

Virginia 811

Locate Request Best Practices

va 811.com











Dig With **CARE**



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FOREWORD: B. Scott Crawford | President & CEO Virginia 811

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The project planning is complete. Supplies have been procured. However, there is still one important question: have you contacted Virginia 811 to create a Locate Request in order to have public underground utilities in your area of excavation marked?

In Virginia, if your project involves excavation, defined as “any operation in which earth, rock, or other material in the ground is moved, removed, or otherwise displaced by means of any tools, equipment, or explosives,” you are required to contact Virginia 811 and submit a Locate Request. The Locate Request will help you protect public underground utilities by knowing their approximate locations, helping to avoid damage to property, interruption of essential services, injury, and even death.

There are several ways you can contact Virginia 811 to submit your Locate Request. You can take advantage of several Internet options, including the convenient Single Address Ticket application available through VA811.com if excavation is confined to a single address, or you can call 811. No matter how you contact Virginia 811, there are certain steps you can take as you prepare to submit your Locate Request. This guide offers both insight into how this process works and the best practices you can complete to better ensure the public underground utilities are protected at your excavation site.

The information in this best practices guide reflects the July 1, 2023, law changes to the Underground Utility Damage Prevention Act. A downloadable PDF supplement is available that serves as an update for the Virginia Professional Excavator’s Manual. It encompasses the most pertinent changes and serves as an addendum to existing manuals for easy reference. To access and download this PDF, simply visit VA811.com/2023-law-changes. We encourage you to regularly check this page for the latest updates on these law changes, ensuring you stay informed with the most current information available.

Be safe in all of your excavation projects and be sure to get public underground utilities in your work area located!

A handwritten signature in black ink, appearing to read 'B. Scott Crawford', is positioned above the printed name.

- B. Scott Crawford
President & CEO
Virginia 811



LOCATE REQUEST SIZE

The intent of the Best Practices presented in this document is to enhance the specifications outlined in the law.

It will help excavators and homeowners who enter locate requests online or call 811 provide sufficient detail to ensure that the utility line locators are able to mark the approximate location of underground utilities in an efficient and accurate manner.

BEST PRACTICES

The Best Practices for the size of each locate request or notice of excavation will help ensure everyone's safety as well as help everyone use their time and resources in a manner that is most beneficial and economical.

1. Break down large jobs into segments and enter or call in locate requests for each segment rather than having one locate request for the job.
2. If work is continuous such as installing pipe or main cable, break down the work by intersections.
3. It is ALWAYS a Best Practice to pre-mark your excavation with white paint or flags.

THE LAW

The specifications for the size of each locate request are defined in The Virginia Underground Utility Damage Prevention Act to help ensure everyone's safety.

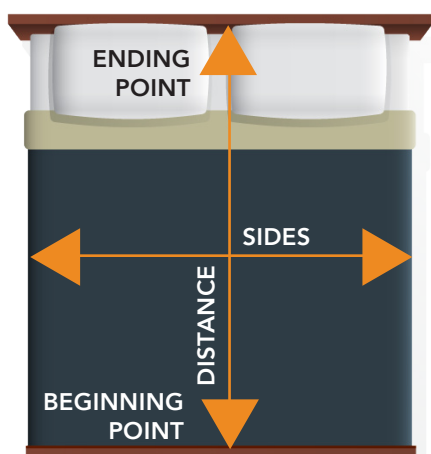
1. Subsection §56-265.17 E, "In the event a specific location of the excavation cannot be given...the person proposing to excavate or demolish shall mark the route or boundary of the site of the proposed excavation or demolition by means of white paint, if practical."
2. Legal Requirements - Subsection §56-265.17 F of the Code of Virginia: "**The extent of the excavator's proposed excavation or demolition shall be a work area that can be excavated with 15 working days from 7:00 a.m. on the next working day following a locate request. The area covered under each locate request shall not exceed one-third of a mile.**" *

* Effective July 1, 2023

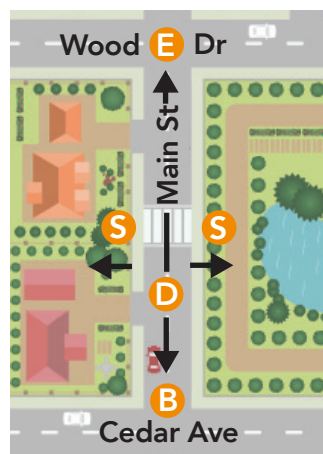
AREA OF EXCAVATION

When describing excavation or demolition, start by where you are standing and looking at the property (this is your **vantage point** or **point of reference**). Begin by describing where your excavation will begin and end. Include any distance and/or direction and how far out on either side your excavation will take place.

Use the acronym **B E D S** as a guide.



VANTAGE POINT



B.E.D.S. EXAMPLE:

Beginning from the intersection of Main St and Cedar Ave, continue north to the intersection of Wood Dr and Main St to include 10 ft. off both sides of Main St.



Think of it this way, the vantage point is your bed. If you are standing at the foot of the bed, the headboard of the bed represents your ending point. The foot of the bed is the beginning point. Some of us need 6 feet of room to sleep, and others may need more or less. The direction or distance of excavation represents the space you need to sleep between the headboard and the foot of the bed. The same applies when describing where you are excavating. Include the distance or direction your excavation is taking place.

Depending on how you sleep, consider how much space you need on one side of the bed to the other side. You want to consider the same thing when describing where you are excavating, how far out on either side(s) of the beginning and ending points will the work take place.

Using the acronym **B E D S** can help you describe where on the property you will be working.

- B** **BEGINNING:** Beginning point of excavation
For example: Excavation beginning at an intersection, posted mile marker, address, etc.
- E** **END POINT:** Ending point of excavation
For example: Excavation ending at an intersection, posted mile marker, address, etc.
- D** **DISTANCE/DIRECTION:** The cardinal direction (North/South/East/West) of excavation and/or the distance of excavation
For example: North, east, southwest, etc. and/or the mileage, footage, yards of the full length of excavation.
- S** **SIDES:** How far off either side of the linear excavation area you will be working and/or the width of the excavation area
For example: 20 ft off both sides of road / for a 50 ft wide path / 150 ft off the north side of road / 10 ft either side of the white paint, etc.

BEST PRACTICE

The description of excavation explains where on the property the work will take place NOT where the underground utilities are located. Locators mark the approximate horizontal location of public underground utilities within the described area of excavation.

AREA OF EXCAVATION cont.

