



POSITIVE RESPONSE CODES — COLORADO 811

Training Guide | How to Read, Act, and Protect Yourself



WHO THIS IS FOR: Every excavator, crew supervisor, and contractor working in Colorado. Positive Response is the system that tells you whether every underground utility has been located and marked before you dig. Reading it correctly — and acting on it — is your legal obligation and your primary claim defense tool.

- LEGAL BASIS:**
- CO Statute 9-1.5-103(4)
 - CO UDP Best Practice — Locating & Marking
 - CGA Best Practices 21.0
 - Colorado811.org

SECTION 1 | WHAT IS POSITIVE RESPONSE?

Positive Response is Colorado 811's automated communication system that allows every facility owner/operator notified on your ticket to post a status update — telling you exactly what they did or did not do in response to your locate request. It is not just a courtesy notification. Under Colorado state law, **you are required to check Positive Response and confirm all facilities are marked BEFORE you break ground.** Failing to check it — or ignoring what it says — removes your legal protection.

| STEP 1 | STEP 2 | STEP 3 | STEP 4 |
|--|---|--|---|
| You submit a locate ticket to Colorado 811 | Colorado 811 notifies all member facility owners on your ticket | Each facility owner posts a Positive Response code | You check all codes at Colorado811.org BEFORE you dig |

■ Where to Check Positive Response

- Online: Visit Colorado811.org and log into your account — check under your ticket
- Email: Positive Response notifications are sent directly to the email on your ticket
- Must be checked AFTER the 2 full business day wait period AND before any excavation begins
- File attachments (sketches, photos) posted by locators are part of the Positive Response — review ALL attachments
- A code alone is not enough — attachments are REQUIRED for most codes to be considered complete

SECTION 2 | THE TWO TYPES OF CODES — COMPLETE VS. INCOMPLETE

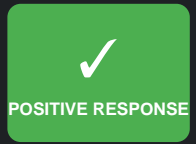
This is the most critical thing to understand about Positive Response: **not every code means you can dig.** Colorado 811 codes fall into two categories — Complete and Incomplete. You must identify which type each code is for every utility on your ticket before breaking ground.

| ■ COMPLETE CODES | ■ INCOMPLETE CODES |
|--|--|
| A Complete code means the facility owner/operator has finished their response. Marks are on the ground, or the area has been confirmed clear. You MAY proceed — but only after verifying marks in the field match what was posted. | An Incomplete code means the locate is NOT finished. The facility owner still needs to respond, still needs access, or has not yet started. You cannot legally begin excavation until this is resolved. Do not dig. |



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Complete codes include: 001 — Locate Area Marked 002 — Clear, No Conflict 011 — Completed, See Documentation 017 — Completed, See Marks On Site 019 — Marked (trenchless — expose crossings) 021 — Existing Marks Verified 022 — No Locate Necessary 023 — Ongoing Ticket (by agreement)

Incomplete codes include: 003 — No Access (animal) — new ticket needed 004 — No Access (gate/fence) — new ticket needed 005 — Bad address — new ticket needed 006 — Excavator No Show for Meet 007 — No Pre-marked Area 009 — Standby required — contact facility owner 012 — Marked to private utility — get private locate 014 — Visible/Exposed facility — contact owner 025 — Locate Not Yet Started ← STOP WORK

SECTION 3 | EVERY CODE EXPLAINED — WHAT IT MEANS & WHAT TO DO

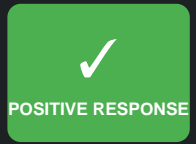
Use this reference table on every job. For each utility on your ticket, find its code, confirm whether it is Complete or Incomplete, and follow the required action. **File attachments are required for most codes to be considered complete.**

