2017 PROCEDURES GUIDE

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Hours of Operation

Business Hours: Monday-Friday 7am-5pm

Emergency and Damage Notification Requests may be processed 24 hours a day, seven days a week. Colorado 811 recognizes all federal holidays. The observance of federal holidays may require an additional business day in regards to the mark-by-date.

Federal holidays are as follows:

- New Year’s Day
- Labor Day
- Martin Luther King Day
- Columbus Day
- President’s Day
- Veteran’s Day
- Memorial Day
- Thanksgiving Day
- 4th of July
- Christmas Day

Holidays that occur on Saturday are recognized on the Friday before. Holidays that occur on Sunday are recognized on the Monday after.
Glossary of Terms

**Facility Owner:** Organizations such as companies, municipalities, etc. who own and/or operate underground facilities.

**Grids:** Legal description of area of excavation. Examples include:
- Township, Range, Section
- Latitude/Longitude
- Polygons (shape files)

**Positive Response:** A facility owner’s response to the One Call Center/Excavator with regard to the status of the Locate Request.

**Public Right of Way (ROW):** A public right of way consists of, but is not limited to, the following:
- Street/Road ROW
- Park
- Private Association open space
- Greenbelt

**Tier One Facility Owners:** Facility Owners who receive locate requests directly from Colorado 811.

**Tier Two Facility Owners:** Facility Owners who do not receive locate requests directly from Colorado 811, and have requested to be notified directly by the excavator.
Required Information for Requesting a Locate

As required by Colorado State Law, anyone that engages in any type of excavation must provide advance notice of proposed excavation to facility owners. The excavator shall contact Colorado 811 to provide notice to Tier 1 facility owners and to receive contact information in order to provide notice to Tier 2 facility owners.

A separate Locate Request is required for each of the following:

- Single address with one structure
- Multiple addresses with one structure
- Public right of way when excavation area is continuous
Required Information for Requesting a Locate (Continued)

Caller/Excavator required information includes the following:

**Company or individual primary phone number**
- Primary contact phone number of company/caller

**Caller Name**
- Name of person submitting the locate request

**Company Name**
- Name of company the person submitting the locate request works for (if applicable)

**Mailing Address**
- Mailing address of the company and/or the person submitting the locate request

**Alternate Contact**
- Name and phone number of another person to contact if unable to reach primary contact
Required Information for Requesting a Locate (Continued)

E-mail Address
(Not required, however, recommended for positive response)
  • Caller’s email address

Fax Number
(Not required, however, recommended for positive response)
  • Company and/or caller’s fax number

Work Done For
  • Entity work is being done for, i.e. company name or homeowner name

Work Type
  • Type of work to be performed, i.e. install CATV, foundation, repair H2O main, etc
Required Information for Requesting a Locate (Continued)

Explosives
• Using explosives? Yes or No

Directional Boring
• Directional boring equipment being used? Yes or No

County
• County excavation taking place

City/Place
• Closest city or town to the excavation site

Address
• Address of excavation site
• If address is given - Is excavation site within 250 feet of the street in front of the address?

Nearest Intersecting Street and/or Intersection
• Used in conjunction with address - Intersecting street closest to address
• Used without address, to incorporate use of an intersection, provide both cross streets and directions to excavation site
Required Information for Requesting a Locate (Continued)

Locate Description
Each locate request will require the excavator to provide a detailed description of the proposed excavation area. This description shall detail the area to be located.

• (i.e. “front of lot”, “locate a 50 foot radius of the intersection”, “locate from pedestals to house”, etc.)

• Additional information to assist the facility owner can be included in the locate request

• It is the excavator’s responsibility to ensure access is available to the excavation area

Grids

• To be provided if available
Normal Request

A Normal Request is a locate request made at least two full business days prior to excavation not including the day of the call. Facility owners must respond by the end of the second full business day. (End of day is considered 11:59PM)

Multiple Day Request

• The caller may request and receive Multiple Day Requests for the same excavation area for up to ten business days
• Multiple Day Requests improve communication with the facility owner and support the excavator in maintaining the locate markings (for example: high traffic areas, inclement weather, multiple excavators on site, etc.)
• Excavators are encouraged to use Multiple Day Requests when submitting a locate request exceeding 1000 linear feet

Note: All locate requests in the public right of way; excluding rural areas are limited to 1000 linear feet. Locate requests in excess of 1000 linear feet will generate a separate ticket number for each additional 1000 foot increment when Multiple Day Requests are not processed.
Normal Request (Continued)

Note: Locate Requests can only be updated within 30 calendar days from the original locate by date. After 30 days a new Locate Request will be generated.

