, auguring of post holes, etc.) then the excavator is responsible for calling the South Dakota One Call System. **For insurance and liability purposes, it is imperative that the party doing the actual digging call the South Dakota One Call System.**

## What should be done before calling the South Dakota One Call System?

South Dakota One-Call Center answering attendants are on-duty 24 hours a day and are professionally trained to obtain specific information concerning dig notifications. To accomplish this, the answering attendants gather specific information which is entered into a computer and, subsequently transmitted to appropriate utility companies.

To insure that an accurate dig notification is completed, the order and type of the questions is preset. There is a definite reason for every question asked. A dig notification with accurate and specific information will assist the utility company in providing an accurate marking of the buried lines.

Dig notification processing is very easy if the caller is knowledgeable of the proposed excavation activity and prepared to answer all questions. A clear and complete knowledge of the excavation activity and the specific work site is required to process a dig notification.

**PREPARATION IS THE KEY.** The best way to prepare to make a call is to review of the ticket format as shown on the other side of this brochure. Copies of this form can be obtained from the web site [www.sdonecall.com](http://www.sdonecall.com).

Also, prior to calling, it is beneficial to mark the proposed dig site with white paint, stakes or flags. This will assist the locators for the utility companies to mark the specified area.

At the close of the call, a ticket number will be provided to you. This number is very important and should be kept until the work is completed. In case questions arise, the ticket number will serve as proof that the South Dakota One Call System was notified.

## What Happens after the call?

After the answering attendant completes the dig notification, the ticket is processed by the computer at the South Dakota One-Call Center. The computer will notify utility companies that are members of the South Dakota One-Call System who will mark the location of their buried lines. **The South Dakota One-Call System is not responsible for the marking of any buried lines**

The utility company will review the information on the ticket to determine if they have a buried line in close proximity to the specific dig site. A decision will be made based on the ticket information whether to 'clear' the ticket or to dispatch a field technician to mark the excavation site. When a ticket is dispatched, the marking and identification of buried lines will be in accordance with specific guidelines and color codes (see back cover).

The marks will reflect the identity of the utility company so that you are knowledgeable and can make contact with them if a question exists.

## What should be done after the area is marked?

After the buried lines have been marked and the 48 hour interval has elapsed, the digging can proceed. If digging is required within 18 inches on any marking, it should be performed with hand tools without damaging the buried line. You should never assume that the buried line is a specific depth as landscaping or other environmental factors may have changed the original depth that the facility was placed. **If damage does occur (even if only the facility covering is broken), you should notify the utility company or the South Dakota One Call Center. DO NOT ATTEMPT TO REPAIR A DAMAGED FACILITY**

## Why should I call the South Dakota One Call System?

There are several reasons why you should call the South Dakota One Call System.

- Digging near buried lines is a significant safety factor to yourself, your family and all people in proximity to the excavation.
- Failure to notify the utility company could make you liable for all cost associated with repairing a damaged facility.
- Failure to notify the South Dakota One Call System could subject you to penalties associated with non-compliance with the statute and administrative rules.

This is a free service that allows you to conduct your excavation in a safe manner.

## In Case of Emergency

**In the event that you smell natural gas while digging, please call 911 and the utility company or the South Dakota One Call Center. If you do not have power, see a downed power line or any other situation that could cause imminent danger, please call 911 or the utility company.**

**More detailed operational information is available at [www.sdonecall.com](http://www.sdonecall.com)  
The actual statutes are available at <http://legis.state.sd.us/statutes/index.cfm>  
The rules are available at <http://legis.state.sd.us/rules/index.cfm>**