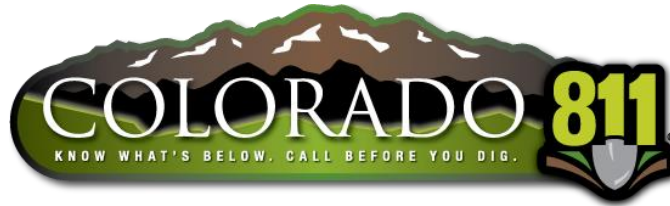


## Possible Ticket Priorities, Types, Categories

Notifications (known as tickets) are identified with three separate elements, TYPE, PRIORITY and CATEGORY

Tickets	Priorities	Types	Categories
Emergency/Damage – New	EMER	NEW	DAMG
Emergency/Damage – Update	EMER	UPDT	DAMG
Emergency – New	EMER	NEW	LREQ
Emergency – Update	EMER	UPDT	LREQ
Normal Locate – New	NORM	NEW	LREQ
Normal Locate – Update	NORM	UPDT	LREQ
Non-Compliance – New	NONC	NEW	LREQ
Non-Compliance– Update	NONC	UPDT	LREQ
Excavator Re-notification	RUSH	EXRN	LREQ/ENGR/SSUE/DAMG
Relocate/Refresh	RUSH	RLRF	LREQ/ENGR/SSUE
Cancel	RUSH	CNCL	LREQ/ENGR/SSUE/DAMG
Engineering – New	NORM	NEW	ENGR
Engineering – Update	NORM	UPDT	ENGR
SSUE Engineering – New	NORM	NEW	SSUE
SSUE Engineering – Update	NORM	UPDT	SSUE
Positive Response Re-notification	NORM/NONC/RUSH	LATE	LREQ/ENGR/SSUE

- **Damage:** Damage Notification Request is processed when any underground facility has been damaged or any unknown and/or unmarked facility has been exposed. After submitting a Damage Notification Request to Colorado 811, the excavator shall contact the affected facility owner directly to mitigate damages. Should a Member facility owner fail to respond, the excavator shall request an Excavator Re-Notification and again contact the affected facility owner directly. Respond to all business hour Damage Notification Requests within one-hour. Business hours consist of 7am-5pm Monday-Friday. Respond to all after-hour Damage Notification Requests within a two-hour timeframe.
- **Emergency:** An Emergency Request is a locate request for which immediate excavation is necessary to prevent loss of life, damage to property, or damage to underground facilities, making advance notice for the proposed excavation impractical under the circumstances. Respond to all business hour emergencies within one-hour. Business hours consist of 7am-5pm Monday-Friday. Respond to all after hour emergencies within a two-hour time frame.
- **Normal:** A locate request made at least two (2) full business days prior to excavation not including the day of notice. Respond by the end of the second full business day. (End of day is considered 11:59PM)
- **Non-Compliance:** A non-compliance request is processed when an excavator is requesting facility owners to respond to perform a locate request in less than the required two (2) business days not



including the day of the notice. Each facility owner should make every attempt to accommodate all Non-Compliance Requests prior to the requested date on the ticket.

- Relocate/Refresh: Request is a request that is retransmitted to the appropriate facility owners when an original request has been completed in its entirety and/or positive response has been communicated, but original markings are no longer visible. Respond to requests by the end of the next full business day. (End of day is considered 11:59PM). The ticket type will generate a revision number.
- Excavator Re-notification: Excavator initiated. This is a request that is retransmitted to the appropriate facility owners when a facility is not found in the locate area, it is an incomplete locate, incorrect area/address located, utility no show or a utility no show at meet. Respond to the request by the end of that business day. (End of day is considered 11:59PM). The ticket type will generate a revision number.
- Cancel: A Cancel request is a request to terminate an existing locate request prior to or on the Locate by Date. The ticket type will generate a revision number.
- Engineering and Subsurface Utility Engineering: These requests are intended for persons who are designing or planning excavation and require general information as to the description and location of existing underground facilities in the area of proposed excavation. Engineering and Subsurface Utility Engineering requests are never to be used for excavation activities. Respond to requests by the end of the 10<sup>th</sup> business day.
- Positive Response Re-notification: This request is automatically generated due to no Positive Response being posted to Colorado 811 by the locate by date. Positive Response Re-Notifications will be transmitted daily until a response is received or until 30 days have passed, whichever comes first. No revision number created.