Recommended Facility Owner Response:
Prior to the end of the second full business day or as otherwise agreed upon by both excavator and facility owner, facility owner(s) shall identify and mark all known facilities within the area of excavation or communicate to the excavator all clear.

The facility owner(s) shall honor each due date when the excavator has requested Multiple Day Requests.

Meet Request
• A Meet Request is intended to help facility owners better understand a locate description, to obtain access to the excavation site, etc. Meets are not to be used by the caller in lieu of providing an accurate locate description
• Not all facility owners offer Meet Requests
• Facility owners who offer Meet Requests offer them at specific times and in specific
geographic areas on a first come, first serve basis. There may be instances where a meet request is not available within the normal two business day timeline

• When a Meet Request is scheduled for a date and time outside of the normal two business day timeline, the locate by date will be the date of the Meet Request for all facility owners. This allows all facility owners listed on the ticket to begin identifying buried facilities. Should work be incomplete by the end of the due date on the Meet Request, both the excavator and the facility owner must agree upon completion of the remaining work

• The excavator must provide specific onsite meeting points at excavation site

• Excavators are allowed only one Meet Request per day in the same geographic locate area as determined by the facility owner

• Excavators requesting additional locate requests in the same geographic area as identified by the facility owner will receive Normal Locate Requests that reference the meet site of the original Meet Request
Recommended Facility Owner Response for Normal Tickets when requesting a meet:
In the event that the facility owner cannot identify the excavator at the scheduled meet time and location, the facility owner should immediately contact the excavator to confirm estimated time of arrival and establish an agreed upon meet time or reschedule through Colorado 811.

Identify and mark all known facilities within the area of excavation on or before the end of the locate by date, or make other arrangements as agreed upon by both excavator and facility owner.

It is the facility owner’s responsibility to coordinate all Normal Locate Requests in the same locate area that are processed with a meet time by the same excavator.

As a general guideline, both facility owners and excavators should allow 15 minutes past the scheduled meet time for both the excavator and scheduled facility owners to arrive.
A Non-Compliance Request

A Non-Compliance Request is processed when an excavator is requesting facility owners to respond to a locate request in less than the required two business days not including the day of the call.

A Non-Compliance Request is appropriate in two situations:

1. Non-imminent emergency: A situation in which a response is needed in less than two business days but does not qualify as an emergency request
2. Convenience: A situation where an excavator is requesting a locate request in less than two business days

There is no guarantee that a Non-Compliance Request will be completed in less than the required two business days not including the day of the call. It is recommended that the excavator contact each facility owner to confirm whether the request can be completed prior to the locate by date.

Meet Requests cannot be scheduled on Non-Compliance Requests.
A Non-Compliance Request (Continued)

Recommended Facility Owner Response:
Each facility owner should make every attempt to accommodate all Non-Compliance Requests prior to the requested date on the ticket.
Cancel Request

A Cancel Request is a request to terminate an existing request prior to or on the Locate by Date.

A Cancel Request is appropriate in the following situations:

- Excavation is no longer required
- Weather prohibits work being performed
- Pertinent information on original request requires modification. (This circumstance requires a new locate request to be processed)

A Cancel Request cannot be processed after the Locate by Date has expired.

A Cancel Request can only be processed by the company or caller listed on the request.
**Second Notice Request**

A Second Notice Request is a request that is retransmitted to the appropriate facility owners when an original request has not been completed in its entirety or positive response has not been communicated to the excavator.

In order for a Second Notice Request to be retransmitted, the following criteria shall exist (otherwise a new request must be processed):

1. The original request ticket number has been provided
2. The request is made no more than Five business days after the original Locate By Date
3. One or more of the following circumstances is in question:
   a. Incomplete markings
   b. No markings
   c. Facility owner did not show up to locate facility
   d. Facility owner did not show up for scheduled meet request
   e. Facility not found in located area
   f. Incorrect address/area located
   g. Facility owner failed to respond to Damage Notification Request
Caller must communicate which specific facility owners are needed to respond and the reason for Second Notice Request.

- Only facility owners specified by the excavator will be re-notified
- Locate information must not deviate from original requested area
- Any change in ticket information other than second notice information requires a new ticket to be processed

**Recommended Facility Owner Response:**
Respond to the request as soon as practicable as opposed to the normal two business days not including the day of the call and communicate to the excavator the status of the locate request.
Relocate/Refresh Request

A Relocate/Refresh Request is a request that is retransmitted to the appropriate facility owners when an original request has been completed in its entirety and/or positive response has been communicated, but original markings are no longer visible.

