

VA UP TO CODE

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VA811 keeps Virginians in the know

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Virginia 811 (VA811), formerly called Miss Utility of Virginia, is the not-for-profit organization created by Virginia's utilities to protect its underground facilities. The headquarters and its disaster-recovery site are located Roanoke. Virginia 811 began serving the Commonwealth of Virginia in 2002 and became the sole notification center in 2003.

There are approximately 75 employees. In 2012, Virginia 811 earned its ISO 9001:2008 certification. This standard provides a framework to build a management system that ensures customer satisfaction by reducing nonconformance and variation in work processes, products and services. In earning the ISO 9001:2008 certification, Virginia 811 became the only one-call notification center in the United States to be ISO certified for all business processes. In 2015, Virginia suc-

cessfully completed a recertification audit. In 2017, Virginia earned its 9001:2015 certification.

The process

Contacting Virginia 811 to have underground utility lines marked is a free service provided to anyone digging in Virginia. It is the first step in protecting yourself, your workers and the people around where you work. There are three ways to request locate marks. The first way is to use the Single Address Ticket program (sat.va811.com). This is an online form that allows a homeowner or professional contractor to submit a request for non-emergency work at a single address. Professional contractors can attend training to gain online access to enter their

own locate requests using the Virginia 811 ticket entry program. To sign up for training, email info@vups.org. Lastly, a person can call the center by dialing 8-1-1 to request locate marks.

Virginia 811 doesn't locate underground utility lines. The

member utilities locate their own utilities or hire contract locators to do the locate marking. There are approximately 530 member utilities across Virginia. Once a person contacts the center, Virginia 811 notifies the impacted utility members such as communications,

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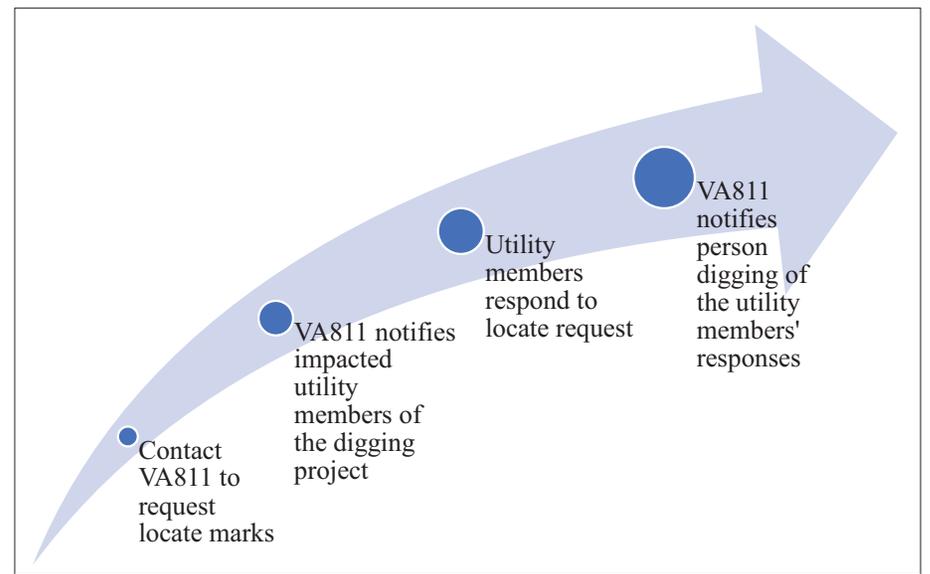


Chart of the VA811 underground utility-locating process.

TRACEY LAMB

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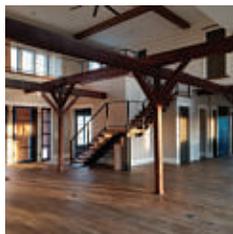
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