

# EXCAVATOR HANDBOOK

## SAFE DIGGING GUIDE



16361 Table Mountain Parkway  
Golden, Colorado 80403

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

[www.co811.org](http://www.co811.org)





6. Call 911 or your local fire, police, or sheriff's office. Provide them with your name, phone number, a description of the leak, and its location.
7. Call Colorado 811 and the facility owner(s)/operator(s).

#### **ELECTRICITY**

1. Move equipment only if you can do so safely.
2. If safe, stay on equipment/machine (unless on fire) until rescue workers arrive; keep others away.
3. If a buried electrical line is struck in wet soil/conditions, the ground may become energized for a large area around strike.
4. Call Colorado 811 and the facility owner(s)/operator(s).

#### **WATER/SEWER**

1. Do not close any valves in order to stop flooding. (Closing the wrong valve(s) may affect the fire flows and/or possible contamination of potable systems.)
2. If the water lead is from a septic line or system, do not come in contact with the water. This could be a health risk.
3. Be careful of high-pressure water. Sometimes the slightest scratch of vibration can create a hazardous condition.
4. Water can rapidly fill a trench or hole, making a quick exit impossible.
5. Be careful when moving around trench areas with wet walls. This can create a potentially dangerous situation.
6. Sewer gas is highly flammable and can be easily ignited.
7. Call Colorado 811 and the facility owner(s)/operator(s).

#### **FIBER COMMUNICATION**

1. To avoid eye damage, do not look into the end of a severed fiber-optic facility.
2. Call Colorado 811 and the facility owner(s)/operator(s).

**Any type of scrape, nick, cut, tear, break, or dent, to underground facilities should be reported to Colorado 811 and the facility owner(s)/operator(s) immediately. If not promptly repaired, they could result in a future leak, service outage, explosion, accident, injury, and/or death.**

## **TABLE OF CONTENTS**

- 2 DETERMINING WHOM AND WHEN TO CALL PRIOR TO EXCAVATION**
- 4 TYPES OF LOCATE REQUESTS PROCESSED BY COLORADO 811**
- 12 GUIDELINES FOR PREPARING TO CALL PRIOR TO EXCAVATION**
- 21 WHAT HAPPENS AFTER THE CALL IS MADE**
- 21 RESPONSIBILITIES OF THE FACILITY OWNER(S)/OPERATOR(S) (After Receiving the Locate Request)**
- 22 RESPONSIBILITIES OF THE EXCAVATOR (After Making the Call for a Locate Request)**
- 23 REPORTING PROBLEMS**
- 23 ONE-CALL LEGISLATION**
- 34 OTHER APPLICABLE LAWS AND REGULATION**
- 39 RECOGNIZING AND RESPONDING TO EMERGENCIES INVOLVING DAMAGED FACILITIES**

## **PREFACE**

This manual has been prepared for the professional excavator. It is a reference tool for interacting with Colorado 811. Additional copies can be obtained by visiting our website at [www.co811.org](http://www.co811.org).

For your convenience, a copy of the Colorado state One-Call Law is printed in the back of the handbook. Contents of this handbook and the applicable Colorado state statutes are subject to change without notice. The original handbook was written in January of 1995, and the latest revision is effective July of 2017.

## **COLORADO 811 CONTACT INFORMATION**

One-Call Number	811 800-922-1987
Website	<a href="http://www.co811.org">www.co811.org</a>
Administrative Number	303-232-1991
Fax	303-234-1712
Accounting Department	<a href="mailto:accounting@co811.org">accounting@co811.org</a>
Contact Center Department	<a href="mailto:cc@co811.org">cc@co811.org</a>
Communications/Marketing Department	<a href="mailto:communications@co811.org">communications@co811.org</a>
Damage Prevention Department	<a href="mailto:dp@co811.org">dp@co811.org</a>
GIS Department	<a href="mailto:gis@co811.org">gis@co811.org</a>
Human Resource Department	<a href="mailto:hr@co811.org">hr@co811.org</a>
IT Department	<a href="mailto:it@co811.org">it@co811.org</a>
Member Services Department	<a href="mailto:member-services@co811.org">member-services@co811.org</a>
Website Department	<a href="mailto:web-master@co811.org">web-master@co811.org</a>



### **To process a Locate Request Please Call or Go Online:**

- 811
- Online - Ticket Express
- 800-922-1987
- Online - Web Ticket Entry

The Federal Communications Commission approved the use of 811 as a national call-before-you-dig telephone number. Calling 811 will connect you with the state contact center you are calling in. For example, if you are calling from Fort Collins, CO, you will be connected with Colorado 811. If you are making the call in Albuquerque, New Mexico, you will be connected to the New Mexico contact center.

### **Do I have to call Colorado 811 before I excavate?**

Yes, Colorado 811 must be notified prior to excavation. Excavation is defined as: "any operation in which earth is moved or removed by means of any tools, equipment, or explosives and includes auguring, backfilling, boring, ditching, grading, plowing-in, ripping, scraping, trenching, and tunneling."

## **SECTION X: RECOGNIZED AND RESPONDING TO EMERGENCIES INVOLVING DAMAGED FACILITIES**

Emergency situations include: leaks, ruptures, explosions, fires, severe settling or soil movement, weakened or damaged facilities, and similar instances in which immediate action is necessary to prevent loss of life, injury to persons, or damage to property. The following actions should be taken in response to various emergency/damage situations involving underground facilities:

### **NATURAL GAS**

1. Avoid any open flames or anything that might start a fire. Do not start motor vehicles or electrical equipment. Remove ignition sources (cigarettes, cell phones, and anything that could create a spark or static electricity).
2. Evacuate the area and try to keep uninformed people out.
3. Abandon any equipment being used in the area.
4. Call 911 or your local fire, police, or sheriff's office.
5. Do not try to put out a fire. If it is burning, let it burn; ask local fire fighters to observe and protect adjacent property.
6. Do not try to operate any pipeline valves yourself.
7. Never bury the broken or damaged line.
8. Call Colorado 811 and the facility owner(s)/operator(s).

### **PETROLEUM**

1. Leave the leak area immediately. Warn others, if necessary.
2. Do not make contact with the escaping liquids.
3. Avoid creating sparks or sources of heat that could cause the vapors or liquids to ignite. Do not light a match, start an engine, use a telephone, or even switch on/off an electric light.
4. Turn off any running machinery (engines).
5. If you come upon a leak or vapor cloud while in an automobile, do not drive into the area.

## Part H – Description of Damage

### If yes, duration of interruption

<input type="checkbox"/> Data Not Collected	<input type="checkbox"/> 4 to 8 hrs	<input type="checkbox"/> 2 to 3 days
<input type="checkbox"/> Less than 1 hour	<input type="checkbox"/> 8 to 12 hrs	<input type="checkbox"/> more than 3 days
<input type="checkbox"/> 1 to 2 hrs	<input type="checkbox"/> 12 to 24	<input type="checkbox"/> Unknown
<input type="checkbox"/> 2 to 4 hrs	<input type="checkbox"/> 1 to 2 days	<input type="checkbox"/> Exact Value _____

### Approximately how many customers were affected?

<input type="checkbox"/> Zero	<input type="checkbox"/> 10 to 50	<input type="checkbox"/> Unknown
<input type="checkbox"/> One	<input type="checkbox"/> 50 or more	<input type="checkbox"/> Exact Value _____
<input type="checkbox"/> 2 to 10		

### Estimated cost of repair/restoration

<input type="checkbox"/> \$ 0 to 5,000	<input type="checkbox"/> \$25,000 to 50,000	<input type="checkbox"/> Unknown
<input type="checkbox"/> \$5,000 to 25,000	<input type="checkbox"/> \$50,000 or more	<input type="checkbox"/> Exact Value _____

### Number of people injured

<input type="checkbox"/> Unknown	<input type="checkbox"/> 2 to 9	<input type="checkbox"/> 50 to 99
<input type="checkbox"/> Zero	<input type="checkbox"/> 10 to 19	<input type="checkbox"/> 100 or more
<input type="checkbox"/> One	<input type="checkbox"/> 20 to 49	<input type="checkbox"/> Exact Value _____

### Number of fatalities

<input type="checkbox"/> Unknown	<input type="checkbox"/> 2 to 9	<input type="checkbox"/> 50 to 99
<input type="checkbox"/> Zero	<input type="checkbox"/> 10 to 19	<input type="checkbox"/> 100 or more
<input type="checkbox"/> One	<input type="checkbox"/> 20 to 49	<input type="checkbox"/> Exact Value _____

## Part I – Description of the Root Cause

### \*Please choose one

- Facility was not located or marked
- Facility marking or location not sufficient
- One call notification center error
- No notification made to the one call center
- Facility could not be found or located
- Abandoned facility
- Incorrect facility records/maps
- Wrong information provided
- Deteriorated facility
- Notification to one call center, made but not sufficient
- Excavation practices not sufficient
- Previous damage
- Data Not Collected
- None of the above, Please Explain

## Part J – Additional Comments

### Once I call, what happens?

Colorado 811 will request accurate geographic information to properly map your area of excavation. The actual excavation site determines which facilities are present for notification purposes, and must be marked. Tier One members are notified directly by CO811. Tier Two members are contacted directly by the excavator. Contact information is supplied by the Agent.