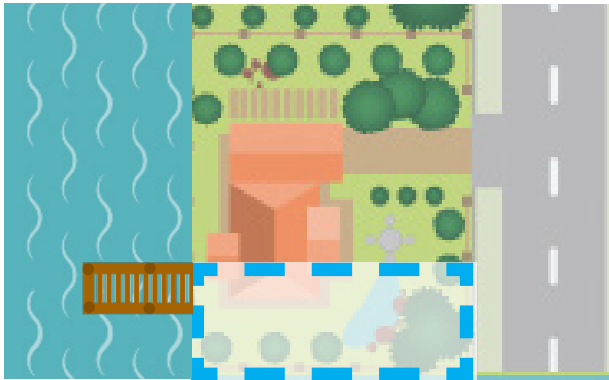
BEST PRACTICE

When describing the area of excavation, using quadrants of the property may be helpful when you have an address. This pertains to standard properties that can easily be divided into sections.

When describing the area of excavation, a point of reference can be important to describe the correct excavation area. This is known as a **vantage point**.

EXAMPLE DESCRIPTION:

Facing the house from the water, right side of property.



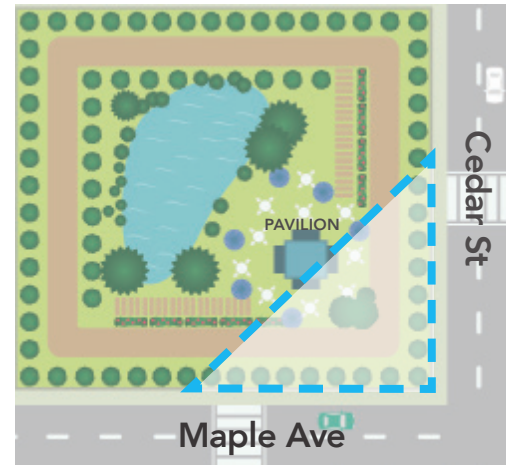
EXAMPLE DESCRIPTION:

Facing the house from the street, right rear of property.



BEST PRACTICE

If **both sides and rear of property are requested**, indicate if the work is starting from the street, the front corners, or the rear corners of the structure.



EXAMPLE DESCRIPTION:

Facing the pavilion from the intersection of Maple Ave and Cedar St, front of property

EXAMPLE DESCRIPTION:

Facing the structure from the street, starting at the front corners of the structure, continue on both sides and rear of property



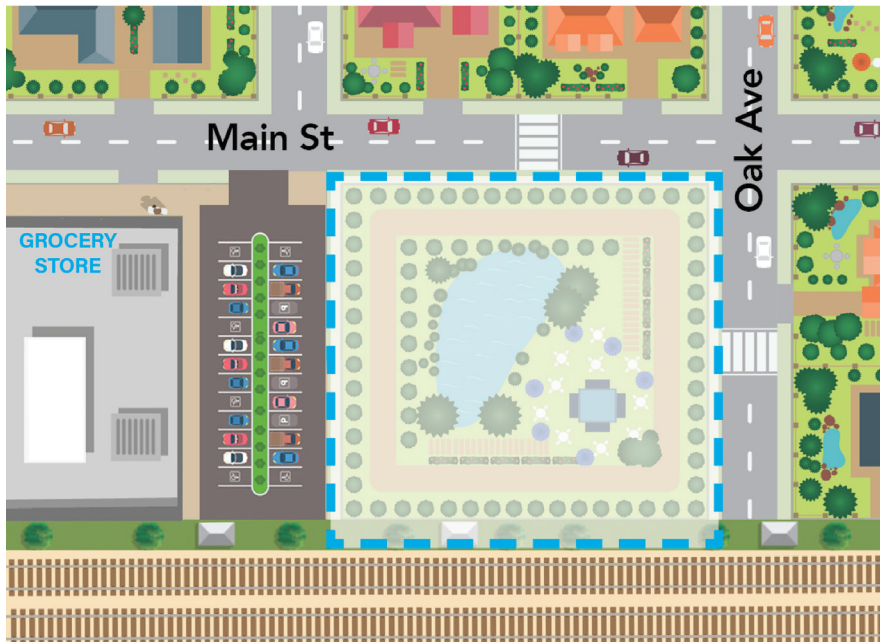
AREA OF EXCAVATION cont.

When describing the area of excavation, you can use any of the following as boundaries if you do not have an address:

- Roads
- Other addresses
- Major landmarks
- Commercial properties
- Radius/distance around a single point/object

EXAMPLE DESCRIPTION:

Entire area bounded by Main St to the north, Oak Ave to the east, the railroad tracks to the south, and grocery store parking lot to the west.



EXAMPLE DESCRIPTION:

25 ft. out in all directions from the center of the intersection of Main St and Maple Ave

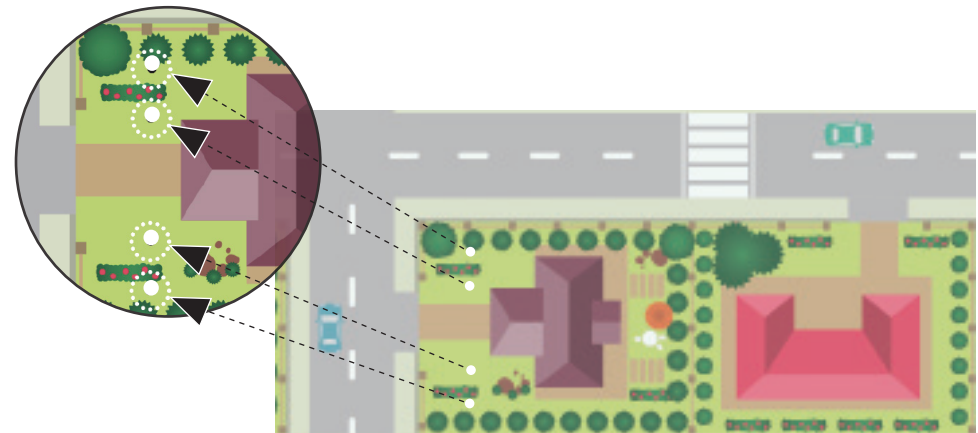


BEST PRACTICE

If excavating an area around multiple points (stake, poles, etc.), include the number of locations in the excavation area and where each of the individual points are located.

EXAMPLE DESCRIPTION:

5 ft. radius of 4 white stakes in the front of property.