| CODE | WHAT IT MEANS | STATUS | WHAT YOU MUST DO |
|------|--|--------------|---|
| 001 | Locate Area Marked | ■ COMPLETE | Go to the site. Verify marks are on the ground. Check all attachments — sketch and photo must be provided. Dig with care, hand dig within the 18" tolerance zone. |
| 002 | Clear — No Conflict | ■ COMPLETE | This utility has no facilities in your excavation area. Still walk the site and look for any visible above-ground indicators before proceeding. |
| 003 | No Access — Animal — New Ticket Requested | ■ INCOMPLETE | A new ticket has been submitted due to an animal blocking site access. Wait for the new ticket to be fully responded to before digging. Do not proceed. |
| 004 | No Access — Gate/Fence — New Ticket Requested | ■ INCOMPLETE | Locator could not access the property. Ensure the site is fully accessible — unlock gates, secure animals, remove obstructions. A new ticket was submitted. Wait for it. |
| 005 | Bad Address / Incorrect Street Info — New Ticket Requested | ■ INCOMPLETE | The address on your ticket was incorrect or could not be found. Contact Colorado 811 to correct the address. A new ticket is required. Do not dig. |
| 006 | Excavator No Show for Meet | ■ INCOMPLETE | A meeting was scheduled with the locator and you did not show up. Contact the facility owner/operator immediately to reschedule. Do not proceed until the meeting occurs. |
| 007 | No Pre-marked Area | ■ INCOMPLETE | The locator arrived but the excavation area was not white-lined and could not be determined. Pre-mark your dig area in WHITE paint or flags, then request a re-notify through Colorado 811. |



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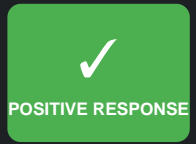


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|------------|--|--|--|
| 009 | Requires Stand-by at Time of Excavation — Contact Facility Owner | ■ ACTION NEEDED | The facility owner requires one of their representatives to be physically present during excavation. Contact the facility owner to schedule a specific date and time. Do NOT begin digging until the agreed stand-by meeting time has been confirmed and the representative arrives. |
| 010 | Excavator Completed Work Prior to Due Date | ■ COMPLETE | The excavator indicated work was completed before the locate was due. If you are still digging, contact Colorado 811 — this code may have been entered in error. |
| 011 | Completed — See Documentation and/or Marks On Site; Abandoned Facilities May Be in the Area | ■ COMPLETE | Locate is complete. Review all attached documentation carefully. CRITICAL WARNING: Abandoned facilities may exist in the area. Pothole and hand dig cautiously — do not assume clear passage just because marks are in place. |
| 012 | Marked Up to Privately Owned Utility — Contact Private Utility Owner for Locate | ■ INCOMPLETE | The public utility has been marked but it connects to a private line. You must hire a private utility locator for the private portion. Do not dig near the private utility until it is located and marked. |
| 013 | No Conflict — Privately Owned Utility on Property — Contact Private Utility Owner for Locate | ■ ACTION NEEDED | No public utility conflict exists, but a private utility is on the property. You are responsible for locating private lines. Hire a private locator before digging. |
| 014 | Visible or Exposed Facility — Contact Facility Owner if Crossing | ■ ACTION NEEDED | A facility is already visible or exposed at the site. If your excavation will cross or approach it, you must contact the facility owner before proceeding. Hand dig and pothole around any visible or exposed facility. |
| 017 | Completed — See Marks On Site | ■ COMPLETE | Locate is complete. Go to the site and verify all marks are visible. Check all attachments. Hand dig within the 18" tolerance zone of every mark. |
| 018 | Installation Records, Maps or Other Documents Have Been Provided — SEE DOCUMENTATION | ■ COMPLETE | Only valid on SUE and Engineering tickets. Review all provided documents carefully. Do not treat this as a standard marked locate — maps and records are approximate. Pothole to confirm actual location before excavating. |
| 019 | Marked — All Crossings Must Be Exposed During Trenchless Excavation to Observe a Safe Crossing | ■ COMPLETE | Utility is marked. If you are boring, directional drilling, or using any trenchless method, you MUST physically expose and visually confirm every crossing before proceeding through it. No exceptions — state law requires visual confirmation of all crossings during trenchless work. |



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|-----|--|--------------|--|
| 021 | Existing Marks Verified | ■ COMPLETE | Comments are required with this code. The locator has confirmed that previous marks are still accurate. Read the comments to understand what was verified. Confirm marks are still visible before digging. If faded, request a remark. |
| 022 | No Locate Necessary — Per Excavator No Locate Needed | ■ COMPLETE | Comments are required. The excavator indicated no locate was needed for their scope of work. If your scope changes and excavation will now occur near utilities, contact Colorado 811 immediately. |
| 023 | Ongoing Ticket — Per Locator/Excavator Agreement | ■ COMPLETE | Both parties have agreed in writing to an ongoing locate arrangement. File attachments are required. Ensure the agreement is documented and both parties have signed off. This does NOT replace your obligation to check for new or unmarked utilities. |
| 025 | Locate Not Yet Started | ■ INCOMPLETE | STOP. This utility has not been located. Comments are required explaining why. Do not begin any excavation in the vicinity of this utility. Contact Colorado 811 to re-notify the facility owner. Allow them additional time to respond. Only proceed if the re-notification process has been completed and state law allows it. |