### I've hit a facility; what do I do?

If you have created a potentially dangerous situation (i.e., damaged gas line, etc.) evacuate the area, make sure everyone at risk of injury is safe and call 911 immediately. Call Colorado 811 to process a Damage Ticket. Also, call the affected facility owner(s)/operator(s) to make them aware of the damaged facility. (CO811 will provide the phone number(s) and facility contact information.)

### If I am a subcontractor, is it necessary to obtain my own Locate Request?

To ensure that the excavators and their crews are protected and to ensure facilities are protected, Colorado 811 encourages all individual companies excavating on the project to process a Locate Request, outlining the excavation site. Should any damage occur, a Locate Request is needed in the excavator's name, to show that the excavator used due diligence when digging.

## SECTION I: DETERMINING WHOM AND WHEN TO CALL

Colorado 811 is a non-profit, non-governmental organization, funded by its member facility owner(s)/operator(s). Its purpose is to act as a messaging center between excavators and underground facility owner(s)/operator(s) for Locate Requests when excavation is needed. CO811 is the statewide messaging call center for the state of Colorado only. If you are excavating in other states, please refer your requests to those state's call center.

### Colorado 811 is a communications link and does not locate any facilities.

Colorado revised statutes require that anyone who engages in any type of excavation must provide advance notice to the underground facility owner(s)/operator(s). The notice must be provided by the excavator at least two (2) full business days, prior to any excavation, not including the day of the call. A precise definition of "excavation" is included in the state law. Facility owner(s)/operator(s), not Colorado 811, should be contacted directly for the following issues:

- Billing question or problems
- Services discontinued or relocated
- Changes in utility services
- Facility owner outages/service interruptions

To process normal Locate Requests, calls must be made to Colorado 811, Monday through Friday, 7:00 a.m. to 5:00 p.m., excluding holidays. Colorado 811's web services are available 24/7 at [www.co811.org](http://www.co811.org).

## **Colorado 811 is available 24-hours a day, 365 days a year for emergency and damage reporting.**

### ***The holidays observed at Colorado 811 are:***

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

### **Private Facilities**

When you complete the locate request a notice is sent to utility or facility owners who have gas, electric, cable TV, phone or other lines near your property. Many utility companies only mark the location of their lines up to your property boundary. Utility lines inside your property boundaries are called "private lines" or "private facilities" and you are responsible for being sure that the lines inside of your property boundaries are properly marked.

There are companies who will mark the lines inside of your property boundaries but they do charge a fee for that service. Please go to <http://colorado811.org/private-locate-companies/> for a list of private locate companies. The failure to mark lines inside of your property boundaries and the cutting or damage to those lines can result in serious personal injury or death. You will be responsible for any damage to any lines on your property regardless of who marks the lines.

## **SECTION II: TYPES OF REQUESTS PROCESSED BY COLORADO 811**

### **Normal Request**

A Normal Request is a request for a locate made at least two (2) full business days prior to excavation, not including the day of the call. Facility owner(s)/operator(s) must respond by the end of the second full business day. (The end of day is considered 11:59PM.)

Excavators are encouraged to use Multiple Day Requests when submitting a locate request exceeding 1000 linear feet.

### **Recommended Facility Owner/Operator 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.

### **\*Type of Work Performed**

- Agriculture
- Blading and Lot Grade
- Cable Television
- Building Construction
- Curb/Sidewalk
- Building Demo
- Drainage
- Driveway
- Electric
- Engineering/Surveying
- Fencing
- Gas
- Irrigation
- Landscaping
- Petroleum Pipeline
- Pole Placement
- Public Transit Authority
- Railroad Maintenance
- Road Work
- Sewer
- Site Development
- Steam
- Storm Drain/Culvert
- Street Light
- Phone
- Traffic Signal
- Traffic Sign
- Fiber Optic
- Water Waterway Improvements
- Transmission Pipeline
- Data Not Collected
- Unknown/Other

### **Part E&F – Notification, Locating and Marking**

#### **\*Did the excavator notify the one call notification center?**

- Yes
- No

If Yes which One Call center

If Yes, please provide the One Call ticket number

#### **\*Type of Locator**

- Utility Owner
- Contract Locator
- Data Not Collected
- Unknown/other

#### **\*Were facility marks visible in the area of excavation?**

- Utility Owner
- Contract Locator
- Data Not Collected
- Unknown/other

#### **\*Were facilities marked correctly?**

- Utility Owner
- Contract Locator
- Data Not Collected
- Unknown/other

### **Part G – Excavator Downtime**

#### **Did Excavator incur down time?**

- Yes
- No

#### **If yes, how much time?**

- Unknown
- Less than 1 hour
- 1 to 2 hours
- 2 to 3 hours
- More than 3 hours
- Exact Value \_\_\_\_\_

#### **Estimated cost of down time?**

- Unknown
- \$0 to 5000
- \$5000 to 25,000
- \$25,000 to 50,000
- Over \$50,000
- Exact Value \_\_\_\_\_

### **Part H – Description of Damage**

#### **\*Was there damage to a facility?**

- Yes
- No (i.e. near miss)

#### **\*Did the damage cause an interruption in service?**

- Yes
- No

## Part A - Who is Submitting This Information

Who is providing this information:

- Electric
- Engineer/Design
- Equipment Manufacturer
- Excavator
- Gas
- Insurance
- Locator
- Oil
- One Call Center
- Private Water
- Public Works
- Railroad
- Road Builders
- State Regulator
- Telecommunications
- Unknown/Other

Name of the person providing the information:

## Part B - Date and Location of Event

**\*Date of Event:**

**\*Country**

**\*State**

**\*County**

- City Street
- State Highway
- County Road
- Interstate Highway
- Other
- Private Land Owner
- Private Business
- Private Easement

**\*City**

**Street Address**

**Nearest Intersection**

- Pipeline
- Railroad
- Power / Transmission Line
- Dedicated Public Utility Easement
- Federal Land
- Data not collected
- Unknown/Other

## Part C – Affected Facility Information

**\*What type of facility operation was affected?**

- Cable Television
- Electric
- Natural Gas
- Liquid Pipeline
- Sewer
- Steam
- Telecommunications
- Water
- Unknown/Other

**\*What type of facility was affected?**

- Distribution
- Gathering
- Service/Drop
- Transmission
- Unknown/Other

**Was the facility part of a joint trench?**

- Unknown
- Yes
- No

**Was the facility owner a member of One Call?**

- Unknown
- Yes
- No

## Part D – Excavation Information

**\*Type of Excavator**

- Contractor
- Farmer
- Municipality
- Occupant
- Railroad
- State
- County
- Utility
- Developer
- Data not collected
- Unknown/Other

**\*Type of Excavation Equipment**

- Auger
- Backhoe/Trackhoe
- Boring
- Drilling
- Directional Drill
- Explosives
- Farm Equipment
- Grader/Scraper
- Hand Tools
- Vacuum Equipment
- Probing Device
- Trencher
- Data Not Collected
- Unknown/Other

## Emergency Request

An Emergency Request is a Locate Request for which immediate excavation is necessary to prevent the 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 owner(s)/operator(s) will respond as soon as practicable. Should the facility owner(s)/operator(s) fail to respond as outlined in the Recommended Facility Owner Response" (see below), the excavator should request a Second Notice and contact the facility owner(s) directly.

The excavator making the Emergency Request must be at the excavation site within the applicable time frame as stated in the "Recommended Facility Owner/Operator Response" (see below).

**Emergency Requests may be processed 24 hours a day, 7 days a week.**

## Recommended Facility Owner/Operator Response:

Facility owner(s)/operator(s) should respond to all business-hour emergencies within one (1) hour.

Business hours are 7:00 a.m. to 5:00 p.m., Monday–Friday.

Facility owner(s)/operator(s) should respond to all after-hours emergencies within a two (2) hour time frame.

