



One Call Basics - Course 101



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

UPSA - June 13, 2018

The logo features the text "Call 811 Before You Dig" in a bold, white, sans-serif font. The number "811" is highlighted in a bright green color. Below the number "811" is a stylized graphic of a shovel with a green handle and a silver blade, set against a background of a mountain range and a forest.

Call **811** Before You Dig

CO811 Organizational Structure

- Non-governmental
- Non-regulatory
- Non-profit
- Messaging and education center
- Funded by our Members
- Not a locating service

Call **811** Before You Dig

Excavation — ANY operation in which earth is moved or removed by means of tools, equipment, or explosives; includes:

- Auguring
- Backfilling
- Boring
- Ditching
- Drilling
- Grading
- Plowing-in
- Pulling-in
- Ripping
- Scraping
- Trenching
- Tunneling



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Locate Marks – APWA Color Code



	PROPOSED EXCAVATION
	TEMPORARY SURVEY MARKINGS
	ELECTRIC
	GAS, OIL, STEAM
	COMMUNICATION, CATV
	POTABLE WATER
	IRRIGATION, RECLAIMED WATER, SLURRY LINES
	SEWER


Always Call Before You Dig 811 or (800) 922-1987

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Pre-Marking Your Dig Site





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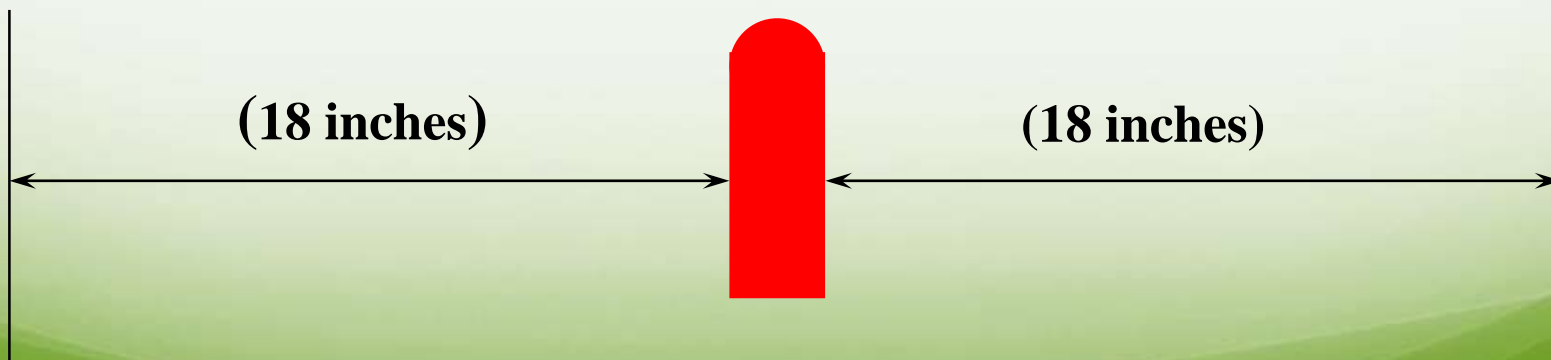
Benefits of Pre-Marking

- Saves time for facility owner/locator and excavator
- Locator can provide higher quality markings in a limited, but adequate area
- Excavator's employees can see pre-marked area and avoid excavating outside marked area
- Fewer meets required

