

811 Online Request for Digging



Purpose – To create an online 811 Survey Ticket Request for surveying the property. The property is marked for Utility Lines before digging. Anyone digging in their yard must do this first. **IT IS THE LAW!**

Warning - No digging on the property is allowed before 811 marks the yard, whether digging one hole or the entire property. If we cut a utility line, we will be fined for it.

Notes

- One may call 811, but the automation suggests using the website due to a high volume of callers.
 - 811 Phone 800-922-1987
- It is much easier to use the online request website than waiting for a representative to answer!
- The general website is www.csu.org.

How to create a Request Ticket

Click the link to take you to the request page <https://idig811.co811.org/colorado/index.html#>

1. Choose the **HOMEOWNER** option unless told otherwise
2. Enter the address of the property to be surveyed.
 - a. Only add Lot/Unit/Building # when applicable.
3. From the dropdown list, choose the work to be performed.
 - a. The icon of your chosen work shows up in blue.



- b. In the example to the left we have chosen Fence as the work performed. ALWAYS CHOOSE THE **ENTIRE LOT BELOW TO BE MARKED!**

Please enter address of where you are digging (Street Address, City/Place, State and Zip)

3450 Windjammer Dr. Colorado Springs, CO 80920

Lot/Unit/Building #

#

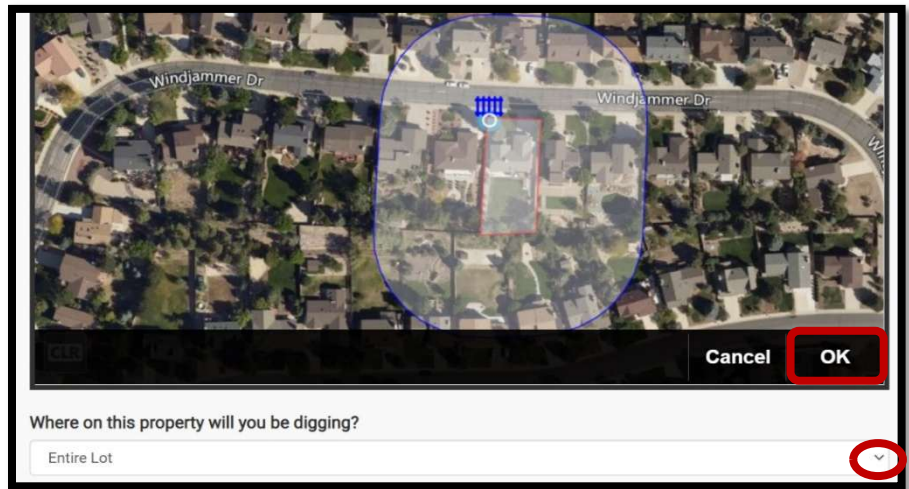
Select a symbol from the dropdown to add to dig location

Fence

4. After selecting which work to perform, a red line will appear around the property you indicate in the address bar.
 - a. Click on the **inside of the Red Line once**, where the inspection is needed (this is approximate)
5. Underneath - **Where on this property will you be digging?** There is a dropdown list. Choose the option that best fits where we are digging.

Always choose the entire lot so plans change, we are good!

- a. **Entire Lot**
 - b. Front
 - c. Rear
6. After selecting an option, click the **OK** (white letters) button.
 - For center-only fence repair, choose the **entire lot** option as no center choice exists!
7. On the same page, click the blue **Next** button.



8. Now, we need to identify our name, the customer's name, and the location again.
 - a. Fill out the form with the **Customer's Information**.
 - b. For the **What type of work?** dropdown choose >>>>>>>
 - c. Click **Next**.

Note: Ask the Operations Manager or Field Supervisor about the correct **Contact Information** to enter on the **Left Side** before proceeding as this may change each time

9. On the following **Contact Information** page below, enter the **Company** information on the **Left**.
 - This ensures we receive the updates and instructions to know what to do.
 - a. Enter the **Customer's Information** on the **Right**.
 - b. Tic the **Same as Dig Location** box at the top Right Side.