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

## Damage Notification Request

A Damage Notification Request is processed when an underground facility has been damaged or an 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(s)/operator(s) to mitigate damages. Should the facility owner(s)/operator(s) fail to respond as stated in the "Recommended Facility Owner/Operator Response" (see the following page), the excavator should request a Second Notice and contact the facility owner(s)/operator(s).

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 evacuate the area immediately and contact 911, as necessary.

A Damage Notification Request, like an Emergency Request, is prioritized ahead of all other types of Locate Requests, and facility owner(s)/operator(s) shall respond as soon as practicable.

All facility owner(s)/operator(s) are required by law to report underground damages. For more information, please refer to the section pertaining to One-Call laws and/or visit [www.cga-dirt.com/uncc](http://www.cga-dirt.com/uncc).

Locates will not be performed for Damage Notification Requests. Should additional markings be required to continue excavation or repair damage, the excavator or facility owner(s)/operator(s) shall request one of the following, as is appropriate:

- A. Normal Locate Request
- B. Non-Compliance Request
- C. Second Notice Request
- D. Relocate/Refresh Request
- E. Emergency Request

#### **Recommended Facility Owner/Operator Response:**

A facility owner(s)/operator(s) should respond to Damage Notification Requests during business hours within one (1) hour.

Facility owner(s)/operator(s) should respond to all Damage Notification Requests after hours within a two (2)-hour time frame.

Damage Notification Requests may be processed 24 hours a day, 7 days a week.

#### **Non-Compliance Request**

A Non-Compliance Request is processed when an excavator is requesting facility owner(s)/operator(s) to respond to a Locate Request prior to two (2) full business days, not including the day of the call.

A Non-Compliance Request is appropriate in two situations:

- **Non-imminent emergency:** A situation in which a response is needed in less than two (2) full business days but does not qualify as an Emergency Request
- **Convenience:** A situation which an excavator is requesting a Locate Request in less than two (2) full business days

There is no guarantee that a Non-Compliance Request will be completed in less than the required two (2) full business days, not including the day of the call. It is recommended that the excavator contact each facility owner(s)/operator(s) to confirm whether or not the locate can be completed prior to the locate-by date.

Meet Requests cannot be scheduled on Non-Compliance Requests.

#### **OSHA REGULATIONS:**

##### **1926.651 (b) UNDERGROUND INSTALLATIONS;**

(1) The estimated location of utility installations, such as sewer, telephone, fuel, electric, water lines, or any other underground installations that reasonably may be expected to be encountered during excavation work, shall be determined prior to opening an excavation.

(2) Utility companies and owners shall be contracted within established or customary local response times, advised of the proposed work, and asked to establish the location of the utility underground installations prior to the start of actual excavation. When utility companies or owners installations within 24 hours (unless a longer period is required by state or local (law), or cannot establish the exact location of these installations, the employer may proceed, provided the employer does so with caution, and provided detection equipment or other acceptable means to locate utility installations are used.

(3) When excavations approach the estimated location of underground installations, the exact locations of the installations shall be determined by safe and acceptable means.

(4) While the excavation is open, underground installations shall be protected, supported, or removed as necessary to safeguard employees.

#### **CGA Damage Information Reporting Tool (DIRT) - Field Form**

CO 811 Agents will take the information the excavator provides and incorporate it into the Common Ground Alliance Damage Information Reporting Tool (DIRT). This new process will give excavators the opportunity to have a voice in reporting damages and will provide valuable data when damage reporting and analysis are required.

This procedure will give Colorado 811 and all stakeholders the ability to understand the reasons why damages occur and how we can prevent them in the future.

Visit DIRT Colorado at [www.cga-dirt.com/uncc](http://www.cga-dirt.com/uncc)

## **§ 9-1.5-107. Notice of removal of underground facilities**

At least ten days before beginning an excavation to remove an underground facility that is a gas transmission pipeline that has been abandoned or is unused and is not located in a public road, street, alley, or right-of-way dedicated to public use, the excavator shall notify each owner of record and occupant of the real property where such underground facility is located. The notice shall state the commencement, extent, and duration of the excavation in addition to the information required by section 9-1.5-103(3)(c) and shall be served in the same manner as personal service under the Colorado rules of civil procedure; except that, if such personal service cannot be made through the use of due diligence, notice may be served by mail to the owner's or occupant's last-known address. If a valid mailing address is not available through the use of due diligence, notice may be made by publication in a newspaper published in the county in which the property is located. For purposes of this section, an underground facility is not considered abandoned or unused if it is in operation for its intended purpose or is being actively maintained with reasonable anticipation of a future use

Note: Sections or words that are in all caps and bold will take effect August 4, 2009.

## **SAFETY CLAUSE**

The general assembly hereby finds, determines, and declares that this act is necessary for the immediate preservation of the public peace, health, and safety.

## **SECTION IX: OTHER APPLICABLE LAWS AND REGULATIONS**

Federal Laws:

49 USC 601223 (d) PENALTY FOR NOT USING ONE-CALL NOTIFICATION SYSTEM OR NOT HEEDING LOCATION INFORMATION OR MARKINGS—A person shall be fined under title 18, imprisoned for not more than 5 years, or both, if the person knowingly and willfully:

(1) Engages in an excavation activity:

(A) Without first using an available one-call notification system to establish the location of underground facilities in the excavation area;

(2) Subsequently damages:

(A) A pipeline facility that results in death, serious bodily harm, or actual damage to property of more than \$50,000; or  
(B) A hazardous liquid pipeline facility that results in the release of more than 50 barrels of product.

## **Recommended Facility Type/Operator Response:**

Each Facility Type(s)/operator(s) should make every attempt to accommodate all Non-Compliant Requests prior to the requested date on the ticket.

## **Second Notice Request**

A Second Notice Request is a request that is retransmitted to the appropriate facility owner(s)/operator(s) when an original Locate Request has **NOT** been completed in its entirety or a 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):

- The ticket number for the original request has been provided
- The request is made no more than five (5) days after the original locate-by date
- One or more of the following circumstances exists:
  - Incomplete markings
  - No markings
  - The facility owner/operator did not show up to locate the facility
  - The facility owner/operator did not show up for a scheduled Meet Request
  - The facility is not found in the excavation site
  - An incorrect address/area was located

The caller must communicate which specific facility owner(s)/operator(s) are needed to respond to a Second Notice Request and the reason for the Second Notice Request.

- Only the facility owner(s)/operator(s) specified by the excavator will be re-notified.
- The locate information must not deviate from that of the originally requested area.
- Any change in ticket information, other than Second Notice information, requires that a new ticket be processed.

## **Recommended Facility Owner/Operator Response:**

A facility owner(s)/operator(s) should respond to the Locate Request as soon as practicable (as opposed to the normal two (2) full 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 owner(s)/operator(s) when an original Locate Request has been completed in its entirety and/or a positive response has been communicated, but the 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):

- The ticket number for the original request has been provided
- The request is made no more than five (5) days after the original Locate Request
- The original markings are no longer visible

The caller must communicate which specific facility owner(s)/operator(s) are needed to respond to the Relocate/Refresh Request.

- Only facility owner(s)/operator(s) specified by the excavator will be re-notified.
- The locate information must **NOT** deviate from the originally requested excavation site.
- Any change in ticket information other than Relocate/Refresh information requires that a new ticket be processed.

### **Recommended Facility Owner/Operator Response:**

A facility owner(s)/operator(s) should respond to the request as soon as practicable (as opposed to the normal two (2) full business days, not including the day of the call) and communicate to the excavator the status of the Locate Request.

## **Meet Request**

Meet Requests are intended to help facility owner(s)/operator(s) better understand a locate description or to obtain access to the excavation site. Meet Requests are not to be used by the caller in lieu of providing an accurate locate description.

- Not all facility owner(s)/operator(s) offer Meet Request(s).

(I) A statistical summary of the information reported to it pursuant to section 9-1.5-103(7)(b); and

(II) An annual, independent financial audit of its operations.

(b) The notification association shall provide a copy of both reports created under paragraph (a) of this subsection (2.6) to its members and shall provide the report created under subparagraph (I) of paragraph (a) of this subsection (2.6) to the public utilities commission of the state of Colorado.

(3) Except as provided in subsection (2) of this section, each member of the notification association shall provide all of the locations of any underground facilities which such member owns or operates to the notification association, and the association shall maintain such information on file for use by excavators.

(4) The notification association shall be governed by a board of directors which is representative of the membership of the association and shall have at least one director that is a tier two member. The board of directors shall be elected by the membership of the association pursuant to the bylaws of the association.

(5) The notification association shall be incorporated and operated as a nonprofit corporation pursuant to the "Colorado Revised Nonprofit Corporation Act", articles 121 to 137 of title 7, C.R.S.