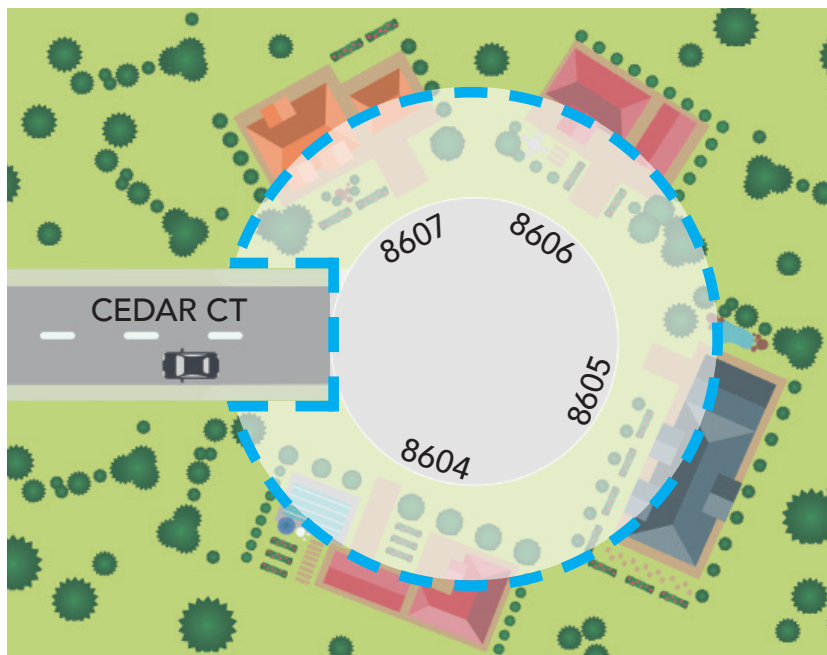
AREA OF EXCAVATION cont.

Multiple addresses may be entered on one locate request if addresses are adjacent.

However, if the work involves a road crossing, you may enter one address crossing the roadway to another address.

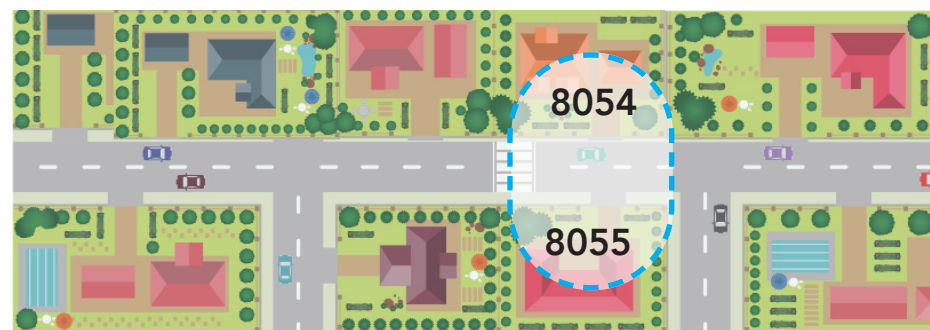
EXAMPLE DESCRIPTION:

Starting at 8604 Cedar Ct continue around the entire cul-de-sac ending at 8607 Cedar Ct to include 10 ft. into the properties from the road and entire paved cul-de-sac.



EXAMPLE DESCRIPTION:

Starting in front of 8054 Dogwood Ln continue across Dogwood Ln to the front of property of 8055 Dogwood Ln



EXAMPLE DESCRIPTION:

Entire front of properties, starting at 8056 Dogwood Ln and ending at 8060 Dogwood Lane



AREA OF EXCAVATION cont.



ADDITIONAL INFORMATION TO INCLUDE IF AVAILABLE

INCLUDE ALL EXCAVATION WORK TYPES TAKING PLACE

Example Work Types:

- Installing a fence
- Planting or removing trees or shrubs
- Installing a deck
- Stump grinding
- Installing a culvert
- Drainage work

Unaddressed Properties

- Provide lot number if available when no address has been assigned to the property.
- Post lot number on site when possible.
- If the address or lot number is hard to find or is new and not posted, driving directions are helpful for utility locators to find the correct location.



ADDITIONAL INFORMATION THAT CAN BE PROVIDED:

- Request for paint and flags
- Any unrestrained animals in the excavation area
- Any restrictions to gaining access to the excavation area
 - Business/ restricted hours
 - Calling prior to arrival
 - Check in at a location on the property
 - Identification requirements
 - Personal protective equipment
 - Gate codes if applicable*
- On site contact
- Please do not mark hard surfaces (patio, driveway, sidewalk, etc.)
- Indicate if prints are available

* Gate codes listed on the locate request become public information.



Ensure Field Contact name and phone number are correct and contact person is available by phone.



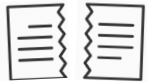
Pre-mark excavation site with white paint or flags.



Avoid specifying "entire property" unless work is taking place throughout the entire property.



Verify there is still active excavation on the job site before submitting an update/re-mark.



Separate large jobs into smaller segments to avoid delays.



Provide all work types essential to excavation.



Include the nearest cross street that intersects with the street where the work is taking place.



Consider placing a locate request approximately 3-5 working days before excavation will begin.



Include GPS coordinates and/or landmarks if available.



Begin the description of excavation with a point of reference (referred to as a vantage point).

Confirm the street where work will take place along with any prefix or suffix that is applicable:

S Main St vs. N Main St
Main St SE vs. Main St SW



1830 Blue Hills Circle NE
Roanoke, VA 24012

Phone: 811 or 1-800-552-7001
Positive Response: 1-800-552-3120

Company Information:

Company Name: _____
Company Address: _____
Company Phone Number: _____
Contact Name: _____
Contact Phone #: _____
Contact E Mail: _____

Field Contact Information

Name: _____
Phone #: _____

BORING	(Please circle) Yes or No	BLASTING	(Please circle) Yes or No	MARKED WITH PAINT STAKES OR RIBBON	(Please circle) Yes or No
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Work Type: _____
Work Being Done For: _____
County/City: _____
Area Within County/City: _____
Subdivision: _____ Lot #: _____
Address: _____ Street: _____
Cross Street: _____ Intersection: _____
(Required if no address given)
Excavation Location: _____

Instructions: _____

Work Order #: _____

This checklist is available for download on the **VA811.com** website under the Resources tab on the Home page.

TICKET ENTRY BEST PRACTICES BY TICKET FIELDS

WORK TYPE

- Locators need to know the type of work to help determine what markings are needed.
- If there is more than one work type, then please add the additional types in the Excavation Area.
- This will ensure that your request is covering all types of work that will be done on the property.

DONE FOR

- Provide the company or homeowner that you are doing the work for.
- If you are a homeowner, contractor, or utility company that is doing the work for yourself, enter the word "Same."