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Tolerance Zone

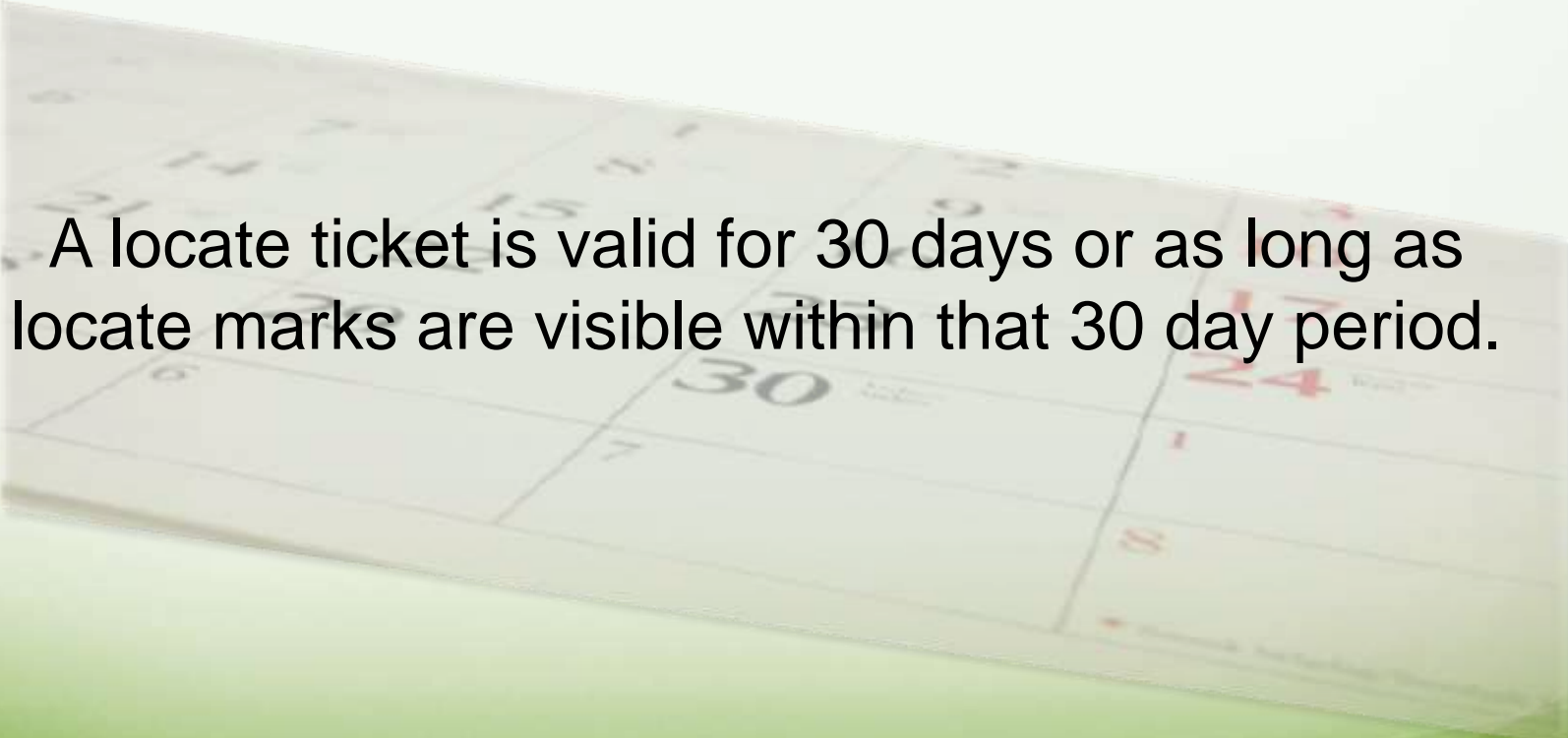
Tolerance Zone is the area 18” from the outside dimensions in all horizontal directions of an underground facility (**reasonable care required**).





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Ticket Life



A locate ticket is valid for 30 days or as long as locate marks are visible within that 30 day period.

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Wait two business days, not including the day of the locate request, for the locates to be performed.





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Types of Locate Requests

- **Normal Request:** A request for a locate made at least two full business days prior to any excavation.
- **Emergency Request:** A locate request for which immediate excavation is necessary to prevent loss of life, damage to property or damage to underground facilities.
- **Damage Request:** A locate request processed when an underground facility has been damaged or an unmarked or unknown facility has been exposed.

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Types of Damages



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If a Damage Occurs

- Evacuate the area
- Secure the area
- Call 911
- Then call 811





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- **Non-Compliant Requests:** A locate request processed when an excavator is requesting the facility owners/locators to respond and complete the locate before the required two full business days, not including the day of the request. There is NO guarantee this request will be completed early.
- **Second Notice Request:** A locate request that is retransmitted to the appropriate facility types when an original request has not been completed in its entirety or a positive response has not been received.



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- **Relocate/Refresh Request:** A locate request that is retransmitted to the appropriate facility owners when an original request has been completed and/or a positive response has been received, but original markings are no longer visible.
- **Meet Requests:** A locate request to help facility owners/locators better understand a locate description or to obtain access to the proposed excavation site.
- **Cancel Request:** A locate request to terminate an existing locate request prior to or on the locate-by-date.

