



## Colorado 811 Alternative Dispute Resolution Program – 2025

The Utility Notification Center of Colorado, DBA Colorado 811, offers an Alternative Dispute Resolution (ADR) program as outlined in the Colorado One-Call Law, section C.R.S. § 9-1.5-104.3. The Notification Association (Colorado 811) has established a voluntary Alternative Dispute Resolution program for disputes involving damage to underground lines of utilities in the state of Colorado.

To provide the most effective Dispute Resolution Program led by mediation and arbitration experts, Colorado 811 is proud to partner with the [American Arbitration Association](#).

Colorado 811 provides you with a direct channel to file your case directly with the American Arbitration Association (AAA). This program is available to all owners or operators, excavators, and other interested parties involved in disputes arising from damage to underground facilities, including any cost or damage incurred by the owner or operator, or excavator as a result of any delay in the excavation project while the underground facility is being restored, repaired, or replaced, exclusive of civil penalties set forth in and fines assessed pursuant to section C.R.S. § 9-1.5-104.5 of the Colorado Dig Law.

**A Colorado 811 representative will be available to participate in the mediation/arbitration proceedings as a subject matter expert in relation to any Colorado 811 operations and the application of the Colorado 811 One-Call law application as part of Colorado 811's operations, if requested and agreed upon by both parties. The requesting parties will have to notify Colorado 811 of their case in advance of filing it with the American Arbitration Association by contacting Carla Sanchez, Membership Director of Colorado 811, and emailing [csanchez@co811.org](mailto:csanchez@co811.org).**

The AAA is a not-for-profit organization and international center for Dispute Resolution® (ICDR®) and is the largest private global provider of alternative dispute resolution (ADR) services in the world; providing expert mediation/arbitration services focused directly on several service areas such as Construction, Government, and more. Each case is filed directly with the AAA through their web portal and managed according to AAA's standards of practice.

**To learn more and to file your mediation/arbitration request, please follow the two steps and links below:**

1. Contact the Colorado 811 Membership Director, [Carla Sanchez](#), and outline your case, and provide relevant supporting background information. You may be asked to provide additional documentation to the AAA mediator/arbitrator with your application or during the mediation/arbitration process.
2. Please indicate if you would like a Colorado 811 representative to function as a \*participating Subject Matter Expert in your case. Note that a Colorado 811 representative will not lead you to manage your case for you and will not provide legal advice. An authorized representative from each party participating in the case must be willing to actively participate in a mutual agreed upon mediation/arbitration format as provided by the AAA.



3. [File your Case for Mediation/Arbitration Online](#) here.

**Additional Information:**

- [View Rules, Forms & Fees here](#)
- AAA [Fee Calculator](#)
- [Learn more about Dispute Resolution here](#)
- [Denver, Colorado Regional Office of the American Arbitration Organization](#)

For additional information about the Colorado 811 ADR Program, please contact Carla Sanchez, at [csanchez@co811.org](mailto:csanchez@co811.org).

\*By requesting mediation/arbitration services through the Colorado 811 SDR program provided by AAA, all parties agree to hold the Utility Notification Center of Colorado ("Colorado 811") and its employees and representatives harmless from any claims or damages resulting from the participation in the upcoming mediation/arbitration as a subject matter expert.