SUBDIVISION

- If the work area is in a new subdivision, it is helpful for the locator if the name of the new area or subdivision is entered here.
- It is also helpful to know if the work is at a place with a known name: malls, parks, schools, military bases.

The screenshot shows the VA811 HTML5 Ticket Entry form. The form is divided into several sections: Caller Information, Location Information, Excavation Area, Mapping, Notification Dates, Instructions, and Member Information. The Location Information section includes fields for Work Type, Done For, County/City, Place, Subdiv, Lot #, Street, Cross St 1, and Cross St 2. The Mapping section shows a map with the VA811.com logo and various search and zoom controls. The Excavation Area section has checkboxes for Boring?, Bleeding?, and White Paint?. The Notification Dates section has fields for Local/Due By, Update By, and Expires. The Instructions section has a text area and buttons for Expand last word, Expanded Word List, and Abbreviations. The Member Information section has buttons for Get Mbrs, Mbr Info, Add, Rem, and Fil. The form is titled 'Welcome to VA811 HTML5 Ticket Entry' and has a version number '1.0.4' in the bottom right corner.

LOT

- The lot number, building number, or section number will go into this field to help the utility locators find the excavation area.

COUNTY/CITY

- The county or city that the work is taking place.
- Please note that the area of excavation may have a city address, but could be within the neighboring county.

TICKET ENTRY BEST PRACTICES BY TICKET FIELDS cont.

STREET ADDRESS / CROSS STREETS

- Provide the address where the work is taking place.
- If there is no address, then the street where the work is taking place will be needed. A cross street, or two will also be required, to find the location on the map.
- It is recommended to have at least one cross street, even if an address is provided.

EXCAVATION AREA

The description of the work area will be entered in this section. This provides a clear explanation of where the work is taking place.

- **Property parcel** - Indicate if the work is at the front, sides or rear of the property. Also indicate if the street(s) or alleys bordering the property need to be included.
- **Road or highway** - Begin by describing where your excavation will begin and end. Include any distance and/or direction and how far out on either side your excavation will take place.
- **Access issues** - Any gates, fences, animals, gates codes, check-in at a guard building. Hours of operation are also helpful.
- **Military bases or government property** - If the work is at a military base or government facility, indicate if utility locators need proper ID or special clearance to have access to the excavation area.

The screenshot shows the VA811 Live Server B for WebTE Users interface. The interface is divided into several sections: 'Caller Information' (Phone, Caller, Caller Type, Company, Address, ZIP, Email, Fax, Fld Contact), 'Location Information' (Work Type, Done For, County/City, Place, Subdiv, Lot #, Street, Cross St 1, Cross St 2), 'Excavation Area' (Boring?, Blasting?, White Paint?), 'Mapping' (va811.com logo, map, search, zoom, pan, etc.), and 'Notification Dates' (Locate/Due By, Update By, Expires). The 'Mapping' section includes a search bar and buttons for 'Find', 'Zoom', 'Highlight', 'Search', 'Swap', and 'Check Place'. The 'Excavation Area' section has checkboxes for 'Boring?', 'Blasting?', and 'White Paint?'.

STANDARD SAFETY QUESTIONS

- **Boring** - Will a boring machine or horizontal drilling machine be used for part of the excavation? The utility locators need to know this information for marking purposes.
- **Blasting** - Will explosives of any kind be used during excavation?
- **White Paint** - White paint, flags or stakes that clearly indicate the excavation area are always helpful for the utility locators. The color white is the color used for proposed excavation.

INTERNET ORIGINATED TICKETS

Single Address Tickets (SAT)



SINGLE ADDRESS TICKETS

A Single Address Ticket (SAT) is processed on the Internet when excavation work is taking place on a single addressed property such as a home or commercial property.

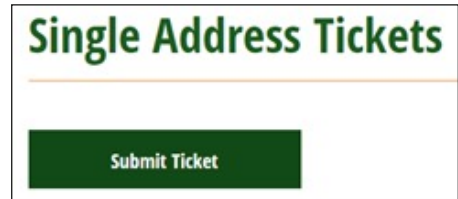
Once the locate request has been processed, you will receive a copy of the ticket via email. You must allow 48 hours or 2 business days starting at 7:00 a.m. the day after you place the locate request for all the utility line locators to mark the approximate horizontal location of the public underground utility lines.

Privately installed lines will not be marked. Private lines include the water and sewer laterals that were installed by someone other than the utility companies. Examples include, but are not limited to: **water wells, septic, propane tanks/ lines and decorative lighting.** Learn more about public vs. private utility lines on **page 34.**

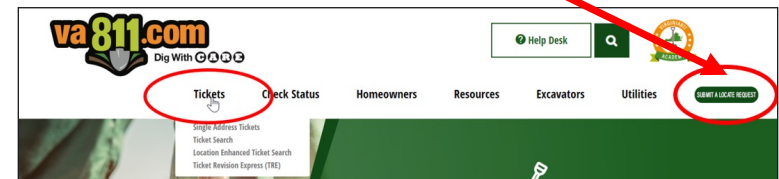
Once all the public underground utility line locators have finished marking a second email will be sent with an explanation of the results.

TO ENTER SAT REQUESTS GO TO VA811.COM:

- A. Select Tickets
1. Select Single Address Tickets
 2. Click on Submit Ticket



or - Select "Submit a Locate Request"



BEST PRACTICE

- SAT is the best resource for entering locate requests for a single addressed property. If work is taking place beyond a single address, call 811 or 800-552-7001 and a Damage Prevention Specialist will help you.
- The Single Address Ticket software works best using Google Chrome, Apple Safari, and Microsoft Edge browsers.

- B. If you are a homeowner, select HOMEOWNER. If you are a contractor, select CONTRACTOR.



INTERNET ORIGINATED TICKETS cont.

Ticket Revision Express (TRE)

Ticket Revision Express (TRE) is designed to quickly and easily make the following revisions:

1



UPDATING:

When your excavation work extends past the "Expires Date" on the original ticket but your original ticket work remains the same.

2



CANCELLATIONS:

When you're no longer excavating your project in a timely manner or you don't need the original ticket anymore.

3



RE-MARK REQUESTS:

When markings on the ground are illegible due to weather or construction activity but the scope and nature of the work remains the same.

WHAT YOU NEED TO USE **TRE**

- Original Ticket #
- Phone Number
- Full Name
- Established Email Address



MAKE TICKET REVISIONS **QUICKLY** and **EASILY!**

IMPORTANT NOTE:

When requesting an update, if your **UPDATE BY** date has passed, you will not be able to utilize **TRE**. You will need to contact Virginia 811 or enter a new request via Web Ticket Entry (WTE) or Single Address Ticket (SAT) online pages.

