

# CALL BEFORE YOU DIG

CONTRACTORS, EXCAVATORS, HOME OWNERS

CALL 2 WORKING DAYS  
IN ADVANCE

TO HAVE UTILITIES LOCATE THEIR  
BURIED PIPE(S) & CABLE(S)

CALL FOR UNDERGROUND FACILITY INFORMATION

FOR CONNECTICUT

**1-800-922-4455**

OFFICE HOURS:

Monday thru Friday, 7 a.m. - 5 p.m.

AFTER HOURS EMERGENCY CALLS:

Monday thru Friday, 5 p.m. - 7 a.m.

Saturdays, Sundays & Holidays

## IT'S YOUR RESPONSIBILITY!

*Come visit our WEB SITE at  
CBYD.COM*

CONNECTICUT  
CALL BEFORE YOU DIG, INC.

2005

CALL BEFORE YOU DIG, INC.

## ANNUAL REPORT



CBYD CENTER  
2040 WHITNEY AVENUE  
HAMDEN, CONNECTICUT 06517

CALL BEFORE YOU DIG  
FOR CONNECTICUT

**1-800-922-4455**

Including 24 Hour Emergency Coverage

We dedicate this issue in recognition of the members of the excavating community who have worked safely around facilities without incident.

Their commitment to safety has contributed to the success of reducing damages to underground facilities, protecting property, and providing for the safety of both the excavators and the public.

**The Call Before You Dig, Inc.**

Board of Directors and its Associates gratefully acknowledge those who "from the trenches" contribute to the continued success of the **Call Before You Dig Program.**



*Special thanks to  
Jessie Mongillo  
of TRM Accounting & Tax Service  
Whose help made this Call Before You Dig, Inc.  
12<sup>th</sup> Annual Report Possible*

**INTERACTIVE WEB : COMPANY INFO : EDUCATION : REPORTS & FORMS : NEWS : LINKS : CONTACT US**

# Call Before You Dig

The service is free, It's easy to use, and it's the law!

**Office Hours :**  
Monday - Friday: 7 a.m. - 5p.m

**After Hours:**  
**EMERGENCY CALLS:**  
Monday- Friday 5 p.m.- 7a.m.  
Saturdays, Sundays and Holidays

**Address :**  
2040 Whitney Ave.  
Hamden, CT 06517

**Email Us At :**  
Bill Petersen, Center Manager:  
[bpetersen@cbyd.com](mailto:bpetersen@cbyd.com)  
Terri Grady, Office Supervisor:  
[terri@cbyd.com](mailto:terri@cbyd.com)

**All Other Inquires:** [inquiries@cbyd.com](mailto:inquiries@cbyd.com)



**CLICK HERE**

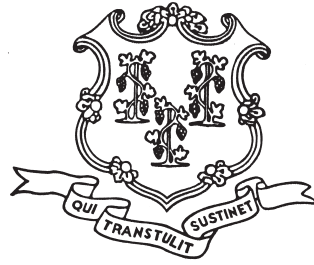
Click Here



**Download the CBYD promotional Screen Saver & Wallpaper**

**CALL TWO DAYS IN ADVANCE TO LOCATE BURIED UTILITY PIPES AND CABLES**  
**Call before you Dig News**

The State of CT Department of Public Safety's Office of Education and Data Management will award (1) hour of education credit...



By Her Excellency M. Jodi Rell, Governor: an

## Official Statement

*W*HEREAS, damage to underground utility facilities such as pipes, mains, cables or conduits can result in dangerous or costly leaks as well as fires, explosions and fatalities. This damage and its consequences are often preventable; and

*W*HEREAS, call Before You Dig, Incorporated (CBYD), a non-profit clearinghouse composed of owners and operators of underground utility facilities in Connecticut was created by state statute to guard against the accidental digging up of buried facilities; to protect the public whenever excavation — whether by digging, blasting or demolishing — is undertaken; to decrease utility service disruptions; and to reduce the high cost of damage repairs; and


*W*HEREAS, CBYD regulations, which became effective in October 1988, gave the Department of Public Utility Control enhanced enforcement authority in the interest of public safety. Under the law, individuals, contractors, utilities and public agencies planning to excavate with mechanized equipment must notify Call Before You Dig, Inc., at least two full working days before digging; and

*W*HEREAS, with the CBYD system, one toll-free call does it all. Without any charge to the excavator, CBYD notifies all owners and operators of buried utilities so that all lines, cables, pipes and conduits can be located by their owners and marked in the field according to a standard color code. It is then the responsibility of the excavators to use reasonable care with the mechanized equipment and to hand dig when necessary; and

*W*HEREAS, call Before You Dig, Inc. has a proven record of reducing damage to underground facilities, protecting property, and providing for the safety and welfare of both excavators and the general public; and

*T*HEREFORE, to encourage all our citizens to become familiar with Call Before You Dig, Inc. and to telephone CBYD's statewide toll-free number (1-800-922-4455) before excavating anywhere in the State, I, M. Jodi Rell, Governor of the State of Connecticut, do hereby officially proclaim April 2005 as

**CALL BEFORE YOU DIG MONTH**  
in the State of Connecticut.

  
Governor

## CONNECTICUT CALL BEFORE YOU DIG, INC.

In 1967, four major utilities in Bridgeport, CT; Gas, Electric, Telephone and Water, joined in an effort to establish a "One Call Covers All" system, such as the one that was being used in Rochester, NY at that time.

The success of this effort was heard by and duplicated by other (separately owned) utilities in the New Haven and Hartford areas, giving Connecticut three toll-free numbers to call.

There was one utility, however, that was the same in all three areas, The Southern New England Telephone Company. In 1972, The Southern New England Telephone Company hosted an inter-utility statewide meeting, which was attended by 24 utilities. By the end of this meeting, a Statewide One Call System, to be known as the "Connecticut Underground Utility Protection Plan" - CUUPP, was in the planning stages. In April, 1974, the One Call service for Connecticut went into action, using a single toll-free phone number. Extensive publicity campaigns were launched to make this phone call to CUUPP a priority for excavators.

In 1977, the Connecticut legislature enacted Public Act 77-350, ruling that using the Call Before You Dig system was mandatory and that it would be supervised by the Connecticut Department of Public Utilities Control (DPUC). The DPUC then adopted regulations detailing the obligations of contractors, utilities and the central clearinghouse, to be operated by Call before You Dig, Inc.

