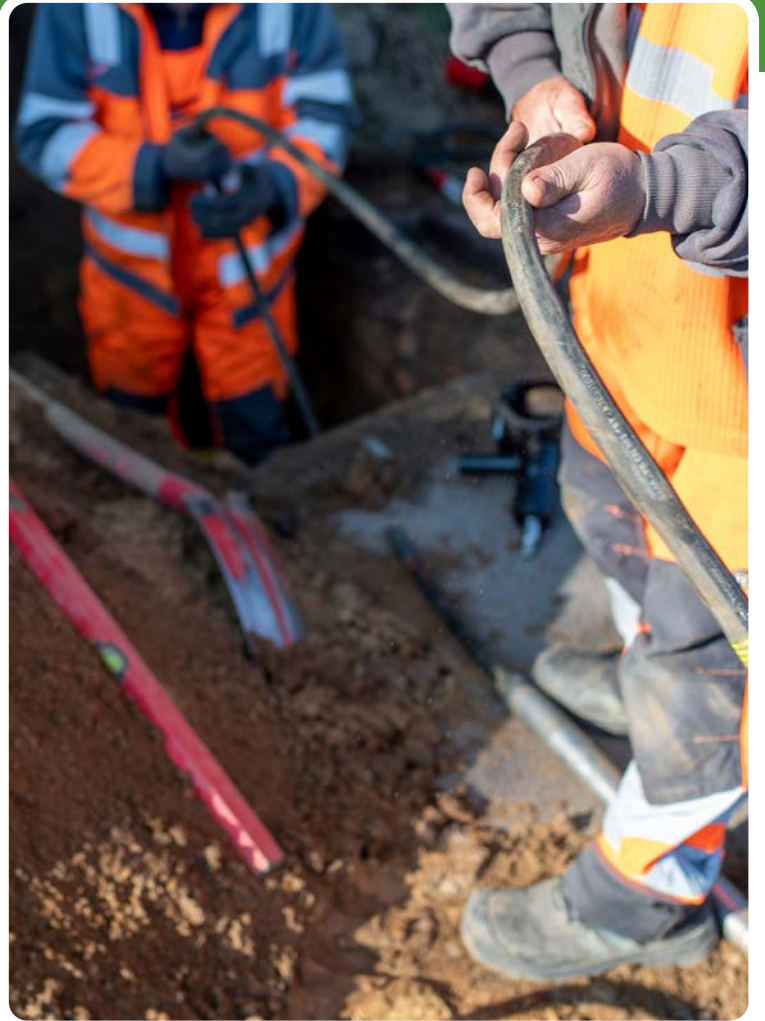




UTILITY
NOTIFICATION
CENTER OF
COLORADO
2025
ANNUAL
REPORT



Executive Director Message

Colorado 811 Mission, Vision, and Goal Statement

Board of Director Members & Executives

2025 at a Glance

Statewide Results at a Glance

2025 Departmental Accomplishments and Member Impact

Contact Center Department

Member Relations Department

Data And Business Intelligence Department

Information Technology Department

Human Resources And Facilities Management Department

Education And Damage Prevention Department

Marketing And Communications Department

Accounting And Finance Department

2025 Finance Overview

Moving Forward Together

3

4

5

6

6

11

14

17

19

21

23

26

29

31

54

Dear Colorado 811 Members and Stakeholders,

I am pleased to share Colorado 811's 2025 Annual Report and the collective accomplishments of our employees, Board of Directors, members, and partners. Throughout the year, we remained focused on reliable service, responsible stewardship, stakeholder education, and the protection of Colorado's underground infrastructure.

Every improvement described in this report reflects a clear purpose: strengthening the 811 services, systems, information, and supporting our members and stakeholders rely on every day.

Across the organization, our departments worked together to translate that commitment into meaningful results for members and stakeholders. The Contact Center improved responsiveness, ticket quality, workforce planning, and readiness for the ticket-system transition, supporting faster service and more reliable excavation notifications. Member Relations completed more than 12,000 support requests, maintained exceptional quality-assurance accuracy, strengthened member administration, and updated statewide mapping data to improve notification accuracy. Data and Business Intelligence expanded dashboards, reporting, forecasting, and data-quality capabilities, giving our teams better information for planning, resource allocation, and operational decisions.

Our Information Technology team provided the secure infrastructure, integration, testing, and technical leadership required to modernize Colorado 811's ticket-management environment and connect Exactix with member workflows. Human Resources and Facilities Management invested in talented employees, employee development, competitive benefits, organizational continuity, and a safe, secure workplace—ensuring our team is prepared and supported as it serves Colorado's excavation community.

The Education and Damage Prevention Department expanded our statewide reach through more than 480 training sessions, engagement with more than 8,000 stakeholders, more than 100 public-awareness events, multilingual resources, industry partnerships, and preparation for Exactix adoption. Marketing and Communications strengthened public awareness of 811 through a new, more accessible website, statewide campaigns, educational resources, digital communications, social media, and industry events. Accounting and Finance supported these accomplishments through careful stewardship of member-funded resources, reinvesting ticket-fee revenue in the people, technology, training, outreach, systems, and services that advance our nonprofit mission.

Although each department contributed specialized expertise, the greatest progress came from working as one organization. Together, these efforts improved accessibility, accuracy, efficiency, resilience, and customer experience while supporting safer excavation and better protection of underground facilities throughout Colorado. We are proud of what our team accomplished and even more proud that this work was done in service to you.

To our members, thank you for your continued trust, participation, guidance, and support of Colorado 811. Your partnership makes our work possible and strengthens Colorado's entire damage-prevention system. Damage prevention is a shared responsibility, and we value the opportunity to serve alongside you. We look forward to continuing to listen, improve, modernize, educate, and deliver dependable services that supports your operations and the communities we collectively serve.

On behalf of the entire Colorado 811 team, thank you for allowing us to serve you. We are honored by that responsibility and proud to advance this important mission together.



A handwritten signature in dark ink that reads "Claudia Randall".

Claudia Randall, MBA
Executive Director, Colorado 811



MISSION

To serve as a fast, free communication link connecting excavators and property owners with public utility owners, while educating the public and professionals on safe excavation best practices through dedicated training and outreach.



VISION

A safer Colorado where underground infrastructure damage is prevented and essential utility networks operate without interruption.



CORE VALUES

Pride in our work
Teamwork and Respect
Community and underground line safety
and public education

ABOUT COLORADO 811 – UTILITY NOTIFICATION CENTER OF COLORADO

The Utility Notification Center of Colorado (UNCC), also known as Colorado 811, is a 501(c)(4) nonprofit organization established on June 11, 1986. It serves as Colorado's official underground utility notification association and communications link among owner/operators of public underground utility facilities, excavators, the public, and other industry stakeholders. Colorado 811 manages communications that help protect underground infrastructure from excavation-related damage. Colorado 811 manages Colorado's One-Call communication process between publicly owned utilities and anyone requesting underground utility markings to identify the location of underground utility lines.



Claudia Randall
*Executive Director,
Colorado 811*



Jonathan Moore
*Chairman of the Board
Government – Fountain
Sanitation District*



Matt Steadman
*Vice Chairman
of the Board
Cable Television –
Comcast*



Cy Wagner
*Treasurer
Electric Distribution –
Xcel Energy*



Mark Hornsby
*Secretary
Gas Transmission –
Kinder Morgan*



Sean Frech
*Board Member
Gas Distribution –
Colorado Springs Utilities*



Anthony Thomas
*Board Member
Water/Sewer –
Denver Water*



Robert Wood
*Board Member
Communication – Lumen*



Cody O'Neil
*Board Member
Electric Coop –
Holy Cross Energy*



Annemarie Bluff
*Excavator Member
Excavator Director –
Authentic Drilling, Inc.*

Colorado 811 strengthened statewide service through improved responsiveness, more accurate ticket and mapping data, expanded stakeholder education, a modernized website, careful financial stewardship, and organization-wide preparation for Exactix. The pages that follow summarize the year’s most significant results, their value to members and stakeholders, and the priorities carrying this progress into 2026.

2025 STATEWIDE RESULTS AT A GLANCE

Total Tickets Processed



2025 = **1,179,438** (-1.9% decrease over 2024)
2024 = **1,201,868** (-2.5% decrease over 2023)

Average Transmissions per Ticket



6.5 (0.1 point increase over 2024)

Web Entry Tickets vs. Call-In Tickets



Web Entry = **73%** of total ticket volume
(1 percentage point increase over 2024)



Call-In Tickets = **27%** of total ticket volume
(1 percentage point decrease over 2024)

Emergency Tickets



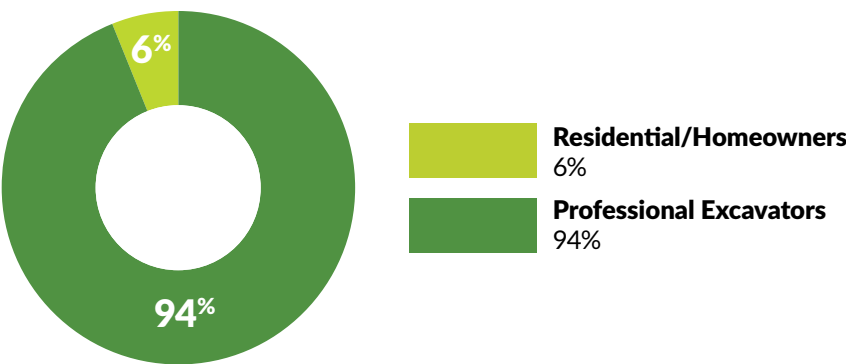
Total Tickets = **57,747** (4.2% increase over 2024)
Tickets during Business Hours (Initial Tickets) = **36,255** (4.2% increase over 2024)
Tickets during After Hours (Initial Tickets) = **5,636** (-1.6% decrease over 2024)

Damage Tickets



Total Tickets = **13,737** (4.0% increase over 2024)
Tickets during Business Hours (Initial Tickets) = **12,506** (4.2% increase over 2024)
Tickets during After Hours (Initial Tickets) = **1,023** (10.5% increase over 2024)

Tickets by Source



Total Incoming Calls



Total Calls = **339,819**
(-3.6% decrease over 2024)

Average Speed of Answer (ASA)



