

## **GENERAL MEMBERSHIP INFORMATION**

### Purpose of UNCC dba Colorado 811

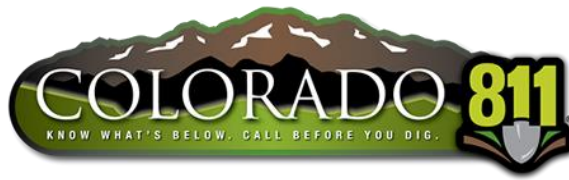
The Utility Notification Center of Colorado (UNCC) dba Colorado 811 (CO811) is a non-profit organization recognized by the State of Colorado as the Notification Association. Colorado 811 was formed and is supported by its' Members to provide notification services to registered underground facility owners/operators when anyone is planning to excavate within the State of Colorado. It is mandatory in the State of Colorado to notify the Notification Association, Colorado 811, prior to any excavation. Colorado 811 assists in that process by acquiring the appropriate excavation information necessary for the Member facility owners/operators to respond to locate and mark their underground facilities. Colorado 811 notifies a registered Member facility directly via e-mail. The primary goal of Colorado 811 is damage prevention to preserve the continuity and integrity of utility services throughout Colorado, and to enhance safety to persons and property by attempting to prevent underground facility damages.

### CO811 MEMBERSHIP

Colorado State Law, Senate Bill 18-167 requires all underground facility owners in Colorado to be a Member of Colorado 811. Colorado 811 offers a full-service membership which includes direct notification of excavation notices, courtesy calls for emergency situations and can provide voice and written documentation regarding excavation notices for a prior three (3) year period. Although it is mandatory membership for most underground facility owners/operators in Colorado, there are still some non-compliant organizations. A disclaimer is given at the end of each excavation notice stating, "if there are any other underground facilities, not previously mentioned, please contact them directly". Colorado 811 is not a regulatory agency and does not enforce or collect any fines or penalties for non-compliance.

Member facility owners/operators are notified via e-mail of intended excavation information based on an area of notification provided by the member in a tabular data format that consists of township, range, section and quarter section listings or GIS digital mapping files. It is the sole responsibility of the underground facility owner/operator to update and maintain accurate contacts and area of notification database with Colorado 811.

**NOTE: The Utility Notification Center of Colorado (UNCC) dba Colorado 811.**



## **COLORADO 811 HOURS OF OPERATION**

Colorado 811 is open Monday through Friday, 7:00 a.m. to 5:00 p.m., Mountain time, for normal business hours. All requested excavation notices can be processed during that time. For emergency and damage requests, Colorado 811 is a 24-hour, 365 days a year Contact Center. Colorado 811 recognizes all federal holiday closures when calculating the locate-by-dates on excavation notices. Those holidays consist of the holidays listed below and the addition of Martin Luther King Jr. Day, President's Day, Columbus Day, and Veteran's Day. The holidays that Colorado 811 is closed are:

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

If the federal holiday falls on a Saturday, the previous Friday is observed. If the federal holiday falls on a Sunday, the following Monday is observed.

Colorado 811 is a communications link between the excavating community and registered Member facility owners/operators and does not perform any type of locating services.

For any questions regarding specific information about Colorado 811 please contact the following persons:

CEO	303-205-6301
Vice President of Operations	303-205-6302
Director of Member Relations	303-205-6367
Director of Damage Prevention	303-205-6343

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

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



## **FULL-SERVICE MEMBERSHIP**

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

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

It is the responsibility of the Member facility owners/operators to identify, locate and mark their underground facilities within the excavation area by the specified timeframe. In addition to the markings, member facility owners/operators are required to provide the excavator with supporting documentation through Colorado 811 such as pictures, sketches, or maps of the underground facilities within the excavation area.

Colorado 811 is a communications link between the excavating community and registered Member facility owners/operators and does not perform any type of locating services.

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

All calls are recorded for documentation purposes. This information will be given, at the Members' request, if documentation is necessary. It is the sole responsibility of the underground facility owner/operator to update and maintain accurate contacts and area of notification database with Colorado 811.