A tragedy occurred, however, in the small town of Derby, CT, in December of 1985. An excavation incident resulted in a natural gas explosion that claimed the lives of several people in a local area restaurant. By October of 1988, State Lawmakers, in conjunction with the Department of Public Utility Control, developed and implemented new "Call Before You Dig" Regulations (Public Act 87-71) with upgraded enforcement authority for the DPUC. The regulations put "teeth" into the existing law in an effort to reduce the number of underground utility damages, and most importantly, to ensure the safety of the general public whenever excavation, demolition or blasting is undertaken.

Today, the success of Connecticut's Call Before You Dig program has grown, and continues to grow to the extent that you will see as you read on through the following pages.....

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## UCAC REPORT

In 2005, the Utility Contractors Association of Connecticut continued to promote the efforts of the "Call Before You Dig" program. This program is vital to the utility contractors and excavators and the utility companies in providing a safe work environment, protecting public safety, and minimizing damage to underground facilities.

Training and education programs provided by the utility companies and Asplundh, the CBYD vendor, play a significant role in achieving participation in the program. In 2005, the UCAC provided a review of the "Call Before You Dig" regulations to approximately 400 contractors, excavators, and pipelayers as part of a continuing education program for licensed pipelayers.

Open communication between the CBYD Board of Directors and the UCAC has worked to the advantage of both organizations and our membership. UCAC Board Member Woody Mather, Mather Construction, is the Construction Industry Representative to the CBYD Board and the CBYD Board's Jim Dieterle, CL & P Co., is the CBYD Liaison to the UCAC Board. We look forward to these continued relationships.

The safety of our workers and the public, along with the prevention of damage to our vital utility infrastructure, remains a priority for the UCAC. We will continue to do our part to enhance the efforts of the CBYD Board and its member companies.

Respectfully submitted,

***Joyce A. Wojtas***

Joyce A. Wojtas, Executive Director

Utility Contractors Association of Connecticut



*NUCA Chapter Since 1975*

## PRESIDENT'S MESSAGE

### PUBLIC AWARENESS & EDUCATION PROGRAM (CONTINUED...)

#### **9. Participation in One Call Industry Associations and Organizations**

*Call Before You Dig's* Manager Stephen Rieben regularly attends meetings of the One Call Systems International Committee and is active in the Common Ground Alliance, participating on the Best Practices Committee. Stephen is Vice President of The Underground Safety Institute and serves as an editorial advisor for the industry Magazine *Underground Focus*. Participation in these organizations keep *CBYD* up-to-date on industry-wide developments such as the current three digit dialing initiative to implement 811 on a nationwide basis by early 2007.

The Public Awareness and Education Committee are confident that the message about underground excavation, safety and utility location has effectively been spread throughout the state. The Committee understands that education and public awareness is an ongoing process that is continuing to evolve. The feedback proves that the message of *CBYD* is reaching the targeted audience. The Committee is to be commended for its dedication and insight in working, solving and implementing the 2005 Public Awareness and Education program. In 2006, the challenge remains to keep the message strong, alive and fresh in all medias. With a dedicated team of members we look forward to a new and challenging year. We will continue to promote and improve the *CBYD* message.

Respectfully submitted,

*John C. Bonville*

John C. Bonville  
Public Awareness & Education Committee  
Chairman

The year 2005 was a year of continued advancement. The *Call Before You Dig* Organization embarked on its twenty-seventh year of service and dedication to ensure a safe excavation environment and prevent damage to underground utilities. The commitment of the Board of Directors, DPUC and Asplundh One Call Inc. combine to provide for the effective and efficient operation of the Corporation in accordance with our Mission Statement.

*Call Before You Dig's* public awareness and education programs reach out to a wide range of audiences throughout the State. The Utility Exposition, which was held in October, was the largest ever. The program was well-attended by excavators, locators, vendors, utilities, state and municipal agencies. A key-note speaker and live radio broadcast highlighted the event. *CBYD* advertisements can be found on various media: seminars, radio stations, Connecticut buses, billboards, internet links, and trade publications. A publication of the new Home Owner's Guide along with a Hispanic version are but two examples of the initiative and responsiveness of the Public Awareness and Education Committee to reach new audiences.

*CBYD* is proud of the partnership with Asplundh One Call Inc. over the past twenty-six years. Their management of the Clearing House and introduction of new technology and system upgrades continue to bring a high level of service and performance to our customers. As part of our current contract, a comprehensive Capital Operating System Upgrade Program has been implemented. The upgrades will improve system speed, access control, security, communications and platform versatility. In 2005, a Benchmarking Study was commissioned to ensure *CBYD* continues to be at the forefront in the One Call Industry.

The State of Connecticut Department of Public Utilities is also an invaluable partnership shared with *CBYD*. The Department is to be commended for providing insight and swift resolution to regulatory issues. In August, the DPUC approved the revised *CBYD* Board by-laws and procedures which strengthen our ability to best serve the public, excavators, and members. In response to Federal legislation which mandates that a nation-wide 811 Call number be established by April 2007, *CBYD* is committed to working with the DPUC to ensure a smooth implementation in the State. The Department's contributions, by means of their active representation on the Board and ability to communicate with excavators and utilities, are effective means in preventing damages and minimizing incidents.

*CBYD* and its Board members wish to thank all those who make this program efficient and effective. This includes the professional and courteous operators at the Center who process the calls to the membership, Asplundh One Call Inc. who manage the Clearing House's operations, the continued support the DPUC representatives and the dedication of the *CBYD* Board of Directors.

The year 2006 will bring new challenges no doubt. We remain confident that the commitment and dedication of all those involved with *CBYD* will help us address them and continue to ensure our program remains one of the most successful and respected in the United States.

