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# WV811

“CALL OR CLICK BEFORE YOU DIG”

WV811 OR

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



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.

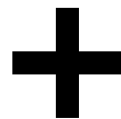




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# PRIOR NOTIFICATION OF EXCAVATION:

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



# 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.



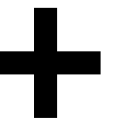
# WHEN TO CALL WV811:

AT LEAST TWO  
BUSINESS DAYS

(48 HOURS)

BEFORE  
EXCAVATION

AND/OR  
DEMOLITION



# EXCAVATORS INCLUDE:

THOSE WHO MOVE 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



MARK THEIR FACILITIES



AND UNDERGROUND LINES

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# WV811



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

**ONLY BURIED FACILITY OWNERS  
OR,**

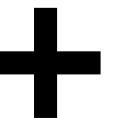
**HIRED LOCATING CONTRACTORS  
WILL MARK THE PROPOSED  
EVACUATION SITE **FOR FREE****



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# PROPOSED EXCAVATION SITE:

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



# WV 811 TRAINING VIDEO





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:



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WHITE: PROPOSED EVACUATION

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PINK: TEMPORARY SURVEY MARKINGS

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RED: ELECTRIC POWER LINES, CABLES,  
CONDUIT, LIGHTING CABLES

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YELLOW: GAS, OIL, STEAM, PETROLEUM

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ORANGE: COMMUNICATIONS, ALARM, SIGNAL LINES

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BLUE: PORTABLE WATER, RUNNING WATER

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PURPLE: RECLAIMED WATER, IRRIGATION, SLURRY LINES

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GREEN: SEWER AND DRAIN LINES



# SUBMIT A REQUEST ONLINE BY:

CLICKING THE WV811 WEB PORTAL AT:

[HTTPS://WVGC.TEXAS811.ORG/GEOCALL/PORTAL](https://wvgc.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:**



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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 LATITUDE AND LONGITUDE



LENGTH OF YOUR EXCAVATION



DEPTH OF YOUR EXCAVATION



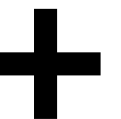
WILL HAVE LOCATOR ON SITE



# DIG SITE MARKED IN WHITE:

MARK WITH TEMPORARY MARKING  
PAINT (WHITE PAINT)

PROVIDE EXACT DIG LOCATION FOR  
WV811 MEMBERS



# HOMEOWNERS:

- Are you a Homeowner looking for a quick way to get your property marked? Click [here](#) to get started.  
You don't have to be a professional excavator to submit a locate request to West Virginia 811.

**Just answer a few questions in this easy step by step process to get your locate request to West Virginia 811.**

You don't have to be a professional excavator to submit a locate request to West Virginia 811.



# TYPE OF DIG WORK:



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SPECIFIC PURPOSE OF THE EXCAVATION?

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STREET, SIDEWALK, OR PRIVATE PROPERTY?

---

DIG IS BEING DONE FOR WHOM?

---

CUSTOMER NAME OR PROPERTY OWNER?

---

CONTACT NAME AND TELEPHONE NUMBER?

---

ALTERNATE CONTACT INFORMATION?

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ADDITIONAL DIG REMARKS?

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WV811 MEMBERS NOTIFIED?

---

IDENTIFICATION TICKET NUMBER PROVIDED?



# WV811 WEB PORTAL

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USED TO SUBMIT E-TICKETS

---

UPDATE YOUR OWN TICKET

---

REMARK TICKETS

---

CONDUCT A TICKET SEARCH

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CONTACT: [REMOTEAPPS@TEXAS811.ORG](mailto:REMOTEAPPS@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

---

SUBMIT, UPDATE, OR VIEW A DIG SITE MAP

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CHECK THE TICKET STATUS

---

SUBMIT A POSITIVE RESPONSE

---

ACCESS WV811 NEWS AND INFORMATION

---

ACCESS WV811 STATE LAWS

# MARKING PROPOSED EXCAVATION SITES



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USE WHITE PAINT, FLAGS, STAKES

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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

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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





# REQUIRED TIME TO WAIT TO BEGIN EXCAVATING:



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

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

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DUE TO POSSIBLE DETERIORATION OF MARKINGS

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FAILURE TO MARK RESULTS IN:

---

A MISDEMEANOR PENALTY OR

---

UP TO \$5,000 IN CIVIL FINES

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TIME REQUIREMENTS EXCLUDE SATURDAYS, SUNDAYS,  
LEGAL WV HOLIDAYS



# EMERGENCY DIGS



INCLUDES A CLEAR AND PRESENT DANGER TO LIFE, HEALTH, OR  
PROPERTY

CAUSED BY ESCAPING TOXIC, CORROSIVE, OR EXPLOSIVE  
PRODUCTS, OIL-GAS LINES, NATURAL GAS, HYDROCARBON  
PRODUCTS, EXPOSED WIRES, OTHER BREAKS OR DEFECTS

