UTILITY NOTIFICATION CENTER OF COLORADO
Application for Owner/Operator Membership

Name of Applicant/Company:_____

Company Address:_____

Company Representative: _____ Telephone: _____

Title: _____ E-Mail: _____

Type of Facility/Utility to Register

( ) Cable Television
( ) Fiber Optics
( ) Traffic Signals
( ) Gas
( ) Oil
( ) Water
( ) Stormwater
( ) Ditch
( ) All Type of Facility Possible
( ) Telephone
( ) Electric
( ) Street Lights
( ) Liquid Gas Pipeline
( ) Propane
( ) Sewer
( ) Irrigation
( ) Steam
( ) Unknown

Classification of Membership

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

Non-Refundable Application & Administration Fee: $150.00 (to be sent with completed application)

*Colorado 811 requires approval from facility owner/operator company being registered. If a 3rd party is registering and managing the membership, a direct contact person with the owner/operator company registering must be listed on the Receiving Information page of this application in addition to completing and signing this first page of application. If approval from the owner/operator is not obtained this application cannot be processed until registration approval is received, e.g., 3rd Party management firms registering Homeowner Associations require approval from HOA Board of Directors.

Colorado 811 needs the contact information you provide to us to contact you. Transactional messages sent to you are part of our ongoing services. It contains important information regarding your account, purchase, or activity with Colorado 811. Transactional emails are exempt from marketing opt-out requests under applicable regulations such as the CAN-SPAM Act, as they are necessary for facilitating a service or transaction you have requested. Additionally, Colorado 811 may use the contact information you provide to inform you about our products and services. You may unsubscribe from these communications at any time. For details on how to unsubscribe, as well as information about our privacy practices and commitment to protecting your data, please review our Privacy Policy.

Applicant hereby acknowledges that once the Applicant is accepted for membership it shall have all the rights and privileges and is bound by the provisions relating to members as provided for in the articles, by-laws, and rules and regulations of the Utility Notification Center of Colorado (UNCC) DBA Colorado 811 (CO811), as the same exist now or may be amended from time to time. Applicant acknowledges that Colorado State Law 9-1.5-101 and the sections that follow require all owners and operators of underground facilities in the State of Colorado to be a registered member. If an underground facility is acquired by another organization membership with CO811 is non-transferable.

_____
Company Name

_____
Company Representative Name

_____
Company Representative Signature

Title:_____ Date:_____

Please send completed application to CO811 Member Relations via e-mail to: member-services@co811.org
Membership fees can be paid by check or ACH/EFT. To pay by check, remit payment via US Mail.
Attn: CO811 Member Relations, 16361 Table Mountain Pkwy, Golden, CO 80403

UTILITY NOTIFICATION CENTER OF COLORADO
Fee Schedule
Effective January 1, 2026

Owner/Operator Membership Application & Administration Fee: $ 150.00

Underground Facility Owner/Operator Members receive notifications of proposed excavation that are on or near the registered underground facilities and are billed monthly for these notices, according to the following fee schedule. 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.

Please Note: New Owner/Operator 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.

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
Subsequent Emergency and Damage Courtesy Call Fees	$ 5.00

Emergency and Damage Courtesy Call Fees
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. For more information regarding Colorado 811 New Billing and Fee Schedule Model please visit https://crm.co811.org/billingandfeeassessmentmodel

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 inquires 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

Ticket Receiving Information

Hours of Operation for Normal Business Days:

_____To_____ (Ex. 7:00am To 5:00pm Mountain)

Destination to Receive Locate Requests:

E-mail address to receive notification: _____

Is the email destination above a ticket management system?

Yes _____No _____

If yes, please select format for email delivery:

Plain Text _____ HTML _____ XML _____

Contact Person for receiving station:

Name: _____ Title: _____

Telephone: _____

E-mail Address: _____

Please list contact person with facility owner/operator company being registered:
Note: If a 3rd party is registering and managing the membership, a direct contact person with the owner/operator company registering must be listed in this section in addition to registration approval being required from a direct contact person with the owner/operator company.

Name: _____ Title: _____

Telephone: _____

E-mail Address: _____

Main Company Telephone: ***(Phone Number for Registered Company - Given to Caller to call during Business Hours for Damages and Locate Info)***

Telephone: _____

For Damages ***(if different from Main Company telephone)***

Telephone: _____

For Locates ***(only if Contract Locator is being used)***

Telephone: _____

For Daytime Damages: ***(During business hours, CO811 provides courtesy calls to members whose facilities may be affected by damage. To opt for automated calls, see Afterhours Courtesy Call Participation.)***

Telephone: _____

Alternate Contact Information:

Name: _____ Title: _____

Telephone: _____

E-mail Address: _____

Afterhours Courtesy Call Participation

Colorado 811 gives courtesy calls to Facility Owner/Operator Members for all emergencies and damage tickets during afterhours, federal holidays, and weekends. Afterhours courtesy calls are not mandatory, however you are still required to respond by marking, if necessary, and posting a positive response.