2025 ASA = **1:53** (28-second improvement over 2024)

2024 ASA = **2:21**

Average Talk Time



2025 Talk Time = **8:14** (2-second improvement over 2024)

2024 Talk Time = **8:16**

Overall 2025 Results

TOTAL TICKETS

1,179,438

TOTAL CALLS

339,819

TOTAL CONTACTS

223,016

SPEED OF ANSWER

1:53

ASA 120 DAY AVG

01:47

MONTH	Total Tickets	Total Calls	Total Contacts	ASA	ASA 120 Day Avg
January	81,635	19,445	12,599	0:20	0:29
February	75,965	19,768	13,160	0:32	0:39
March	98,424	29,354	19,903	1:33	1:17
April	108,518	35,629	23,542	2:51	2:05
May	110,420	35,422	23,112	2:09	1:41
June	106,197	33,519	22,063	1:52	1:46
July	113,158	32,248	21,699	1:43	1:36
August	102,806	31,085	19,944	2:04	1:42
September	108,506	31,236	20,030	2:02	1:47
October	109,733	29,911	19,989	2:13	1:54
November	82,674	21,848	14,086	2:23	1:46
December	81,402	20,354	12,889	1:48	1:40
Total	1,179,438	339,819	223,016	1:53	1:47

Overall Contact Center Stats by Skill

SKILL	Total ACD Skill Contacts	Total Skill Contacts %	Service Level %	Abandon %	ASA	Average Handle Time
Single Address	96,933	37%	69.8%	3.9%	01:48	07:19
Point to Point	55,299	21%	57.2%	5.2%	02:55	11:53
Emergency	46,928	18%	87.5%	5.1%	00:43	06:04
Existing Ticket	38,847	15%	59.8%	6.7%	02:34	07:59
Damage	15,426	6%	86.9%	2.4%	00:51	09:21
Online Services	4,202	2%	78.5%	6.5%	01:03	05:39
Return Call Number	1,328	1%	93.1%	2.0%	00:38	08:25
Total	258,963	100%	70.0%	4.8%	01:53	08:17

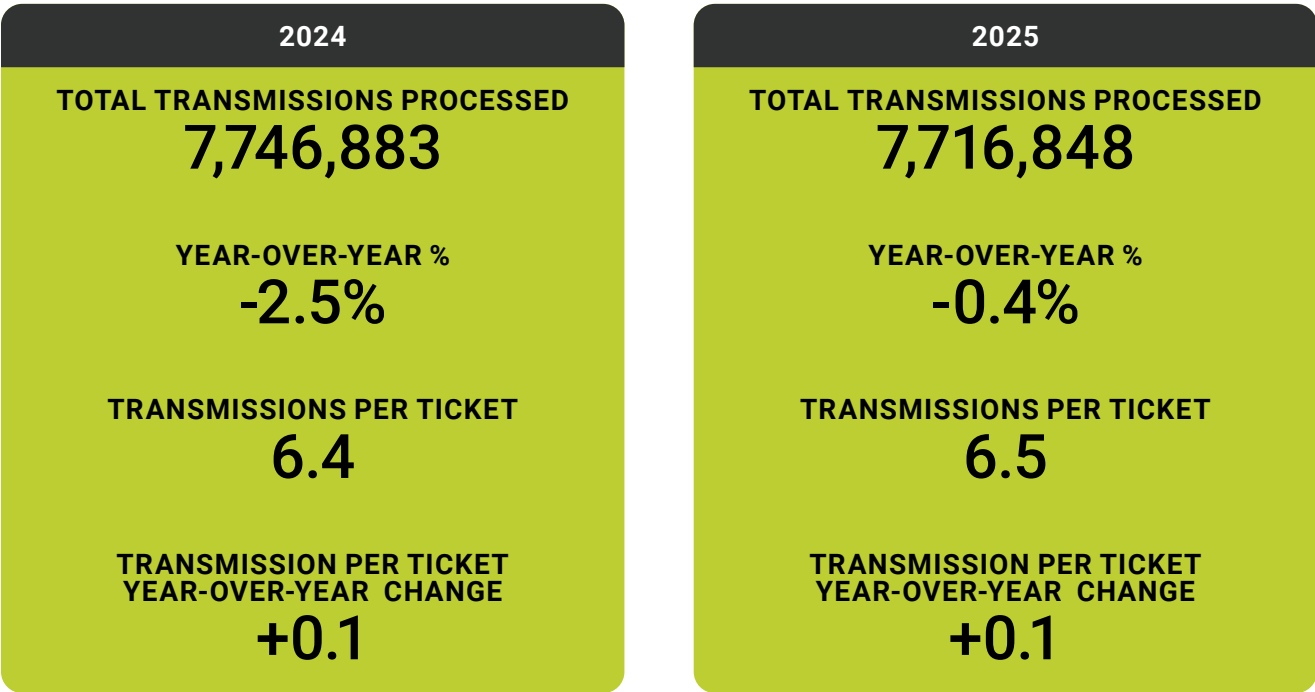
Monthly Average Speed of Answer (ASA)

SKILL	2024	2025
January	0:26	0:20
February	0:22	0:32
March	0:40	1:33
April	2:33	2:51
May	4:25	2:09
June	6:30	1:52
July	3:59	1:43
August	1:41	2:04
September	1:00	2:02
October	1:35	2:13
November	0:32	2:23
December	0:24	1:48
Total	2:21	1:53

Overall ASA by Skill

SKILL	2024	2025
Single Address	03:13	01:48
Point to Point	02:37	02:55
Emergency	00:37	00:43
Existing Ticket	02:32	02:34
Damage	00:41	00:51
Online Services	00:52	01:03
Return Call Number	00:22	00:38
Total	02:21	01:53

Overall Transmission Results



Automatic Positive Response Re-Notification (APRRN) Percentage of Ticket Transmissions

MONTH	2024	2025
January	7%	4%
February	6%	5%
March	6%	4%
April	7%	4%
May	6%	5%
June	7%	6%
July	6%	6%
August	6%	6%
September	5%	5%
October	5%	8%
November	7%	28%
December	5%	25%
Total	6%	9%

COLORADO 811: 2025 DEPARTMENTAL ACCOMPLISHMENTS AND MEMBER IMPACT

Colorado 811's 2025 accomplishments reflect an organization-wide commitment to reliable service, responsible stewardship, stakeholder education, and the protection of Colorado's underground infrastructure. Each department brought specialized expertise and collaborated to improve the accuracy, accessibility, efficiency, and quality of the services provided to members, excavators, homeowners, and industry partners. The following departmental review highlights what Colorado 811 accomplished, how those efforts strengthened the organization, and the practical value delivered to members and stakeholders throughout the state.

CONTACT CENTER DEPARTMENT

The Colorado 811 Contact Center served as a core component of Colorado's damage-prevention system and the primary communication link among excavators, utility owners and operators, homeowners, contractors, and industry stakeholders. Because every ticket began or moved through the Contact Center, the department's reliable operations, high-quality service, and accurate ticket processing directly supported timely excavation notifications, effective communication, safer digging, and the protection of underground infrastructure for members and Colorado 811 users in communities across the entire state.

Throughout 2025, the Contact Center strengthened customer service, operational efficiency, and employee capability. The department reduced customer wait times, improved ticket quality and consistency, strengthened workforce-planning practices, and prepared employees and stakeholders for the implementation of Colorado 811's new Exactix ticketing platform. For members, utility owner/operators, excavators, homeowners, contractors, and other users throughout Colorado, this work provided faster access to assistance, more accurate and dependable excavation notifications, fewer avoidable processing errors, and better preparation for the transition to a modern ticketing system. These accomplishments positioned the Contact Center for long-term success while sustaining reliable statewide service and support for Colorado's communities.



MEMBER IMPACT: Contact Center improvements gave members and statewide users faster access to assistance, more accurate and dependable excavation notifications, fewer avoidable processing errors, and better service via the new Exactix Ticketing Management System. These results strengthened safe excavation and reliable service across Colorado.

2025 ACCOMPLISHMENTS



A major focus of 2025 was preparing for Colorado 811's transition from the legacy Norfield platform to Exactix. All Contact Center employees played a critical role in system testing, development, and implementation. The team partnered extensively across the organization to support a successful launch and customer transition. The organization-wide implementation effort culminated with the Exactix launch on January 30, 2026. This preparation reduced transition risk, strengthened employee readiness, and helped members and users move to a modern ticketing platform with more reliable support and fewer avoidable service disruptions.



The Contact Center continued to improve responsiveness and customer service performance throughout the year. Overall Average Speed of Answer improved from 2:21 in 2024 to 1:53 in 2025, a reduction of 28 seconds. Improvements were especially notable in high-volume ticket categories, reflecting continued attention to staffing, scheduling, workforce management, and call-routing effectiveness. For members, excavators, homeowners, contractors, and other users, faster access to assistance supported more timely ticket processing and a more efficient customer experience during periods of greatest demand.



Quality remained a key operational priority throughout 2025. The Contact Center continued to strengthen quality monitoring, ticket auditing, coaching practices, and employee development efforts designed to improve ticket accuracy and consistency. These efforts supported Colorado 811's objective of delivering reliable excavation notifications while reducing the potential for errors that could affect stakeholders and underground infrastructure. For members and users statewide, more accurate and consistent ticket information supported appropriate facility notifications, fewer avoidable delays, safer excavation, and better protection of underground facilities.



Employee development remained a significant focus in 2025. Investments in onboarding, coaching, knowledge management, skills training and development, and cross-functional learning opportunities strengthened capabilities across the department and better equipped employees to serve all stakeholders. In 2026 and beyond, the Contact Center will continue preparing employees for emerging technologies, operational changes, and evolving customer expectations.

2026 SNEAK PEEK

-  Following the Exactix launch, the Contact Center will continue stabilizing operations, refining workflows, supporting stakeholder adoption, and identifying opportunities to improve efficiency through system enhancements, training, and process improvements. The department will prioritize shorter response times, stronger first-contact resolution, bilingual services, clear customer communication, and consistent service across contact channels.
-  Colorado 811 and the Contact Center will continue investing in onboarding, training, coaching, leadership development, and employee engagement initiatives designed to support retention and build operational expertise to better serve our stakeholders.
-  The Contact Center will continue evaluating automation capabilities, workforce optimization tools, agent-assist solutions, knowledge resources, and responsible artificial intelligence opportunities that improve efficiency while maintaining quality and service standards.
-  Colorado 811 will continue refining quality assurance programs, process documentation, performance reporting, business continuity planning, and operational controls to support safe excavation and reliable stakeholder service.
-  The Contact Center is positioned for continued growth and operational advancement. Through ongoing investments in people, technology, quality, and customer experience, the department remains committed to providing the dependable service Colorado's excavation and utility communities rely on every day. As Colorado 811 moves forward, the Contact Center will continue supporting safe excavation, protecting underground infrastructure, and serving stakeholders across the state.