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- **Engineering Request:** A locate request intended for persons designing underground facilities. It requires general information as to the location and description of existing underground facilities in the area of a proposed excavation. This information is never to be used for excavation activities.



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Multiple Day Ticket

- Callers may request and receive multiple Normal Requests for the same excavation area for up to 10 business days.
- Multiple Normal Requests improve communication and support the excavator in maintaining the locate markings.

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Server A - located in Golden, CO



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Julian Ticketing Numbering System

Ticket Numbering Format for A and B Servers

Example (A 8 113 00001)

Purpose

Example

Server Name

A is "Server-A", B is "Server-B"

The Year

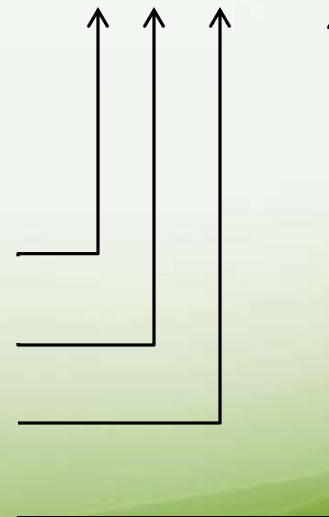
8 is 2018

The Day of the Year

113 is April 22nd

The Ticket Number

00001 is first ticket of day



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Processing your Locate Request

Full Ticket | **New** | **Update** | **Add Cmnt** | **Abort** | **Inquire Ticket A609700536-00A** Wed Apr 06, 2016 09:11 AM NEW NORM

Caller Information

Phone: 720-306-1444 | Lookup | Ext: | 1.0.16
 Caller: LAIRD HORIGAN | C
 Company: LAIRD HORIGAN | C
 Address: 4126 CLAYTON ST
 Zip: 80216 | Z City: DENVER | St: CO
 Caller type: RESIDENTIAL
 Email: |
 Alt Contact: KATE | Phone: 412-477-7005
 Fax: |
 Done For: SELF
 Work Type: TREE PLANTING
 Explosives? No | Directional Boring? No | Copy Adr

Location Information

County: DENVER
 Place: DENVER | Lookup
 Street: 4126 CLAYTON ST
 Cross: |

Location Description

LOC FRONT LOT *ACCESS OPEN*

Mapping

+ - m Aerial Seg Block Line Dist x Near 250ft : ? Clear

Find Search Places GPS Mbrs Grid Layers
 Find Find Street Intersection Clear Work Area
 Zoom to County Place Work Area Found Bullseye
 Highlight Street Cross Zoom Clear
 Search ADR PAR Show Address Parcel Clear
 Swap Street < Cross

Locate By

Locate By: FRI APR 08, 2016 11:59 PM | MT | Override

Additional Questions

Legal notice? Yes | Non-Compliance? No | Emergency? No
 Damage? No | Engineering/Design? No | Meet? No

In-House Comments

POLY PER PARCEL

Expand last word | Expanded Word List | Abbreviations

Member Information

Get Mbrs	Mbr Info	Sched Meets		Add
CMSNOCO	COMCAST		C&F	S
DPPORTAL	TESTING DAMAGE PREVENTION PORTA		GASX	S
LVL311	LEVEL 3 COMMUNICATIONS		FIBR	S
MC01	MCI		FIBR	S
NCEC1A	NEW CENTURY ENERGY-FIBER		FIBR	S
PCDM03	XCEL ENERGY		E&G	G
PCHIPND	COPY TERM - - COPY TERM		GASX	S
PCKVEL	XCEL ENERGY--ELEC TRANSM		ELEC	S
QLNCNC00	CENTURY LINK		F&T	S
SPRN01	U.S. SPRINT		FIBR	S
TEST3	TEST CODE		UNKN	S
TESTEL	TEST CODE		UNKN	S
TESTGS	TEST CODE		UNKN	S
DNVH20	DENVER WATER DEPARTMENT		WATR	G
DTE001	DENVER TRAFFIC ENGINEERING OPERA		E&F	G



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Civil Fines

When locate is NOT requested

Penalty for NOT requesting a locate: \$200

If a facility is damaged and a locate was NOT requested, civil penalties are as follows:

- \$5,000 for the first offense
- Up to \$25,000 for each subsequent event in a 12-month period
- Up to \$75,000 for more than three in a 12-month period



Call **811** Before You Dig

Civil Fines

When facility is NOT registered

If a facility is damaged and the facility is not registered, civil penalties are as follows:

- \$5,000 for the first offense
- Up to \$25,000 for each subsequent event in a 12-month period
- Up to \$75,000 for more than three in a 12-month period

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Private Utilities

You may encounter private facilities where the responsibility to perform the locate **does not** belong to the utility company or any other contract locator service.



