

# 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.sd811.com](http://www.sd811.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.



Know what's below.  
Call before you dig.

Guidelines  
FOR  
Homeowners, Ranchers  
and Farmers

# Call 811

or

Go to [www.SD811.com](http://www.SD811.com),  
then click on the Homeowner or  
Landowner Tab

*Two Working Days Before You Dig.*

**It's FREE It's Smart It's The Law**

Locates Accepted 24 Hours a Day  
7 Days a Week

# Call 811 or Click [www.sd811.com](http://www.sd811.com) Before Digging

## What is South Dakota 811?

South Dakota 811 is a statewide system for anyone planning to dig to notify utility companies before work begins. This allows each 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 811 System?

This is a FREE service to anyone planning to dig. 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 811 System work?

The 811 System takes information from callers, or those who have made the underground locate request on-line, processes the information and notifies utility companies that have buried lines near the work site. After the utility companies are notified, they will determine the need to locate and mark their buried lines. The utility companies must mark their buried lines within 48 hours, excluding weekends and holidays. **You should not dig until after the 48 hour time frame has elapsed and all listed utilities have responded. If a utility company has not responded to your request, please call 811 and let the Center know.**

Utility companies are required to only mark the buried lines that they own or operate. **Privately owned utilities (e.g. gas from the meter to the house, electric to a yard light, 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 contact South Dakota 811?

Anyone digging in South Dakota is required to call 811 or click [www.sd811.com](http://www.sd811.com) 48 hours prior to digging. The only exception would be when gardening at a depth less than 12" or when a tilling a field at a depth less than 18".

The person doing the work is responsible for contacting South Dakota 811. If the homeowner or farmer is doing the excavation work, they are responsible for contacting South Dakota 811. If they have contracted with an excavator to do the digging (e.g. tree planting, backhoe excavation, auguring post holes, etc.) then the excavator is responsible for call-

ing the South Dakota 811 System. **For insurance and liability purposes, it is imperative that the party doing the actual digging call the South Dakota 811 System.**

## What should be done before notifying South Dakota 811?

South Dakota 811 Center answering attendants are on-duty 24 hours a day and are professionally trained to help obtain specific information concerning dig notifications, enter it into a computer and, transmit it to the utility companies.

To insure that an accurate dig notification is completed, the order and type of the questions are preset to assist the utility company in providing an accurate marking of the buried lines. Similar questions are asked when making a request on line.

Dig notification processing is very easy if the caller is knowledgeable of the planned 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. (See back of brochure).

**PREPARATION IS THE KEY.** The best way to prepare to make the 811 call or making a request on-line is to review of the ticket format as shown on the other side of this brochure.

Also, prior to calling, it is suggested that the proposed dig site be marked with white paint, stakes or flags. This will assist the locators in knowing the area to of the work and where to mark the lines.

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 811 System was notified.

## What happens after contacting 811?

After the answering attendant completes the dig notification, or the request is made on-line, the ticket is processed by the computer at the South Dakota 811 Center. The computer will notify utility companies that are members of South Dakota 811 who will mark the location of their buried lines. **The South Dakota 811 System is not responsible for marking any buried lines**

The utility company will review the locate request and determine if they have a buried line near the dig site. From that information a decision will be made 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).

Buried lines marked with colored flags or paint will identify the utility company so that you 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 with 18" on any buried line marking, it should be performed with hand tools without damaging the buried line. You should never assume that the buried line is at a specific depth because landscaping, erosion, or other 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 are required to notify the utility company or the South Dakota 811 Center. DO NOT ATTEMPT TO REPAIR ANY DAMAGED LINE. Tape will allow water to enter and further damage could occur and injury can occur if the repair is made incorrectly.**

## Why should I call the South Dakota 811 System?

There are several reasons why you should call the South Dakota 811 System.

1. Digging near buried lines is a significant safety factor to yourself, your family and all people in proximity to the excavation.
2. Failure to notify the underground utility company could make you liable for all cost associated with repairing a damaged facility.
3. Failure to notify the South Dakota 811 System could subject you to penalties associated with non-compliance with the statute and administrative rules.
4. **It's illegal to dig before notifying South Dakota 811.**

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, or when entering a building, immediately leave the building. DO NOT turn lights on or off. Call 911 first, then call the utility company or the South Dakota 811 Center.**

**If you do not have power, see a downed power line, or any other situation that could cause imminent danger, call 911 or the utility company.**

More detailed operational information is available at [www.sd811.com](http://www.sd811.com). Click on Laws to review the actual Statutes, Administrative Rules, Declaratory Rulings, and Attorney General Opinions.