MEMBER RELATIONS DEPARTMENT

Member Relations served as a primary connection point between Colorado 811 and its facility owner/operator members, strengthening relationships, supporting daily operations, and advancing organization-wide initiatives. Through responsive assistance, accurate member records, dependable account administration, and clear communication, the department helped members receive the information and support needed to manage notifications, maintain service continuity, and participate effectively in Colorado's statewide damage-prevention system.

In 2025, Member Relations met daily member needs while helping Colorado 811 advance major organizational change. The department managed a high volume of service requests and made progress in Exactix readiness, billing administration, training, documentation, member communications, mapping and data accuracy, and cross-department collaboration. The team completed more than 12,000 support requests—a 3.7% increase from 2024 and an average of 48 requests per day. It maintained a 1.3-day average initial response time and a 1.15-day average resolution time; supported 93 activations, 48 deactivations, and 20 mergers and acquisitions; and achieved a 99.94% QA accuracy rate. These results provided members with timely answers, accurate account administration, dependable support during organizational changes, and confidence that requests were handled consistently and correctly.

Top support categories included member and contact data accuracy, user access, member inquiries, and billing support. Resolving these needs helped sustain responsive service, accurate records, reliable workflows, uninterrupted system access, and more efficient interactions for members conducting business with Colorado 811.

The Member Relations team also managed Colorado 811's street-mapping information. In preparation for the Exactix launch, all 64 Colorado counties were updated with new and revised street data, parcel boundaries with address information, and other ticket-processing mapping layers. Overall, more than 5,200 streets, 143,000 parcel boundaries, and 160,000 address points were added or updated. This work supported more accurate excavation-location searches, proper notifications to member facility owner/operators, fewer missed or unnecessary transmissions, and more reliable ticket processing for excavators and other Colorado 811 users throughout the state.



MEMBER IMPACT: Member Relations provided timely answers, accurate account administration, dependable support during organizational changes, improved mapping accuracy, secure system access, and clearer training and billing guidance. This work helped members manage notifications, maintain service continuity, and participate effectively in Colorado's statewide damage-prevention system.

2025 ACCOMPLISHMENTS



Exactix implementation was a top 2025 priority. Member Relations played a key role by cleaning and validating membership data, preparing data for import, creating and testing user roles and permissions, converting grid coverage to polygonal coverage, configuring delivery destinations, and supporting related membership data needs. The team also helped define and test member-facing requirements, including Positive Response, attachments, ticket delivery, output formats, and validation rules. These efforts helped protect data integrity, preserve member coverage and delivery preferences, support secure and appropriate user access, and create a more reliable system experience for members and stakeholders.



Training and education grew substantially in 2025. Member Relations supported this growth by developing and delivering member training, creating educational materials, and increasing engagement through newsletters, knowledge base content, targeted outreach, and training events. These resources gave members clearer guidance, improved access to timely information, and greater readiness to use Exactix and Colorado 811 processes effectively.



Documentation and process improvement were ongoing priorities in 2025. Member Relations assisted in expanding the knowledge base and educational content and strengthened internal procedures to support consistent service delivery. For members and users, this work improved access to reliable answers, reduced variation in how requests were handled, and supported a more predictable customer experience.



Member Relations supported major billing and financial administration changes in 2025, including the billing assessment model launch, assessment-model invoicing education and support, online credit-card payment capability for membership fees, and collections. These improvements helped members understand the new assessment and invoicing processes, access more convenient payment options, resolve billing questions, and conduct financial transactions with Colorado 811 more efficiently.



Many 2025 accomplishments depended on cross-department collaboration among Member Relations, Contact Center, Accounting, Education and Damage Prevention, Marketing, Data and Business Intelligence, IT, and Senior Leadership. This coordination aligned member support, financial processes, training, system readiness, and communications during a year of significant operational change. For members and stakeholders, that alignment provided more consistent information, smoother service transitions, better coordinated problem-solving, and stronger support across every major interaction with Colorado 811.

2026 SNEAK PEEK: PRIORITIES AND GOALS



2026 Transition: Member Relations will transition to the Customer Support and Quality Department, strengthening the overall customer experience, advancing quality practices, and improving support for Colorado 811 stakeholders. This transition positions the department to provide members, excavators, homeowners, internal teams, and the public with more consistent, responsive, and quality-focused service.



Focus Areas:

- Improve customer experience through responsive, consistent, and helpful support.
- Strengthen data quality to support accurate records, reporting, and operational workflows.
- Enhance the digital experience through improved tools, resources, and system adoption.
- Continue advancing documentation, education, collaboration, and service accuracy in support of Colorado 811's strategic goals.

DATA AND BUSINESS INTELLIGENCE DEPARTMENT

2025 ACCOMPLISHMENTS

Data and Business Intelligence transformed Colorado 811's data foundation in 2025 by supporting the Exactix conversion and expanding dashboards, reporting, forecasting, and operational analysis. Data cleansing, validation, mapping, and migration established a more reliable foundation for future reporting, while broader use of Power BI and trusted data sources improved organizational visibility and decision-making. For members, excavators, and stakeholders, this work supported more dependable information, stronger system reliability, better planning, more informed resource allocation, earlier identification of service trends, and faster operational decisions.

Beyond the Exactix transition, the Data and Business Intelligence team supported departments across the organization with dashboards, reports, ad hoc analysis, forecasting, and operational insights that enabled data-informed decisions. Through ongoing collaboration with leadership, operations, Member Relations, Education and Damage Prevention, and other teams, analytics became increasingly embedded in daily and strategic decision-making. The continued expansion of Power BI reporting improved visibility into organizational performance and established trusted, consistent sources of information. For members and statewide users, these capabilities supported better planning, more informed resource allocation, earlier identification of service trends, and faster, more consistent operational decisions affecting Colorado 811 services.



MEMBER IMPACT: Data and Business Intelligence improved the reliability, accuracy, consistency, and visibility of information used throughout Colorado 811. These capabilities supported faster and more accurate member service, better demand forecasting, more informed resource allocation, earlier identification of service trends, and stronger statewide damage-prevention decisions.

ADDITIONAL ACCOMPLISHMENTS DURING 2025 INCLUDED:

-  Supporting the successful implementation and reporting enablement of Exactix, giving members and users access to a more reliable platform and enabling Colorado 811 teams to monitor service performance more effectively.
-  Developing and maintaining automated ETL processes and data marts to improve reporting efficiency and reduce manual effort, allowing staff to deliver accurate information and respond to member and stakeholder needs more quickly.
-  Expanding Power BI dashboards and self-service reporting capabilities across multiple business functions, increasing access to timely, consistent performance information and helping departments make decisions that improve member and customer service.
-  Improving data quality, validation, and standardization efforts following system conversion, strengthening the accuracy and consistency of information used for tickets, reporting, member support, and statewide operational decisions.
-  Delivering operational analytics, forecasting, and trend analysis to support planning and resource allocation, helping Colorado 811 anticipate demand and direct people and resources where members, excavators, and other users need them most.
-  Establishing the foundation for advanced analytics by leveraging Exactix's improved data structures and enhanced visibility into member and excavator activity, creating opportunities to better understand stakeholder needs, improve service delivery, and identify statewide damage-prevention trends.
-  Together, these efforts strengthened Colorado 811's ability to leverage data as a strategic asset while laying the groundwork for future modernization initiatives. The resulting improvements in accuracy, visibility, efficiency, and forecasting benefited members and users by supporting more dependable services, better-informed operational decisions, and stronger protection of Colorado's underground infrastructure.

2026 SNEAK PEEK

-  The team will focus on optimizing Exactix reporting, launching a formal Data Governance Program, and modernizing Colorado 811's data technology ecosystem. These efforts will improve data quality, integration, accessibility, and scalability while supporting Project Daylight and preparing the organization for future AI and machine learning capabilities. Long-term goals include creating a unified enterprise data platform that provides a more comprehensive view of members, excavators, and operational performance while enabling advanced analytics and data-driven innovation.

INFORMATION TECHNOLOGY DEPARTMENT

2025 ACCOMPLISHMENTS: ENABLING THE EXACTIX TRANSFORMATION



The Information Technology Department played a key role in Colorado 811's transition to the Exactix platform through Project Daylight. IT provided technical leadership, implementation support, infrastructure expertise, and modernization efforts that positioned the organization for long-term success. Throughout the project, the team worked closely with business stakeholders, vendors, and Exactix resources to define requirements, support implementation, and help ensure a successful launch. For members and users across Colorado, this work delivered a more modern and reliable ticketing environment designed to support timely notifications, dependable access, and more efficient service.



IT managed critical technical workstreams, including system configuration, integrations, testing, issue resolution, and data migration. Through extensive user acceptance testing and collaboration across departments, the team improved system performance, reliability, and the overall user experience. The department also worked closely with Data and Business Intelligence, Member Relations, and the Contact Center to support data integrity, security, and compliance throughout the project. These efforts helped protect member information, reduce service disruptions, improve data accuracy, and create a more consistent experience for excavators, facility owner/operators, and other statewide stakeholders.



MEMBER IMPACT: Information Technology delivered a more modern, reliable, secure, and scalable ticketing environment. Its integrations, testing, file-attachment capabilities, cybersecurity work, and infrastructure improvements supported dependable access, timely notifications, secure information exchange, compatibility with member workflows, and responsible cost stewardship.

INTEGRATIONS AND DIGITAL CONNECTIVITY



A major focus in 2025 was the successful integration of Exactix with member systems and operational workflows. IT supported both custom-developed and third-party ticket-management system integrations using email and API-based technologies for ticket delivery and Positive Response processing. These integrations enabled reliable delivery of locate tickets, accurate parsing of ticket information into member-preferred formats, and seamless Positive Response processing through secure API connections. Enhanced file-attachment capabilities were also incorporated into the workflow, expanding functionality while maintaining reliability. For members, these improvements reduced manual handling, supported compatibility with established workflows, and strengthened the timely, secure exchange of information needed for safe excavation.