Does your organization want to participate?

Yes_____ No _____

Does your organization want to receive courtesy calls via an automated system?
Please note: Opting in to automated courtesy calls also enables them for daytime damage notifications.

Yes_____ No _____

Important: The Colorado 811 Automated Courtesy Callout System will not function in these situations:

- If there is no ring back tone before a representative answers, the system cannot operate properly. Without the ring back tone, the IVR cannot distinguish between hold music, announcements, or an actual person answering.
- If your call reaches a voicemail box, the Colorado 811 Automated Callout System is not designed to interact with voicemail boxes.

NOTE: Colorado 811 automated courtesy calls will come from 720-403-2572.

Company Name: _____

Person Providing Information: _____

Title: _____

Telephone:_____E-mail: _____

Member Code(s): _____

Date: _____

Afterhours Contact for Emergency Damage Courtesy Calls:

Telephone number for CO811 to call afterhours:

_____

Is this telephone number a:

( ) cell phone ( ) 24-hour dispatch ( ) answering service

( ) Other, please specify: _____
(Example: police/sheriff dept., on-call, etc.)

Electronic Billing Information for CO811 Members

UNCC dba Colorado 811 sends all invoices via e-mail only. Please provide the billing contact person below:

Company Name: _____

Name: _____

Title: _____

Telephone:_____E-mail: _____

Information for Invoices

Company Name: _____

Invoice Mailing Address: _____

Attention to: _____Telephone: _____

E-Mail to Receive Invoice:_____

PO Number or Routing number if necessary _____

Invoices are sent from email address **quickbooks@notification.intuit.com.** To avoid invoices and statements from being flagged as spam or junk, ensure your accounting team whitelists this email address.

Payments can be made via check, money order, cashier's check, ACH, or EFT. Please contact UNCC (CO811) Accounting Department at accounting@co811.org for more information.

UNCC (CO811) accepts pre-payments for monthly invoices and will send a monthly statement showing the credit balance on the account.

Payment remittance for monthly invoices:

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

To set up ACH payments please email Colorado 811's Member Relations Department member-services@co811.org.

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, to include 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.

Acknowledgement

_____
Company Name

_____
Company Representative Name

_____
Title

_____
Company Representative Signature

_____
Date

Member Polygon General Information

The use of polygons is intended to redefine the member notification area database to a smaller notification quadrant. Colorado 811 requires a minimum buffer zone of 30 feet around registered facilities. When a locate ticket is processed there is a 150ft buffer applied to the excavation site creating a polygon. If the excavation site polygon intersects with the members notification area polygon your company will be notified of the locate request. The following explanation will assist CO811 members understand the receipt of a locate request that may be outside of the notification area quadrant.

- The use of a one hundred fifty-foot (150') buffer is standard with the polygon system for the excavation site.
- A minimum buffer zone of 30ft must be applied to registered underground facilities. A larger buffer zone may be requested by the registering member.
- A locate request ticket will be sent to the member if the buffer zone on the excavating site intersects with the buffer zone on the member notification area polygon.
- If a locate request is being processed in an area that does not have street information implemented yet, it will most generally need to be processed according to the directions that the caller provided. Estimating the location of a new street and attempting to select an excavation area without directions would not be an accurate way to process the locate request.
- If an excavator is requesting an extended area for utility locates or is not providing the best descriptive information for the locate request, the CO811 agent or online user is expected to ensure an adequate excavating site/area, to prevent possible damage. The CO811 agent or online user will then over-cover the excavation area.
- An excavator can still provide the township, range, and quarter section(s) information in addition to the descriptive information to be used for the request of a utility locate. CO811 agents and online users are coached, due to the procedure, to use that information to find the excavation area on CO811 maps.
- As of the above date, approximately 70 percent of CO811 ticket volume is currently being processed by Web Ticket Entry (WTE) online users. CO811 will continue to educate and provide mapping products to WTE users to improve their notification capability.
- All the above situations will result in the member receiving a locate request ticket notification. Please be reminded that CO811 is dedicated to providing the highest quality of notification information. The primary focus of damage prevention is to prevent injury and damage to underground facilities.