Respectfully submitted,

*Joseph Ryzewski*

Joseph Ryzewski PE, PMP  
President

# BOARD OF DIRECTORS

2005

## OFFICERS

- PRESIDENT** ..... **Joseph Ryzewski**  
United Illuminating Company
- V.P. – ADMINISTRATION** ..... **James Dieterle**  
Connecticut Light & Power Company
- V.P. – OPERATIONS** ..... **James Luskay**  
Algonquin Gas Transmission/Duke Energy
- V.P. – PUBLIC AWARENESS/EDUCATION** ..... **Dean Muratori**  
Comcast
- SECRETARY** ..... **Claudia Kersten**  
Connecticut Department of Transportation
- TREASURER** ..... **E. Theodore Peterson**  
Connecticut Water Company
- ASSISTANT TREASURER** ..... **Robert Dobmeier**  
City of Middletown

## BOARD OF DIRECTORS

- |  |  |   |
|--|--|---|
| Paul Amato<br>Iroquois Gas Transmission System                                   | John Andrasik<br>SBC                   | Christopher Beschler<br>Yankee Gas Services Company<br>(Chairman, Operations) |
| John Bonville<br>CT Natural Gas Corp.<br>(Chairman, Public Awareness/ Education) | John Bourgoin<br>Metropolitan District | Michael Bradfield<br>El Paso Energy   |
| Thomas Chizinski<br>Southern CT Gas Company<br>(Chairman, Compliance/Membership) | Al Hildred<br>Aquarion Water Co. of CT | Jack Keefe<br>Birmingham Utilities Inc.                                       |
| Felix Rivera<br>Regional Water Authority   | Richard Sawitzke<br>Town of Simsbury   |   |

## ASSOCIATES

- |  |   |  |
|--|---|--|
| Det. Jose Colon<br>State of Conn. Fire Marshal | Jon T. Hirschhoff<br>Finn, Dixon & Herling        | Woody Mather<br>Mather Corporation                                     |
| Jessie Mongillo<br>CBYD Bookkeeper             | Daniel Nivison<br>Dept. of Public Utility Control | William M. Petersen<br>CBYD Center Manager                             |
| Robert Pulito<br>Director, DPUC                | Stephen G. Rieben<br>VP, Asplundh One Call, Inc.  | Philip Sher<br>State of Connecticut – DPUC<br>Gas Pipeline Safety Unit |
| Frank Teti<br>Webster Insurance                |   |  |

## PUBLIC AWARENESS & EDUCATION PROGRAM (CONTINUED...)

### 3. Hardcopy

Throughout the year timely releases have appeared in all forms of the printed media. Ads concerning the CBYD service appear in magazines, trade publications, newspapers, newsletters, industry journals bus tails and billboards. CBYD is represented and advertised in the CCLA Membership Directory, Connecticut Conference of Municipalities Monthly Newsletter, Home Builder Magazine, The Blue Book/Building and the Connecticut Nursery and Landscape Magazine. Printed ads are released in order to bring attention to the *Call Before You Dig* message and can be targeted to a specific group or the general public.

### 4. Supply and Distribute of Promotional Items

Always in high demand the *Call Before You Dig* promotional items again made strong strides into our targeted audience. Items such as pens, key chains, letter openers, maps, gloves and note pads were distributed freely at all shows and wherever CBYD went. These items clearly show the CBYD logo as well as promote the 1-800 number and website. They are a contractor favorite and are intended to be used in their daily routine.

### 5. Maintain and List the 1-800 Number

*Call Before You Dig*'s phone number **1-800-922-4455** can be found in each Telephone Directory and is listed in every Connecticut town's white pages.

### 6. On the Air in 2005 (Television and Radio)

The on the air advertising 2005 campaign took advantage of many popular and highly listened to programs. On radio, CBYD's message sponsored Morning Traffic and News Reports throughout the state. For your viewing pleasure there were top of the hour spots on WTNH and WFSB television. Ads were timed to take place at the start of construction season. They continued with reminders and lasted until the excavation season wound down late in the calendar year. Member utilities also chimed in with their own radio and television advertising campaigns which aided CBYD's effort to spread the message.

### 7. CBYD Website & E Tickets

The CBYD website continues to evolve into a great resource of information. It is easy to use and features an online entry where a user can get a *Call Before You Dig* Ticket. When online a viewer can also check out upcoming trade show events where CBYD will have a booth set up. Also included at this site is up to date information on all CBYD related news.

### 8. Arranged for "Call Before You Dig Month" Through the State of Connecticut, D.P.U.C. and the Governor's Office and Supported by C.C.I.A.

The honorable Governor Jodi Rell signed a proclamation declaring April 2005 as "*Call Before You Dig*" month. This focused public attention on safe excavating practices and the need to "*Call Before You Dig*".

## PUBLIC AWARENESS AND EDUCATION PROGRAM

*Call Before You Dig* is committed to public awareness and education. The mission is to educate and stimulate the awareness level among those who own and operate underground facilities, those who excavate near facilities and the general public. The effort put forth by the Public Awareness Committee and Asplundh One Call has met this challenge.

The Public Awareness and Education Committee are responsible to ensure that Asplundh is in compliance with all mandates set forth in the agreement between Asplundh and *Call Before You Dig*. All activities regarding public awareness and education fall under the Committee's direction and discretion. New opportunities and special requests are reviewed and, if found to be in line with the committee's goals or plans, are implemented.

In 2005, the Public Awareness and Education Committee was comprised by a group of dedicated individuals. Serving on the Committee were Dean Muratori (Comcast), Claudia Kersten (Connecticut Department of Transportation), Felix Rivera (Regional Water Authority), and John Bonville (Connecticut Natural Gas). Manager, Stephen Rieben and Center Manager, Bill Petersen actively participated in the goals and objectives set forth by the Committee.

The program budget for 2005 was \$220,000. It supported many time proven activities as well as new opportunities in fresh media and markets.

The activities for 2005 included the following:

### 1. Trade/Equipment/Shows

*Call Before You Dig* was represented in 2005 at several trade, equipment and education shows throughout the state. Major shows included CASHO (Connecticut Association of Street and Highway Officials Show), AWWA (American Water Works Association), Career Day (Construction Vocations and Opportunities for Students), and the National Work Zone Safety Awareness Conference.

### 2. Organizational Meetings with Those Involved in Excavating Activities

In 2005, *Call Before You Dig* put out its message to over 20 groups. The groups ranged in size and diversity and included municipalities, businesses, contractors and students. Presentations were made by *Call Before You Dig* to Connecticut Association of Pools and Spas, Independent Electrical Contractors of New England, Eagle Fence, Yankee Gas, Town of South Windsor and Windham Technical High School just to mention a few.

