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# WV811

CALL OR CLICK BEFORE YOU DIG

800-245-4848

[WWW.WV811.COM](http://WWW.WV811.COM)



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## WV811 IS FOR:

PROTECTS ALL UTILITIES, HOMEOWNERS  
AND

EXCAVATORS FROM HAZZARDS WHILE

PLANNING TO EXCAVATE IN

WEST VIRGINIA



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**PRIOR NOTIFICATION OF EXCAVATION:**


REQUIRED BY LAW  
TO ALLOW TIME FOR  
LOCATING UNDERGROUND  
FACILITIES AND  
UTILITY LINES

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**FACE LEGAL ENFORCEMENT AND FINES**

FOR THOSE WHO CHOOSE TO  
IGNORE THE DANGERS  
BY DIGGING BLINDLY OR  
FAIL TO FAMILIARIZE  
THEMSELVES WITH DAMAGE  
PREVENTION LAWS



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# WV811

ESTABLISHED IN 1980 BY THE WEST VIRGINIA LEGISLATURE

GOVERNED BY

WEST VIRGINIA CODE #24-C-1-11:

To enhance the safety of the citizens of this state and to provide increased protection to underground facilities from damage due to excavation or demolition by providing for the operation of a one-call system for use by operators of underground facilities and by persons engaged in excavation or demolition in the vicinity of underground facilities.



## WHEN TO CALL WV811:

AT LEAST TWO  
BUSINESS DAYS  
(48 HOURS)  
BEFORE EXCAVATION  
AND/OR  
DEMOLITION



**EXCAVATORS  
INCLUDE:**

THOSE WHO BREAK THE

EARTH OR SURFACE

WITH NON-MECHANICAL

OR POWERED EQUIPMENT



**EXCAVATORS  
MAY WORK  
FOR:**

CITY GOVERNMENTS

UTILITY OWNERS

COUNTY GOVERNMENTS

STATE AGENCIES

PRIVATE CONTRACTORS



## EXCAVATORS CAN ALSO INCLUDE:

HOMEOWNERS

LANDSCAPING COMPANIES

FENCE CONTRACTORS

OWNERS OF UNDERGROUND LINES

DEMOLITION FIRMS



## EXCAVATORS CAN:

- Log in to find, update and submit new tickets. Several ticket types are now available including the ability to report a digup.
- Would you like an **instant ticket number**?
- Looking for an easy way to manage your tickets?  
Contact us at [TrainingWV@texas811.org](mailto:TrainingWV@texas811.org).



**WV811 ALLOWS OWNERS OF UNDERGROUND FACILITIES:**



TO IDENTIFY AND



MARK THEIR FACILITIES



AND UNDERGROUND LINES



**WV811**



**DOES NOT MARK UNDERGROUND FACILITIES AND UTILITY LINES.**

ONLY BURIED FACILITY OWNERS OR,

HIRED LOCATING CONTRACTORS WILL MARK THE PROPOSED

EVACUATION SITE **FOR FREE**

**WITH A ONE CALL TICKET**










# PROPOSED EXCAVATION SITE:

MARKED AT **NO CHARGE**  
SO YOU CAN DIG SAFELY  
WITH A TWO-DAY NOTICE









# WHEN CALLING WV811, BE PREPARED TO:

-  TELL US ABOUT YOUR DIG PROJECT
-  LOCATION BY CITY/COUNTY
-  ADDRESS
-  WHO IS THE WORK DONE FOR
-  TYPE OF WORK OR DIG
-  HOW LONG IS THE DIG
-  SPECIAL MARKING INSTRUCTIONS



## WV811 WILL:

-  PROVIDE YOU WITH A REFERENCE NUMBER
-  PROOF OF YOUR CALL TO WV811
-  KEEP A COMPLETE RECORD OF YOUR CALL
-  VERIFY YOUR COMPLIANCE WITH THE LAW
-  WV DIG LAW:
-  [HTTP://WWW.WV811.COM/RESOURCES/DIG-LAW](http://www.wv811.com/resources/dig-law)