(6) This section shall not apply to any owner or occupant of real property under which underground facilities are buried if such facilities are used solely to furnish service or commodities to such real property and no part of such facilities is located in a public street, county road, alley, or right-of-way dedicated to public use.

## **§ 9-1.5-106. Notice requirements**

(1) The notification association created in section 9-1.5-105 shall:

(a) Receive and record notifications from excavators concerning intended excavation activities including sites, dates, and the nature of any intended excavation;

(b) Maintain a record of each notice of intent to excavate for a minimum of three years; and

(c) File the notification received regarding any proposed excavation site and the notification provided regarding such excavation site, including the date and time of each such notification, by reference number.

(2) The notification association shall establish and maintain a damage prevention safety program and shall conduct periodic public awareness campaigns.

(3) The notification association shall provide prompt notice of any proposed excavation to each affected tier one member that has any underground facilities in the area of the proposed excavation site. The notification association shall also provide the excavator with the name and telephone number of each tier two member that has any underground facilities in the area of the proposed excavation.

(a) "Tier one" members who shall be full members of the notification association and shall receive full service benefits as part of such membership as specified in this article. Any owner or operator required to be a member of the association who was a member on February 1, 1993, shall be designated a tier one member without further action by such member.

(b)(I) "Tier two" members who shall be limited members and shall receive limited services as a part of such membership as specified in this article. Tier two members shall pay a one-time membership fee of twenty-five dollars to the notification association to partially defray the costs incurred by the association in organizing pursuant to this article. The notification association shall not assess any charges, costs, or fees to any tier two member other than the one-time membership fee.

(II) All tier two members shall provide the association with accurate information regarding the boundaries of such member's service area, the type of underground facility that may be encountered within such service area, and the name, address, and telephone number of a person who shall be the designated contact person for information regarding such member's underground facilities. A tier two member shall also provide geographical information concerning underground facilities it owns or operates which are not located within the designated service area to the notification association.

(III) Not later than January 1, 1994, the notification association shall provide any person who contacts the association regarding information concerning underground facilities owned or operated by a tier two member with the name of the person specified in subparagraph (II) of this paragraph (b).

(IV) The following owners or operators of underground facilities who are not designated as tier one members pursuant to paragraph (a) of this subsection (2) shall be designated as tier two members:

(A) Electric cooperative associations;

(B) Special districts organized under title 32, C.R.S.;

(C) Cable television operators;

(D) Municipalities and counties; and

(E) Telecommunications local exchange providers with fewer than fifty thousand access lines.

(2.3) Any association member may alter the status of its membership and move from tier one to tier two or from tier two to tier one at any time that such member chooses; except that every tier one member shall remain a tier one member for at least two years after becoming a tier one member.

(2.5) The notification association may accept any organization, person, or entity which has an interest in the purposes and functions of the association as a member whether specifically enumerated in this article or not. Any such member shall comply with the bylaws of the association.

(2.6)(a) The notification association shall prepare annual reports on its activities, as follows:

- Facility owner(s)/operator(s) 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 which a Meet Request is not available within the time line of two (2) full business days.
- When a Meet Request is scheduled for a day and time which is outside of the time line of two (2) full business days, the locate - by date will be the date of the Meet Request, which allows all facility owner(s)/operator(s) listed on the ticket to begin identifying buried facilities. Should work be incomplete by the end of the due date specified in the Meet Request, completion of the remaining work must be agreed upon by both the excavator and the facility owner(s)/operator(s).
- Specific on-site meeting points at the excavation site must be provided by the excavator.
- Excavators are allowed only one (1) Meet Request per day in the same locate area.
- 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/Operator Response:**

In the event that the facility owner(s)/operator(s) cannot meet with the excavator at the scheduled meet time and location, the facility owner(s)/operator(s) should immediately contact the excavator to confirm the estimated time of arrival and establish an agreed-upon meet time.

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 the excavator and the facility owner(s)/operator(s).

It is the facility owner(s)/operator(s) responsibility to coordinate all normal Locate Requests in the same locate areas that are processed with a meet time by the same excavator.

As a general guideline, both facility owner(s)/operator(s) and excavators should allow fifteen (15) minutes past the scheduled meet time for both the excavator and scheduled facility owner(s)/operator(s) to arrive.

## **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 the original Locate Request requires modification (This circumstance requires a new Locate Request to be processed).

A Locate Request cannot be cancelled after the locate-by date has expired.

A Locate Request can only be cancelled by the company or caller who is listed on the Locate Request.

## **Engineering Request**

An Engineering Request is intended for persons who are designing underground facilities or who require general information as to the description and location of existing underground facilities in the area of a proposed excavation. **Information obtained through an Engineering Request is never to be used for excavation activities.** (Note: Some facility owner(s)/operator(s) may charge for this service.)

## **Recommended Facility Owner/Operator Response:**

A facility owner(s)/operator(s) should provide general information to the architect, engineer, or other person(s) designing underground facilities or excavation.



(e) Paragraph (d) of this subsection (2) shall not apply to a person who commences excavation affecting an underground facility if the owner or operator of the underground facility has failed to comply with paragraph (a) of subsection (1) of this section or has failed to use reasonable care in the marking of the affected underground facility.

(3)(a) An action to recover a civil penalty under this section may be brought by an owner or operator, excavator, aggrieved party, district attorney, or the attorney general. Venue for such an action shall be proper in the district court for the county in which the owner or operator, excavator, or aggrieved party resides or maintains a principal place of business in this state or in the county in which the conduct giving rise to a civil penalty occurred.

(b) Any civil penalty imposed pursuant to this section, including reasonable attorney fees, shall be paid to the prevailing party.

(c) The penalties provided in this article are in addition to any other remedy at law or equity available to an excavator or to the owner or operator of a damaged underground facility.

(d) No civil penalty shall be imposed under this section against an excavator or owner or operator who violates any of the provisions of this section if the violation occurred while the excavator or owner or operator was responding to a service outage or other emergency; except that such penalty shall be imposed if such violation was willful or malicious.

(4) Nothing in this article shall be construed to impose an indemnification obligation on any public entity or to alter the liability of public entities as provided in article 10 of title 24, C.R.S.

(5) In determining the liability for or the amount of any damages or civil penalty pursuant to this article, a court or arbitrator shall consider the nature, circumstances, and gravity of the alleged violation and the alleged violator's degree of culpability, history of prior violations, and level of cooperation with the requirements of this article.

## **§ 9-1.5-105. Notification association--structure and funding requirements--duties of owners and operators--report**

(1) There is hereby created a nonprofit corporation in the state of Colorado, referred to in this article as the "notification association", which shall consist of all owners or operators of underground facilities. All such owners and operators shall join the notification association and shall participate in a statewide program which utilizes a single toll-free telephone number which excavators can use to notify the notification association of pending excavation plans. Upon its organization and incorporation, the association shall file a letter to such effect with the public utilities commission so that the commission may refer inquiries arising under this article to an appropriate person.

(2) All underground facility owners and operators except the Colorado department of transportation shall be members of the notification association which shall be organized as follows:

(II) Any injury or damage to persons or property resulting from the damage to the underground facility. Any such owner or operator shall also indemnify and defend the affected excavator against any and all claims or actions, if any, for personal injury, death, property damage, or service interruption resulting from the damage to the underground facility.

(2)(a) Any person who intends to excavate shall notify the notification association pursuant to section 9-1.5-103 prior to commencing any excavation activity. For purposes of this paragraph (a), excavation shall not include an excavation by a rancher or a farmer, as defined in section 42-20-108.5, C.R.S., occurring on a ranch or farm unless such excavation is for a nonagricultural purpose.

(b) Any person, other than a homeowner, rancher, or farmer, as defined in section 42-20-108.5, C.R.S., working on such homeowner's, rancher's, or farmer's property, who fails to notify the notification association or the affected owner or operator pursuant to paragraph (a) of this subsection (2) shall be liable for a civil penalty in the amount of two hundred dollars.

(c)(I) If any person, other than a homeowner, rancher, or farmer, as defined in section 42-20-108.5, C.R.S., working on such homeowner's, rancher's, or farmer's property, fails to comply with paragraph (a) of this subsection (2) and damages an underground facility during excavation, such person shall be liable for a civil penalty in the amount of five thousand dollars for the first offense and up to twenty-five thousand dollars for each subsequent offense within a twelve-month period after the first offense. Upon a first offense, such person shall be required to complete an excavation safety training program with the notification association.

(II) If any person fails to comply with paragraph (a) of this subsection (2) on more than three separate occasions within a twelve-month period from the date of the first failure to comply with paragraph (a) of this subsection (2), then the civil penalty shall be up to seventy-five thousand dollars.