TRE Operates on the Following Internet Browsers:

- Edge
- Mozilla Firefox
- Google Chrome
- Runs On Most Mobile Devices

Troubleshooting and Clearing Cache When Using TRE:

1. Using Windows 7 or 10, press Start Button and type "cmd" (without quotation marks) in the Search field and press Enter.
2. At the Command prompt, type "ipconfig /flushdns" (without quotation marks but with space after "ipconfig") and press Enter.
3. You should receive the message "Successfully flushed the DNS Resolver Cache".

BEST PRACTICE

A new locate request is needed if:

- Changes and/or additions to work type
- Changes to the excavation area and/ or able to narrow down excavation area
- Road names, address, and/or lot numbers are updated

TICKET TYPES & SPECIFICATIONS

Normal Ticket



Normal tickets can be entered via Virginia 811 **WTE** (Web Ticket Entry) software, or the **SAT** (Single Address Ticket) program located on **VA811.com**.

Qualified **WTE** users can also use the ticket entry software to enter **Emergency** and **3HR Notice** tickets.

Update, Re-Mark and **Cancel** tickets can be entered on **TRE** (Ticket Revision Express) which is also located at **VA811.com**.

All ticket types can be processed by our Damage Prevention Specialist (**DPS**) by calling **811**.

NORMAL TICKET

- **SPECIFICATIONS:** A Normal ticket is issued for the purpose of notifying member utilities or operators of an excavator's intent to excavate or demolish within the vicinity of their underground utility lines.
- **TIME FRAME:** The markings for a Normal ticket are valid for 15 working days beginning at 7:00 a.m. the next working day following an excavator's notice to Virginia 811.
- **ALLOWED TIME FOR MARKINGS:** Utility operators / contract locators have two working days beginning at 7:00 a.m. the next working day following the excavator's notice to Virginia 811 to mark the lines.
- **POSITIVE RESPONSE REQUIREMENTS:** Utility operators/ contract locators shall report the marking status to the Positive Response System by no later than 7:00 a.m. on the third working day following the excavator's notice to Virginia 811. Expiration date or date markings are no longer valid: 7:00 a.m. on the 16th working day.
- **EXTENT OF PROPOSED WORK AREA:** The extent of the excavator's proposed excavation or demolition shall be a work area that can be excavated with 15 working days from 7:00 a.m. on the next working day following a locate request. The area covered under each locate request shall not exceed one-third of a mile.

BEST PRACTICE

- To help ensure everyone's safety, save time and resources, it is to your benefit to **break down large jobs into segments** and enter or call in locate requests for each segment rather than having one locate request for the job.
- Make sure the **FIELD CONTACT** listed on the locate request can be reached by phone in case the locators have any questions.

TICKET TYPES & SPECIFICATIONS cont.

Emergency Ticket & 3HR Notice

EMERGENCY TICKET

- **SPECIFICATIONS:** Excavation is necessary due to a sudden or unexpected occurrence involving a clear and imminent danger, demanding immediate action to prevent or mitigate loss of, or damage to, life, health, property or essential public services.
- **TIME FRAME:** The markings for an Emergency ticket are valid until emergency conditions cease to exist, not to exceed 15 working days.
- **ALLOWED TIME FOR MARKINGS:** Utility operators have 3 hours to respond to an emergency.
- **POSITIVE RESPONSE REQUIREMENTS:** Member utilities/ contract locators are not required to respond to the Positive Response System. They may go to the excavation site or contact the excavator by telephone (responses may also be posted).
- **EXPIRATION DATE OR DATE MARKINGS ARE NO LONGER VALID:** When emergency conditions cease to exist not to exceed 15 working days. For this reason, there is no expiration date listed on Emergency tickets.
- **EXTENT OF PROPOSED WORK AREA:** The extent of the excavator's proposed excavation or demolition shall be a work area that can be excavated with 15 working days from 7:00 a.m. on the next working day following a locate request. The area covered under each locate request shall not exceed one-third of a mile.

BEST PRACTICE

- Ensure the field contact information is correct, and available for the next 3 hours. It is always a best practice to remain on site until all the locators have marked or called.

3HR NOTICE

- **SPECIFICATIONS:** A 3HR Notice is issued for the purpose of re-notifying utility members when an excavator arrives on site and sees clear evidence of the presence of an unmarked utility. Clear evidence includes the knowledge of the presence of a utility line or faded marks from a previous locate request. Virginia 811 has made provision for an excavator to request a 3HR Notice for disputing a response posted to the Positive Response System or when no response has been posted to the Positive Response System. Virginia 811 will automatically send out a notice at 7:00 a.m. on the 3rd working day if an operator fails to respond to the Positive Response System.
- **TIME FRAME:** A 3HR Notice can be processed once all notified members have either responded to the Positive Response System or if the 48 hours (two working days) allowed by law has passed and it is 7:00 a.m. or later the third working day following the notice to Virginia 811.
- **ALLOWED TIME FOR MARKINGS:** Utility operators / contract locators must respond to a request for a 3HR Notice within 3 hours.
- **POSITIVE RESPONSE REQUIREMENTS:** Member utilities / contract locators are not required to respond to the Positive Response System. They may go to the excavation site or contact the excavator by telephone (responses may also be posted).
- **EXPIRATION DATE OR DATE MARKINGS ARE NO LONGER VALID:** The time and date listed on the original ticket.

BEST PRACTICE

- Ensure the field contact information is correct, and available for the next 3 hours. It is always a best practice to remain on site until all the locators have marked or called.

TICKET TYPES & SPECIFICATIONS cont.

Update / Re-Mark & Cancel

UPDATE / RE-MARK

- **SPECIFICATIONS:** An Update ticket must be processed if work will not be completed by 7:00 a.m. on the 15th working day. A Re-mark must be processed anytime utility lines become illegible.
- **TIME FRAME:** A **RE-MARK** ticket should be requested anytime during the life of the ticket, up to 3 working days before the fifteenth working day. An **UPDATE** ticket should be requested on the 3rd working day before the end of the fifteen day period. An **UPDATE** or **RE-MARK** ticket will produce a new ticket number for the area of excavation, providing the excavator with another cycle of 15 working days.
- **ALLOWED TIME FOR MARKINGS:** Utility operators / contract locators have two working days beginning at 7:00 a.m. the next working day following the excavator's notice to Virginia 811 to mark the lines.
- **POSITIVE RESPONSE REQUIREMENTS:** Utility operators / contract locators shall report the marking status to the Positive Response System by no later than 7:00 a.m. on the third working day following the excavator's notice to Virginia 811.
- **EXPIRATION DATE OR DATE MARKINGS ARE NO LONGER VALID:** 7:00 a.m. on the 15th working day. Calculations begin 7:00 a.m. the next working day from the date the ticket is released.