CONDITIONS THAT REQUIRE IMMEDIATE CORRECTION



**IN AN EMERGENCY DIG:**



**WV811 MUST BE NOTIFIED AS IS  
REASONABLY PRACTICAL**

**FACILITY OWNERS WILL MARK THEIR LINES  
AS SOON AS PRACTICAL**

**EXTREME CARE MUST BE TAKEN TO AVOID  
DAMAGING OTHER UNDERGROUND LINES**

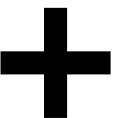


# INVALID EMERGENCY TICKET

IT IS CONSIDERED AN INVALID EMERGENCY TICKET WHEN EXCAVATOR PERSONNEL ARE NOT ON SITE WHEN THE LOCATOR RESPONDS

UTILITIES INVOLVED MAY BILL THE EXCAVATOR

TO RECOVER COSTS OF PROCESSING AND RESPONDING TO AN INVALID TICKET



# PLANNING A SAFE DIG:



CALL WV811 TO MAKE A LOCATE REQUEST

AT LEAST TWO BUSINESS DAYS BUT NOT MORE THAN 10 WORKING DAYS  
BEFORE THE DIG BEGINS

**DO NOT** START EXCAVATING BEFORE YOUR STATED BEGIN DATE YOU  
CALLED IN

WEEKENDS AND STATE HOLIDAYS ARE NOT WORKING DAYS AND ARE  
NOT COUNTED IN THE TWO TO 10 DAY PERIOD

IF EXCAVATION TO STARTED WITHIN THE TEN WORKING DAYS, YOUR  
LOCATION REQUEST IS NO LONGER VALID

A NEW LOCATION REQUEST WILL BE REQUIRED



# PLANNING A SAFE DIG:



IF EXCAVATION WORK IS CANCELED, THIS MUST BE  
REPORTED TO WV811

ONCE EXCAVATION HAS BEGUN, THE LOCATION REQUEST IS  
GOOD FOR THE LIFE OF THE EXCAVATION

IF MARKERS, STAKES, OR OTHER IDENTIFIERS ARE NOT  
PROTECTED, A NEW LOCATION REQUEST WILL BE  
NECESSARY



# DIGGING SAFELY AROUND FACILITIES

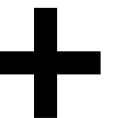
THE EXCAVATOR IS RESPONSIBLE FOR PRESERVING THE MARKERS PLACED BY THE FACILITY OWNER/OPERATOR

WALK THE SITE TO FAMILIARIZE YOURSELF WITH THE MARKERS AND LOCATION OF BURIED LINES

YOU CAN PHOTOGRAPH OR VIDEO THE MARKS

PAY ATTENTION TO DIRECTION CHANGES

ESTABLISH OFFSET MARKS TO MAINTAIN A REFERENCE POINT FOR THOSE UNDERGROUND FACILITIES





# DIGGING SAFELY AROUND FACILITIES

MAKE SURE ALL ARE AWARE OF  
ANY ESTABLISHED OFFSETS,  
COMPROMISED MARKS, OR  
OTHER INFORMATION

DO NOT PLACE SPOIL PILES OVER  
ANY MARKINGS

AVOID DRIVING EQUIPMENT OVER  
STAKES AND FLAGS

SWEEP PAVED AREAS SO MARKS  
REMAIN VISIBLE

IF MARKS HAVE FADED, CALL  
WV811 FOR A RE-MARK

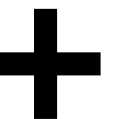
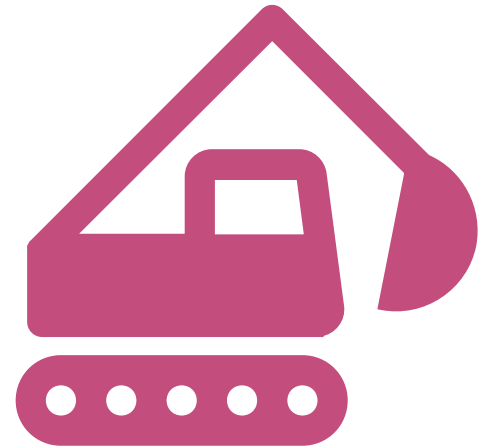