## BOARD OF DIRECTORS

2006

### OFFICERS

PRESIDENT .....	<b>Joseph Ryzewski</b> United Illuminating Company
V.P. – ADMINISTRATION .....	<b>James Dieterle</b> Connecticut Light & Power Company
V.P. – OPERATIONS .....	<b>James Luskay</b> Algonquin Gas Transmission/Duke Energy
V.P. – PUBLIC AWARENESS/EDUCATION .....	<b>Dean Muratori</b> Comcast
SECRETARY .....	<b>Claudia Kersten</b> Connecticut Department of Transportation
TREASURER .....	<b>E. Theodore Peterson</b> Connecticut Water Company
ASSISTANT TREASURER .....	<b>Robert Dobmeier</b> City of Middletown

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John Bourgoin Metropolitan District	Michael Bradfield El Paso Energy	Thomas Chizinski Southern CT Gas Company <i>(Chairman, Compliance/Membership)</i>
Kevin Dupre Yankee Gas Service Company	Al Hildred Aqarion Water Co. of CT	Jack Keefe Birmingham Utilities Inc.
Felix Rivera Regional Water Authority	Richard Sawitzke Town of Simsbury <i>(Chairman, Operations)</i>	

### ASSOCIATES

Timothy Arborio <i>Charter Oak Utility Constructors, Inc.</i>	Det. Jose Colon <i>State of Conn. Fire Marshal</i>	Jon T. Hirschhoff <i>Finn, Dixon &amp; Herling</i>
Woody Mather <i>Mather Corporation</i>	Jessie Mongillo <i>CBYD Bookkeeper</i>	Daniel Nivison <i>Dept. of Public Utility Control</i>
William M. Petersen <i>CBYD Center Manager</i>	Robert Pulito <i>Director, DPUC VP,</i>	Stephen G. Rieben <i>Asplundh One Call, Inc.</i>
Philip Sher <i>State of Connecticut-DPUC</i>	Terry Sylvester <i>On Target Utility Services</i>	Frank Teti <i>Webster Insurance</i>



**STATE OF CONNECTICUT**  
DEPARTMENT OF PUBLIC UTILITY CONTROL

DONALD W. DOWNES  
CHAIRPERSON

April 1, 2006

During the last several years, construction activity in Connecticut has increased significantly. Actual excavations, as reflected in the number of locate requests filed with the Call Before You Dig (CBYD) Clearinghouse, continue at record levels each year. Communities have been expanding into previously undeveloped areas, adding new underground facilities for gas, electric, water, communications, sewer, fiber optic and cable systems. Many additional miles of underground plant are registered with the Clearinghouse annually. It is now more important than ever to maintain the physical integrity of underground facilities during construction or demolition activity. Utilities and customers demand, and should receive, the highest levels of service reliability. The CBYD program is poised to bring safety and reliability assurances to the highest level. This is my objective and one that the State of Connecticut deserves and requires.

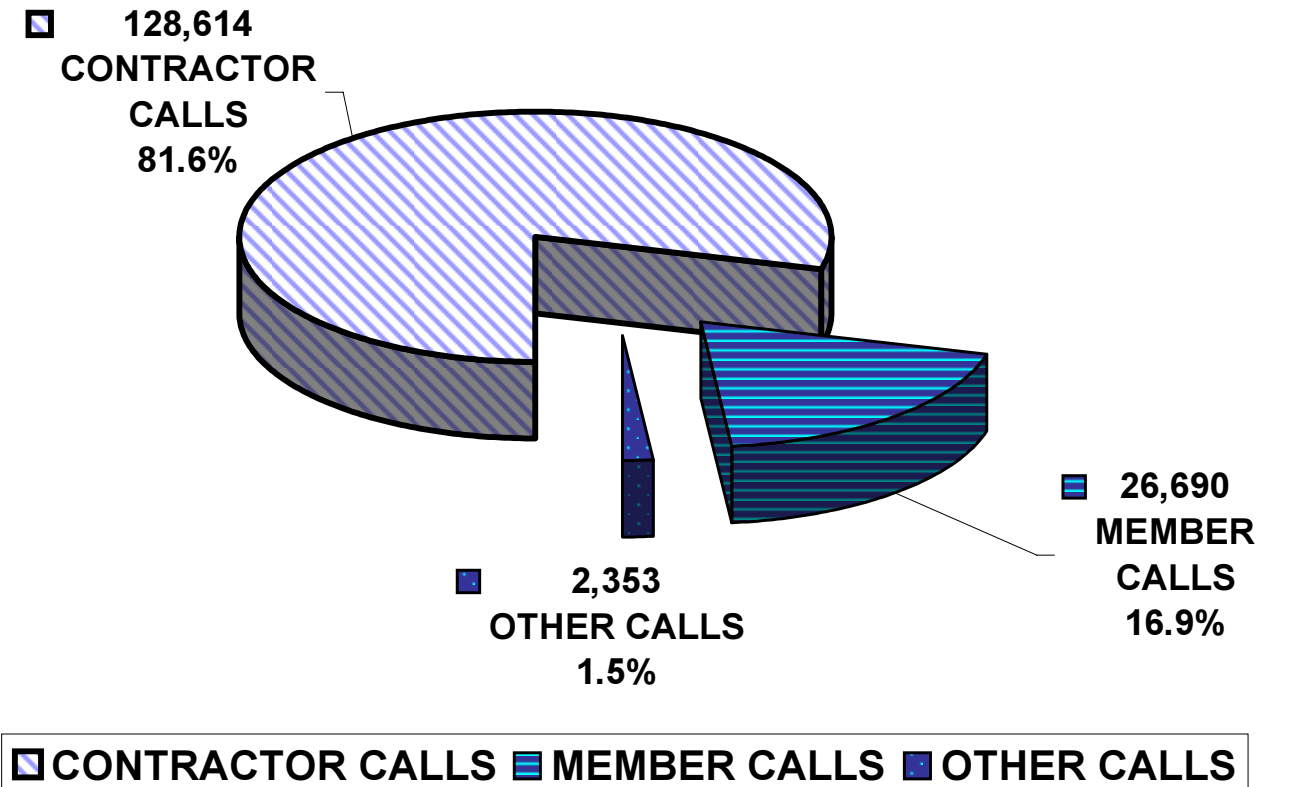
Using CBYD's one-call system is a first step excavators must take before starting any excavation work. Before digging begins, an excavator must mark out the planned work area in white paint, then notify the Clearinghouse and provide them with the specific location. The underground facilities owners can then arrange to have their facilities marked to avoid accidental damage to buried infrastructure.