BEST PRACTICE

Use Ticket Revision Express (**TRE**) to process Updates or Re-marks. Ensure work is still actively taking place before updating or re-marking an existing ticket.

CANCEL

- **SPECIFICATIONS:** Cancellations can be processed on Normal, Emergency, Re-mark or Update tickets anytime during the life of the ticket.
 - **Caution:** Canceling a 3HR Notice will cancel the original ticket and any revisions of that ticket. A 3HR Notice should never be canceled unless the intent is to cancel the original ticket.
- **TIME FRAME:** A canceled ticket means that the ticket is no longer valid for excavation and the requester will receive an additional Ticket Confirmation advising that the ticket has been canceled.
- **ALLOWED TIME FOR MARKINGS:** N/A
- **POSITIVE RESPONSE REQUIREMENTS:** Response Code 888 is automatically posted by Virginia 811 when a ticket is canceled. The Positive Response System will not accept any additional responses from any utility member or the utility locator.
- **EXPIRATION DATE OR DATE MARKINGS ARE NO LONGER VALID:** Date and time the Cancel ticket is entered.

BEST PRACTICE

Use Ticket Revision Express (**TRE**) to **Cancel** a ticket (see page 24).

TRAINING & RESOURCES



VIRGINIA 811 ACADEMY



The Virginia 811 Academy Provides Three Ways to Receive Web Ticket Entry (WTE) Training

- 1  Self-paced online videos with modules
- 2  Self-guided courses designed for those learners who prefer reading and following written instruction
- 3  Virtual, instructor-led courses with a qualified trainer



The Virginia 811 Academy provides the training you need to fill out a locate request. WTE training is intended for professional excavators. By using the system at this level, users become very familiar with the notification requirements.



Go to the virginia 811 academy here:
<https://academy.va811.com/>
 or scan the QR code



Excavator Computer Based Training (CBT)

In addition to Academy training, online CBT on the Virginia Underground Utility Damage Prevention Act is also available.

CBT training covers information and requirements found in the following:



The Code of Virginia



The Virginia Professional Excavator's Manual



Virginia Underground Utility Marking Standards

CBT training is available with no test, as well as an option to test at the end of training to demonstrate that you successfully passed the course. You must go through a registration process and have an account to use the test option.



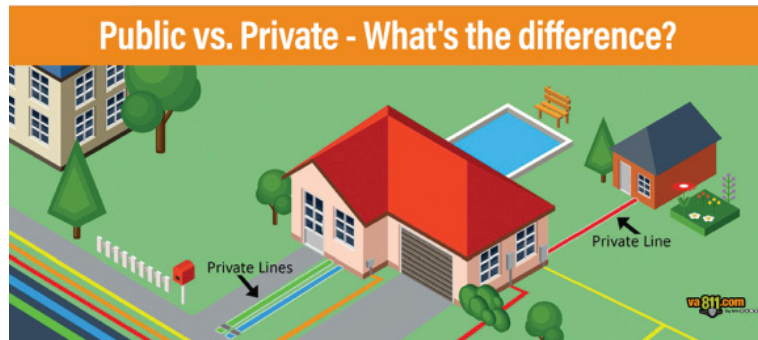
Get started with CBT here: Go to **page 36** to learn more about how to access these Virginia State Corporation Commission resources.
partner.its-training.com/va811/index.htm or scan the QR code

Information on Public vs. Private Lines

Some utility lines on properties will not be marked by members of Virginia 811 because they are not owned by our members. These can include underground lines to septic tanks, electric lines to sheds or landscape lighting, lawn sprinkler systems and more.

EXAMPLES OF PRIVATE LINES

- Sprinkler systems
- Lines related to satellite or dish television
- Landscape lighting
- Invisible pet fences
- Septic tanks and lines associated with them
- Propane tanks and lines associated with them
- Electric lines to out buildings (detached garages or sheds)



Here's one general rule:

If the utility runs from the street to the meter, it will be marked up to the meter. If the utility is installed from the meter to another location on the property, it will not be marked.



Visit <https://va811.com/private-utilities-explained/> for a list of private underground utility locating companies working in Virginia or scan the QR code



Learn More About Public vs. Private Utilities Here: <https://va811.com/private-utilities-explained/> or scan the QR code

APWA Uniform Color Codes for Temporary Marking of Underground Utilities



COLOR CODE FOR MARKING UNDERGROUND UTILITY LINES

-  **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** | Sewer and Drain Lines
-  **PINK** | Temporary Survey Markings
-  **WHITE** | Proposed Excavation

TRAINING & RESOURCES cont.

Several damage prevention resources are available on the Virginia State Corporation Commission's website under Utility and Railroad Safety.

To access these manuals and best practice guides for both application and PDF form, go to:

www.scc.virginia.gov/getattachment/e3ef028f-d563-4bba-954c-ac883d6a353f/te.pdf



Or Scan the QR Code

VA Professional Excavator's Manual



Prevention Application

Size: 5.2MB (provides offline access)
Go to: www.scc.virginia.gov/urs/manuals/proexcavatorsmanual/index.html#



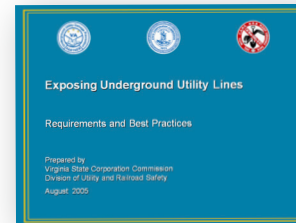
or Scan the QR Code

PDF Alternative (online only):
Go to: www.scc.virginia.gov/getattachment/7e6c0370-ddc8-4c09-9261-4ff91b0222b7/exman.pdf



or Scan the QR Code

VA Hand Digging Best Practices



Prevention Application

Size: 4.2MB (provides offline access)
Go to: www.scc.virginia.gov/urs/manuals/HandDiggingManual/index.html



or Scan the QR Code

PDF Alternative (online only):
Go to: www.scc.virginia.gov/getattachment/2b5ded47-332c-467c-b3e3-af067ad39639/exp_bp.pdf



or Scan the QR Code

VA Underground Utility Marking Standards Manual



Prevention Application

Size: 6.9MB (provides offline access)
Go to: www.scc.virginia.gov/urs/manuals/markingsstandardsmanual/index.html



