



# El Paso County Department of Public Works

## 811 Locates

# What is 811?

- 811 is a service provided to homeowners, contractors, developers and anyone else who needs to know the locations of underground utilities before they “move earth” or dig
- Calling this number activates a request to all utility companies who have services in your area. They receive the request and are dispatched to your area to mark their utilities
- This is a free service to use, there is no cost to the requester of this service
- Examples of times to call 811 for homeowners; adding a new deck to your home or adding an irrigation system to your yard. Both require moving of earth or digging and will require a call to have utilities marked

## Why do I care about underground utilities?

- Underground utilities offer a variety of different services to homeowners, business owners, and others. Damaging these services could cause interruption of internet, gas, water, electricity or other service provided to customers.
- Damages to these services could lead to very expensive repairs. For Example: If you are digging in your front yard and cause damage to a sewage system. Now a contractor will have to come out to dig up and repair or replace the section of pipe that was damaged. This could mean just digging up your yard, or it could flow out to digging up the street in front of your house. That means additional locate requests will need to be called in for the area and permits will need to be acquired due to County or City roads being destroyed and needing replacement after.
- All of this can very easily be avoided by making one phone call and waiting for markings to be put in place.

# What information do I need when I call?

- **Address-** the more info you give the better- i.e.: rear lot, curb, roadway etc. Use cardinal directions, not left or right.
- **Contact Info-** valid email address must be provided
- **Dig site access-** The area to be marked must be completely accessible, free of locked gates and animals for three (3) business days from the date the email confirmation is received.

## What do I do after I call 811?

- After you call 811 and give them the requested information, the request is automatically sent out to every Utility Company who may have services in your area. This could be Gas, Electric, Water, Wastewater, Telecommunications, or even Storm Sewer.
- All these companies will be required to “Locate” any of their utilities in your area within Two (2) business days of your request. This **doesn't include** the day of the request, Weekends, or Holidays. If a request is put in on Friday, the companies will have until 1159 pm on Tuesday to complete the request.
- No digging can be conducted until after the required amount of time is passed for the companies to complete the request.
- **If you dig before**, you will be liable for any damages to underground utilities that you cause.
- **If you dig after**, any utilities not marked or not properly marked that have been damaged, will be the utility owner's responsibility to repair.

## What do the colors mean?

- Utility owners and operators follow the APWA (American Public Works Association) standard color code to mark the locations of their underground facilities. The following colors are used:
- **RED** – Electric Power Lines, Cables, Conduit and Lighting Cables
- **YELLOW** – Gas, Oil, Steam, Petroleum or Gaseous Materials
- **ORANGE** – Communication, Alarm or Signal Lines, Cables or Conduit
- **BLUE** – Potable Water
- **PURPLE** – Reclaimed Water, Irrigation and Slurry Lines
- **GREEN** – Sewers and Drain Lines
- **WHITE** – Proposed Excavation
- **PINK** – Temporary Survey Markings

## How do I find results of my requests?

- Positive Response is mandated under the Colorado State law, to be provided by the underground facility owner to the excavator or homeowner requesting the locate request. The facility owner is required to post Positive Response through the Colorado Positive Response system. Positive Response lets the excavator or homeowner know the status of the ticket.
- <https://www.colorado811.org/positive-response/>

# What do I do if something gets hit/damaged?

- Stop Digging!!
- Call in an Emergency Locate
  - Emergency Locate: is when immediate excavation is necessary to prevent loss of life, damage to property or damage to underground facilities.
  - If a gas line is hit STOP, call 911 and clear the area, then call 811.
  - The excavator making the Emergency Locate Request must be at the site





Questions?