ADVANCING FILE-ATTACHMENT CAPABILITIES IN COLORADO

-  Information Technology led the planning, testing, and validation of Colorado's file-attachment functionality. Extensive load testing simulated large numbers of concurrent users uploading and downloading attachments to ensure the platform could meet current and future demand. Testing validated system performance, scalability, and reliability while identifying opportunities for optimization. This work gave members and users greater confidence that supporting files could be exchanged efficiently without slowing ticket workflows, even during periods of significant statewide demand.
-  The solution was designed to eliminate duplicate file storage caused by duplicate files uploaded during the Positive Response process, reducing cloud-storage requirements and helping lower costs for Colorado 811 members. Results demonstrated the ability to support tens of thousands of file-attachment transactions without performance degradation or operational bottlenecks. Members therefore received both responsible cost stewardship and scalable functionality capable of supporting reliable statewide service as usage grows.

2026 SNEAK PEEK

-  As Colorado 811 continues its modernization journey, the Information Technology Department will focus on building a secure, scalable, and data-driven technology environment that supports organizational growth and strategic objectives. Key priorities include expanding cloud and hybrid infrastructure capabilities, developing an enterprise data and analytics platform, enhancing business-system integrations and automation, strengthening cybersecurity and disaster-recovery capabilities, and evaluating practical applications of artificial intelligence to improve operational efficiency and customer service. For members and statewide users, these priorities are intended to increase system resilience, protect information, enable faster and more connected services, and ensure technology can scale with future excavation and damage-prevention needs.
-  Through these initiatives, IT will continue to enable innovation while maintaining a strong foundation of security, reliability, and operational excellence. This balanced approach will help members receive dependable service, secure information exchange, and technology improvements that support both their daily operations and Colorado 811's statewide mission.

HUMAN RESOURCES AND FACILITIES MANAGEMENT DEPARTMENT

2025 ACCOMPLISHMENTS



MEMBER IMPACT: Investments in employees, benefits, onboarding, development, facilities, and security sustained a knowledgeable workforce and a safe, resilient workplace. These investments helped Colorado 811 provide consistent expertise, responsive support, operational continuity, and dependable statewide service.

SUPPORTING OUR PEOPLE AND WORKPLACE



In 2025, Human Resources and Facilities Management continued to support Colorado 811's mission by fostering a positive employee experience, maintaining a safe and productive workplace, and strengthening the infrastructure needed for a growing organization. These investments helped employees remain prepared, supported, and equipped to provide members and Colorado's excavation community with knowledgeable, responsive, and dependable service.



The Human Resources team focused on attracting and retaining talented employees, enhancing employee engagement, supporting compliance initiatives, administering competitive benefits programs, and providing guidance to employees and leaders across the organization. Efforts throughout the year emphasized process improvements, employee relations, onboarding, and maintaining policies and programs that support organizational success. For members and users, a capable, engaged, and well-supported workforce provided continuity, institutional knowledge, and the service expertise needed to address questions, process tickets, and support safe excavation consistently.

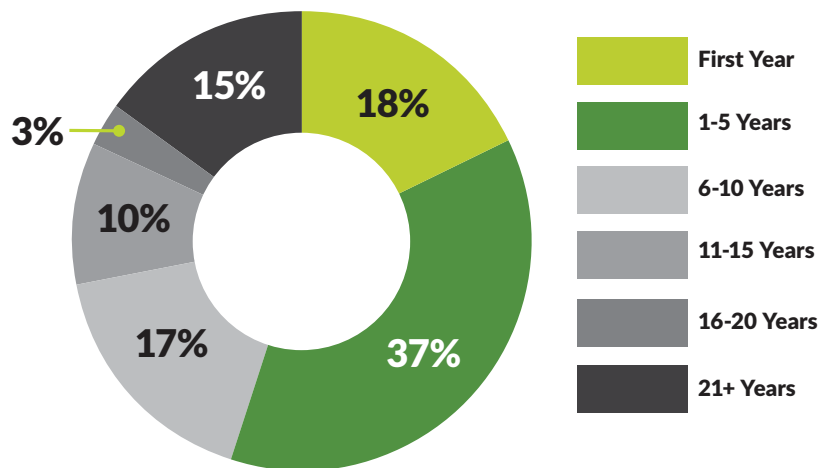


Facilities Management focused on maintaining and improving Colorado 811's workplace through facility upgrades, maintenance projects, and security enhancements. A major multi-year accomplishment, initiated in 2025 and completed in early 2026, was the modernization of the building's security systems, including upgraded cameras, access controls, and alarm monitoring, creating a safer and more secure environment for employees and visitors. By protecting the workplace and supporting continuity of operations, these improvements helped the organization remain available and dependable for members and stakeholders statewide.



As Colorado 811 continues to evolve, Human Resources and Facilities Management remain committed to supporting operational excellence, employee well-being, and an effective workplace that enables employees to serve Colorado's excavation community efficiently and safely. This commitment benefits members by sustaining a resilient workforce and workplace capable of providing reliable support throughout the state.

COLORADO 811 TEAM MEMBER YEARS OF SERVICE



A balanced workforce combining developing talent with long-standing experience. Colorado 811's workforce reflects both fresh energy and deep organizational knowledge. Fifty-six percent of employees are in their first five years, creating a strong pipeline of developing talent, while 44% have six or more years of service. Notably, 20 employees—28% of the workforce—have served 11 or more years, including 11 employees with 21 or more years of service. This balanced tenure profile supports continuity, mentoring, and long-term organizational strength, helping members receive knowledgeable, consistent service while newer employees build the expertise needed to support Colorado's future needs.

2026 SNEAK PEEK



In 2026, Human Resources continues to strengthen Colorado 811's workforce capacity to support the organization's mission and serve Colorado with excellence. Planned investments in our people, workplace, and internal systems will enhance employee support, improve efficiency, and create a safer, more connected environment for staff and the communities we serve. Together, these initiatives reflect Colorado 811's commitment to investing in its people and infrastructure by providing employees with better tools, streamlined processes, competitive benefits, and a secure, welcoming workplace that supports both organizational success and employee well-being. For members and users, these improvements are intended to sustain responsive service, strengthen operational continuity, and ensure employees have the resources and expertise to meet statewide needs effectively.



Looking ahead, Human Resources will focus on modernizing employee experience and strengthening workforce capability through workforce development, leadership growth, employee engagement, and career-advancement opportunities. Facilities Management will continue pursuing building enhancements and evaluating opportunities to modernize and maximize the value of the organization's building and property. Together, these efforts will support a high-performing, future-ready workplace and long-term organizational sustainability, helping Colorado 811 maintain reliable statewide services and make responsible use of member-funded resources.

EDUCATION AND DAMAGE PREVENTION DEPARTMENT

The Education & Damage Prevention Department serves as Colorado 811's primary outreach, education, and stakeholder engagement function, helping excavators, facility owners/operators, locators, municipalities, contractors, homeowners, and industry partners understand Colorado's damage prevention requirements and promote safe excavation practices across the state.



MEMBER IMPACT: Statewide training, Exactix adoption support, public-awareness events, locator education, multilingual resources, and industry partnerships gave members and stakeholders broader access to practical damage-prevention information. This work supported more informed excavators, more consistent use of Colorado 811 services, safer excavation practices, and better protection of underground infrastructure.

2025 ACCOMPLISHMENTS



In 2025, the department supported daily stakeholder needs while advancing major organizational initiatives, including Colorado 811's transition to Exactix. The liaison team delivered more than 480 training sessions, including online ticket entry, damage prevention, Positive Response, and stakeholder education programs, reaching more than 8,000 stakeholders statewide. The team also participated in more than 100 public-awareness events, including conferences, trade shows, community outreach activities, and industry events that increased awareness of Colorado 811 and safe digging practices. For members, this expanded education supported more informed excavators, clearer understanding of damage-prevention responsibilities, more effective use of Colorado 811 services, and broader awareness of safe digging practices throughout the state.



The department expanded Colorado 811's statewide reach by providing in-person training in 40 of Colorado's 64 counties while delivering virtual education throughout the state. Continued investment in virtual and hybrid training reduced travel-related costs, increased accessibility, and allowed Colorado 811 to educate more stakeholders while maintaining strong engagement and educational outcomes. For members and users, this flexible delivery model provided broader access to consistent training regardless of location and extended the value of education resources across Colorado.



A major 2025 accomplishment was supporting Colorado 811's transition from Norfield to Exactix, which launched on January 30, 2026. The team incorporated education and stakeholder outreach into the implementation strategy from the outset. Before launch, 93% of Colorado 811's Top 100 users completed training. Following launch, more than 1,500 users participated in daily virtual training sessions, helping maintain a 75% web-entry utilization rate, while more than 2,800 excavators were trained to use Exactix successfully. These efforts reduced adoption barriers, supported accurate online ticket entry, and helped preserve service continuity for members and users during a major statewide system transition.

- 

The department continued enhancing its educational offerings through the development and launch of the Locator Certificate Program, providing standardized and remedial training opportunities for locators. The team also delivered updated education on marking standards, Positive Response, and other evolving industry requirements.
- 

Industry engagement remained a key focus. Colorado 811 hosted a series of Excavator Breakfasts featuring the Cover Your Assets: Protecting Yourself in a Damage Investigation presentation and a popular Damage Investigation Panel, bringing together Safety Commission members, damage investigators, excavators, and industry experts to share lessons learned and best practices. The department also delivered the second annual Damage Prevention Summit & Expo, significantly expanding educational opportunities and stakeholder participation.
- 

Partnerships continued to grow throughout the year. The department expanded ongoing collaborations with organizations such as Paradigm, Atmos Energy, Black Hills Energy, Damage Prevention Councils, municipalities, StakingU, utility operators, and industry associations. These relationships support recurring safety meetings, excavator breakfasts, conference presentations, contractor education programs, and public awareness initiatives that extend Colorado 811's reach throughout the year.
- 

The team also expanded accessibility through multilingual education initiatives, translating educational materials and training content into Spanish while providing English, bilingual, and Spanish-language training opportunities to better serve Colorado's diverse stakeholder communities.
- 

Through expanded training, successful Exactix adoption efforts, innovative educational programming, stronger partnerships, multilingual outreach, and a growing statewide presence, the Education and Damage Prevention Department continued advancing Colorado 811's mission to prevent damage, protect underground infrastructure, and promote safe excavation throughout Colorado.