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Private Utilities

Visit www.co811.org and click “resources” (at the top of the page) then scroll down the page and click on Private Locate Companies.

Metro Denver	Southern Colorado	Eastern Colorado	Western Colorado
1st Call Locating 720-275-1397	1st Call Locating 720-275-1397	1st Call Locating 720-275-1397	1st Call Locating 720-275-1397
Accurate Underground 303-519-9072	Accurate Underground 303-519-9072	Accurate Underground 303-519-9072	Accurate Underground 303-519-9072
Ace Hi Plumbing, Heating & Air 970-667-0300			
Adept Utility Locators 303-505-0440	Adept Utility Locators 303-505-0440	Adept Utility Locators 303-505-0440	Adept Utility Locators 303-505-0440
Alpine Sewer Inspection 303-596-5257			
Altitude Utility Services, LLC 719-213-4166	Altitude Utility Services, LLC 719-213-4166	Altitude Utility Services, LLC 719-213-4166	

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Line Marker Posts



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Marker posts in Right of Way (ROW)



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Online Services



Homeowners and Residents:

[On-Line Locate Request](#)

 Web Ticket Entry



Marks Destroyed? Locate About to expire?


[Update Your Ticket](#)

 Call811.com



Members and Excavators

[Positive Response](#)

 Web Ticket Management (WebTMS)



Professional Excavators

[Enter Web Ticket Entry](#)



[Call 811.com](#)



Facility Owners/Operators and Locators

[WebTMS Information page](#)

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Web Ticket Entry (WTE)

- Available 24 hours x 7 days
- No hold times
- Direct line to Help Desk
- Free in-house and remote training
- Documentation is retained electronically
- Damage and Emergency Requests **cannot** be processed with Web Ticket Entry



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Positive Response

Positive Response is required, by Colorado State law, to be provided by the underground facility owner to the excavator requesting the locate request. The facility owner may choose their own form of Positive Response and are not required to use the system provided by Colorado811. If the response from any facility owner is not provided within the Colorado811 system, please refer to the facility owner directly.

Colorado811 agents do not have a direct link to provide positive response information for any locate request. please refer to this program only through www.colorado811.org, or call the facility owner directly.

PLEASE DO NOT MAKE CALLS TO 8-1-1 FOR POSITIVE RESPONSE INFORMATION



 **Facility Owners and Operators**



 **Excavators and Residents**



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Positive Response

Response Display

Exit

Ticket A609700536

Ticket	Revision	Address	Street	Cross street	Company	Mark by Date
A609700536	Latest revision: 00A	4126	CLAYTON ST		LAIRD HORIGAN	04/08/2016

Code	Name	Response	Description	Responded	Revision
CMSNOCO	COMCAST	002	CLEAR - NO CONFLICT	04/11/16 07:42:33	00A
LVL311	LEVEL 3 COMMUNICATIONS	002	CLEAR - NO CONFLICT	04/06/16 09:16:36	00A
MCI01	MCI	002	CLEAR - NO CONFLICT	04/06/16 10:51:49	00A
NCEC1A	NEW CENTURY ENERGY-FIBER	017	COMPLETED - SEE MARKS ON SITE	04/07/16 09:11:15	00A
PCDM03	XCEL ENERGY	017	COMPLETED - SEE MARKS ON SITE	04/08/16 17:29:23	00A
PCKVEL	XCEL ENERGY--ELEC TRANSM	017	COMPLETED - SEE MARKS ON SITE	04/07/16 09:11:15	00A
QLNCNC00	CENTURY LINK	002	CLEAR - NO CONFLICT	04/11/16 07:42:50	00A
SPRN01	U.S. SPRINT	002	CLEAR - NO CONFLICT	04/06/16 21:07:46	00A
TESTEL	TEST CODE	999	FACILITY OWNER HAS NOT POSTED +RESPONSE TO UNCC	04/08/16 23:59:36	00A
TESTGS	TEST CODE	999	FACILITY OWNER HAS NOT POSTED +RESPONSE TO UNCC	04/08/16 23:59:36	00A

No further responses due

Exit

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Questions?