(d) If any person, other than a homeowner, rancher, or farmer, as defined in section 42-20-108.5, C.R.S., working on such homeowner's, rancher's, or farmer's property, fails to comply with paragraph (a) of this subsection (2) or fails to exercise reasonable care in excavating **OR PERFORMING ROUTINE**

**MAINTENANCE** and damages an underground facility during **SUCH** excavation **OR ROUTINE MAINTENANCE**, such person shall be presumably liable for:

(I) Any cost or damage incurred by the owner or operator in restoring, repairing, or replacing its damaged underground facility, together with reasonable costs and expenses of suit, including reasonable attorney fees; and

(II) Any injury or damage to persons or property resulting from the damage to the underground facility. Any such person shall also indemnify and defend the affected owner or operator against any and all claims or actions, if any, for personal injury, death, property damage, or service interruption resulting from the damage to the underground facility.

## Colorado 811 Online Services



A communications link between the Tier One member facility owner(s)/operator(s) and the excavator/caller. Tier One members use four ways to post positive responses: WebTMS, uploading from existing ticket management systems, manually inputting response online, or utilizing the Positive Response phone number (877) 588-2909.



Locate tickets can be processed online. Suggested for use by professional excavators who process multiple requests each month. Training is provided by Colorado 811's staff. Call CO811 (877) 318-8188 or email [wte@co811.org](mailto:wte@co811.org) for further information or training.



Ticket Express requires no training. Professional excavators and homeowners may use this program to submit an online form with the locate request information. This form will then be processed by CO811 agents. [co811.org](http://co811.org)



Web TMS can be used by Tier One members at Colorado 811. It is a program designed to assist with the receipt of locate requests. Contact Member Services at [member-services@co811.org](mailto:member-services@co811.org) or visit [www.co811.org](http://www.co811.org) for more information.



Update Lite allows users to update an existing locate request as long as the original request was made in the last 30 days. Information from the original request cannot be modified or edited in any way.

### SECTION III: GUIDELINES FOR PREPARING TO CALL

PREPARATION IS THE KEY TO A SUCCESSFUL LOCATE REQUEST

Agents are trained professionals who guide each caller through a series of important questions to process every Locate Request. The information is processed in the following format and order. **It may be useful to make copies of this ticket format and write in the information before placing a call to Colorado 811.**

**811/ 1-800-922-1987 or CO 811 Online Services**

Primary Phone Number\_\_\_\_\_

Caller Name\_\_\_\_\_

E-Mail\_\_\_\_\_

Company Name (*if applicable*)\_\_\_\_\_

Fax\_\_\_\_\_

Mailing Address\_\_\_\_\_

City\_\_\_\_\_ State\_\_\_\_\_ Zip\_\_\_\_\_

Alternate Contact\_\_\_\_\_

Alternate Phone #\_\_\_\_\_

Work to be Completed For\_\_\_\_\_

Type of Work\_\_\_\_\_

Explosives (Y/N)\_\_\_\_\_ Directional Boring (Y/N)\_\_\_\_\_

County\_\_\_\_\_ City\_\_\_\_\_

Address\_\_\_\_\_ Street\_\_\_\_\_

Nearest Intersecting Street\_\_\_\_\_

Distance Between Address/Excavation Site and Nearest Intersecting Street\_\_\_\_\_

Marking Instructions\_\_\_\_\_

Colorado 811 processes varying types of requests and calls. Additional information may be requested to help expedite your request.

#### § 9-1.5-104. Injunctive Relief.

(deleted by amendment)

#### § 9-1.5-104.3. Alternative dispute resolution

The notification association shall create a voluntary alternative dispute resolution program in consultation with its members and all affected parties. The alternative dispute resolution program shall be available to all owners or operators, excavators, and other interested parties regarding disputes arising from damage to underground facilities, including, but not limited to, any cost or damage incurred by the owner or operator or the excavator as a result of any delay in the excavation project while the underground facility is restored, repaired, or replaced, exclusive of civil penalties set forth in section 9-1.5-104.5, that cannot be resolved through consultation and negotiation. The alternative dispute resolution program shall include mediation, arbitration, or other appropriate processes of dispute resolution. The issue of liability and amount of damages under Colorado law may be decided by an appointed arbitrator or by the parties in mediation. Nothing in this section shall be construed to change the basis for civil liability for damages.

#### § 9-1.5-104.5. Civil penalties--applicability

(1)(a) Every owner or operator of an underground facility in this state shall join the notification association pursuant to section 9-1.5-105.

(b) Any owner or operator of an underground facility who does not join the notification association in accordance with paragraph (a) of this subsection (1) shall be liable for a civil penalty of two hundred dollars.

(c)(I) If any underground facility located in the service area of an owner or operator is damaged as a result of such owner or operator's failure to comply with paragraph (a) of this subsection (1), the court shall impose upon such owner or operator a civil penalty in the amount of five thousand dollars for the first offense and up to twenty-five thousand dollars for each subsequent offense within a twelve-month period after the first offense. Upon a first offense, the owner or operator shall be required by the court to complete an excavation safety training program with the notification association.

(II) If any owner or operator fails to comply with paragraph (a) of this subsection (1) on more than three separate occasions within a twelve-month period from the date of the first failure to comply with paragraph (a) of this subsection (1), then the civil penalty shall be up to seventy-five thousand dollars.

(d) If any underground facility is damaged as a result of the owner or operator's failure to comply with paragraph (a) of this subsection (1) or failure to use reasonable care in the marking of the damaged underground facility, such owner or operator shall be presumably liable for:

(I) Any cost or damage incurred by the excavator as a result of any delay in the excavation project while the underground facility is restored, repaired, or replaced, together with reasonable costs and expenses of suit, including reasonable attorney fees; and

of the underground facilities, the excavator shall immediately give notice to the notification association or the owner or operator and may proceed and shall not be liable for such damage except upon proof of such excavator's lack of reasonable care.

(7)(a) In the event of damage to an underground facility, the excavator, owner, and operator shall cooperate to mitigate damages to the extent reasonably possible, including the provision of in-kind work by the excavator where technical or specialty skills are not required by the nature of the underground facility. Such in-kind work may be under the supervision and pursuant to the specifications of the owner or operator.

(b) If damage to an underground facility meets or exceeds the reporting threshold as established by the notification association pursuant to paragraph (c) of this subsection (7), the owner or operator of the damaged underground facility shall provide the information listed in subparagraphs (I) to (VII) of paragraph (c) of this subsection (7) to the notification association within ninety days after service has been restored.

(c) The notification association shall create and publicize to its members a reporting process, including the availability of electronic reporting and a threshold at which reporting is required, to compile the following information:

- (I) The type of underground facility that was damaged;
- (II) Whether notice of the intention to excavate was provided to the notification association;
- (III) Whether the underground facility had been validly marked prior to being damaged;
- (IV) The type of service that was interrupted;
- (V) The number of persons whose service may have been interrupted;
- (VI) The duration of the interruption; and
- (VII) The location of the area where the underground facility was damaged.

(d) The notification association shall include a statistical summary of the information provided to it under this subsection (7) in the annual report required under section 9-1.5-105(2.6).

**(8) A PERSON WHO PERFORMS MAINTENANCE SHALL TAKE REASONABLE CARE WHEN DISTURBING THE SOIL.**

**Primary Phone Number, Caller Name, and Company Name**

This information is required in order to maintain records of all Locate Requests and can also be helpful in the event that it is necessary to contact someone for further information.

**E-mail Address/Fax Number**

Listing an e-mail address and/or a fax number is recommended for Positive Response notifications.

**Mailing Address**

The mailing address of the caller or the caller's company is recorded in a Colorado 811 mailing list. This mailing list is used to notify excavators on a periodic basis concerning information pertaining to CO 811.

**Alternate Contact and Phone**

This is an alternative number to reach the primary caller or an additional contact. If the person in charge of the work is different than the caller, an alternate contact should be listed. Locate Requests can often be expedited when the person with specific information related to the excavation site can be reached directly.

**Work to be Completed For**

This is the entity for which the work is being done; (i.e., company or homeowner name)

**Work Type**

This is the type of work to be performed. Field locators need to know the specific reason for the excavation. Agents need to identify the specific reason for the work, as compared to the work method. For example, "New sewer main or service" is much more helpful than "Digging for a sewer line."

**Explosives**

Gas safety rules require gas facility owner(s)/operator(s) to perform leakage surveys in the vicinity of any excavation where blasting has been performed. CO811 Agents ask if explosives will be used in an effort to assist gas facility owner(s)/operator(s) in complying with these rules.

### **Directional Boring**

This specifies the use of directional boring/drilling technology.