SECTION 4 | DISCONTINUED CODES — WHAT HAPPENED TO THEM

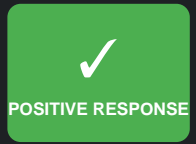
| CODE | OLD DESCRIPTION | DISCONTINUED | WHAT TO DO INSTEAD |
|------|--|--------------|---|
| 008 | Call Facility Owner for Further Info | 01-30-2026 | If you see this code on an old ticket, contact Colorado 811 directly. For new situations, the facility owner should use Code 023 with a documented agreement. |
| 015 | No Locate Due to Extreme Weather/Emergency Conditions | 01-30-2026 | Extreme weather situations are now handled through direct communication. If a facility owner cannot respond due to emergency conditions, contact Colorado 811 and the facility owner directly for guidance. |
| 020 | Sewer Marked — Best Available Information Provided on Laterals | 01-30-2026 | Sewer lateral information is now handled under standard marking codes with documentation. If sewer laterals cannot be electronically located, the excavator is responsible for finding them. |
| 888 | Ticket Has Been Cancelled | 01-30-2026 | Colorado 811 now handles ticket cancellations automatically in the system. If you see this on an old ticket, no further action is needed — the ticket is closed. |

SECTION 5 | FILE ATTACHMENTS — WHY THEY MATTER



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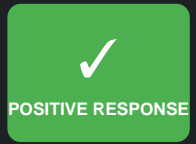
Colorado 811 requires that most Positive Response codes include file attachments — typically a sketch, photograph, or other documentation — to be considered complete. A code without its required attachment is an **incomplete response**, even if the code number itself appears to indicate the locate is done. As the excavator, it is your responsibility to log into Colorado811.org, open the Positive Response for each utility, and review every attachment.

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|---|--|
| ■ | 001 — Locate Area Marked Requires file attachment. Should include a sketch or photo showing mark locations with landmarks. |
| ■ | 003, 004, 005 — No Access / Bad Address Requires file attachment. Documents the reason access was denied or address was incorrect. |
| ■ | 006 — Excavator No Show Requires file attachment. Locator documents the missed appointment. |
| ■ | 007 — No Pre-marked Area Requires file attachment. Locator documents the unmarked site condition. |
| ■ | 009 — Stand-by Required Requires file attachment. Documents the stand-by request and agreed terms. |
| ■ | 010 — Excavator Completed Early Requires file attachment. Documents that work was completed before the due date. |
| ■ | 011 — Completed, Abandoned Facilities May Exist Requires file attachment. Critical — review the attachment for abandoned facility locations. |
| ■ | 012 — Marked to Private Utility Requires file attachment. Shows where the public utility ends and the private line begins. |
| ■ | 014 — Visible/Exposed Facility Requires file attachment. Documents the exposed facility and its location. |
| ■ | 017 — Completed, See Marks On Site Requires file attachment. Should show a photo or sketch of the marks placed. |
| ■ | 018 — Documents Provided (SUE/Engineering only) Requires file attachment. Review all provided maps and records carefully. |
| ■ | 019 — Marked, Crossings Must Be Exposed Requires file attachment. Shows trenchless crossing locations that must be physically exposed. |
| ■ | 021 — Existing Marks Verified Requires file attachment AND comments. Documents which marks were verified and when. |
| ■ | 022 — No Locate Necessary Requires file attachment AND comments. Documents the reason no locate was needed. |
| ■ | 023 — Ongoing Ticket Agreement Requires file attachment. The written locator/excavator agreement must be on file. |