## PROPOSED EVACUATION MARKING COLORS:

- WHITE: PROPOSED EVACUATION
- PINK: TEMPORARY SURVEY MARKINGS
- RED: ELECTRIC POWER LINES, CABLES,  
CONDUIT, LIGHTING CABLES
- YELLOW: GAS, OIL, STEAM, PETROLEUM
- ORANGE: COMMUNICATIONS, ALARM, SIGNAL LINES
- BLUE: PORTABLE WATER, RUNNING WATER
- PURPLE: RECLAIMED WATER, IRRIGATION, SLURRY LINES
- GREEN: SEWER AND DRAIN LINES



## SUBMIT A REQUEST ONLINE BY:

CLICKING THE WV811 WEB PORTAL AT:

[HTTPS://WVGC.TEXAS811.ORG/GEOCALL/PORTAL](https://wvvc.texas811.org/geocall/portal)

HOMEOWNERS ONLINE:

[HTTPS://WVHOP.TEXAS811.ORG/](https://wvhop.texas811.org/)



## WV811 CALL CENTER **WEST VIRGINIA 811**

OPEN 24 HOURS A DAY/365 DAYS A YEAR

ALL CALLS ARE RECORDED

WILL ASK FOR SPECIFIC INFORMATION

INFORMATION ENTERED INTO A COMPUTER

ORDER OF QUESTIONS ARE PRESET

SPECIFIC REASON FOR EACH QUESTION



## PROCESSING A LOCATE REQUEST IS SIMPLE



BE PREPARED TO ANSWER ALL QUESTIONS



GIVE DETAILS AND PRECISE DIG INFORMATION



PROVIDE ACCURATE LOCATE INFORMATION



CALL BACKS FROM WV811 MAY BE NECESSARY



LOCATE CALLS WILL BE QUICK AND EFFICIENT



## MAKING A LOCATE REQUEST

When making a locate request (online or over the phone), please have the following information ready:

Excavator name/Company name/phone number

Contact information: Name of contact and contact number(s):

Work-site information:  
 -Type of work/excavation  
 -Location/Address, town/city, county  
 -Driving directions with distances may be required

Locate instructions (where digging will occur)  
 (Example: front, back, sides, etc.)

Additional information, including access issues  
 (Example: locked gates, dogs, etc.)

Special instructions  
 (Example: Call prior to going to site, use flags and paint, etc.)



**HAVE THE FOLLOWING INFORMATION READY:**

CALLERS NAME MAKING THE LOCATE REQUEST

YOUR TELEPHONE (AREA CODE) NUMBER

FAX NUMBER (IF NEEDED)

NEAREST INTERSECTION OR CROSS STREET

LONGITUDE AND LATITUDE

LENGTH, DIRECTION, AND DEPTH OF DIG


GIVEN IN FEET, YARDS, OR MILES





**MAINTAINING THE INTEGRITY OF THE MARKED BURIED LINES:**


 CONSIDER DIVIDING THE WORK INTO MULTIPLE TICKETS

 CALLING TWO BUSINESS DAYS BEFORE THE DIG

 DIRECTIONS GIVEN IN LONGITUDE AND LATITUDE

 LENGTH OF YOUR EXCAVATION

 DEPTH OF YOUR EXCAVATION

 WILL HAVE LOCATOR ON SITE



# DIG SITE MARKED IN WHITE:

MARK WITH TEMPORARY MARKING PAINT (WHITE PAINT)

PROVIDE EXACT DIG LOCATION FOR WV811 MEMBERS

WILL BLASTING TAKE PLACE?



# TYPE OF DIG WORK:

- \_\_\_\_\_
- SPECIFIC PURPOSE OF THE EXCAVATION?
- \_\_\_\_\_
- STREET, SIDEWALK, OR PRIVATE PROPERTY?
- \_\_\_\_\_
- DIG IS BEING DONE FOR WHOM?
- \_\_\_\_\_
- CUSTOMER NAME OR PROPERTY OWNER?
- \_\_\_\_\_
- CONTACT NAME AND TELEPHONE NUMBER?
- \_\_\_\_\_
- ALTERNATE CONTACT INFORMATION?
- \_\_\_\_\_
- ADDITIONAL DIG REMARKS?
- \_\_\_\_\_
- WV811 MEMBERS NOTIFIED?
- \_\_\_\_\_
- IDENTIFICATION TICKET NUMBER PROVIDED?