### **County/City/Place**

The county and city/place of the work site is needed to identify where the job site is located. This information is used to identify which facility owner(s)/operator(s) will be notified. Colorado 811 accepts calls for all counties in the state of Colorado. Work outside Colorado should be referred directly to the facility owner(s)/operator(s) or the call center responsible for that area.

### **Address/Street**

This is the address of the excavation site

To ensure that the information received is recognizable for all underground facility owner(s)/operator(s), there are certain requirements for identifying the location of the excavation site. The best information is a street address. If a street address is not available, the Agent will ask for the following information:

- Name of the street
- Name of the nearest intersecting street
- Approximate distance between the intersection and the excavation site

If Colorado 811 is unable to verify the distance between the address/excavation site and the nearest intersecting street, mapping of the ticket may not be completed and your request may be delayed.

### **Nearest Intersecting Street and/or Intersection**

This is the intersecting street closest to the address. When an address is not available, provide the closest intersection to the excavation site.

(II)(A) If the documentation maintained pursuant to subparagraph (I) of this paragraph (c) becomes lost or invalid, the excavator shall notify the notification association or the affected owner or operator and request an immediate reverification of the location of any underground facility. Upon receipt of such notification, such affected owner or operator shall respond as quickly as is practicable. The excavator shall cease excavation activities at the affected location until the location of any underground facilities has been reverified.

(B) If the documentation maintained pursuant to subparagraph (I) of this paragraph (c) is determined to be inaccurate, the excavator shall immediately notify the affected owner or operator and shall request an immediate reverification of the location of any underground facility. Upon receipt of such notification, such affected owner or operator shall respond as quickly as practicable. The excavator may continue excavation activity if such excavator exercises due caution and care to prevent damaging any underground facility.

**(c) (III) IF A PERSON PERFORMING ROUTINE MAINTENANCE DISCOVERS AN UNDERGROUND FACILITY IN THE AREA WHERE THE ROUTINE MAINTENANCE IS BEING PERFORMED, THE PERSON SHALL NOTIFY THE NOTIFICATION ASSOCIATION AND THE AFFECTED OWNER OR OPERATOR AS QUICKLY AS PRACTICABLE AND REQUEST AN IMMEDIATE VERIFICATION OF THE LOCATION OF ANY UNDERGROUND FACILITY. UPON RECEIVING NOTIFICATION, THE AFFECTED OWNER OR OPERATOR SHALL RESPOND AS QUICKLY AS PRACTICABLE. THE PERSON SHALL CEASE ROUTINE MAINTENANCE ACTIVITIES IN THE IMMEDIATE AREA, AS DETERMINED BY EXERCISING DUE CAUTION AND CARE, UNTIL THE LOCATION OF ANY UNDERGROUND FACILITIES HAS BEEN VERIFIED.**

(5) In emergency situations, excavators shall take such precautions as are reasonable under the circumstances to avoid damage to underground facilities and notify affected owners or operators and the notification association as soon as possible of such emergency excavations. In the event of damage to any underground facility, the excavator shall immediately notify the affected owner or operator and the notification association of the location and extent of such damage.

(6) If documentation requested and needed by an excavator pursuant to subsection (4) of this section is not provided by the owner or operator pursuant thereto within two business days, not including the day of actual notice, or such later time as agreed upon by the excavator and the owner or operator or if the documentation provided fails to identify the location

(d) An excavator may request a written record of any information from an owner or operator of an underground facility regarding the location of specific underground facilities.

(4)(a) Any owner or operator receiving notice pursuant to subsection (3) of this section shall, at no cost to the excavator, use reasonable care to advise the excavator of the location and size of any underground facilities in the proposed excavation area by marking the location of the facilities with clearly identifiable markings within eighteen inches horizontally from the exterior sides of any such facilities. Such markings shall include the depth, if known, and shall be made pursuant to the uniform color code as approved by the utility location and coordinating council of the American public works association. In the event any person is involved in excavating across a preexisting underground facility, the owner of such facility shall, upon a predetermined agreement at the request of the excavator or the owner, provide on-site assistance. Any owner or operator receiving notice concerning an excavator's intent to excavate shall use reasonable care to advise the excavator of the absence of any underground facilities in the proposed excavation area by communicating directly with the excavator and providing documentation thereof, if requested, or by clearly marking that no underground facilities exist in the proposed excavation area. Owners and operators shall, within the time limits specified in subsection (6) of this section, provide to the excavator evidence, if any, of facilities abandoned after January 1, 2001, known to the owner or operator to be in the proposed excavation area.

(b) The marking of underground facilities shall be considered valid so long as the markings are clearly visible but not for more than thirty calendar days. If an excavation has not been completed within the thirty-day period, the excavator shall notify the affected owner or operator and the notification association at least two business days, not including the day of actual notice, before the end of such thirty-day period.

(b.5) Any person who willfully or maliciously removes a marking used by an owner or operator to mark the location of any underground facility, except in the ordinary course of excavation, is guilty of a class 2 misdemeanor, and, upon conviction thereof, in addition to any order for restitution, shall be punished by a fine of not more than five thousand dollars for each offense, by imprisonment for not more than one year, or by both such fine and imprisonment.

(c)(l) When a person excavates within eighteen inches horizontally from the exterior sides of any underground facility, such person shall exercise such reasonable care as necessary to protect any underground facility in or near the excavation area. It shall be the responsibility of the excavator to maintain adequate and accurate documentation, including but not limited to photographs, video, or sketches, at the excavation site on the location and identification of any underground facility throughout the excavation period.

### **Marking Instructions**

A caller is to provide a detailed description of the proposed excavation site. This description shall detail the area to receive markings.

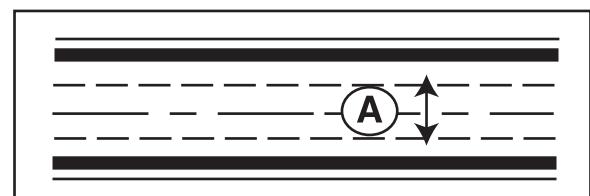
- Examples: "front of lot," "locate a 50-foot radius of the intersection," "locate from pedestal to house"
- Additional information to assist the facility owner(s)/operator(s) can be included in the Locate Request
- It is the excavator's responsibility to ensure that access is available to the excavation site

In identifying the excavation site, the following guidelines should be considered:

- Right and left should not be used as directions as they are relative points of view. Use North, South, East and West as directional information.
- If the excavation is in a street, marking instructions could include:
  - Mark from curb to curb
  - Mark from lot line to lot line in the right-of-way
  - Mark from the center line of street to North, South, East, West lot line or curb
- If the excavation site involves multiple areas, additional tickets may be required to ensure that all facility owner(s)/operator(s) are notified
- In all cases, a description of the site to be marked is needed

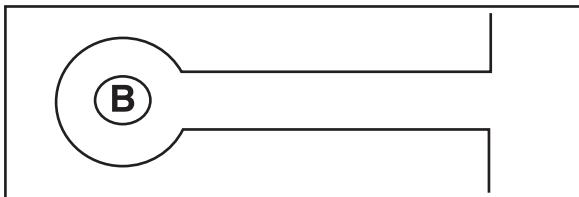
The following are definitions of some of the terms that can be used to help describe the area to be marked:

**A. Center Lane(s) (C/L)**—In a four-lane street, the two lanes at the center of the pavement.



(about the sentence "The following are definitions of some of the terms that can be used to help describe the area to be marked."): **Note:** Whenever possible, it is suggested that the proposed work be **pre-marked with white paint**. This will provide locators with an accurate picture of the proposed excavation area.

**B. Cul-de-sac**—A local street open at one end with a special provision for turning around.

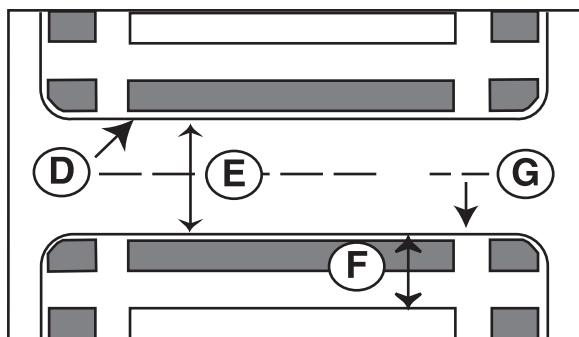


**C. Culvert**—Any pipe or structure under a roadway/driveway to facilitate the drainage of surface water.

**D. Curb Lane(s)**—The traffic or parking lane immediately adjacent to the curb.

**E. Curb to Curb**—The paved area of a road right-of-way between the two curb lines.

**F. Curb to Property Line (P/L)**—The area between the curb and the front property line, including the terrace and/or sidewalk.



