

## GENERAL INFORMATION

### PURPOSE OF UNCC

The Utility Notification Center of Colorado (UNCC) DBA Colorado 811 is a non-profit organization, recognized by the State of Colorado as the Notification Association, formed and supported by its' Members, to provide a notification service to anyone planning to excavate within Colorado. It is mandatory in the State of Colorado to request a locate of any type of underground facility before excavating. Colorado 811 assists in that process by acquiring the appropriate information necessary for the underground facility owners to locate their facilities. On completion of the information process, Colorado 811 notifies a Member directly via e-mail. The primary goal of Colorado 811 is damage prevention, in order to preserve the continuity and integrity of utility services throughout Colorado, and to enhance safety to persons and property by attempting to prevent underground facility dig-ins.

### UNCC MEMBERSHIP

Colorado State Law, Senate Bill 00-184 requires all underground facility owners in Colorado to be a Member at Colorado 811 / UNCC. Colorado 811 offers a full service membership which includes direct notification and use of voice and written documentation for a prior three (3) year period. Although it is mandatory membership for all Colorado utilities, there are still some non-compliant organizations. A disclaimer is given at the end of each locate request stating that "if there are any other utilities, not previously mentioned, please call them directly". **Colorado 811 - UNCC is not a regulatory agency, and does not enforce or collect any fines or penalties for non-compliance.**

Member utilities are notified by information provided by them in a tabular data that consists of township, range, section and quarter section listings or GIS digital mapping files. It is the sole responsibility of the underground facility owner to update and maintain this database information with UNCC.

**NOTE: The Utility Notification Center of Colorado (UNCC) is also known as Colorado 811.**

## GENERAL INFORMATION

Colorado 811 is open Monday through Friday, 7:00 a.m. to 5:00 p.m., Mountain time, for normal business hours. All regularly requested locate requests can be processed during that time. For emergency and damage requests only, Colorado 811 is a 24-hour, 365 days per year Center. The holidays observed at Colorado 811 are:

- New Year's Day
- Independence Day
- Thanksgiving Day
- Memorial Day
- Labor Day
- Christmas Day

If the holiday is on a Saturday, the previous Friday is observed. If the holiday is on a Sunday, the following Monday is observed. Colorado 811 recognizes all federal holiday closures when calculating the locate-by-dates on locate requests. Those holidays consist of the holidays listed above and the addition of Martin Luther King Day, President's Day, Columbus Day and Veteran's Day.

Colorado 811 is a communications link between the facility owners and those requesting locate requests for excavation purposes and does not perform any type of locating services.

On the second Tuesday of each month a meeting is held to discuss questions of the utilities and Colorado 811 in reference to locate issues. This meeting varies in location. Information can be obtained by calling 303-232-1991 for meeting location. All utilities and excavators, as well as Colorado 811 Staff, are encouraged to attend.

For any questions regarding specific information about Colorado 811 you may wish to contact the following persons:

Executive Director	303-205-6301
Director of Operations	303-205-6302
Member Services Administrator	303-205-6367
Damage Prevention Director	303-205-6343

Written inquiries can be mailed, faxed or e-mailed to:

Colorado 811 - UNCC  
16361 Table Mountain Parkway  
Golden, CO 80403  
Fax: 303-234-1712  
E-mail: [administrator@co811.org](mailto:administrator@co811.org)

## FULL SERVICE MEMBERSHIP

Full service membership offers notification through Colorado 811. This includes direct notification for each locate request, delivered to the destination via e-mail or specialized electronic system, of the utility's choice. This assures receipt of all requests involving the utility Member. The cost of this service is based on a per request charge. An end-of-day summary is sent to each Member daily to provide documentation on the amount of tickets that should have been received that day. Member billing begins on the first day of the month and closes on the last day of the month. Billing is sent during the first week of the following month and is payable within ten (10) days of the invoice date. All invoices will be e-mailed to the contact listed.

Appointment scheduling is available, but not mandatory, if a Member would like to offer that option. Appointment scheduling is at no additional charge.

It is the responsibility of the facility owner to identify and/or locate their underground facilities. Colorado 811 is a communications link between excavator and Member facility and does not perform any type of locating services.

It is the responsibility of each individual utility to maintain their receiving equipment/software. Refer to the Revised Bylaws, Article II, Section 10 for more information.

All calls are recorded for documentation purposes. This information will be given, at the Members' request, if documentation is necessary.

## FACILITY TYPES AND CLASSIFICATION OF MEMBERSHIP

All Members need to distinguish the type of facility they operate. The facility types include;

Cable Television	Telephone
Fiber Optics	Electric
Gas Pipeline	Liquid Gas Pipeline
Water	Sewer
Storm Sewer	Irrigation
Traffic/Street Lights	Steam
Oil	Ditch
All Type of Facility Possible	
Unknown	

Each classification has a Board Member representative. A list of the current Board of Directors is available, upon request. Board Members are voted into their position by the utilities in the same category as their facility classification.