Acknowledgement

_____
Company Name

_____
Company Representative Name

_____
Title

_____
Company Representative Signature

_____
Date

Member Notification Area Coverage – Mapping Files Format

CO811 Requirements for Importing ESRI Shapefiles for Member Notification Area Polygons

The 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. Minimum buffer that can be applied to linear and radian polygons is 30ft and the maximum is 1000ft.

Each Shapefile submission must be sent as a ZIP file by email and should include, at minimum, the following four required file types:

(1) ESRI Shapefile (.SHP)
(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 WGS84 LAT/LONG decimal degrees.**

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

(A) Sender Information: Please provide the following details for the individual supplying the shapefile(s):
  a. Full Name, Phone Number, and Email Address

(B) Service Area Member Code: The service area code for which the notification areas will be applied to.

(C) Complete Replacement Required: The person sending the shapefile update must provide a complete replacement for the existing notification area.

(D) Effective Date: The date when the notification areas become active, either immediately or at a future date you specify.

(E) Expiration Date: The date when notification areas will expire; set to NEVER or a specific future date.

(F) Counties Covered: List the counties covered in the submitted shapefile or specify the entire state if applicable.

(G) Buffer Distance (in Feet): When submitting shapefiles containing point or line features, these will be buffered and converted into polygons. Please specify the buffer distance measured in feet. Shapefiles that already contain polygons are considered to include the required buffers; if additional buffers are necessary, please inform us.

E-mail shapefiles to the Member Relations Department at member-services@co811.org

IMPORTANT NOTES AND LIMITATIONS:

(1) When shapefiles are imported into the mapping database, they are automatically clipped to the county or counties they intersect.

(2) Polygons are limited to 4 square miles in area. Polygons that are larger than 4 square miles will be partitioned into smaller polygons that cover the same area.

(3) Polygons which are made up of more than 9 points will be simplified.

Member Holiday Closures

Please complete and return this form to Colorado 811 via E-mail: member-services@co811.org

Company Name: _____

Member Code(s): _____

CO811 is CLOSED on the following Federal Holidays:
All member facilities are designated as closed and will receive courtesy calls for emergency & damage notifications.

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

CO811 is OPEN for normal ticket processing:
Please note: No normal tickets will be due on these Federal Holidays. All member facilities are designated as closed and will receive courtesy calls for emergency & damage notifications unless Colorado 811 is informed that your organization does not observe the federal holidays listed below.

Place an X by any Federal Holidays your company does not observe.

- Martin Luther King Day ___
- President's Day ___
- Juneteenth ___
- Columbus Day / Indigenous Peoples' Day ___
- Veteran's Day ___

Place an X on the additional days your company is closed. NOTE: Any dates selected below, and any additional dates listed by you on this form, CO811 is open, and ALL dates are legal "Mark By" (Locate By) dates. Member facilities listed as closed will receive courtesy calls.

Good Friday	___	Colorado Day	___
Day after Thanksgiving	___	Cabrini Day	___
New Year's Eve	___		
Christmas Eve	___		

If your company is closed on any additional days not listed, please list them here:

____ / ____ ____ / ____ ____ / ____ ____ / ____

- **Mark by (Locate By) dates are not set on Federal Holidays except for emergencies or damages.**
- During holiday closures, Colorado 811 contacts the same phone number used for after hours calls.
- If your organization is a "non-participant" for after hours, you **will not** be called on federal holidays.

Member Positive Response

Positive Response is a Colorado 811 communication tool designed to provide better communication between the facility owner/operator member and the excavating community.

Colorado “One Call” Law, Title 9 Safety-Industrial and Commercial, Article 1.5 Excavation Requirements, mandates facility owner/operator members 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 facility owner/operator member by the “Locate By” date on the ticket, Colorado 811 will send an Automatic Positive Response Re-notification (delivered as a LATE ticket type) to that facility owner/operator member. 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 supporting documentation, as described in Colorado Revised Statutes, also known as the “Excavation Requirements” law, to the CO811 Positive Response System by using one of the methods listed below.

- CO811 Positive Response website at www.co811.org
- Rest API

Facility Owner/Operator Members 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.

Contact Member Relations at member-services@co811.org to begin using the Positive Response system and begin posting responses to tickets.

As of January 1, 2021, all facility owner/operator members must include supporting documentation along with the Positive Response through Colorado 811 or the response will be considered incomplete.

Please sign to acknowledge the requirement to post Positive Response and provide additional supporting documentation to the person excavating through the Colorado 811 Positive Response system.

Acknowledgement

_____
Company Name

_____
Company Representative Name

_____
Title

_____ Date: _____
Company Representative Signature