**G. Curb Line**—The point where the curb meets the edge of the street pavement.

**H. Easement**—The right to use or control the property of another for designated purposes.

**(7) "Underground facility"** means any item of personal property which is buried or placed below ground for use in connections with the storage or conveyance of water or sewage electronic, telephonic or telegraphic communications or cable television, electric energy, or oil, gas, or other substances, "Item of personal property", as used in this subsection (7), includes, but is not limited to, pipes, sewers, conduits, cables, valves, lines, wires, manholes, and attachments thereto.

**§ 9-1.5-103. Plans and specifications--notice of excavation--duties of excavators--duties of owners and operators**

(1) Deleted by Laws 1993, S.B.93-155, § 1, eff. Sept. 1, 1993.

(2) Architects, engineers, or other persons designing excavation shall obtain general information as to the description, nature, and location of underground facilities in the area of such proposed excavation and include such general information in the plans or specifications to inform an excavation contractor of the existence of such facilities and of the need to obtain information thereon pursuant to subsection (3) of this section.

(3)(a) Except in emergency situations and except as to an employee with respect to the employer's underground facilities or as otherwise provided in an agreement with an owner or operator, no person shall make or begin excavation without first notifying the notification association and, if necessary, the tier two members having underground facilities in the area of such excavation. Notice may be given in person, by telephone, or in writing if delivered.

(b) Notice of the commencement, extent, and duration of the excavation work shall be given at least two business days prior thereto not including the day of actual notice.

(c) Any notice given pursuant to paragraph (b) of this subsection (3) shall include the following:

(I) The name and telephone number of the person who is giving the notice;

(II) The name and telephone number of the excavator; and

(III) The specific location, starting date, and description of the intended excavation activity.

(2) "Emergency situations" includes ruptures and leakage of pipelines, explosions, fires, and similar instances where immediate action is necessary to prevent loss of life or significant damage to **PROPERTY, INCLUDING, WITHOUT LIMITATION**, underground facilities and advance notice of proposed excavation is impracticable under the circumstances.

(3) "Excavation" means any operation in which earth is moved or removed by means of any tools, equipment, or explosives and includes auguring, backfilling, boring, ditching, drilling, grading, plowing-in, pulling-in, ripping, scraping, trenching, and tunneling. "**EXCAVATION SHALL NOT INCLUDE ROUTINE MAINTENANCE ON EXISTING PLANTED LANDSCAPES.**"

(4) "Notification Association" or "association" means the statewide notification association of owners and operators of underground facilities created in section 9-1.5-105.

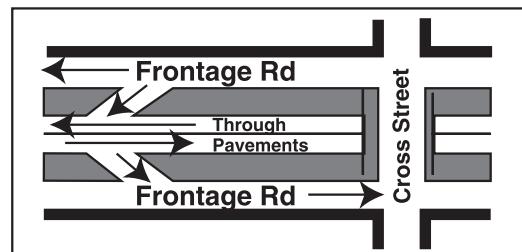
(5)(a) "Operator" or "owner" means any person, including public utilities, municipal corporations, political subdivisions, or other persons having the right to bury underground facilities in or near a public road, street, alley, right-of-way, or utility easement.

(b) "Operator" or "owner" does not include any railroad.

(6) "Person" means any individual acting on his or her own behalf, sole proprietor, partnership, association, corporation, or joint venture; the state, any political subdivision of the state, or any instrumentality or agency of either; or the legal representative of any them.

(6.5) "**ROUTINE MAINTENANCE**" MEANS A REGULAR ACTIVITY THAT HAPPENS AT LEAST ONCE PER YEAR ON AN EXISTING PLANTED LANDSCAPE IF EARTH IS NOT DISTURBED AT A DEPTH OF MORE THAN TWELVE INCHES BY NON MECHANICAL MEANS OR FOUR INCHES BY MECHANICAL MEANS AND IF THE ACTIVITIES ARE NOT INTENDED TO PERMANENTLY LESSEN THE GROUND COVER OR LOWER THE EXISTING GROUND CONTOURS. MECHANICAL EQUIPMENT USED FOR ROUTINE MAINTENANCE TASKS SHALL BE DEFINED AS AERATORS, HAND-HELD ROTOTILLERS, SOIL INJECTION NEEDLES, LAWN EDGERS, OVER SEEDERS AND HAND TOOLS.

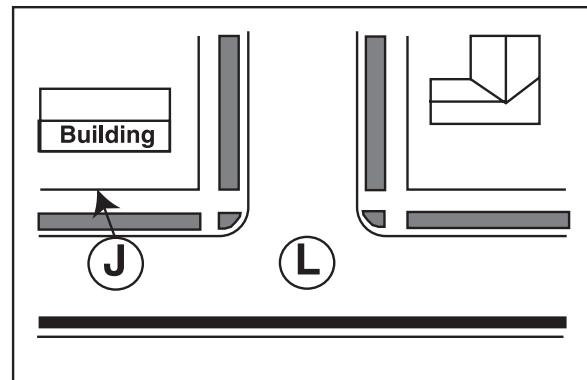
**I. Frontage Road**—A local street or road auxiliary to and located on the side of an arterial highway for service to the abutting property and adjacent areas and for control of access.



**J. Front Lot Line**—(Same as street right of way line.) The property line adjacent to the street right of way..

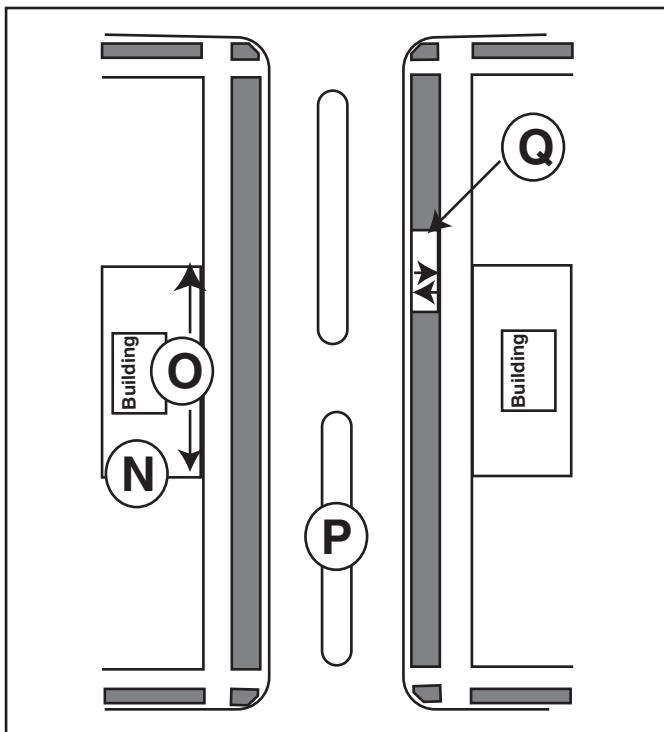
**K. Highway (HWY)**—A public way for purpose of vehicular travel, including the entire area within the highway right-of-way.

**L. Intersection (Intersect)**—The general area where two or more highways join or cross, within which are included the roadway and roadside facilities for traffic movement in that area.



**M. Interchange**—A system of interconnecting roadways in conjunction with one or more roadways on different levels.

- N. Property Line (P/L)**—A line marking the legal limits of an individual's property.
- O. Property Line to Property Line**—The area between the two side lot lines on the private property of the entire road right of way.
- P. Median**—The portion of a divided highway separating the traveled ways for traffic in opposite directions.
- Q. Parkway (PKWY)**—The area between the edge of the pavement and the sidewalk or property line, if no sidewalk exists.



- R. Right of Way (R/O/W)**—A dedicated street area bounded by two generally parallel lines, called "right of way lines." Another name for these lines is "front property lines."
- S. Roadway**—The portion of a highway, including the shoulder for vehicular use.

## SECTION VII: REPORTING PROBLEMS

Issues may arise during the locate process. Examples include:

### 1. Correcting Errors

It is discovered that incorrect information was provided, callers should notify Colorado 811 as soon as possible. An Agent will assist in making corrections, depending upon the circumstances. Corrections to a ticket will only be accepted from callers working for the same Company which initiated the ticket. (Note: A subcontractor may not change information on a ticket processed by the general contractor.)

### 2. Failure to Locate Facilities by the Mark-By Date

If locate marks or positive response have not been obtained by the facility owner(s)/operator(s) by the mark-by date, state law requires that the excavator request a Second Notice through Colorado 811.