- c. Ticking this box will automatically fill in the customer's address information for you.
- d. Enter the **customer's name and phone number** in the **Alternate Contact** section below.
- e. Click the blue **Next** button (which is faded, but when you click it, the page will generate to the next one)

Full Name *
Full Name

Phone *
0123456789
0123456789

Email *
you@business.com
you@business.com

Mailing Address * ☐ Same as Dig Location
Mailing Address

City *
City

State *
CO

Postal Code/ZIP *
01234

Alternate Contact Name
Contact Name

Alternate Contact Phone
Contact Phone

Back Next

10. **Review** the information and click **Next** again

Excavation Information

Ticket Type: NEW
Work Done For: Jared Coled
Using Explosives: No
Directional Boring: No
Work Type: FENCE REPL
Site Address: 3450 Windjammer Dr
Site City: Colorado Springs
Site County: El Paso
Excavation Description: LOCATE Entire Lot ACCESS OPEN

Contact Info

Name: Trent Shane
Phone: 7194669912
Address: 3450 Windjammer Dr
City: Colorado Springs
State: CO
Email: trentshane@upfrontmr.com
Alt Contact: Jared Cole
Alt Phone: 2085019960

Where on this property will you be digging?
Entire Lot

Back Next

11. Scroll down and click the green **Agree & Submit** button.

A valid E-Mail address must be provided which will be used to send vital information regarding the request including a ticket confirmation. Markings by member facility owner/operators are typically completed within three (3) business days after receiving an E-Mail confirmation. Requests received at Colorado 811 after 02:00pm may be processed on the next business day.

Marking instructions must be selected from the Location menu or detailed in the "Additional Marking Instructions" field.

The area to be marked by member facility owner/operators must be completely accessible, free of locked gates and animals for three (3) business days from the date the E-Mail confirmation is received.

Requests are NOT valid until an E-Mail confirmation is received.

If your request does not meet ALL of the above stated guidelines, your request will be aborted without notice.

[I AGREE To The Terms And Conditions Listed Above and Want to CONTINUE With the Request](#)

Agree & Submit Cancel

12. Take a **Screenshot or Snippet**, save the image, and **Email it** to the Operations Manager and the Field Supervisor.


13. **Note:** Title the image 811 and customer's name for easy finding.



14. **Success:** your Ticket has been generated and submitted

15. Lastly, **Upload the saved image** into the message section of the **Acculynx Customer's Job Account** so that every team member can see this task has been completed

How to know if an 811 Ticket has cleared for digging Codes



Colorado 811 Positive Response Codes

#	Response
001	Locate Area Marked
002	Clear- No Conflict
003	No Access – Animal - New ticket requested
004	No Access - gate/fence - New ticket requested
005	Bad Address/incorrect street info, New ticket requested
006	Excavator No Show for Meet
007	No Pre-marked Area
008	Call Facility Owner for Further Info
009	Requires Stand-by at Time of Excavation – Contact Facility Owner
010	Excavator Completed Work Prior to Due Date
011	Marked, Abandoned Facilities May Be In Area
012	Marked Up To Privately Owned Utility – Contact Private Utility Owner For Locate
013	No Conflict, Privately Owned Utility on Property – Contact Private Utility Owner for Locate
014	Visible or Exposed Facility – Contact Facility Owner if Crossing
015	Extraordinary Circumstances Exist-No Locate Due To Weather/Emergency Conditions
017	Completed - See Marks On Site
018	Installation Records, Maps or Other Documents Have Been Provided <i>(only allowed on SUE and Engineering tickets)</i>
019	Marked, All Crossings Must Be Exposed During Trenchless Excavation
020	Sewer Marked - Best Available Information Provided on Laterals
777	Response Provided by Related Member Code <i>(only to be used if member has multiple member codes listed on single locate request with same facility type AND only one code is responding to locate facilities.)</i>