## WV811 WEB PORTAL

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USED TO SUBMIT E-TICKETS

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UPDATE YOUR OWN TICKET

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RE-MARK TICKETS

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CONDUCT A TICKET SEARCH

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CONTACT: [REMOTEAAPPS@TEXAS811.ORG](mailto:REMOTEAAPPS@TEXAS811.ORG)

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WORKS WITH MOZILLA FIREFOX, GOOGLE CHROME, OR

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MS INTERNET EXPLORER 8, 9, 10



## WV811 MOBILE APPS FREE TO UPLOAD

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WORKS DIRECTLY FROM A SMART PHONE OR TABLET

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USED BY FACILITY OPERATORS, EXCAVATORS, HOMEOWNERS

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SUBMIT, UPDATE, OR VIEW A DIG SITE MAP

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CHECK THE TICKET STATUS

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SUBMIT A POSITIVE RESPONSE

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ACCESS WV811 NEWS AND INFORMATION

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ACCESS WV811 STATE LAWS



# MARKING PROPOSED EXCAVATION SITES

USE WHITE PAINT, FLAGS, STAKES

TO IDENTIFY EXCAVATION SITE

USE CONTINUOUS LINES, MARKING DOTS, RADIUS, ARC

MARK ALL FOUR CORNERS

DASHES OUTLINE THE EXCAVATION PROJECT

MARKS ARE 6" TO 12" IN LENGTH

MARKS ARE 1" IN WIDTH



# MARKING PROPOSED EXCAVATION SITES

SPACE MARKS 4' TO 5' FEET APART

MARKS ARE CLOSE ENOUGH TO BE SEEN BY LOCATORS

DOTS SHOULD BE 1" IN DIAMETER

SINGLE STAKES INCLUDE THE RADIUS OF THE SITE

ALL STAKES HAVE TO BE WHITE

INCLUDE EXCVATORS NAME, INITIALS

RADIUS OF SITE IN BLACK LETTERS

NOTE IS ATTACHED TO THE STAKE





When it comes to public safety, we try to provide our members and our communities with the information they need to keep everyone safe and happy.

Whether you are a homeowner and wanted to learn more about the color coding system, or an excavator wanting to connect with one of our members about the law.

If you don't find what you need, please contact us by phone or email. We are always looking to improve our resources.

Jerry Poage, WV811 Executive Director  
[jerry poage@wv811.com](mailto:jerry poage@wv811.com) or 540-819-2093



**REQUIRED  
TIME TO WAIT  
TO BEGIN  
EXCAVATING:**

CALL OR CLICK TO WV811 NOT LESS THAN 48 HOURS (TWO DAYS)

NOTIFICATIONS SHALL NOT BE MADE MORE THAN 10 BUSINESS WORKING DAYS IN ADVANCE

DUE TO POSSIBLE DETERIORATION OF MARKINGS

FAILURE TO MARK RESULTS IN:

A MISDEMEANOR PENALTY OR

UP TO \$5,000 IN CIVIL FINES

TIME REQUIREMENTS EXCLUDE SATURDAYS, SUNDAYS, WV HOLIDAYS LEGAL



## WV 811 MEMBER BENEFITS



As a member of WV 811 you will be notified when an excavation is taking place near your underground utilities/facilities.

This will allow you to mark the location of your underground utilities/facilities prior to the excavation taking place so as to prevent damages to your lines.



## WV811 BENEFITS TO THE PUBLIC

**CALL BEFORE  
YOU DIG!**

When it comes to public safety, we try to provide our members and our communities with the information they need to keep everyone safe and happy.

Whether you are a homeowner and wanted to learn more about the color coding system, or an excavator wanting to connect with one of our members about the law.