Although excavation damage is the largest single cause of damage to underground utility facilities, it is also nearly entirely preventable. As such, every effort must be taken to keep the number of damage incidents to a minimum. The CBYD program in Connecticut has long been recognized as one of the finest in the country. It is a safety net for excavators and the public in general. The Department of Public Utility Control is proud to be the entity that provides broad oversight and enforcement of the CBYD program in Connecticut.

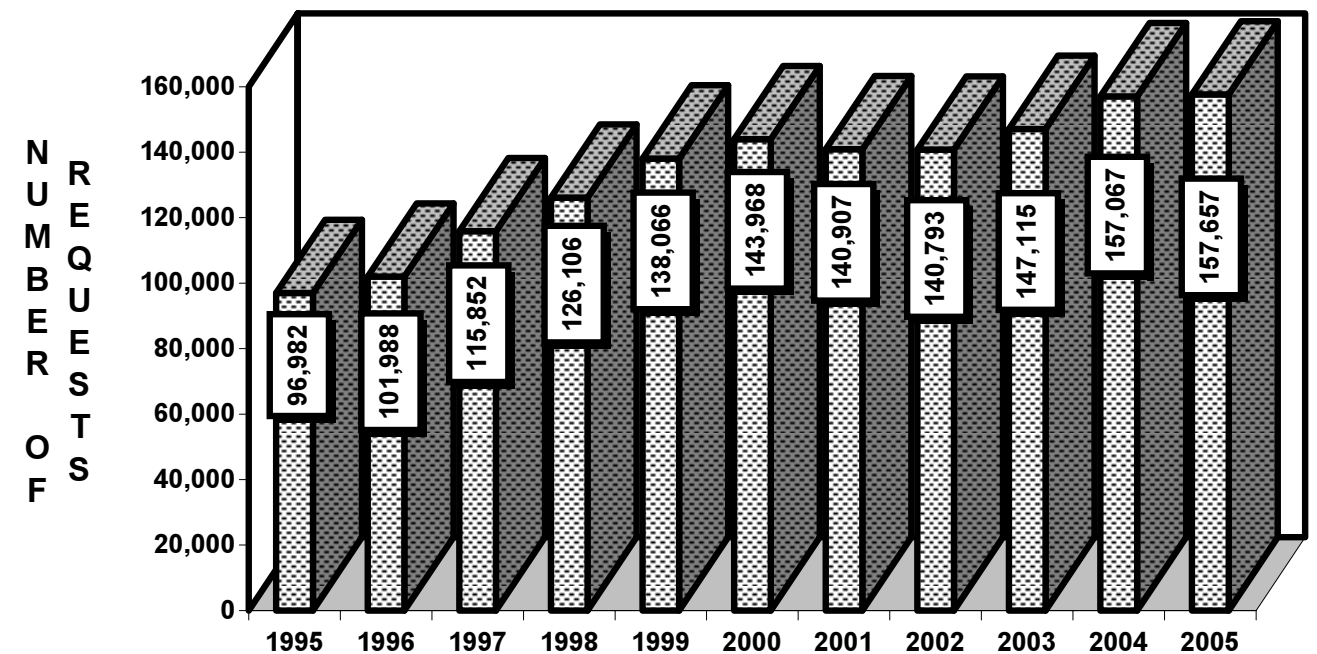
I would like to thank, personally and on behalf of the citizens and businesses in the state, the Board of Directors of the Connecticut CBYD program as well as the management and staff of the Central Clearinghouse. Their effort has resulted in achieving the highest standards of a one-call excavator notification system.

Donald W. Downes  
Chairman

**LOCATE REQUESTS BY USER GROUP**



**LOCATE REQUEST HISTORY BY YEAR**



## MANAGER'S MESSAGE

In 2005, Asplundh One Call, Inc. began its first year of a four (4) year contract (2005-2008) with *Call Before You Dig, Inc. (CBYD)*. This renewed partnership between Asplundh and *CBYD* championed the implementation of advanced technological GIS mapping and computer architecture upgrades that position us to meet the challenges of our ever-changing business. Noted below are highlights of technological and managerial initiatives addressed by the Asplundh One-Call Team that will further be discussed in other reports found in this publication.

The business plan to upgrade *CBYD*'s computer and communications system was so extensive, it required three (3) phases to implement. Phase 1 addressed the Center's File Server and Boarder Manager Server. These components were enhanced with Netware upgrades, security measures and virus protection. Phase 2 involved the Center's E-Mail Server, Web Server and Communications Sub-System. This Phase increased memory and changed the current operating system from Windows NT to Windows 2000. These changes afforded a quick, efficient and robust delivery system. Lastly, Client workstations were upgraded with additional memory, operating system upgrades and pc enhancements such as flat screen monitors. The three (3) phases were complete by the Fall of 2005 in preparation of integrating a new GIS mapping system module.