2026 SNEAK PEEK



The Education and Damage Prevention Department will continue expanding Colorado 811's education, outreach, and stakeholder-engagement programs while building more accessible and scalable learning opportunities for excavators, locators, facility owners/operators, municipalities, contractors, and homeowners across Colorado.



Focus Areas:

- Expand public awareness and industry collaboration through the 2026 Damage Prevention Summit & Expo, 811 Day celebrations, Excavator Breakfasts, and new regional roundtables designed to bring together excavators, locators, utility operators, and Colorado 811 members to discuss local issues, industry trends, and damage prevention opportunities. Several roundtables and excavator breakfasts have already been completed or are currently underway.
- Increase access to education through digital learning by launching a new Learning Management System (LMS) and developing online learning pathways, certification programs, and on-demand training resources for stakeholders. Planning, content development, and course design are already in progress.
- Modernize and enhance educational content through updates to the Excavator Handbook, Locator Certificate Program, Exactix training, Positive Response education, 101 and 102 courses, Spanish-language content, and industry-specific training materials that address stakeholder needs and emerging industry trends. Multiple course updates and new training modules have already been completed or are actively being developed.
- Strengthen internal training and employee development through enhanced onboarding, Exactix training, skills progression programs, coaching resources, knowledgebase improvements, and future LMS-based learning pathways, helping ensure Colorado 811 agents process tickets accurately, efficiently, and consistently.
- The Education & Damage Prevention Department enters 2026 focused on expanding educational reach, increasing stakeholder engagement, modernizing training delivery, and creating more accessible, consistent, and impactful damage prevention education for Colorado's excavation community and Colorado 811 members.

MARKETING AND COMMUNICATIONS DEPARTMENT

MARKETING: EXPANDING AWARENESS, STRENGTHENING DAMAGE PREVENTION

In 2025, Colorado 811's marketing initiatives increased public awareness of 811, educated stakeholders about safe digging, and provided resources that help prevent damage to Colorado's underground infrastructure. By reaching more homeowners, excavators, and industry professionals with consistent, accessible messaging, these efforts advanced our members' shared goals of reducing utility damage and promoting excavation safety.



MEMBER IMPACT: Marketing and Communications expanded access to safe-digging information, increased awareness of 811, supported Exactix adoption, and gave homeowners, excavators, and industry professionals practical tools for planning safe excavation. These efforts advanced members' shared goals of reducing utility damage and protecting Colorado's underground infrastructure.

2025 ACCOMPLISHMENTS

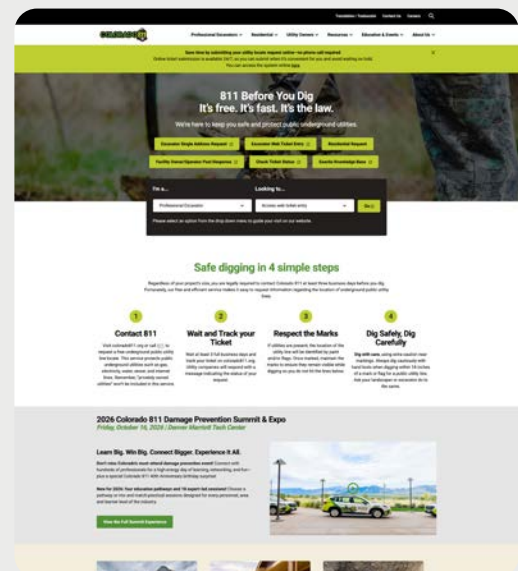


A major achievement was the launch of Colorado 811's new website, which introduced translation capabilities, enhanced educational resources, and dedicated content pathways for homeowners and professional excavators. During the first 40 days following launch, website sessions increased by 70% compared with the same period the previous year, expanding access to safe-digging information and educational tools. The website also includes an accessibility toolbar that can translate the entire site into more than 100 languages and offers text-to-speech functionality, font options, and other accessibility features.



Throughout Safe Digging Month and Dig Season, Colorado 811 delivered a statewide awareness campaign using transit advertising, billboards, radio and audio advertising, digital advertising, social media, public relations, and television appearances. The campaign generated more than 2 million billboard impressions, 2.8 million radio and audio impressions, more than 3 million digital advertising impressions, and additional exposure through local news coverage. These efforts helped reinforce the importance of contacting 811 before digging and encouraged safer excavation practices across Colorado.

Website



2025 Dig Season Marketing Campaign

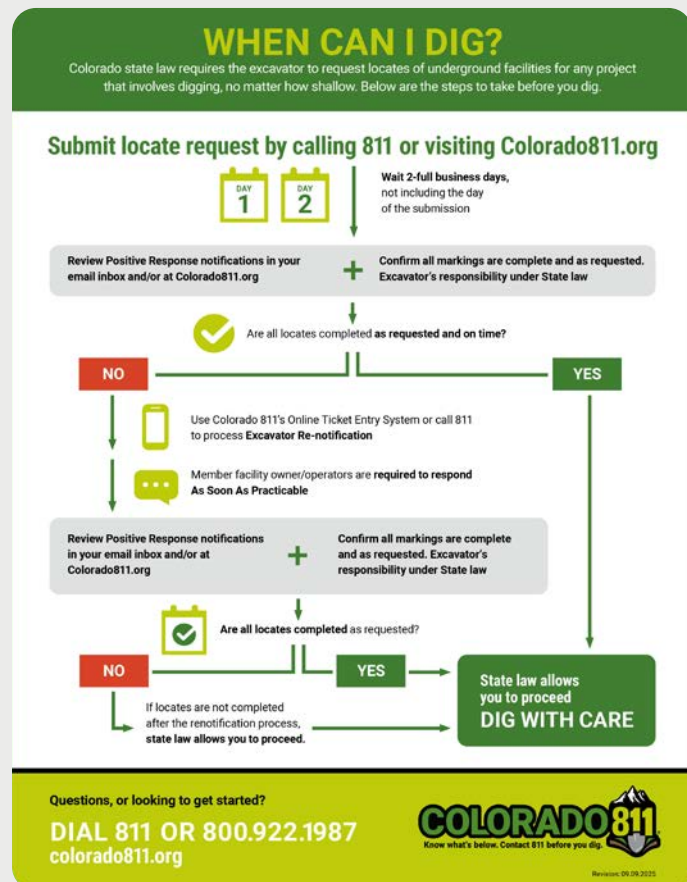


- Marketing also played a key role in supporting the launch of the Exactix ticketing system through training communications, testing updates, launch announcements, and the creation of a Knowledge Base. These resources helped users better understand the ticketing process and access information needed to submit accurate locate requests.
- Colorado 811 continued engaging stakeholders through newsletters, email communications, social media, community outreach, and industry events. Social media audiences grew by 60%, while 206,316 emails were delivered with an average open rate of 28%. Educational resources developed during the year included a pre-excavation checklist and a “When Can I Dig?” infographic, giving members, excavators, and homeowners practical guidance that supports excavation best practices.

Checklist Postcard



When Can I Dig Informational Graphic



- 

Colorado 811 also connected directly with the public through over 100 Education and Damage Prevention Liaison community and industry events across the state, providing educational materials, promotional items, and opportunities to learn about safe digging and damage prevention.
- 

Colorado 811's events also strengthened industry engagement and education. The Excavator Breakfast, held in Colorado Springs, attracted 650 registrants and 350 attendees, supported by 22 sponsoring companies contributing \$38,622. The Damage Prevention Summit secured support from 20 sponsoring companies totaling \$23,250 and welcomed 260 paid registrants. These events provided valuable opportunities for collaboration, education, and the exchange of damage prevention best practices.

2026 SNEAK PEEK

- 

Colorado 811 will continue building awareness and promoting safe digging through website optimization, updates to key educational materials, enhancements to the Excavator Handbook, development of new educational resources, and promotion of industry events. Together, these efforts will help members reach more audiences with the information and tools needed to prevent damage and protect Colorado's underground infrastructure.

ACCOUNTING AND FINANCE DEPARTMENT

2025 ACCOMPLISHMENTS AND FINANCIAL STEWARDSHIP



MEMBER IMPACT: Accounting and Finance reinvested ticket-fee revenue in the employees, technology, training, outreach, systems, and services members rely on. Careful financial management supported accurate notifications, responsive assistance, secure and convenient payment options, strong internal controls, operational sustainability, and responsible stewardship of member-funded resources.

WHERE DID THE TICKET FEES GO?



Colorado 811 is a 501(c)(4) nonprofit organization. Unlike most for-profit companies, nonprofit organizations do not have shareholders and do not distribute profits as dividends. Instead, all revenue generated through ticket fees is used to operate and strengthen the organization in support of its mission.



Ticket-fee revenue is reinvested directly into Colorado 811's operations, including employee compensation and training, stakeholder education and outreach, ticket processing and communication systems, technology infrastructure, member services, and programs that support damage prevention throughout Colorado.



In 2025, Colorado 811's largest expense category was personnel-related costs, which accounted for approximately 63% of total expenditures. These costs include salaries, benefits, payroll taxes, insurance, and employee training. Information technology, telephone, and internet expenses represented approximately 16% of expenditures, while professional services and legal fees accounted for approximately 11%. Marketing, advertising, and public awareness efforts represented approximately 2% of total expenses.



A significant portion of the 2025 Information Technology and Professional Services costs was associated with implementing the Exactix ticket-management platform, a strategic investment designed to enhance system reliability, efficiency, and service capabilities for members and stakeholders.



This expense structure is consistent with other 811 centers across the country. As a contact center, Colorado 811's primary function is to accurately collect, process, and securely transmit excavation notification information to underground utility operators. As a result, the majority of resources are dedicated to staffing, technology, and systems that ensure the safe, timely, and accurate delivery of locate requests throughout the state.

2026 SNEAK PEEK



In 2026, the Accounting and Finance Department will focus on modernizing Colorado 811's financial operations by implementing an optimized banking and treasury-management solution; deploying integrated payment technologies for credit card, ACH, and autopay transactions; enhancing expense-management processes; and strengthening collections practices. These initiatives will improve efficiency, streamline financial workflows, enhance internal controls, accelerate cash collections, and support long-term financial sustainability.