or Scan the QR Code

PDF Alternative (online only):
Go to: www.scc.virginia.gov/getattachment/aecaa46d-1456-42ef-b09b-f012757fa744/Marking-Standards-February-2020-Edition.pdf



or Scan the QR Code

VA Trenchless Excavation Best Practices



Prevention Application

Size: 3.5MB (provides offline access)
Go to: www.scc.virginia.gov/urs/manuals/TrenchlessExcavationManual/index.html



or Scan the QR Code

PDF Alternative (online only):
Go to: www.scc.virginia.gov/getattachment/e3ef028f-d563-4bba-954c-ac883d6a353f/te.pdf



or Scan the QR Code

ADDENDUM

TO THE JULY 1, 2023, CHANGES TO THE UNDERGROUND UTILITY DAMAGE PREVENTION ACT

Over the course of 2022, a group of stakeholders, working with the Advisory Committee and the State Corporation Commission, formed Taskforce 2022. The task force was committed to examining the Underground Utility Damage Prevention Act to modify the Law in order to improve damage prevention in Virginia. After months of work, proposed changes to the legislation were submitted to the General Assembly where both houses passed this legislation and the Governor signed these proposals into law effective **July 1, 2023**.

The following addendum serves as an update to the manual and contains all the recent changes and can be printed out to keep with existing manuals for easy reference. Hard copies of the Virginia Professional Excavator's Manual will be updated to include the new law changes, however, the specific timing is still to be determined.

Definitions (*italics indicates new text added to the Law*):

- **Page 54:** *"Commission"* means the State Corporation Commission" has been removed.
- **Page 54:** *"Contract Locator"* means any person contracted by an operator specifically to determine the approximate horizontal location of the operator's utility lines that may exist within the area specified by a *locate request*."
- **Page 55:** *"Exigent circumstances"* means *circumstances outside of an operator's or contract locator's, as described in subsection D of §56-265.19, control that necessarily prevent an operator or locator from completing the marking task, including a wrong address provided with the locate request; failure to provide a reasonably specific location of propose excavation; inaccessibility of the excavation site due to physical barrier or risk of serious bodily injury; a locate request that cannot be carried out by a traditional locating method and requires assistance form the operator; catastrophic technological failure outside of the locator's, operator's, or notification center's control; or the area of excavation does not conform with the requirements of subsection F of §56-265.17.*
- **Page 55:** *"Locate request"* means *the completed delivery of information to the notification center requesting markings for a specified area of excavation or demolition and receipt of the same by the notification center in accordance with this chapter.*
- **Page 55:** Under definition of "Notification center," "teletype, telecopy, personal computer, or telephone" has been replaced with *"electronic means."*
- **Page 55:** *"Positive response"* means *a code or phrase posted by an operator or locator to the notification center detailing the marking status of a locate request.*
- **Page 55:** *"Positive response system"* means *the excavator-operator information exchange system that is required by subsection E of §56-265.16:1 and provides the means for operators or their contract locators to responds to and report the marking status of a locate request.*
- **Page 56:** *"Special project notice"* means a valid notice to the notification center by an excavator covering a specific, unique or long-term project" has been removed – Special Project Tickets are no longer allowed.

TRAINING & RESOURCES cont.

§56-265.17. Notification required prior to excavation or demolition; waiting periods; marking of proposed site.

- **Page 58: B 1 and B 2 have been removed.** B 1 is now: *"After the excavator has confirmed, by reviewing the positive response information posted on the notification center's positive response system, that each operator has marked its utility lines, notified the notification center that its utility lines are not present in the area of proposed excavation, or otherwise posted a positive response indicating excavation may begin; or"*
- **B 3 is now B 2**
- **Page 59: C is now:** *"If, after at least 48 hours beginning with 7:00 a.m. the next working day following a locate request or on the date of excavation, the excavator, upon arrival at the site of a proposed excavation, observes clear evidence of the presence of an unmarked utility line in the area of the proposed excavation, the excavator shall not begin excavating until three hours after an additional contact is made to the notification center for the area, provided that no information has been posted to the positive response system or information posted to the positive response system is inconsistent with the clear evidence observed by the excavator. The operator of any unmarked utility line shall respond within three hours of the excavator's contact to the notification center. After the clear evidence of an unmarked utility line is addressed pursuant to the additional contact to the notification center, excavation may proceed. During any excavation subject to this subsection, the excavator shall exercise reasonable care at all times to protect underground utility lines and shall be liable for any damages."*
- **Page 59: D is now:** *"The excavator's notification shall be valid for 15 working days from 7:00 a.m. on the next working day following a locate request or 15 working days following a scheduled excavation date provided to the notification center, whichever is later. Three working days before the end of the 15 working-day period, or at any time when line-location markings on the ground become illegible, the excavator intending to excavate shall contact the notification center and request the re-marking of lines. The operator shall re-mark the lines as soon as possible; however, the re-marking of the lines shall be completed within 48 hours from 7:00 a.m. on the next working day following the request of the re-mark. Such re-marking shall be valid for an additional 15 working days from 7:00 a.m. on the next working day following a locate request."*
- **Page 59: F is now:** *"The extent of the excavator's proposed excavation or demolition shall be a work area that can be excavated with 15 working days from 7:00 a.m. on the next working day following a locate request. The area covered under each locate request shall not exceed one-third of a mile."*
- **Page 59: G has been removed** – Special Project Tickets are no longer a ticket type

§56-265.19. Duties of operators; regulations.

- **Page 61: A is now:** “If a proposed excavation or demolition is planned in such proximity to the underground utility line that the utility line may be destroyed, damaged, dislocated, or disturbed, the operator shall mark the approximate horizontal location of the underground utility line on the ground to within two feet of either side of the underground utility line by means of stakes, paint, flags, or a combination thereof. The operator *or contract locator* shall mark the underground utility line and report the marking status to the *positive response* system by no later than 7:00 a.m. on the third working day following the excavator’s *locate request*, unless *a scheduled excavation date is provided by the excavator to the notification center* or the operator *or contract locator* is unable to do so due to extraordinary *or exigent* circumstances. *Any scheduled excavation date shall not be less than 48 hours nor more than 12 working days from the date of the locate request. If a scheduled excavation date is provided by the excavator to the notification center, the operator or contract locator shall mark the underground utility line and report the marking status to the positive response system by no later than 7:00 a.m. on the scheduled day of excavation. Any locate request made on a day that is not a working day shall be considered as having been submitted to the notification center on the next working day at 7:00 a.m.* If the operator is unable to mark the location within the time allowed under this section due to extraordinary *or exigent* circumstances, the operator shall notify directly the person who proposes to excavate or demolish and shall, in addition, notify the person the date and time when the location will be marked. The deferral to mark for extraordinary *or exigent* circumstances shall be no longer than 96 hours from 7:00 a.m. on the next working day following *the locate request*, unless a longer time is otherwise agreed upon by the operator and excavator. The operator shall also inform the notification center of any deferral.”
- **Page 61:** F now replaces “subsection B” with *subdivision 2*.