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SECTION 6 | WHEN SOMETHING DOESN'T LOOK RIGHT — FIELD SCENARIOS

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| <p>Scenario 1: A utility shows Code 001 (Marked) but there are no marks on the ground</p> | <p>➤ Do not dig. Contact Colorado 811 and request an Excavator Re-notification. The locator may have marked the wrong location. Verify the address on your ticket is correct before assuming the marks are missing.</p> |
| <p>Scenario 2: A utility has not posted any Positive Response code after 2 business days</p> | <p>➤ Check Colorado811.org to confirm the ticket was submitted and the notice period has passed. If no response exists, submit an Excavator Re-notification through Colorado 811. State law allows you to proceed only after re-notification has been completed and additional time has been allowed, provided you exercise reasonable care.</p> |
| <p>Scenario 3: Code 002 (No Conflict) was posted but you see a pedestal, pole, or other indicator on the site</p> | <p>➤ STOP. Do not dig. A visible above-ground indicator suggests a utility may be present despite the No Conflict code. Contact Colorado 811 immediately and request a re-notification for that utility. Approximately 25% of re-notified No Conflicts come back as marked.</p> |
| <p>Scenario 4: Code 009 (Stand-by Required) was posted but no one has contacted you</p> | <p>➤ Do not begin excavation. Contact the facility owner/operator directly using the contact information on your ticket. A stand-by is not in effect until a meeting date and time have been agreed upon by both parties.</p> |
| <p>Scenario 5: Code 011 says 'Abandoned Facilities May Be in the Area' and you find an unmarked pipe or line</p> | <p>➤ Stop all mechanical excavation immediately in that area. Hand dig to expose the facility. Contact Colorado 811 to determine if it is active or abandoned. Treat every unknown facility as active until proven otherwise.</p> |
| <p>Scenario 6: Code 025 (Locate Not Yet Started) is showing — the wait period has passed</p> | <p>➤ Do not dig. Submit an Excavator Re-notification through Colorado 811. Document everything — the timestamp of your re-notification and all communications. State law may allow you to proceed with reasonable care after re-notification, but your documentation of every step is essential to your legal protection.</p> |
| <p>Scenario 7: Marks are on the ground but they don't match the attachment sketch</p> | <p>➤ Stop. Contact the facility owner/operator directly before digging. A discrepancy between marks and documentation is a red flag — the facility may not be where either the marks or the sketch indicate. Request clarification in writing.</p> |

SECTION 7 | QUICK REFERENCE — CAN I DIG?

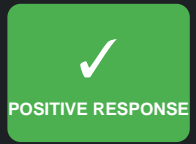
Run through this checklist for EVERY utility listed on your ticket before breaking ground.

| | | |
|--------------------------|---|--|
| <input type="checkbox"/> | <p>Has the 2 full business day wait period passed (not counting the submission day)?</p> | <p>If NO — stop. You cannot dig yet.</p> |
| <input type="checkbox"/> | <p>Has every utility on my ticket posted a Positive Response code?</p> | <p>If NO — re-notify through Colorado 811. Do not dig until all respond.</p> |



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| | | |
|--------------------------|---|---|
| <input type="checkbox"/> | Are ALL codes Complete (not Incomplete)? | If any code is Incomplete — resolve it before digging. See Section 3. |
| <input type="checkbox"/> | Have I reviewed ALL file attachments for every utility? | If NO — log into Colorado811.org and review every attachment. Attachments are required. |
| <input type="checkbox"/> | Do the marks on the ground match the attachment sketches? | If NO — contact the facility owner/operator before digging. |
| <input type="checkbox"/> | Have I walked the site and identified all above-ground utility indicators? | If NO — walk the full site. Look for pedestals, poles, meters, risers, valve covers. |
| <input type="checkbox"/> | Are there any private utilities on the property that 811 does not cover? | If YES — hire a private locator before digging near those lines. |
| <input type="checkbox"/> | Are all locate marks still clearly visible? | If NO — request a remark from Colorado 811 before proceeding. |

■ Remember — Positive Response Is Your Legal Obligation

- You MUST check Positive Response before every dig — it is required by Colorado state law
- A code alone is not enough — always review file attachments. No attachment = incomplete response
- Code 002 (No Conflict) does NOT mean ignore visible above-ground indicators — always walk the site
- Code 025 (Locate Not Yet Started) means STOP — re-notify and wait before proceeding
- Code 011 means abandoned facilities may exist — hand dig carefully even in a 'complete' area
- When in doubt, call Colorado 811 at 811 or 800-922-1987 before breaking ground
- For help understanding your Positive Response: 833-231-3222 (Toll Free) — Utility Strike Prevention