Benefits to Members, Stakeholders, and Staff

- **Improved Member Experience:** Provide convenient, secure, and flexible payment options that simplify doing business with Colorado 811.
- **Stronger Financial Stewardship:** Enhance cash-flow management and reduce processing costs, supporting responsible use of member-funded resources.
- **Increased Operational Efficiency:** Reduce manual processes and administrative workload, allowing staff to focus on higher-value activities and member support.
- **Enhanced Reporting and Controls:** Increase visibility into spending, payments, and receivables while strengthening financial controls and compliance.
- **Faster Collections and Cash Flow:** Improve receivables management through payment reminders and expanded payment options.
- **Scalability for Future Growth:** Implement technology solutions that support organizational growth and evolving member needs without significant increases in administrative resources.
- **Better Employee Experience:** Provide staff with modern tools that reduce repetitive tasks, improve productivity, and support more informed decision-making.

COLORADO 811 AUDITED 2025 FINANCIAL STATEMENTS

Each year Colorado 811 also undergoes an extensive financial audit by an independent audit firm. In 2025, Rubin Brown audited our financial position and has confirmed the accompanying financial statements present fairly, in all material respects, the financial position of the organization as of the end of calendar year 2025, and the changes in its net assets and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

**UTILITY NOTIFICATION CENTER
OF COLORADO**
*FINANCIAL STATEMENTS
DECEMBER 31, 2025*



(Continued)

Contents

	Page
Independent Auditors’ Report	1 - 3
Financial Statements	
Statement Of Financial Position	4
Statement Of Activities	5
Statements Of Functional Expenses.....	6 - 7
Statement Of Cash Flows.....	8
Notes To Financial Statements.....	9 - 21

(Continued)



1900 16th Street
Suite 1700
Denver, CO 80202

T: 303.698.1883
E: info@rubinbrown.com
www.RubinBrown.com

CERTIFIED PUBLIC ACCOUNTANTS & BUSINESS CONSULTANTS

Independent Auditors' Report

Board of Directors
Utility Notification Center of Colorado
Golden, Colorado

Opinion

We have audited the accompanying financial statements of Utility Notification Center of Colorado (the Center), which comprise the statement of financial position as of December 31, 2025 and 2024, and the related statements of activities, functional expenses and cash flows for the years then ended, and the related notes to the financial statements.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of the Center as of December 31, 2025 and 2024, and the changes in its net assets and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Basis For Opinion

We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Our responsibilities under those standards are further described in the Auditors' Responsibilities For The Audit Of The Financial Statements section of our report. We are required to be independent of the Center and to meet our other ethical responsibilities in accordance with the relevant ethical requirements relating to our audits. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

RubinBrown LLP is a member of the global network of Baker Tilly International Ltd., the members of which are separate and independent legal entities.

(Continued)

Board of Directors
Utility Notification Center of Colorado

Responsibilities Of Management For The Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America, and for the design, implementation and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is required to evaluate whether there are conditions or events considered in the aggregate that raise substantial doubt about the Center's ability to continue as a going concern within one year after the date that the financial statements are available to be issued.

Auditors' Responsibility For The Audit Of The Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion.

Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with generally accepted auditing standards will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.

In performing an audit in accordance with auditing standards generally accepted in the United States of America, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Center's internal control. Accordingly, no such opinion is expressed.

(Continued)

Board of Directors
Utility Notification Center of Colorado

- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about the Center's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings and certain internal control-related matters that we identified during the audit.

RubinBrown LLP

August 31, 2026

(Continued)

UTILITY NOTIFICATION CENTER OF COLORADO

STATEMENT OF FINANCIAL POSITION

December 31, 2025 And 2024

Assets		
	2025	2024
Current Assets		
Cash and cash equivalents	\$ 1,776,573	\$ 2,567,903
Investments	13,051,080	12,048,426
Accounts receivable	1,203,540	897,166
Note receivable - current portion	105,088	90,506
Prepaid expenses and other current assets	683,978	452,460
Total Current Assets	16,820,259	16,056,461
Property And Equipment, Net	1,414,499	1,568,685
Note Receivable - Noncurrent Portion, Net	262,719	420,350
Computer Software, Net	9,032	22,347
Total Assets	\$ 18,506,509	\$ 18,067,843
Liabilities And Net Assets		
Current Liabilities		
Accounts payable	\$ 241,760	\$ 76,232
Accrued wages and benefits	152,359	384,022
Profit sharing contribution payable	366,573	312,413
Other current liabilities	11,860	—
Total Current Liabilities	772,552	772,667
Net Assets		
Without donor restrictions:		
Board designated	4,733,109	12,106,910
Undesignated	13,000,848	5,188,266
Total Net Assets	17,733,957	17,295,176
Total Liabilities And Net Assets	\$ 18,506,509	\$ 18,067,843

See the notes to financial statements.

Page 4

(Continued)

UTILITY NOTIFICATION CENTER OF COLORADO

STATEMENT OF ACTIVITIES

For The Years Ended December 31, 2025 And 2024

	<u>2025</u>	<u>2024</u>
Revenues		
Locate revenue	\$ 11,187,879	\$ 10,583,969
Membership dues	11,525	5,475
Conferences and sponsorships	72,985	4,250
Grants	29,122	—
Total Revenues	11,301,511	10,593,694
Cost Of Operations		
Program services expenses	5,945,995	5,847,040
Supporting services:		
General and administrative expenses	5,908,025	4,846,689
Total Cost Of Operations	11,854,020	10,693,729
Change In Net Assets From Operations	(552,509)	(100,035)
Other Income		
Investment income, net of fees	1,003,861	634,590
Gain (loss) on disposal of assets	(15,437)	37,644
Miscellaneous income	2,866	1,050
Gain on sale of investment in Norfield Development Partners	—	170,565
Total Other Income	991,290	843,849
Change In Net Assets Without Donor Restrictions	438,781	743,814
Net Assets - Beginning Of Year	17,295,176	16,551,362
Net Assets - End Of Year	\$ 17,733,957	\$ 17,295,176

See the notes to financial statements.

Page 5

(Continued)

UTILITY NOTIFICATION CENTER OF COLORADO

STATEMENT OF FUNCTIONAL EXPENSES

For The Year Ended December 31, 2025

	Program Services	General And Administrative	Total
Salaries	\$ 3,288,157	\$ 2,407,421	\$ 5,695,578
Employee benefits	692,251	231,246	923,497
Payroll taxes	298,038	191,701	489,739
Profit sharing contribution	228,730	127,114	355,844
Total Personnel Expenses	4,507,176	2,957,482	7,464,658
Advertising	2,500	250,382	252,882
Advertising - promotion	—	60,048	60,048
Amortization	13,315	—	13,315
Auto expense	—	6,239	6,239
Bad debt expense	18,447	52,544	70,991
Building maintenance and utilities	—	206,510	206,510
Depreciation	145,257	185,200	330,457
Dues and publications	—	12,595	12,595
Education and training	4,025	92,542	96,567
Insurance	5,459	17,836	23,295
IT hardware and services	27,383	152,218	179,601
IT support and services	736,577	424,852	1,161,429
Legal fees	—	115,893	115,893
Miscellaneous expenses	—	32,052	32,052
Office expenses	—	9,721	9,721
Postage	190	23,532	23,722
Professional fees	—	1,179,590	1,179,590
Taxes	—	5,871	5,871
Telephone and communication	483,921	38,148	522,069
Travel and entertainment	1,745	84,770	86,515
Total Expenses	\$ 5,945,995	\$ 5,908,025	\$ 11,854,020

See the notes to financial statements.

Page 6

(Continued)

UTILITY NOTIFICATION CENTER OF COLORADO

STATEMENT OF FUNCTIONAL EXPENSES

For The Year Ended December 31, 2024

	Program Services	General And Administrative	Total
Salaries	\$ 3,458,253	\$ 2,098,124	\$ 5,556,377
Employee benefits	729,235	197,445	926,680
Payroll taxes	290,921	168,445	459,366
Profit sharing contribution	216,594	95,819	312,413
Total Personnel Expenses	4,695,003	2,559,833	7,254,836
Advertising	5,588	176,895	182,483
Advertising - promotion	—	53,472	53,472
Amortization	32,293	—	32,293
Auto expense	—	31,909	31,909
Bad debt expense	826	1,500	2,326
Building maintenance and utilities	521	117,234	117,755
Depreciation	245,718	135,770	381,488
Dues and publications	—	46,060	46,060
Education and training	9,547	19,337	28,884
Insurance	4,582	80,787	85,369
IT hardware and services	97,273	248,964	346,237
IT support and services	303,950	410,705	714,655
Legal fees	—	247,293	247,293
Miscellaneous expenses	1,060	32,333	33,393
Office expenses	209	6,654	6,863
Postage	—	2,109	2,109
Professional fees	1,200	477,822	479,022
Taxes	—	2,976	2,976
Telephone and communication	447,357	57,202	504,559
Travel and entertainment	1,913	137,834	139,747
Total Expenses	\$ 5,847,040	\$ 4,846,689	\$ 10,693,729

See the notes to financial statements.

Page 7

(Continued)

UTILITY NOTIFICATION CENTER OF COLORADO

STATEMENT OF CASH FLOWS

For The Years Ended December 31, 2025 And 2024

	2025	2024
Cash Flows From Operating Activities		
Received from locate revenue	\$ 10,863,058	\$ 10,860,697
Received from membership dues	11,525	5,475
Received from conferences and sponsorships	72,985	4,250
Received from grants	29,122	—
Received from interest and dividends, net of fees	381,442	460,700
Received for other income	2,866	1,050
Paid for payroll and related expenses	(7,630,301)	(7,261,333)
Paid for supplier and vendors	(4,040,589)	(3,222,154)
Net Cash Provided By (Used In) Operating Activities	(309,892)	848,685
Cash Flows From Investing Activities		
Purchases of property and equipment	(238,708)	(204,495)
Capital contribution in Norfield Development Partners	—	(38,026)
Proceeds from disposal of assets	47,000	8,389
Proceeds from sale of investments	6,979,681	—
Purchase of investments	(7,359,916)	(11,874,536)
Collection of note receivable	90,505	—
Net Cash Used In Investing Activities	(481,438)	(12,108,668)
Decrease In Cash And Cash Equivalents	(791,330)	(11,259,983)
Cash And Cash Equivalents - Beginning Of Year	2,567,903	13,827,886
Cash And Cash Equivalents - End Of Year	\$ 1,776,573	\$ 2,567,903
Supplemental Cash Flow Information		
Sale of investment in Norfield Development Partners		
through issuance of note receivable	\$ —	\$ 525,438
Trade-in value received on disposals of property and equipment	—	30,500

See the notes to financial statements.