§56-265.24. Duties of excavator.

- **Page 65: A** now has *No excavator shall begin any excavation or demolition before reviewing and heeding the positive response marking status of the excavation area.* The rest of A remains unchanged.
- **Page 66: C is now:** “If, *after at least 48 hours beginning with 7:00 a.m. the next working day following a locate request or on the date of excavation*, upon arrival at the site of a proposed excavation, the excavator observes clear evidence of the presence of an unmarked utility line in the area of the proposed excavation, the excavator shall not begin excavating until *three hours after* an additional contact is made to the notification center for the area pursuant to subsection C of §56-265.17 *and the excavator has verified that no information has been posted to the positive response system or information posted to the positive response system is inconsistent with the clear evidence observed by the excavator.*”

§56-265.24.1. Request to cease operation; immediate threat; penalty.

- **New Section – Will follow H on Page 66:** *“Notwithstanding the provisions of §56-265.15:1, any person, as defined in §56-265.15, who knowingly and intentionally excavates after being notified by a representative of the Commission of a determination that such excavation constitutes an immediate threat to safety or property and such representative requests that excavation cease is guilty of a Class 6 felony. The representative of the Commission shall immediately notify the agency with primary law-enforcement authority over the area of excavation, as well as the fire marshal, (i) that such excavation site is a threat to safety or property and (ii) of the request to cease excavation.”*

§56-265.31. Commission to establish advisory committee.

- **Page 68: A is now:** *“The Commission shall establish an advisory committee consisting of representatives of the following entities: Commission staff, utility operator, notification center, excavator, municipality, Virginia Department of Transportation, Board for Contractors, and underground line locator. Persons appointed to the advisory committee by the Commission shall have expertise with the operation of the Underground Utility Damage Prevention Act. The advisory committee shall perform duties which may be assigned by the Commission, including **reviewing** reports of violations of the chapter, **establishing positive response codes for use by the notification center’s positive response system**, and **making** recommendations to the Commission.”*

§56-265.32. Commission to impose civil penalties for certain violations; establishment of Underground Utility Damage Prevention Special Fund

- **Page 68: A now allows for 17A violations** (excavating without a locate request) to receive up to a \$10,000 penalty and all other violation to receive up to a \$5,000 penalty.
- **Page 69: C now includes the following verbiage:** *“Enforcement of this chapter also includes education and outreach provided by the Commission for training and educational programs for excavators, operators, utility line locators, and other persons.”*

TERMINOLOGY & DEFINITIONS

Adjacent

Next to or adjoining properties.

Best Practices

Guidelines designed to help those individuals who are placing locate requests online or calling 811 to either enter or provide accurate information on a locate request.

Cross street(s)

The nearest street that intersects or connects with the street where the work is taking place.

Cul-de-sac

A dead-end street or area where a street or road comes to an end and is closed to thru traffic.

Field Contact

Person listed on a locate request that will be on site or is available by phone to answer questions about the proposed excavation area.

Internet Originated Ticket (IOT)

Locate requests that are originated online at www.VA811.com. This includes SAT 1.0, SAT 2.0, WTE, and TRE.

Intersection

Area where two or more streets join or cross. The intersection includes the areas needed for all modes of travel: pedestrian, bicycle, motor vehicle, and transit.

Linear Excavation

Excavation such as trenching or directional drilling that resembles a straight or curved line. This includes multiple holes at intervals that are within sight of the previous hole, such as power/telephone pole replacements and street tree planting in the median of a roadway.

Locate Request

The completed delivery of information to the notification center requesting markings for a specified area of excavation or demolition and receipt of the same by the notification center.

Operator

Any person who owns, furnishes or transports materials or services by means of a utility line.

Private Utilities

Utility lines that are not owned or maintained by public utility companies. Water and sewer lines, for example, are considered private from the building to the public mains or meters.

Quadrant

A portion of property used as a means to divide the property to describe proposed excavation. If geographically feasible, the parcel or property can be divided into four quadrants from the perspective of facing the front of the property using the center of the structure as the center point of the four quadrants. If no structure exists on the property, the center of the parcel or property will be used as the center point of the four quadrants.

Radius

An area that extends in all directions from a point of reference.

Specific Location

Precise and detailed information about the location where excavation will occur that enables the notification center to accurately determine which utility members should be notified and enables utility locators to mark the specific underground

TERMINOLOGY & DEFINITIONS cont.

Ticket

Notice of excavation as defined in §56-265.15 and 56-265.18 of the Virginia Underground Utility Damage Prevention Act.

Unmarked Utility

Clear evidence of a utility line that has not been marked. This can include visual evidence, knowledge of the presence of a utility line or faded marks from previous marking.

Utility Line

Any item of public or private property which is buried or placed below ground or submerged for use in connection with the storage or conveyance of water, sewage, telecommunications, electric energy, cable television, oil, petroleum products, gas, or other substances, and includes but is not limited to pipes, sewers, combination storm/sanitary sewer systems, conduits, cables, valves, lines, wires, manholes, attachments, and those portions of poles below ground. §56-265.15.

Vantage Point

A position or place that affords a wide or advantageous perspective from which something is viewed or considered. Often referred to as point of reference.

Work Type

Kind, class, or group description that best categorizes the excavation work to be done in the excavation area described on a locate request.

Working Day

Every day, except Saturdays, Sundays, and legal state and national holidays.

Web Ticket Entry (WTE) Users

Engineers, professional excavators, and utility owners who are qualified to enter tickets using the Virginia 811 ticket entry software.



Damage to underground facilities can cause far-reaching consequences, from serious injury and environmental damage to the loss of vital services we depend upon every day. Preventing damage to these facilities is a responsibility shared by all stakeholders and is accomplished through various damage prevention measures.

Safe digging always begins with following the **Dig with C.A.R.E. message:**

- C** Contact Virginia 811 Before You Dig
- A** Allow the Required Time for Marking
- R** Respect and Protect the Marks
- E** Excavate Carefully

For all excavation or demolition work anywhere in Virginia, visit **VA811.com** call 811 or 1.800.552.7001

FOLLOW US



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