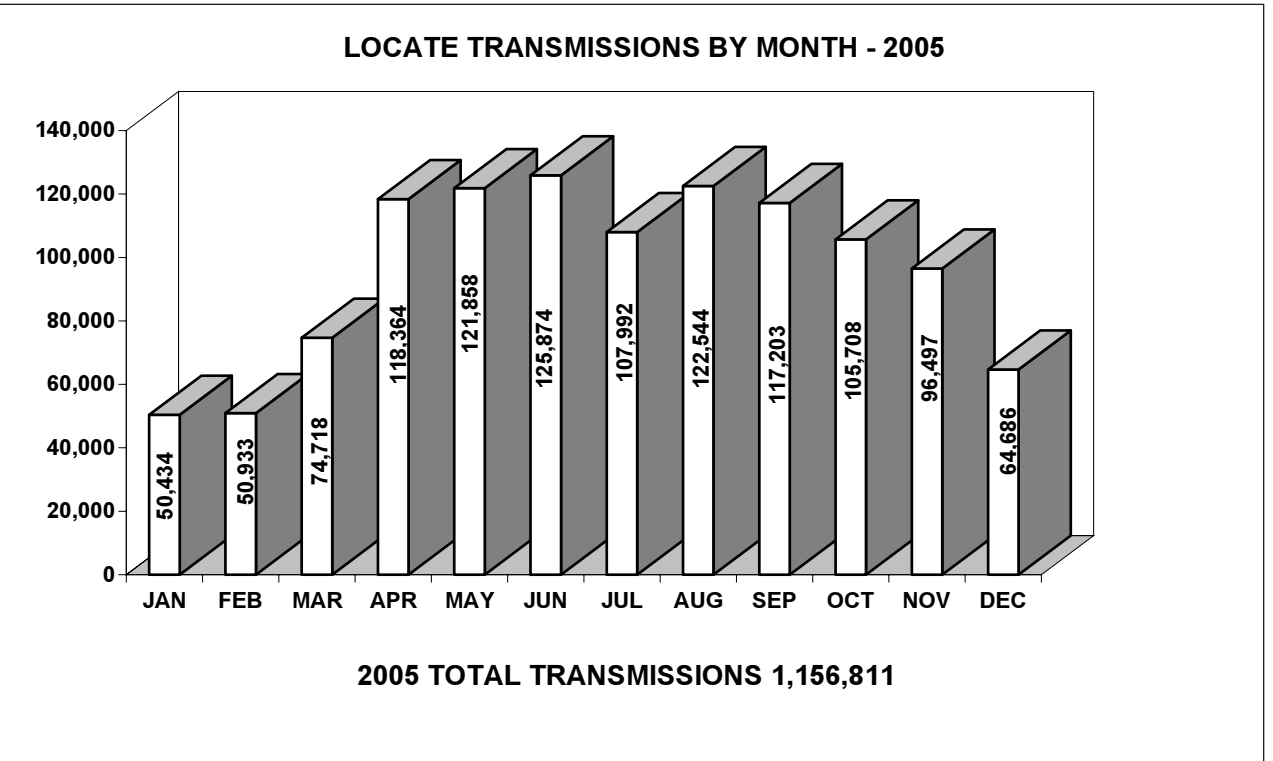
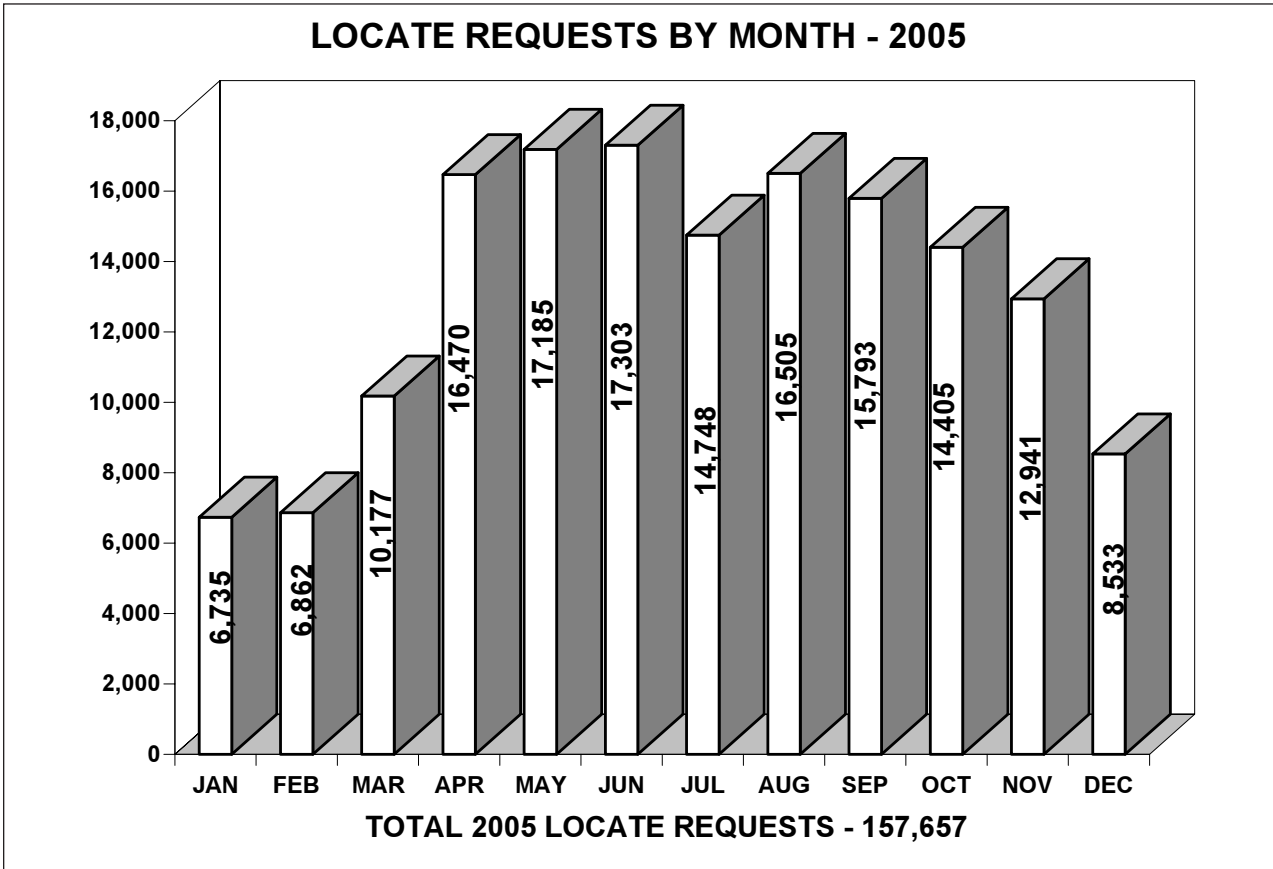
In addition to the modifications of *CBYD*'s computer servers and software, other applications were created and installed for the purpose of efficiency and flexibility. Off site connectivity upgrades were remodeled to allow multiple users at the Department of Public Utility Control (DPUC) to "long in" to *CBYD*'s database to search and verify locate request information. Moreover, History file lookups were expanded from 45 days to six (6) months to assist the DPUC, *CBYD* staff and internet users to research and review past locate requests.

The *CBYD* Center also underwent significant changes in 2005. The offices were repainted, new workstations and office furniture were ordered. This new work environment fosters efficiency, productivity and provides space for future expansion.