If you don't find what you need, please contact us by phone or email. We are always looking to improve our resources.





# WV DAMAGE PREVENTION BOARD (DPB)



## DAMAGE PREVENTION BOARD

The West Virginia Underground Damage Prevention Board (WVDPB) is legislatively tasked with providing civil enforcement for violations of the Dig Law found in WV Code §24-C-1-11.

The WVDPB brings together stake holders in the underground facility management and construction industries to reduce damages to underground facilities by individuals who violate the West Virginia Dig Law.



## DAMAGE PREVENTION BOARD



The WVDPB works to prevent damage to underground infrastructure and facilities through:

- Developing a sense of shared responsibility for the protection of underground facilities
- Supporting Research
- Developing and conducting public awareness and education programs
- Identifying and sharing knowledge and best practices to prevent damage to underground facilities



## VIOLATIONS AND PENALTIES

Enforceable Violations:

- Excavating without a one call locate ticket.
- Excavating before 48 hours or all effective parties respond to the locate request.
- Failure to locate an underground facility.
- Failure to locate an underground facility in the required time, unless a good faith agreement between the parties existed and others.



## VIOLATIONS AND PENALTIES

### Penalties:

- For the first violation a respondent must complete a training as determined by the WVDPB plus an administration fee
- A second violation within a 5-year period results in training as determined by the WVDPB, and a fine up to \$500 per incident plus admin. fee
- A third of subsequent violation occurring within a 5-year period, the violator shall par a civil penalty in an amount set by the WVDPB, not to exceed \$2,500 per incident plus admin. fee
- If the WVDPB finds a violation to be the result of gross negligence or willful or wanton misconduct, the violator shall complete a specialized training and a fine of up to \$5,000 per incident plus administration fee.



## DAMAGE PREVENTION BOARD (DPB) CONTACTS

ROGER SOCKMAN

DAMAGE PREVENTION BOARD

- [rogersockman@wv811.com](mailto:rogersockman@wv811.com)
- [wvdamageprevention@gmail.com](mailto:wvdamageprevention@gmail.com)
- 206 Berkeley Street, Charleston, WV 25302
- 239-810-4372 CELL
- 304-345-3959 OFFICE



Download The West Virginia811 App!

<https://wv811.com/> 

The West Virginia 811 mobile app offers fast and easy access to many resources for facility operators, excavators and homeowners directly from a smartphone.

Submit, update or view a dig site map of a Locate Request and check the status or submit a Positive Response.

Access information about West Virginia 811 news and events and the West Virginia State Laws.

**BUT WE CANNOT DO THIS WITHOUT YOU!**



## TO CONTACT US:

– WHAT IS THE #1 QUESTION WE GET ASKED?

– ANSWER: "WHAT'S YOUR PHONE NUMBER?"

– Note: It's WV811

- **WV 811**  
Call 811 or 1-800-245-4848  
206 Berkley Street  
Charleston, WV 25302
- **Jerry Poage**  
Executive Director  
[jerry poage@wv811.com](mailto:jerry poage@wv811.com)
- 540-819-2093 Cell
- **Roger Sockman**  
Assistant Executive Director  
[Rogersockman@wv811.com](mailto:Rogersockman@wv811.com)  
239-810-43872 Cell



## WV811 QUESTIONS

HOW MANY DAYS OR HOURS DO YOU HAVE TO WAIT  
BEFORE DIGGING AFTER THE  
811 TICKET HAS BEEN CALLED IN?



## WV811 QUESTIONS

HOW MUCH DOES IT COST THE  
EXCAVATOR TO CALL IN A WV811 TICKET?



## WV811 QUESTIONS

HOW MANY DAYS DOES A UTILITY OR OPERATOR/OWNER  
HAVE TO HAVE THEIR BURIED LINES  
OR FACILITIES MARKED BY A LOCATOR?



## WV811 QUESTIONS

WHAT PAGE IN THE WV811 EXCAVATOR MANUAL  
CAN YOU FIND THE COLOR CODES  
FOR MARKING YOUR BURIED LINES?