In order for a Relocate/Refresh Request to be retransmitted, the following criteria shall exist (otherwise a new request must be processed):

1. The original request ticket number has been provided
2. The request is made no more than five business days after the original Locate By Date
3. The original markings are no longer visible

Caller must communicate which specific facility owners are needed to respond to the Relocate/Refresh Request.

- Only facility owners specified by the excavator will be re-notified
- Locate information must not deviate from original requested area
- Any change in ticket information other than relocate/refresh information requires a new ticket to be processed
Recommended Facility Owner Response:
Respond to the request as soon as practicable as opposed to the normal two business days not including the day of the call and communicate to the excavator the status of the locate request.
Emergency Request

An Emergency Request is a locate request for which immediate excavation is necessary to prevent loss of life, damage to property, or damage to underground facilities, making advance notice for the proposed excavation impractical under the circumstances.

- Emergency Requests are prioritized ahead of all other types of locate requests, and facility owners will respond as soon as practicable. Should the facility owner fail to respond as stated in the “Recommended Facility Owner Response” (see page 21), the excavator should request a Second Notice and contact the facility owner directly.
- The excavator making the Emergency Request must be able to be at the excavation site within the applicable timeframe as stated in the “Recommended Facility Owner Response” (see page 21).
- Emergency Requests may be processed 24 hours a day, 7 days a week.
Emergency Requests may be processed for sewer clean outs when a mechanical cleaning device is used. Colorado 811 will recognize and process a sewer clean out Emergency Request in the same manner as other Emergency Requests.

**Recommended Facility Owner Response:**
Respond to all business hour emergencies within one hour. Business hours consist of 7am-5pm Monday-Friday.

Respond to all after hour emergencies within a two hour time frame.

A facility owner that is unable to meet the recommended response time should contact the excavator and provide an estimated time of arrival.
Damage Notification Request

Damage Notification Request is processed when any underground facility (Tier One or Tier Two) has been damaged or any unknown and/or unmarked facility has been exposed. After submitting a Damage Notification Request to Colorado 811, the excavator shall contact the affected facility owner directly to mitigate damages. Should a Tier One Member facility owner fail to respond as stated in the “Recommended Facility Owner Response” (see page 16), the excavator shall request a Second Notice Request and again contact the facility owner directly. Colorado 811 does not transmit any information to Tier Two member facilities.

A Damage Notification Request may also be processed when a non-excavator reports a damaged or exposed facility.

If a gas line is damaged and gas is escaping, the caller is instructed to contact 911 as necessary.

A Damage Notification Request, like an Emergency Request, is prioritized ahead of all other types of locate requests, and facility owners shall respond as soon as practicable.
Locates will not be performed on Damage Notification Request. Should additional markings be required to continue excavation or repair damage, the excavator or facility owner shall request one of the following requests as appropriate:

1. Normal Locate Request
2. Non-Compliance Request
3. Second Notice Request
4. Relocate/Refresh Request
5. Emergency Request

**Recommended Facility Owner Response:**
Respond to all business hour Damage Notification Requests within one hour. Business hours consist of 7am-5pm Monday-Friday.

Respond to all after hour Damage Notification Requests within a two hour timeframe.

Damage Notification Requests may be processed 24 hours a day, 7 days a week.
An Engineering Request is intended for persons designing excavation who require general information as to the description and location of existing underground facilities in the area of proposed excavation. Engineering Requests are never to be used for excavation activities. (Note: Some facility owners may charge for this service)

**Recommended Facility Owner Response:**
Provide general information to the architect, engineer, or other persons designing excavation.
## COLOR CODES FOR LOCATING UTILITY LINES

<table>
<thead>
<tr>
<th>Color</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RED</td>
<td>Electric Power Lines, Cables, Conduit and Lighting Cables</td>
</tr>
<tr>
<td>YELLOW</td>
<td>Natural Gas, Oil Steam, Petroleum, or Gaseous Materials</td>
</tr>
<tr>
<td>ORANGE</td>
<td>Communication, Fiber Optic, Alarm or Signal Lines, Cables or Conduit</td>
</tr>
<tr>
<td>BLUE</td>
<td>Potable Water</td>
</tr>
<tr>
<td>PURPLE</td>
<td>Reclaimed Water, Irrigation and Slurry Lines</td>
</tr>
<tr>
<td>GREEN</td>
<td>Sewers and Drain Lines</td>
</tr>
<tr>
<td>PINK</td>
<td>Temporary Survey Markings</td>
</tr>
<tr>
<td>WHITE</td>
<td>Proposed Excavating</td>
</tr>
</tbody>
</table>

Tolerance Zone: Width of Underground Facility Plus 18” on each side

Reminder: Marks are only valid for 30 calendar days from the date of the locate, or until no longer visible, whichever comes first.

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