The classification for membership on the application is as follows:

Cable Television	Liquid Pipeline
Electric Cooperative	Government
Electric Distribution	Communications
Gas Distribution	Water/Sewer
Gas Transmission/Gathering	

## NOTIFICATION AREA DATABASE REQUIREMENTS

Member notification area database is the coverage area of where the Member will be notified based off of underground assets being registered and is the Member facilities responsibility to maintain up-to-date. Member notification area database is comprised of Township/Range/Section/Quarter Section, polygonal representation or a combination of both. Members can choose the preferred type of notification.

All changes to the notification area database must be submitted in writing, to include mail, fax or e-mail to notify Colorado 811 Member Services of the requested change at [member-services@co811.org](mailto:member-services@co811.org)

All change requests will be processed in the order they were submitted, by date.

If Township/Range/Section/Quarter Section is your preferred method of notification please include the county/counties in which the area(s) to be covered are located in along with a list of the Township/Range/Section/Quarter Section listings.

The following is an example of the requested information:

Denver County      Township 3 South (T3S)    Range 68 West (R68W)

Sections: 35 NE, NW, SW

“    “    : 34 NE, SE, SW

“    “    : 33 All ¼'s

Database forms may be found at <http://colorado811.org/member-services/>

It is required that the addition or deletion of notification area database be submitted using the official database change form provided by Colorado 811.

If polygonal destination is your choice of notification please submit GIS files in the format of ESRI shape files or Google Earth KML files via email to [member-services@co811.org](mailto:member-services@co811.org). See “Requirements for importing GIS digital mapping data for Member notification area” document included.

If a prospective Member is having difficulty in obtaining GIS shape files, Google Earth KML files or township, range and section information, call Member Services for assistance 303-232-1991.

Colorado 811 personnel can assist with hand drawing the polygon(s) using Colorado 811's land base in conjunction with data provided by the Member. Please contact Member Services, 303-232-1991, for further details.

**Updates to the notification database are the sole responsibility of the registered member.**

REQUIREMENTS FOR IMPORTING GIS DIGITAL MAPPING DATA FOR  
MEMBER NOTIFICATION AREA

Colorado 811 accepts ESRI Shape files, Google Earth files (KML or KMZ), paper maps with detailed road information and footage or Colorado 811 can hand draw the area onto our maps.

This describes the required format of ESRI Shape files that can be imported into the Colorado 811 notification database.

The ESRI Shape file types supported are POINT, LINE and POLYGON. For POINT and LINE shape files, you must specify a buffer distance to apply to the file to create a polygon shape file. A buffer is a radius of a point and/or a line.

Shape Files submitted should be packaged in a ZIP file and e-mailed, containing at least the following four (4) files:

- (1) ESRI Shape (.SHP) File
- (2) ESRI Shape (.SHX) Index File
- (3) ESRI Shape (.DBF) Attributes File
- (4) ESRI Shape (.PRJ) Coordinate System File

Along with the data please include the following information about the data.

(A) Sender Information – Who is supplying the shape file(s):

a. Name and contact information

(B) Member Code – The member code for which the notification areas will be applied to.

(C) Effective Date – The date at which the notification areas will become “effective”. You may specify that the notification areas be effective immediately or at some date in the future.

(D) Expiration Date – The date at which the notification areas will expire. You may specify that the notification areas expire NEVER or at some specific date in the future.

(E) Counties Covered – Which counties are covered by the submitted shape file. This can be a list of one or more counties, or you can specify the entire state (i.e., any counties the shapes fall into.)

(F) Buffer Distance (in FEET) – If the shape file being submitted contains point or line features, they will be buffered and converted into polygons. You must specify the buffer distance in feet for these types of shape files. Shape files containing polygons are assumed to already include the necessary buffers.

## AFTER HOURS NOTIFICATION

Colorado 811 provides normal locate request services Monday through Friday, with the exception of holidays, from 7:00 a.m. to 5:00 p.m.

For **emergency and damage locates only**, Colorado 811 is available 24-hours per day, 7-days per week, including holidays.

After hours notification is not mandated. It is the choice of each individual utility if they wish to participate.

Colorado 811's after hours staff process the information the same as a locate called in during normal business hours. The delivery of the emergency/damage locate varies, according to each Member utility. Each utility can only choose one (1) telephone number for after hours notification. Members are contacted by direct telephone calls from Colorado 811 agents. The choice of notification can include answering service, pager, mobile/cell telephone, or a 24-hour dispatch center. Some utilities have a dispatch that receives their tickets 24 hours and 7 days per week. The utility can choose that if dispatch already receives and monitors their afterhours locates it is not necessary for Colorado 811 to call them, or, the utility may choose that Colorado 811 agents call them directly with the emergency information. **Members are called twice, if necessary, to convey the needed locate request information. If after the second call no one is able to be reached or does not answer the message that has been left by the agent, Colorado 811 is no longer obligated to attempt to contact the Member facility.**

An after hour's form is provided in the application, for those who want to participate.