Supervisors and staff underwent extensive training to adapt to new operating procedures and safeguards without issue. I wish to thank Terri Grady, Office Supervisor for her diligence in this difficult transition. Also, congratulations to Elisa Caciopoli for her recent promotion to Assistant Office Supervisor. Last, but not least, a heart felt thanks to Amanda, Erin, Cassie, Lorie and Michele for their dedicated service and contribution to the success of *CBYD*. Of special note concerning staffing, the number of staff did not increase during the year due to the success of *CBYD*'s E-Ticket Entry System. Nearly 19% of the ticket volume processed by the Center was performed via the Internet thereby directly affecting staffing requirements.

The strong alliance between Asplundh and *Call Before You Dig*, which began over a quarter of a century ago, continues to prosper and be successful. I wish to thank the *CBYD* Board of Directors for their unwavering support and the DPUC for their trust in our mission to serve all those who "*Call Before You Dig*".

Respectfully submitted,  
***William M. Petersen***  
 William M. Petersen  
 Center Manager



## COMPLIANCE REPORT

The Compliance Committee continues to monitor and promote compliance to applicable *Call Before You Dig* Statutes and regulations by both excavators and utilities. The Connecticut Department of Public Utility Control (“Department”) is responsible for enforcement of *CBYD* Regulations.

The DPUC Incident Report Form, a method to report damages to underground utility facilities and/or violations of *CBYD* regulations, are filed by mailing completed forms to the *CBYD* central clearinghouse or filing electronically. Additionally, the Department encourages excavators involved in utility dig-ups to utilize a designated “Excavator Incident Report Form”. This form closely resembles the DPUC Incident Report Form, and allows for commentary by the individual completing the form. The form is then submitted to *CBYD*, and both the utility and excavator forms collectively are forwarded to the Department for review. Both the DPUC Incident Report Form and the Excavators Report Form are available on *CBYD*’s website, [www.cbyd.com](http://www.cbyd.com). Approximately 25% of all incident reports filed by utility companies are processed via *CBYD*’s website.

For 2005 the Compliance Committee has a positive report. Total Reported Damages decreased by 53 vs. 2004, or an approximate 6% decrease. No Notice damages decreased by 24 vs. 2004, or an approximate 9.8% decrease. This decrease in Total Reported Damages and No Notice Damages occurred even though the number of locate requests processed by the central clearinghouse remained close to the all time 2004 high; 2005 requests decreased just 0.83% from 2004.

*CBYD* and the Department firmly believe a successful remedy to address those excavators who violate *CBYD* regulation, is to require their attendance at a safety meeting sponsored by the clearinghouse. This ongoing educational process has been extremely effective and promising. Nearly five hundred excavators/utilities have attended this monthly meeting since its inception, with less than 1% requiring further Departmental intervention.

The DPUC continues to be vigilant in reviewing all incident reports that it receives. Enforcement action includes warning letters, requests to attend *CBYD* safety meetings, informal investigations, and formal docketed investigations. During 2005, in addition to No-Notice and Failure to Renew Locate Request violations, the Department has continued its increasingly aggressive approach to excavators who habitually fail to pre-mark their worksite prior to notifying *CBYD*. The absence of pre-marks causes unnecessary work for utility locators, compounds workloads and reduces locator efficiency. The Department has also increased enforcement actions and dockets with excavators who continually fail to follow other *CBYD* regulations and cause utility damages. The Department also initiated pending Connecticut legislation which will update and increase the fine/penalty structure for those who do not comply with *CBYD* regulations.

*CBYD* and the Department are committed to remind all parties that compliance, safe digging, and avoiding damage to underground facilities is in everyone’s best interest.

Respectfully submitted,

**Thomas Chizinski**

Thomas Chizinski  
Compliance Committee Chairman

## OPERATIONS REPORT

The Operations Committee is responsible for all aspects of the operation of the *Call Before You Dig Center*. In addition to administering and monitoring performance of our vendor, Asplundh One Call, under the requirements of a new four-year agreement as approved by the Department of Public Utility Control (DPUC) Docket No. 04-10-19, the Committee reviews and evaluates monthly activity reports for the Board of Directors and recommends operational changes or technological improvements to enhance Center Operations. The major focus of the Operations Committee was to develop a Benchmark Study to compare *CBYD* center’s operational performance, efficiency, and effectiveness. In addition, the Committee oversaw the years Capital Operating System Upgrade Program for hardware and software implementation.

The Benchmark Study, ably led by Jim Luskay and Chris Beschler, is designed to accomplish five primary activities: 1. Identify metrics to measure; 2. Collect Data from other centers; 3. Analyze Data; 4. Develop Conclusions; and 5. Make Recommendations in a written report. While it proved to be somewhat challenging to collect broad based, equivalent data, five participating centers provided information that has allowed a good analysis of several indications of program costs, performance and safety results. A draft report of findings will be submitted to the DPUC in March 2006, with a detailed final plan to be submitted in November 2006.

Two activities that were implemented in late 2004 showed very favorable results. The **Launch Fax System** allows the Center to transmit former fax notifications in an e-mail format to a third party who translates and forwards a fax to the member. Secondly, e-mail ticket requests, ticket renewals and emergency notifications have seen a continued use increase, with growth to nearly 18% of the Center’s locate requests. Both of these systems have reduced transmission costs and improved Center responses to callers.

Equipment and software improvements, as part of the Center’s Capital Operating System Upgrade Program, provided substantial benefits to users, members and the DPUC. The Poly Tope Mapping System allows validation of street addresses, along with the ability to identify missing streets, generate data collection routines and upload mapping system addition/corrections. Server and software upgrades have the capability for the DPUC to directly access records on time, greatly assisting in the critical investigation of damage reports and enforcement activities. And, finally, the Center’s disaster recovery communications system in Kentucky was improved with e-mail access capabilities.

The Center saw modest growth in the number of location requests for 2005. Total location requests for the year were 157,657, up approximately 0.38% over 2004 levels. Of these requests, 28,066 were initiated from the website. The Center also sent out 1,156,811 transmissions in 2005, down slightly by 0.83% from 2004.

As we move into 2006, the Operating Committee will evaluate the results of the benchmark study and make recommendations to implement any identified best practices in the one-call industry that would enhance *CBYD*’s Center Performance. In addition, the Board will monitor and initiate any needed actions related to implementation of the National One Call Telephone Number, 811, which is planned to be fully operational in 2007.