## **FACILITY TYPES AND CATEGORY OF MEMBERSHIP**

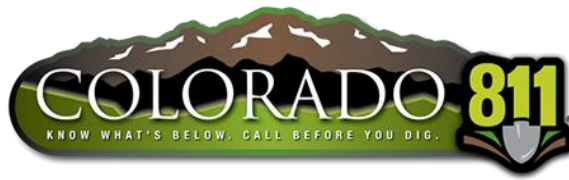
All Members need to distinguish the type of underground facility they own/operate. The facility types include:

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

Each membership category has a Board Member representative. A list of the current Board of Directors is available at [www.co811.org](http://www.co811.org). **Board Members are voted into their position by the member facilities in the same category as their facility classification. You are required to choose one of the following categories that best fits your organization.**

The categories for membership on the application is as follows:

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



## **MEMBER NOTIFICATION AREA DATABASE REQUIREMENTS**

Member notification area database is the coverage area of where the Member will be notified based on underground facilities being registered and is the Member facilities responsibility to maintain up to date with Colorado 811. Member notification area database is comprised of Township/Range/Section/Quarter Section, polygonal representation, or a combination of both. Members can choose the preferred type of notification area.

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

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

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

The following is an example of the requested information:

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

Sections: 35 NE, NW, SW

“ “ : 34 NE, SE, SW

“ “ : 33 All ¼'s

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

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

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

If a prospective Member is having difficulty in obtaining GIS shapefiles, Google Earth KML files or township, range, and section information Colorado 811 personnel can assist with hand drawing the coverage area using Colorado 811's land base in conjunction with data provided by the Member. Please contact Member Relations via e-mail at [member-services@co811.org](mailto:member-services@co811.org) for further details.

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



## **REQUIREMENTS FOR IMPORTING GIS DIGITAL MAPPING DATA FOR MEMBER NOTIFICATION AREA**

Colorado 811 accepts ESRI Shapefiles, Google Earth files (KML or KMZ), paper maps with detailed road information and footage or Colorado 811 can hand draw the coverage area onto our maps. This document describes the required format of ESRI Shapefiles that can be imported into the Colorado 811 notification database.

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

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

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

**\*\*Shapefiles submitted must be in the coordinate system of NAD 83 LAT/LONG decimal degrees.**

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

- A. Sender Information – Who is supplying the shape file(s):
  - a. Name and contact information
- B. Member Code – The member code for which the notification areas will be applied to.
- C. Addition, Partial Replacement or Complete Replacement - The person sending the shapefile update must specify if the files submitted are an addition, a partial replacement, or a complete replacement of the existing notification area.

NOTE: For a partial replacement, the files submitted must contain the data for the entire county. If multiple counties are being replaced a complete replacement of the database is highly recommended.

- D. Effective Date – The date at which the notification areas will become “effective”. You may specify that the notification areas be effective immediately or at some date in the future.
- E. Expiration Date – The date at which the notification areas will expire. You may specify that the notification areas expire NEVER or at some specific date in the future.
- F. Counties Covered – Which counties are covered by the submitted shape file. This can be a list of one or more counties, or you can specify the entire state (i.e., any counties the shapes fall into.)
- G. Buffer Distance (in FEET) – If the shape file being submitted contains point or line features, they will be buffered and converted into polygons. You must specify the buffer distance in feet for these types of shapefiles. Shapefiles containing polygons are assumed to already include the necessary buffers.



## **AFTERHOURS NOTIFICATION**

In the event a damaged utility is reported, Colorado 811 will extend a courtesy call during business hours to the number provided by the registered Facility Owner/Operator member when the affected facility type is the same as the registered members. During afterhours Colorado 811 will give all members on the damage notification a courtesy call whether affected or not.

During the courtesy call we will outline any/all required information about the damage to the agent over the phone. We will ask the agent to reference the damage notification for any specific questions as these calls are a courtesy and will be used for notification purposes ONLY. Calls will be held to maximum 5-minute duration to ensure that an equal level of service is provided to all members.