Page 8

(Continued)

UTILITY NOTIFICATION CENTER OF COLORADO

NOTES TO FINANCIAL STATEMENTS**1. Summary Of Significant Accounting Policies****Organization**

Utility Notification Center of Colorado (the Center) is a nonprofit organization incorporated in the State of Colorado on June 11, 1986. The Center operates a statewide, one-call system which provides a central office for the general public and contractors to obtain the location of underground utilities and thereby protect the buried facilities maintained by the Center's members. Members are public utility companies, city, county, and local government entities that provide utilities in a specific area, and some excavating contractors located within the State of Colorado. Additionally, the Center provides statewide public awareness, damage prevention programs and educational services.

Basis Of Accounting And Presentation

The accompanying financial statements are prepared on the accrual basis of accounting and, accordingly, reflect all significant receivables, payables, and other liabilities. The Center follows accounting standards set by the Financial Accounting Standards Board (FASB). FASB sets accounting principles generally accepted in the United States of America (GAAP) that are followed to ensure the financial condition, results of operations, and cash flows are consistently reported. References to GAAP issued by FASB in these footnotes are to FASB Accounting Standards Codification (ASC).

ASC Topic 958-205, *Not-for-Profit Entities - Presentation of Financial Statements*, requires the Center to report information regarding its financial position and activities according to two classes of net assets: net assets without donor restrictions and net assets with donor restrictions, depending on the existence or nature of donor-imposed restrictions. As of December 31, 2025 and 2024, the Center has no net assets with donor restrictions.

Cash And Cash Equivalents

Management considers all highly-liquid instruments with an original maturity date of three months or less to be cash equivalents.

Investments

The Center held investments in money market and mutual funds, exchange-traded funds, and fixed income securities. Investments are reported at fair value with realized and unrealized gains and losses included in the statement of activities.

(Continued)

UTILITY NOTIFICATION CENTER OF COLORADO

Notes To Financial Statements (Continued)

Board-Designated Net Assets

The board has designated certain assets for future use as outlined in Note 8. Board-designated net assets consist of cash and highly liquid investments available for use.

Revenue Recognition

The Center recognizes revenue in accordance with ASC 606, *Revenue from Contracts with Customers*. ASC 606 applies to exchange transactions with customers that are bound by contracts or similar arrangements and establishes a performance obligation approach to revenue recognition. The Center records the following types of exchange transaction revenue in its statements of activities for the years ended December 31, 2025 and 2024.

Locate Revenue

Owner/Operator performance obligations include direct notification from the call center regarding excavations in or around registered members defined notification area.

In 2024, Owner/Operator revenue was recognized at a point in time when the performance obligation of direct notification was satisfied. Owner/Operator members were invoiced at the rate of \$1.27 for each notification received from the Center and referred to as a ticket.

In 2025, the Center implemented an annual fee assessment model based on a tiered, flat-rate annual transmission assessment, rather than being charged by individual tickets. The Center recognizes assessment revenue over time, as performance obligations are satisfied due to the continuous transfer of control to the customer. Any positive renotification tickets are billed as incurred at the rate of \$1.27 and recognized at a point in time.

Membership Dues

New Owner/Operator members are charged a one-time \$150 administration fee. The performance obligation is to cover costs of administration to establish the new member in the Center's system and revenue is recognized at a point in time when member is established as the Center, at that time, has no unsatisfied performance obligations.

(Continued)

UTILITY NOTIFICATION CENTER OF COLORADO

Notes To Financial Statements (Continued)

Excavator membership is an annual \$150 fee recognized ratably over time as services are simultaneously received and consumed by customers as the Center satisfies its performance obligation throughout the year. The performance obligation consists of covering costs to allow the excavating company registering to vote and/or run for a seat on the Center’s Board of Directors and other benefits. Excavator membership income is included in membership dues in the statements of activities.

Sustaining membership is an annual \$150 fee recognized ratably over time as services are simultaneously received and consumed by customers as the Center satisfies its performance obligation throughout the year and is included in membership dues in the statements of activities. Sustaining members are entities, organizations or individuals who have an interest in the purposes and function of the Center but are not owner/operator or excavator members.

Disaggregation of revenue by its timing of recognition for the years ended December 31 was:

	2025	2024
Point in time	\$ 1,147,157	\$ 10,583,969
Over time	10,154,354	9,725
	<u>\$ 11,301,511</u>	<u>\$ 10,593,694</u>

Expense Recognition And Functional Expenses

Expenses paid in advance are capitalized and deferred to the period in which they relate. To the greatest extent possible, expenses are charged directly to program services or general and administrative categories based on specific identification.

The costs of providing the various programs and other activities have been summarized on a functional basis in the statement of functional expenses. Certain categories of expenses are attributable to one or more programs or supporting functions. Those expenses include but are not limited to salaries, payroll taxes, benefits, IT related costs, and telephone. These expenses are allocated to program, general and administrative, and fundraising functions based on their utility of time and cost to each class. Other allocated costs include depreciation, repairs and maintenance and are allocated based on square footage. There were no material fundraising functions performed during the years ended December 31, 2025 or 2024.

(Continued)

UTILITY NOTIFICATION CENTER OF COLORADO

Notes To Financial Statements (Continued)

Accounts Receivable

Accounts receivable are recorded at the invoiced amount, and do not bear interest. Management maintains a review and collection procedure utilizing the Jefferson County Courts for collection of bad debts. Due to the historically limited number of bad debt and current conditions, management believes no allowance for credit losses is necessary at December 31, 2025 or 2024. However, actual credit losses could exceed management’s estimate. For the years ended December 31, 2025 and 2024, bad debt expense on accounts receivable amounted to \$18,447 and \$2,326, respectively.

Note Receivable

Note receivable is recorded at the amount per the agreement. Management maintains a review and collection procedure over this note based on history with the borrower and review of current market conditions. Based on current conditions and events, an allowance for credit loss of \$52,544 at December 31, 2025. However, actual credit losses could exceed management’s estimates.

Property And Equipment

Property and equipment are carried at cost, less accumulated depreciation.

The Center follows the practice of capitalizing, at cost, all expenditures for property and equipment greater than \$2,500 and a useful life of one or more years. Depreciation is provided on the straight-line method based upon the estimated useful lives of the assets:

Building and improvements	5 - 30 years
Computer equipment	2 - 10 years
Office equipment	3 - 10 years
Office furniture	3 - 20 years
Vehicles	3 - 6 years

Maintenance and repairs, which neither materially add to the value of the property nor appreciably prolong its life, are charged to expense as incurred. When assets are sold or otherwise disposed of, the asset and related accumulated depreciation are removed from the accounts, and any resulting gain or loss is included in the statements of activities.

*(Continued)***UTILITY NOTIFICATION CENTER OF COLORADO**Notes To Financial Statements *(Continued)***Impairment Of Long-Lived Assets**

The Center reviews asset carrying amounts whenever events or circumstances indicate that such carrying amounts may not be recoverable from the estimated undiscounted future cash flows from use and eventual disposal. When considered impaired, the carrying amount of the asset is reduced, by a charge to the statements of activities, to its current fair value.

Use Of Estimates

Preparation of the Center's financial statements in conformity with accounting principles generally accepted in the United States of America requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of income and expenses during the reporting period. Actual results could differ from those estimates.

Income Tax Status

The Center is exempt from federal income taxes under Internal Revenue Code Section 501(c)(4). However, income from activities not directly related to the Center's tax-exempt purpose is subject to taxation as unrelated business income. There was no unrelated business income during the years ended December 31, 2025 or 2024.

The Center believes that it has conducted its operations in accordance with, and has properly maintained, its tax-exempt status, and that it has taken no material uncertain tax positions that qualify for recognition or disclosure in these financial statements.

Financial Instruments And Credit Risks

For the years ended December 31, 2025 and 2024, the Center had approximately 24% of revenue from two members, each at least 10%. At December 31, 2025 and 2024, the Center had approximately 22% and 10% of accounts receivable due from two members and one member, respectively.

The Center manages cash deposit concentration risk by placing cash and cash equivalents with various financial institutions considered to be high quality and credit-worthy. At times, balances may exceed federally insured limits.

Investments are subject to market risk, which is the risk that the value of the investment will decrease due to the fluctuations in security prices. Fluctuations can be caused by changes in interest rates, market dynamics, and other factors outside the Center's control.

(Continued)

UTILITY NOTIFICATION CENTER OF COLORADO

Notes To Financial Statements (Continued)

Advertising

The Center expenses advertising and promotion costs as they are incurred.

Reclassifications

Certain amounts in the 2024 financial statements were reclassified to conform to the financial statement presentation used in 2025. These reclassifications had no impact on total assets, liabilities, net assets, revenues or expenses. For the year ended December 31, 2024, the following reclassifications occurred on the statement of cash flows for reinvested dividends:

Cash Flow Statement Line Item:	As Previously Stated	As Reclassified	Difference
Received from interest and dividends, net of fee	\$ 86,164	\$ 460,700	\$ 374,536
Net Cash Provided By Operating Activities	474,149	848,685	374,536
Purchase of investments	(11,500,000)	(11,874,536)	(374,536)
Net Cash Used In Investing Activities	(11,734,132)	(12,108,668)	(374,536)

Subsequent Events

The Center has evaluated subsequent events for recognition or disclosure through the date of the Independent Auditors' Report, which is the date the financial statements were available for issuance.

2. Availability Of Resources And Liquidity

The following represents the Center's financial assets available to meet general expenditures over the next year as of December 31:

	2025	2024
Cash and cash equivalents	\$ 1,776,573	\$ 2,567,903
Investments	13,051,080	12,048,426
Accounts receivable	1,203,540	897,166
Note receivable - current portion	105,088	90,506
Financial assets	16,136,281	15,604,001
Less: Board-designated net assets	(4,733,109)	(12,106,910)
Financial Assets Available To Meet General Expenditures Over The Next Year	\$ 11,403,172	\$ 3,497,091

(Continued)

UTILITY NOTIFICATION CENTER OF COLORADO

Notes To Financial Statements (Continued)

Board-designated net assets are considered unavailable to meet next year's expenses until such time as the Board of Directors removes such designation. The Center's goal is generally to maintain financial assets to meet 180 days of operating expenses.