Respectfully submitted,

**Richard L. Sawitzke**

Richard L. Sawitzke, P.E.  
Operations Committee Chairman

## MEMBERSHIP REPORT

During 2005, *Call Before You Dig* registered four (4) new members:

**Amerigas  
Birchwood Water  
Greater New Haven WPCA  
Town of Old Saybrook**

The following is a breakdown of members by type:

### MUNICIPALITY OWNED OR OPERATED ENTITIES:

No Plant or Storm Drains only:	60
Water and/or Sanitary Sewers:	115
Plant other than Water, Sewer or Storm Facilities:	<u>19</u>
	194

### NON-MUNICIPAL OWNERS/OPERATORS OF BURIED FACILITIES:

Water/Sewer Facilities:	64
Gas/Fuel Facilities:	13
Telephone Communication Facilities:	10
Cable TV Facilities:	7
Steam Facilities:	<u>1</u>
	95

### NON-PLANT OWNERS/OPERATORS:

Locating Services:	3
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Respectfully submitted,

***Thomas Chizinski***

Thomas Chizinski  
Compliance Committee Chairman

## FINANCE REPORT

The Finance Committee's responsibilities include assisting the Treasurer in financial matters affecting *Call Before You Dig, Inc. (CBYD)*. Specific duties include preparing, with the assistance of the Executive Committee and Committee Chairpersons, the annual budget for approval by the Board of Directors, recommending the yearly billing rate schedule, reviewing and acting upon any recommendations of the auditors, and providing oversight of *CBYD*'s insurance policies and financial investments.

The accounting firm of Seward and Monde, CPA's, North Haven, Connecticut, prepares the annual audit of the financial condition of *CBYD*. A complete copy of the 2005 year end Audited Financial Statements is available by written request to Mr. E. Theodore Peterson, Treasurer, *Call Before You Dig, Inc.*, 2040 Whitney Avenue, Hamden, CT 06517-1025. Seward and Monde are also utilized to render professional advice on accounting matters during the year as the need might arise.

In September 2004, an agreement was entered into with Asplundh One Call, Inc. to continue the operation of the *CBYD* clearinghouse effective January 1, 2005 through December 31, 2008. Included in this agreement, in addition to the normal operation of the *CBYD* clearinghouse, is a comprehensive Capital Operating System Upgrade Program which is intended to give *CBYD* several enhanced capabilities to receive and transmit call requests as well as use this information for better quality control and enforcement activities. In conjunction with this, the Operations Committee initiated a benchmarking study that will gather information from other call centers in the region and gauge our center's overall effectiveness and relative costs as they relate to similar type call centers.

During 2005, the budget continued to provide funding for programs related to public awareness and education. Among the programs that were conducted were increased advertising spots on local television and radio stations and advertising on Connecticut Transit Buses throughout the region. The update of the *CBYD* Excavators Manual and Homeowners Guide were finalized and have been widely distributed.

Communication expenses during 2005 continue to track less than those from the previous year. This trend is a result of lower telephone network charges due to the increased use of the E-Ticket request format and more efficient means of notifications to utilities via Auto-fax and the Internet.

The annual budget for 2006, as approved by the Board of *CBYD* in October 2005, and by the Department of Public Utility Control in January 2006, allowed *CBYD* to finance several enhancements to existing programs. The adoption of this budget resulted in a 1.4% increase in the monthly mileage charge to the member utilities from the previous years rates.

The fiscal well being of *CBYD* has continued to exist while adhering to its statutory mandated duties and responsibilities. This is done with the ultimate goal of always striving to ensure the safety of the excavating industry and the residents of the State of Connecticut.

Respectfully submitted,

***Robert J. Dobmeier***

Robert J. Dobmeier  
Finance Committee Chairman

CALL BEFORE YOU DIG, INC.  
 STATEMENT of ACTIVITIES  
 Year ended December 31, 2005

UNAUDITED

Revenues:		
Operating	\$ 1,609,238	
Investment income	7,814	
Unrealized gain on investments	<u>2,266</u>	\$ 1,619,318
Expenses:		
Center operations - general	1,224,189	
Telephone network	39,208	
Teletype circuit	10,474	
Public awareness	210,682	
Legal and accounting	7,132	
Repair and maintenance equipment	746	
Office supplies and expense	32,632	
Insurance	4,573	
Bookkeeping	15,600	
Data processing equipment	1,263	
Depreciation	25,082	
Conferences and meetings	21,614	
Personal property tax	1,624	
Bank charges and lock box fees	3,050	
Miscellaneous	<u>10,584</u>	<u>1,608,453</u>
Increase in unrestricted net assets/change in net assets		10,865
Net assets, beginning		<u>412,718</u>
Net assets, ending		<u>\$ 423,583</u>

**CALL BEFORE YOU DIG, INC.**  
**2006 BUDGET**

**REVENUE:**

<b>Operating</b>	\$	<b>1,638,500.00</b>
<b>Interest/Dividend</b>		<b>5,000.00</b>
<b>Other (R&amp;V, LPP)</b>		<b>1,000.00</b>
<b>Digitizing Service</b>		<b><u>3,000.00</u></b>
<b>Total Revenue</b>	\$	<b>1,647,500.00</b>

**EXPENSES:**

<b>Center Operations</b>	\$	<b>1,317,353.00</b>
<b>Public Awareness &amp; Education</b>		<b>220,000.00</b>
<b>Legal and Audit</b>		<b>13,000.00</b>
<b>Digitizing Service</b>		<b>5,000.00</b>
<b>Repair and Maintenance</b>		<b>2,500.00</b>
<b>Office Supplies and Postage</b>		<b>30,000.00</b>
<b>Insurance</b>		<b>5,500.00</b>
<b>Bookkeeping Services</b>		<b>16,000.00</b>
<b>Conferences and Meetings</b>		<b>27,000.00</b>
<b>Personal Property Tax</b>		<b>1,500.00</b>
<b>Miscellaneous/Contingency</b>		<b>15,000.00</b>
<b>Equipment and Furniture</b>		<b><u>8,000.00</u></b>
<b>Total Expenses</b>	\$	<b>1,660,853.00</b>

*Note: This Budget was approved by the DPUC under docket #05-10-09 January, 2006  
 Projected budget shortfall is covered by prior year carryovers.*