# DIGGING SAFETY AROUND FACILITIES

IF EXCAVATION IS INTERRUPTED OR  
DELAYED FOR MORE THAN TEN DAYS, CALL  
WV811 FOR A RE-MARK

AFTER COMPLETION OF THE EXCAVATION,  
REMOVE YOUR MARKERS AS SOON AS  
POSSIBLE

FUTURE EXCAVATORS WILL NOT MISTAKE  
THEM FOR MARKS PROVIDED FOR THEIR  
OWN EXCAVATION NOTICE





# DIG WITH CARE

**CALL BEFORE  
YOU DIG!**

WHEN USING POWER EQUIPMENT WITHIN THE TWO-FOOT  
TOLERANCE ZONE,

VERIFY THE LOCATION, TYPE, SIZE, DIRECTION AND DEPTH OF  
THE FACILITY

VERIFICATION MUST BE BY HAND-DUG TEST HOLES FOR NATURAL  
GAS AND LIQUID PETROLEUM LINES

LOCATION OF OTHER FACILITIES MUST ALSO BE VERIFIED BY  
HAND-DUG TEST HOLES ASK (JERRY OF WORDING)



# DIG WITH CARE

## CALL BEFORE YOU DIG!

DO NOT ASSUME BURIED LINES WILL BE AT A CERTAIN DEPTH  
LONG TERM EROSION OR GRADE CHANGES WILL CAUSE SHALLOW  
OR DEEPER DEPTH

REFER TO YOUR DIG GUIDELINES FOR MARKINGS

HAND-DUG TEST HOLES REQUIRE THE FACILITY TO BE EXPOSED  
TO VIEW

IF FACILITY CANNOT BE VERIFIED, NOTIFY THE  
FACILITY OWNER OR CALL WV811



# DIG WITH CARE

## CALL BEFORE YOU DIG!

VACUUM EXCAVATION IS AN ACCEPTED MEANS OF  
VERIFYING THE LOCATION OF MARKED FACILITIES

POWER EQUIPMENT MAY BE USED FOR REMOVING  
PAVEMENT ONLY TO THE PAVEMENT DEPTH

USE GOOD JUDGEMENT AND CARE WHEN  
REMOVING TYPES OF PAVEMENT





# DIG WITH CARE

## CALL BEFORE YOU DIG!

AVOID STARTING THE PAVEMENT BREAK DIRECTLY OVER THE  
MARKED FACILITY

START A FEW FEET FROM THE MARKS AND ATTEMPT TO 'PEEL' OFF  
THE PAVEMENT OR BREAK IT INTO SMALL CHUNKS FOR REMOVAL

VERIFY THE LOCATION OF FACILITIES BEFORE YOU EXCAVATE UP  
TO THE EDGE OF THE TOLERANCE ZONE

ASSIGN WORKERS TO DO FACILITY VERIFICATIONS AHEAD  
OF THE EXCAVATING CREW



# DIG WITH CARE

**CALL BEFORE  
YOU DIG!**

DIG A TEST HOLE TO EXPOSE THE FACILITY  
AT THE POINT CROSSING

DIG TEST HOLES AT ANY MARKED CHANGE OF DIRECTION, ELEVATION,  
AND AT BRANCH CONNECTIONS

TEST HOLES SHOULD BE DUG ABOUT EVERY 20 TO 25 FEET OR AS  
REQUESTED BY THE FACILITY OPERATOR

IF YOU UNCOVER AN UNMARKED OR UNKNOWN FACILITY OR LINE,  
NOTIFY THE FACILITY OWNER OR NOTIFY THE ONE-CALL CENTER



# BECOME A WV 811 MEMBER



We have two types of membership to offer.

Our standard membership is reserved for those who operate a utility, and our associate membership is open to contractors and excavators.

There is one board position available to associate members, so be sure to let us know if you are interested in getting more involved!



