

Today, more and more of the utility companies that supply your home with power, heat, water, telephone, sewer, gas and cable television service are delivering those services underground. It is also possible that these buried service lines are close to surface, making digging a dangerous endeavor. Fortunately, you can find out where the utility owned lines are buried on your property by making a toll-free call to the North Carolina One-Call Center at 811 or 1-800-632-4949. When you make that call, the members of utility companies in your area will be notified of your excavation needs and they will locate their buried utility lines free of charge.

MAKING THE CALL

During your call, you will be asked a series of questions designed to help pinpoint the location of your project. At the conclusion of your call, you will be given a ticket number and a verbal list of the utility companies that are notified by the One-Call Center. This does not mean each member listed owns buried utilities on your property or that every utility company is a member with the One-Call Center. You will want to write down the names of the utility companies for easy reference.

WAIT THE REQUIRED TIME

North Carolina Law requires a two (2) working days (48 Hours) notice be given to the utility owners before your digging begins. Once all underground facilities have been marked, you may begin your excavation activities.

IT'S FREE, IT'S SMART AND IT'S THE LAW









It may be quite surprising, but damage to buried utility lines can occur when doing typical home improvement projects such as putting up a fence, mailbox post, swing set or clothesline pole, building a deck or room addition, planting a garden, trees or shrubbery. If you are beginning a home improvement project that requires digging or adjusting the grade of your property, please contact the One-Call Center before digging.

RESPECT THE MARKS

Before digging, be sure that all utilities have responded to your locate request.

The One-Call Center representative will advise you during the call of the member utility owners they notify for you. The underground facilities located on your property will be identified by color-coded paint, stakes or flags (see chart). It is the responsibility of the caller to contact a utility locating company to have private lines located. Once the underground facilities have been located it is very important that the stakes, flags, or paint not be disturbed.

Color Code for Marking Underground Utility Lines

-  **White = Proposed excavation**
-  **Pink = Temporary survey markings**
-  **Red = Electric power lines, cables, conduit and lighting cables**
-  **Yellow = Gas, oil, steam, petroleum or gaseous materials**
-  **Orange = Communications, alarm, or signal lines, cables or conduit**
-  **Blue = Water**
-  **Purple = Reclaimed water, irrigation and slurry lines**
-  **Green = Sewers and drain lines**



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

WHAT TO DO IF YOU DAMAGE THE UNDERGROUND FACILITY

The underground utility can be damaged by any piece of equipment used for digging. Something as simple as a shovel can gouge, scrap, 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 to you, do not cover up the line with dirt. Stop digging! Then, contact the utility owner so they can repair the damage. A quick response could prevent future service interruptions and personal injury. If the damage creates a situation that threatens life or property, call 911 immediately.

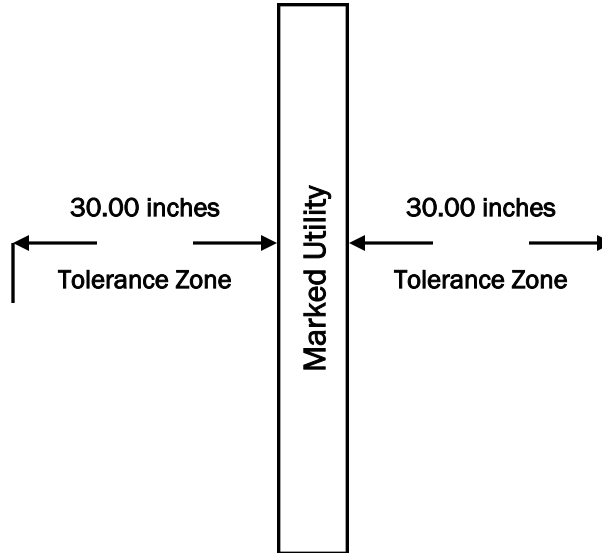
WHAT HAPPENS IF I DO NOT CALL BEFORE I DIG?

If you do not find out where it is safe to dig in your yard, it is quite possible that you will find a buried utility service and potentially create a life-threatening situation. Damaging a telephone or fiber optic line may not only cause you inconvenience by losing your phone service, but could deprive the neighbors of emergency assistance.

Damaging gas lines could result in serious burn injuries and escaping gas could result in a community evacuation. Damaging electrical lines could cause major burns or electrocution.

TOLERANCE ZONE

The tolerance zone is a buffer on either side of a marked utility line. The State of North Carolina requires a clearance of 30-Inches on each side of the marked utility. With these tolerance zones, if digging must occur please use extreme caution and dig with a shovel.



City of Shelby Utilities

Customer Services

704-484-6866

A PUBLIC AWARENESS MESSAGE

*FROM
CITY OF SHELBY
UTILITIES*

**What You Don't See
Can Hurt You!!!**

**CALL BEFORE YOU
DIG!!!**

811

or

1-800-632-4949