3. Investments

At December 31, 2025, investments consist of the following:

	Cost	Unrealized Gain	Fair Value
Money market funds	\$ 1,254,188	\$ —	\$ 1,254,188
Mutual funds	5,306,478	196,788	5,503,266
Exchange-traded funds	5,459,614	437,602	5,897,216
Fixed income	394,949	1,461	396,410
Total Investments	\$ 12,415,229	\$ 635,851	\$ 13,051,080

At December 31, 2024, investments consisted of the following:

	Cost	Unrealized Gain	Fair Value
Money market funds	\$ 2,403,563	\$ —	\$ 2,403,563
Mutual funds	7,150,489	82,897	7,233,386
Exchange-traded funds	1,901,921	122,109	2,024,030
Fixed income	378,428	9,019	387,447
Total Investments	\$ 11,834,401	\$ 214,025	\$ 12,048,426

4. Computer Software

Computer software consists of the following at December 31:

	2025	2024
Computer software	\$ 907,875	\$ 907,875
Less: Accumulated amortization	(898,843)	(885,528)
Computer Software, Net	\$ 9,032	\$ 22,347

(Continued)

UTILITY NOTIFICATION CENTER OF COLORADO

Notes To Financial Statements (Continued)

Projected amortization over the next three years is as follows:

Year	Amount
2026	\$ 4,838
2027	3,196
2028	998
Total	\$ 9,032

5. Property And Equipment

Property and equipment consist of the following at December 31:

	2025	2024
Building and improvements	\$ 2,384,358	\$ 2,360,341
Computer equipment	890,740	685,423
Office equipment	475,786	471,697
Office furniture	350,760	345,472
Land	304,162	304,162
Vehicles	147,131	220,065
Total	4,552,937	4,387,160
Less: Accumulated depreciation	(3,138,438)	(2,818,475)
Property And Equipment, Net	\$ 1,414,499	\$ 1,568,685

6. Note Receivable - Norfield Development Partners

Effective February 26, 2014, the Center, along with seven additional members, purchased 100% of the assets of Norfield Data Products, LLC for \$4,000,000.

(Continued)

UTILITY NOTIFICATION CENTER OF COLORADO

Notes To Financial Statements (Continued)

The Center contributed \$442,351 for 11% of Norfield Development Partners, LLC (Norfield). During 2015, Norfield admitted one additional member and reduced the Center's ownership in Norfield to 9.88%. During 2022, the Center purchased additional membership units for \$56,274, which increased ownership to 12.99%. Based on this observable price change, the cost basis of the investment was adjusted accordingly to reduce the investment by \$274,549. During the year ended December 31, 2024, the Center made capital contributions of \$38,026 to Norfield. Investments not accounted for under the consolidation or equity method are accounted for under the cost method of accounting. Under this method, the Center's share of the earnings or losses of Norfield are not included in the accompanying statements of financial position or activities.

In 2025 and 2024, the Center paid Norfield \$381,068 and \$278,900, respectively, for services performed.

On December 16, 2024, the Center sold its ownership back to Norfield for \$525,438, less \$14,582 of reimbursable costs, in accordance with the terms of a promissory note. The note is noninterest bearing but was discounted at its implied interest rate of 1.21% and is payable over a five-year term with a payment of \$105,088, less the reimbursable costs, on January 31, 2025 and payments of \$109,685 due on December 31, 2026 through 2029. Future scheduled receipts on the note receivable are as follows:

Year	Amount
2026	\$ 109,685
2027	109,685
2028	109,685
2029	104,518
	<u>433,573</u>
Less amount representing implied interest	(13,222)
	<u>420,351</u>
Less reserve for credit loss	(52,544)
Carrying amount	<u>367,807</u>
Less current portion	<u>(105,088)</u>
Noncurrent portion	\$ 262,719

(Continued)

UTILITY NOTIFICATION CENTER OF COLORADO

Notes To Financial Statements (Continued)

7. Profit Sharing Plan

The Center sponsors the Utility Notification Center of Colorado 401(k) Profit Sharing Plan, a defined contribution plan (the Plan). An investment company provides investment consultation and administration to eligible employees. Contributions to the Plan by the Center are limited to a maximum of 15% of compensation and are subject to discrimination requirements. Employees vest in the Center's contributions over a five-year period. For the years ended December 31, 2025 and 2024, the Center contributed 6% of eligible employees' wages to the Plan, totaling \$355,844 and \$312,413, respectively.

8. Board Designated Net Assets

The Center's Board of Directors has designated net assets as follows at December 31:

	2025	2024
Business Continuity Fund	\$ —	\$ 4,502,381
Building Exterior	545,327	—
Building Interior	293,764	—
Capital Planning Fund	—	3,885,006
Computer Equipment	871,419	—
Damage Prevention Awareness Fund	688,730	989,786
Furniture	383,348	—
Industry Appraisal Fund	50,000	2,035
Legislative Fund	—	625,822
Natural Disaster Ticket Offset Fund	—	500,000
Office & Telephone Equipment	456,677	—
Safety Summit Fund	—	1,880
System (Exactix/Project Sunrise) Fund	1,279,426	1,600,000
Vehicles	164,418	—
Total Board Designated Net Assets	\$ 4,733,109	\$ 12,106,910

(Continued)

UTILITY NOTIFICATION CENTER OF COLORADO

Notes To Financial Statements (Continued)

9. Fair Value Measurements

The Center accounts for investments in accordance with ASC Topic 820, *Fair Value Measurement*, which establishes a framework for measuring fair value and requires enhanced disclosures about fair value measurements. The framework provides a fair value hierarchy that prioritizes the inputs to valuation techniques used to measure fair value. The hierarchy gives the highest priority to unadjusted quoted prices in active markets for identical assets or liabilities (Level 1 measurements) and the lowest priority to unobservable inputs (Level 3 measurements). The three levels of the fair value hierarchy under ASC Topic 820 are described below:

Level 1 Inputs to the valuation methodology are unadjusted quoted prices for identical assets or liabilities in active markets that the Center has the ability to access.

Level 2 Inputs to the valuation methodology include:

- Quoted prices for similar assets or liabilities in active markets;
- Quoted prices for identical or similar assets or liabilities in inactive markets;
- Inputs other than quoted prices that are observable for the asset or liability;
- Inputs that are derived principally from or corroborated by observable market data by correlation or other means.

If the asset or liability has a specified (contractual) term, the Level 2 input must be observable for substantially the full term of the asset or liability.

Level 3 Inputs to the valuation methodology are unobservable and significant to the fair value measurement.

The asset or liability's fair value measurement level within the fair value hierarchy is based on the lowest level of any input that is significant to the fair value measurement. Valuation techniques used need to maximize the use of observable inputs and minimize the use of unobservable inputs.

*(Continued)***UTILITY NOTIFICATION CENTER OF COLORADO****Notes To Financial Statements (Continued)**

Following is a description of the valuation methodologies used for assets measured at fair value:

Money Market And Mutual Funds

Valued at the daily closing price as reported by the fund. The money market and mutual funds held by the Center are open-end investment companies that are registered with the Securities and Exchange Commission. These funds are required to publish their daily net asset value (NAV) and to transact at that price. The money market and mutual funds held by the Center are deemed to be actively traded.

Exchange-Traded Funds (ETF)

Valued using quoted market prices in active markets. The fair value of each ETF is based on the last reported sales price on the exchange on which the security is principally traded. If no sales are reported on a given day, the security is valued at the last quoted bid price. All ETF holdings are valued daily, and any changes in fair value are reflected in the statement of activities.

Fixed Income

Consists primarily of U.S. Treasury securities which are valued using observable market inputs and independent pricing services. These pricing services use a market approach that incorporates quoted prices for similar U.S. Treasury securities in active markets, yield curves specific to Treasury instruments, recent market transactions for comparable securities, and benchmark interest rates and spreads. The valuation does not rely on significant unobservable inputs, and no adjustments are made to the prices provided by third-party pricing vendors unless management believes the inputs do not reflect current market conditions.

The methods described above may produce fair value calculations that may not be indicative of net realizable value or reflective of future fair values. Furthermore, while the Center believes its valuation methods are appropriate and consistent with other market participants, the use of different methodologies or assumptions to determine the fair value of certain financial instruments could result in a different fair value measurement at the reporting date.

(Continued)

UTILITY NOTIFICATION CENTER OF COLORADO

Notes To Financial Statements (Continued)

The following are the major categories of assets and liabilities measured at fair value on a recurring basis during the years ended December 31, using quoted prices in active markets (Level 1); and significant observable inputs for similar assets (Level 2):

	As Of December 31, 2025		
	Level 1	Level 2	Total
Money market funds	\$ 1,254,188	\$ —	\$ 1,254,188
Mutual funds	5,503,266	—	5,503,266
Exchange-traded funds	5,897,216	—	5,897,216
Fixed income	—	396,410	396,410
	\$ 12,654,670	\$ 396,410	\$ 13,051,080

	As Of December 31, 2024		
	Level 1	Level 2	Total
Money market funds	\$ 2,403,563	\$ —	\$ 2,403,563
Mutual funds	7,233,386	—	7,233,386
Exchange-traded funds	2,024,030	—	2,024,030
Fixed income	—	387,447	387,447
	\$ 11,660,979	\$ 387,447	\$ 12,048,426

There have been no changes in the valuation methodologies used during December 31, 2025 or 2024.

MOVING FORWARD TOGETHER

Colorado 811 entered 2026 with stronger systems, more reliable information, broader educational reach, and a continued commitment to responsive statewide service. The progress achieved in 2025 reflects coordinated work across every department and the valued participation of our members, Board of Directors, employees, excavators, facility owner/operators, and industry partners.

As we introduced Exactix, expanded education and outreach, strengthened data and technology capabilities, and modernized internal operations, our focus will remain clear: deliver dependable services, support safe excavation, protect Colorado's underground infrastructure, and steward member-funded resources responsibly.

We look forward to continuing this work together and advancing a safer, more connected Colorado.

UTILITY NOTIFICATION CENTER OF COLORADO

Contact Colorado 811 for assistance with excavation notifications, member services, training, and damage-prevention resources.

colorado811.org

16361 Table Mountain Pkwy
Golden, CO, 80403