# 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.



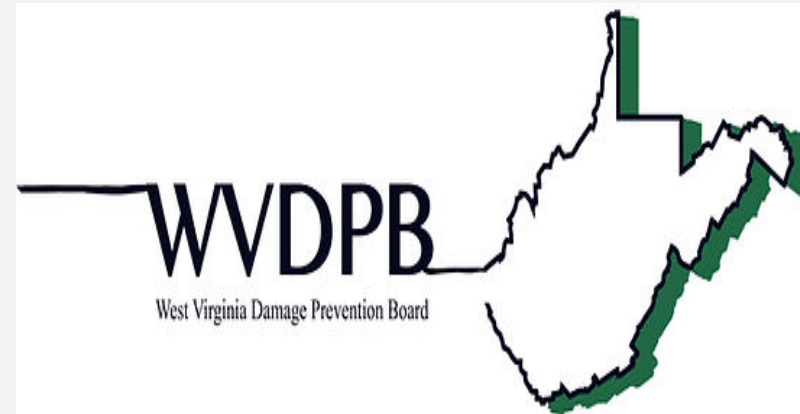


# FACE LEGAL ENFORCEMENT AND FINES

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



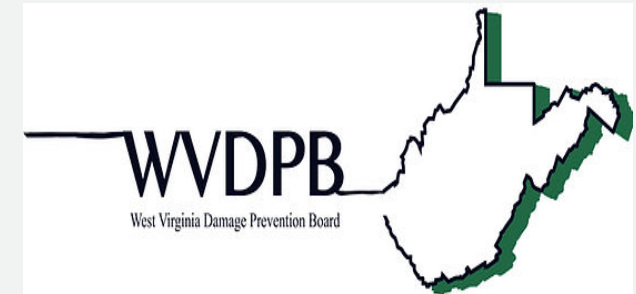
# WV DAMAGE PREVENTION BOARD (DPB)



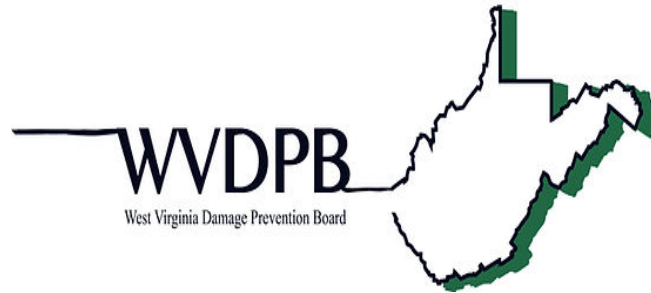
# DAMAGE PREVENTION BOARD

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:

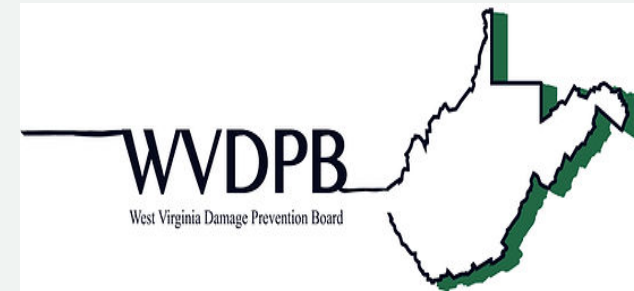
- Fostering a sense of shared responsibility for the protection of underground facilities
- Supporting Research
- Developing and conducting public awareness and education programs
- Identifying and sharing knowledge and best practices to prevent damage to underground facilities



# 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.



# VIOLATIONS AND PENALTIES

## Penalties:

- For the first violation a respondent must complete a training as determined by the WVDPB
- A second violation within a 5-year period results in training as determined by the WVDPB, and a fine up to \$500 per incident.
- A third or subsequent violation occurring within a 5-year period, the violator shall pay a civil penalty in an amount set by the WVDPB, not to exceed \$2,500 per incident.
- 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.



# DAMAGE PREVENTION BOARD (DPB) CONTACTS

ROGER SOCKMAN

DAMAGE PREVENTION BOARD

- [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 or Tablet.

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

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





**SUBSCRIBE OR ADVERTISE  
IN WV811 MAGAZINE**



# ALLEGED VIOLATION REPORT FORM

- ONLY ONE ALLEGED VIOLATION PER FORM
- YOUR NAME
- YOUR COMPANY
- STREET ADDRESS
- CITY, STATE, ZIP CODE
- TODAY'S DATE
- PHONE NUMBER
- YOUR EMAIL
- COMPANY/PERSON THAT COMMITTEED ALLEGED VIOLATION (IF KNOWN)
- PHONE NUMBER OF ALLEGED VIOLATOR
- EMAIL ADDRES OF ALLEGED VIOLATOR
- MAILING ADDRES OF ALLEGED VIOLATOR
- CITY, STATE, ZIP CODE



# ALLEGED VIOLATION REPORT FORM

- TYPE OF ALLEGED VIOLATION:
- EXCAVATING WITHOUT A ONE-CALL TICKET, EXCAVATING EARLY, FAILURE TO LOCATE AN UNDERGROUND FACILITY, DID NOT LOCATE FACILITY IN REQUIRED TIME, OTHER VIOLATIONS
- DID DAMAGE OCCUR AS A RESULT OF THIS VIOLATION?
- LOCATE TICKET NUMBER (IF KNOWN)
- IS THE UNDERGROUND FACILITY OWNER A MEMBER OF WV811?
- DATE OF ALLEGED VIOLATION
- TIME OF ALLEGED VIOLATION
- LOCATION OF ALLEGED VIOLATION
- STREET ADDRESS, CITY, STATE, COUNTY, ZIP CODE
- DRIVING DIRECTIONS TO THE VIOLATION LOCATION



# 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)  
239-810-4372 Cell