In addition, it is the members' responsibility to ensure training of the person(s) who will be taking our notification calls. We unfortunately do not have specific information to help search the members databases such as phone numbers associated with the damaged facility. Please ensure whoever is answering these notification calls understands how your organization is to handle them and if necessary, who to escalate the information to. Any specific questions should be directed to the person in your organization who is receiving the damage notification. Each Member can choose only one (1) telephone number for afterhours notification. The choice of notification can include answering service, pager, mobile/cell telephone, or a 24-hour dispatch center. Some utilities have a dispatch center that receives tickets 24 hours a day and 7 days a week. The Member facility can choose to not receive a courtesy call if a dispatch center already receives and monitors their afterhours notifications, or the Member facility may choose to have Colorado 811 call the main contact directly with the emergency information. Members are called once to convey the needed notification information. If a Member cannot be reached or does not answer Colorado 811 is no longer obligated to attempt to contact the Member facility unless the facility type is "gas".

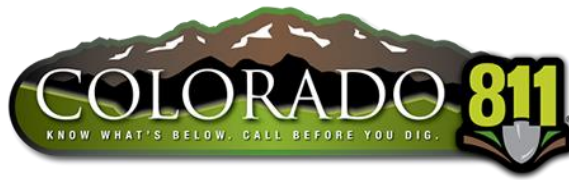
NOTE: During afterhours Colorado 811 will extend a courtesy call to all Facility Owner/Operator members on any emergency locate request notifications as well as damaged utility notifications.

Colorado 811 provides normal excavation notification services Monday through Friday, except for holidays, from 7:00 a.m. to 5:00 p.m.

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

Afterhours courtesy calls are not mandated. It is the choice of each individual member if they wish to participate and receive a courtesy call from Colorado 811.

An afterhours form is provided in the application for those who want to participate.



## **MEMBER POSITIVE RESPONSE**

Positive Response is an application designed to provide better communication between the member facility owners/operators and the excavating community through Colorado 811.

Colorado One Call Law Title 9 Safety-Industrial and Commercial, Article 1.5 Excavation Requirements mandates member facility owners/operators to provide Positive Response to the excavator through Colorado 811. In addition to the markings, the owner/operator shall provide for each of its underground facilities:

(A) Documentation listing the owner's or operator's name, the size and type of each marked underground facility.

### **AND**

(B) Documentation of the location of the underground facilities in the form of a digital sketch, a hand-drawn sketch, or a photograph that includes a readily identifiable landmark, where practicable.

If Positive Response is not provided by the member facility owner/operator by the "Locate By" date, Colorado 811 will send an Automatic Positive Response Re-notification (delivered as a LATE ticket type) to that member facility owner/operator. Colorado 811 will continue to send re-notifications daily until Colorado 811 receives the Positive Response or 30 days after the locate by date, whichever occurs first.

Colorado 811 Facility Owner/Operator Members must post responses AND upload additional documentation as described in the Colorado One Call law to the CO811 Positive Response System by using one of the methods listed below.

- Positive Response website at [www.co811.org](http://www.co811.org)
- Clicking on the Positive Response link at the bottom of the locate ticket
- Automated posting via TCP/IP connection
- Rest API

Member facility owners/operators have twenty-two (22) Positive Response selections to choose from. The responses will remain within the preset selections to accommodate the various types of reasons to communicate the outcome of a locate request.

All excavators providing an e-mail address, or a fax number will automatically receive the Positive Responses from those members utilizing the Positive Response system the day after the "Locate By" date. If neither the email nor fax is listed the excavator can also access the Positive Response website to check responses at [www.co811.org](http://www.co811.org).

Should a member not respond to the CO811 Positive Response system, code "999" will appear on the locate request stating "MEMBER FACILITY HAS NOT RESPONDED TO COLORADO 811" to note that no response was made.

**Starting January 1, 2021, all member facility owners/operators must include additional documentation through Colorado 811 along with the Positive Response code or the response will be considered incomplete.**