## SECTION VIII: LEGISLATION

### Title 9 Safety- Industrial and Commercial Article 1.5 Excavation Requirements

#### § 9-1.5-101. Legislative declaration

"The purpose of this article is to prevent injury to persons and damage to property from accidents resulting from damage to underground facilities by excavation. This purpose shall be facilitated through the creation of a single statewide notification system to be administered by an association of the owner(s)/operator(s) of underground facilities. Through the association, excavators shall be able to obtain crucial information regarding the location of underground facilities prior to excavating and shall thereby be able to greatly reduce the likelihood of damage to any such underground facility or injury to any person working at an excavation site.

#### § 9-1.5-102. Definitions

As used in this article, unless the context otherwise requires:

- (1) "Damage" includes the penetration or destruction of any protective coating, housing, or other protective device of an underground facility, the partial or complete severance of an underground facility, or the rendering of any underground facility inaccessible.

IMPORTANT: The underground facility owner(s)/operator(s) are only required to locate the facilities they own or operate. There are also privately owned facilities. If an underground utility exists but is not owned by the facility owner, it is the excavator's responsibility to make every effort possible to contact the owner(s)/operator(s) of the private facility. Requesting information from the landowner is usually a starting point. Examples of property with privately owned facilities are multi-family dwellings, industrial and agricultural areas, trailer parks, and shopping centers.

Legislation requires one-call participation of all utilities that are in or near a public right-of-way. A disclaimer is given by the Agent processing the Locate Request on each ticket, requiring the caller to contact any other utilities not already mentioned. There are facility owner(s)/operator(s) in Colorado who are not in compliance with the law and unknown to Colorado 811. Every effort is made by CO 811 to promote membership.

## **SECTION VI: RESPONSIBILITIES OF THE EXCAVATOR AFTER MAKING THE CALL**

Notifying Colorado 811 is the first step in obtaining a locate of underground facilities. CO 811 is strictly a messaging center and **DOES NOT PERFORM LOCATES FOR ANY FACILITY Owner(s)/Operator(s).**

After the locates are performed, the excavator must exercise caution while excavating. The marked facility should be within 18" of each side of the locate marks. If excavation is necessary within that area, exposing the underground facility by manual excavation is suggested. The use of any power-operated earth-moving equipment can easily damage a facility. It can also disturb the facility by its weight and/or other characteristics of the equipment.

During excavation, if any facility is endangered by being exposed or damaged, the excavator should cease digging and call the facility owner(s)/operator(s) and Colorado 811 immediately. If the excavator is aware that the facility has not been marked, it is the excavator's responsibility, for safety awareness, to research the problem(s) and contact CO 811 for another Locate Request. If there are any questions regarding the procedure, please contact Colorado 811's administrative staff.

Locate marks are only valid for thirty (30) days from the date of the locate or until no longer visible, whichever comes first. A new Locate Request must be processed after this time has expired.

**T. Shoulder**—The edge of a road (generally gravel) between the normal traffic lanes and grass areas. It is the term normally used in areas where there is no curb.

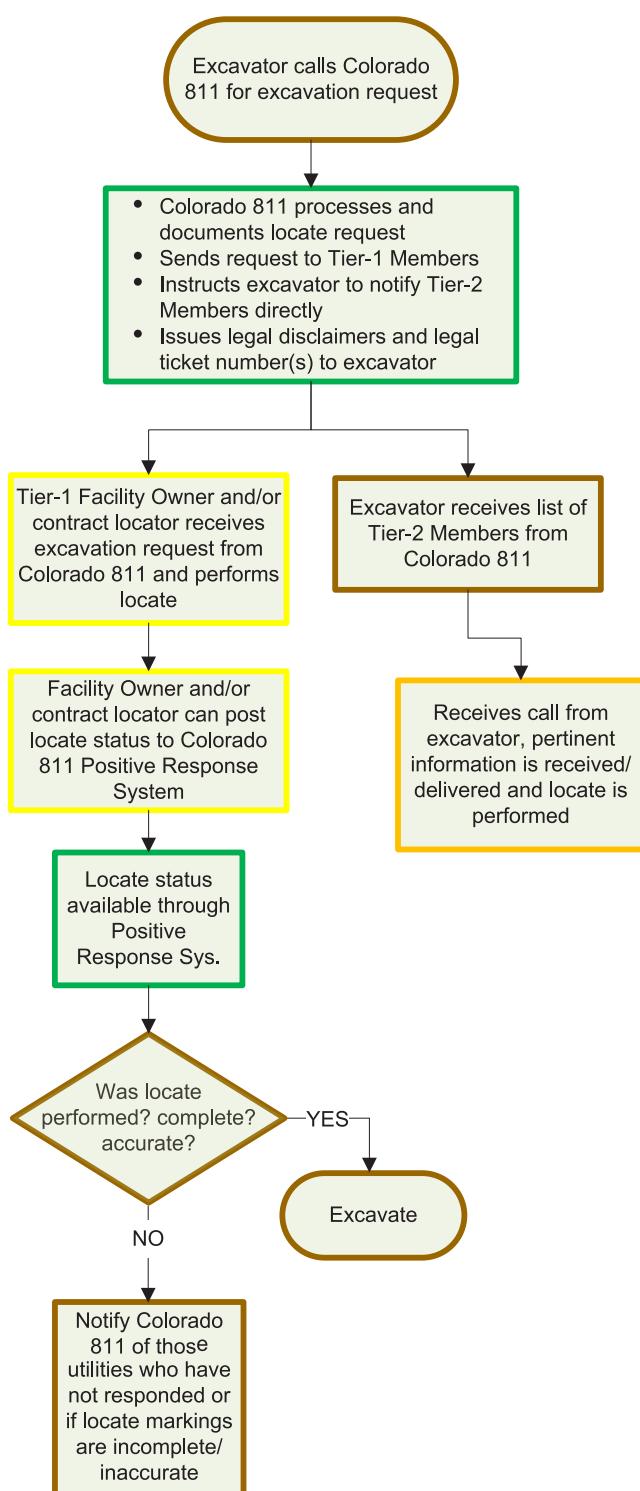
**U. Street (St)**—Highway in an urban area

The answering Agent will also record driving instructions to assist the locator in finding the excavation site.

After all of the information is verified, the CO 811 Agent will provide a list of Tier One facility owner(s)/operator(s) who will receive the ticket, and a list of Tier Two facility owner(s)/operator(s), along with their telephone numbers, for the excavator to notify directly. If the excavator is aware of any other underground facility owner(s)/operator(s) in the excavation site, they should contact them directly. Also, private facilities that have not been listed with CO 811 may be present at the excavation site. When the Locate Request is completed, the Agent will issue the ticket number. It is very important to keep the ticket number for future inquiries concerning the request. The ticket number also serves as important documentation that a Locate Request was processed by Colorado 811.

## One-Call Process

- █ Excavator
- █ Colorado 811
- █ Tier-1 Facility Owner(s)
- █ Tier-2 Facility Owner(s)



## SECTION IV: WHAT HAPPENS AFTER THE CALL IS MADE

When all information is completed on the Locate Request, the request is then delivered to the Tier One members. It is the excavator's responsibility to contact the Tier Two members.

Upon receipt of the Locate Request, each notified Tier One member determines his/her responsibility for locating his/her facility. The facility owner(s)/operator(s), or a representative hired by the owner(s)/operator(s), can either clear the facility (if no underground facilities are present,) or respond by clearly marking his/her underground facilities. It is recommended that the owner(s)/operator(s) mark his/her facility with the APWA-approved color codes.

### COLOR CODES FOR LOCATING UTILITY LINES

<span style="color: red;">█</span> RED	Electric Power Lines, Cables, Conduit and Lighting Cables
<span style="color: yellow;">█</span> YELLOW	Natural Gas, Oil Steam, Petroleum, or Gaseous Materials
<span style="color: orange;">█</span> ORANGE	Communication, Fiber Optic, Alarm or Signal Lines, Cables or Conduit
<span style="color: blue;">█</span> BLUE	Potable Water
<span style="color: purple;">█</span> PURPLE	Reclaimed Water, Irrigation and Slurry Lines
<span style="color: green;">█</span> GREEN	Sewers and Drain Lines
<span style="color: pink;">█</span> PINK	Temporary Survey Markings
<span style="color: white;">█</span> WHITE	Proposed Excavating

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



## SECTION V: RESPONSIBILITIES OF THE FACILITY OWNER/OPERATOR AFTER RECEIVING THE LOCATE REQUEST

After receiving the Locate Request, the underground facility locators should use stakes, flags, whiskers, paint, or other suitable materials to mark their facilities. A combination of markings can be used. The types of markings used are dependent upon the type of surface to be marked. The marks should clearly identify the routes of the facility.