



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, Colorado Revised Statutes 2022 Title 9 Safety - Industrial and Commercial Buildings and Equipment – Article 1.5 Excavation Requirements, requires all underground facility owners/operators in Colorado to register as a Member of Colorado 811 and be notified of any proposed excavation occurring on or near the registered underground facilities. 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 with information based on an area of notification provided by the member in a GIS digital mapping file or maps. 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:

Executive Director	303-205-6377
Director of Member Relations	303-205-6367
Director of Education & Damage Prevention	303-216-8230

Written inquiries can be mailed or e-mailed to:

Colorado 811 - UNCC
16361 Table Mountain Parkway
Golden, CO 80403
E-mail: member-services@co811.org



FULL-SERVICE MEMBERSHIP

Full-service membership offers excavation notification services through Colorado 811. This includes direct notification for each excavation notice, also referred to as locate request tickets, delivered to the destination via e-mail or specialized electronic system, of the member's choice. This ensures receipt of all tickets involving the Member facility owner/operator. A daily end-of-day summary is sent to each Member facility owner/operator to provide documentation on the number of tickets that should have been received for that day. Members are billed based on an annual assessment model based on historical ticket volume. If a member does not have any historical data, they will be billed on a per transmission basis, which begins on the first day of the month and closes on the last day of the month until the next billing assessment model. 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 billing contact listed on the application.

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
Stormwater	Irrigation
Traffic/Street Lights	Steam
Oil	Ditch
Propane	All Type of Facility Possible

VOTING

Each membership category has a Board Member representative. Each category director has an equal vote when voting on issues presented to the Board of Directors. A list of the current Board of Directors is available at www.co811.org. Board Members are voted into their position by the member facilities in the same category as their facility classification. Each category director serves on the board for a three-year term.

You are required to choose one of the following categories that best fit your organization.

The categories for membership on the application are as follows:

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



OWNER/OPERATOR MEMBERSHIP FEES

The Owner/Operator Membership requires a one-time application and administration fee of \$150.00.

Underground Facility Owner/Operator Members who receive notifications of proposed excavation that are on or near the registered underground facilities and are billed monthly for these notices.

New Owner/Operators joining as members will start and stay on a per regular transmission monthly billing schedule at a \$1.27 for the first several months of membership to allow CO811 to accumulate enough transmission volume data to appropriately sort a new member into a Billing Tier. In addition to the \$1.27 price for each regular transmission, a \$1.75 per positive response renotification transmission will also be due. Once an established transmission volume history has been determined by CO811, the new member will be assigned to their appropriate Billing Tier. For more information regarding Colorado 811 New Billing and Fee Schedule Model please visit <https://crm.co811.org/billingandfeeassessmentmodel>

Notification Message Fees:

Messages transmitted via electronic messaging (e-mail)	\$ 1.27
Identical messages transmitted to a second location	\$ 1.27
Positive Response Re-Notifications (known as Late Notices)	\$ 1.75
Cancellations	\$ 0.00

Payment is due upon receipt and considered past due after the 10th day of the month following the billing cycle. Example: Billing for January is due by February 10th.

UNCC (CO811) accepts pre-payments for monthly invoices and will send a monthly statement showing the credit balance on the account. Colorado 811 accepts payments via check, money order, cashier's check, ACH, or EFT.

To setup ACH payments please email Member Relations Department at member-services@co811.org

Please direct all billing inquiries to accounting@co811.org

To pay by check, send payment for monthly invoices to:

Utility Notification Center of Colorado
P.O. Box 208903
Dallas, TX 75320-8903



MEMBER NOTIFICATION AREA COVERAGE DATABASE

The member notification area database is the service area coverage of where the facility owner/operator member will be notified of proposed excavation based on the underground facilities being registered. It is the facility owner/operator members responsibility to maintain the notification area coverage database up to date. All changes to the notification area database must be submitted in writing, to include mail or e-mail to notify Colorado 811 Member Relations of the requested change. All change requests will be processed in the order they were submitted, by date. To better serve member needs, the following timeline is recommended for providing updates to the notification area database:

- Digital data, including GIS shapefiles and Google Earth files, should be submitted at least ten (10) business days prior to the date that member facilities require notification of proposed excavation for the geographic location. From the date CO811 receives the database update request, approximately five (5) business days are needed to complete the entry into the existing database. The member facility owner will be sent a validation form to approve changes and will be informed by e-mail when the update is complete. It is the members' responsibility to review and approve the notification area database. Contact Member Relations personnel for more information.
- Requests for copies of the existing notification area database coverage will require an e-mail sent to the Member Relations Department, member-services@co811.org
- Requests for notification area database updates, due to an emergency, will be accommodated in a timely manner with the resources and personnel available at the time of the request.
- A Database Validation Form must be signed and returned to confirm the accuracy and location of the digital data transferred from the GIS shape file into the CO811 system.
- All requests will be processed in the order they were received unless otherwise communicated by the member facility owner/operator of specific urgency.



MEMBER NOTIFICATION AREA COVERAGE – MAPPING FILE 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.

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.



EMERGENCY & DAMAGE COURTESY CALLS

When a damaged utility is reported, Colorado 811 will make a courtesy call during business hours to the contact number provided by the registered Facility Owner/Operator member, provided that the affected facility type matches that of the registered members. Outside of business hours, Colorado 811 will notify all members listed on the damage notification with a courtesy call, regardless of whether their facilities are directly impacted.

During the courtesy call we will communicate 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.

Members are responsible for ensuring that the individuals who handle our notification calls receive proper training. Unfortunately, we cannot provide specific details to assist with searching for member notification area coverage, such as locating phone numbers linked to damaged facilities. It is important that anyone answering notification calls knows your organization's protocol for handling them and understands the escalation process if needed. Direct any questions to the designated person in your organization who receives damage notifications.

Each member may select only one telephone number for after-hours notifications. Options include an answering service, mobile/cell phone, or a 24-hour dispatch center. Some utilities operate dispatch centers around the clock to manage tickets at any time. If a dispatch center already monitors and manages after-hours notifications, the member facility can opt out of courtesy calls. Members will be called once to relay necessary notification details. If a member cannot be reached or does not respond, Colorado 811 is not required to make further contact attempts—unless the facility involved is classified as “gas.”

NOTE: During after-hours Colorado 811 will provide a courtesy call to all Facility Owner/Operator members on any Emergency notifications as well as damaged utility notifications.

After-hours courtesy calls are optional. Each member can decide if they want to take part and receive a courtesy call from Colorado 811. An after-hours form is provided in the application for those who want to participate.

EMERGENCY & DAMAGE COURTESY CALL CHARGES

Members who opt for courtesy calls receive manual outbound courtesy phone calls from Colorado 811 for damage ticket notifications during business hours, as well as emergency and damage ticket notifications after hours. Members may also register for the automated system to receive courtesy phone calls. The automated system will attempt to contact a member up to three times for emergencies and damage related notifications.

If all three automated call attempts are unsuccessful and the member organization is not reachable, the system will default to prompting a manual phone call made by a Colorado 811 customer service representative. Starting January 1, 2026, members will not be charged for the three automated system calls and will also receive one manual courtesy phone call made by a Colorado 811 customer service representative for free. However, a fee of \$5.00 per manual phone call will be assessed for each subsequent manual customer service representative call.

Members who opt not to use the automated courtesy call system and instead require a live customer service representative to make manual courtesy calls will also receive the first call at no cost. After the initial manual courtesy call, a \$5.00 fee will be charged for each additional manual courtesy phone call performed by a Colorado 811 representative. Colorado 811 encourages all members to enroll in the automated courtesy call system.



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
- Rest API

Member facility owners/operators have twenty (20) 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 will automatically receive the Positive Responses from those members utilizing the Positive Response system the day after the "Locate By" date. If an email address is not listed on the locate request ticket the excavator can also access the Positive Response website to check responses at www.co811.org.

The Positive Response codes are available at www.co811.org

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.



DAMAGE REPORTING REQUIREMENT

All excavation-related damages involving underground utilities must be reported by the owner/operator within 90 days of restoration.

As an owner/operator member of the Utility Notification Center of Colorado (UNCC) dba Colorado 811 (CO811) be advised the Excavation Requirements law, Colorado Revised Statutes Title 9-1.5, commonly referred to as the "One Call" law, requires the owner/operator of a damaged facility to report damages to the notification association within ninety (90) days after service has been restored. The reporting requirement is defined in section 9-1.5-103 (7)(a) through (c) of the Excavation Requirements law.

Colorado 811 has established a reporting process utilizing the software application called "DIRT", Damage Information Reporting Tool, in conjunction with the Common Ground Alliance (CGA).

Colorado 811 utilizes the DIRT application to collect facility owner/operator damage information and utilizes the data to create and publicize an annual damage report for the State of Colorado. The deadline for reporting damages for the current year is March 31st of the following year.

The annual damage report helps the industry direct education, measure efforts, develop best practices and guide legislation. Please visit <https://Colorado811.org> to view/download the annual Colorado Damage Report.

All Colorado facility owners and operators must submit underground utility damages to Colorado 811 DIRT application, either through a single event field form or automated uploads of spreadsheet, database, or XML data. Please visit Colorado 811 DIRT to get started. Find the DIRT user's guide and/or request technical support at <https://www.cga-dirt.com/uncc/control/help.do>.