

WHAT HAPPENS  
**AFTER THE CALL?**

Once you submit your locate request, a **Confirmation Ticket** will be emailed to you in a PDF. →



The confirmation ticket will include all the ticket details you provided with an image of the mapped location of the excavation site. Here you will also find a **list of the utilities notified** of your proposed excavation, with their contact numbers. **You will need these numbers should you have to communicate with the utilities directly.**

After your request is submitted, CBYD will transmit the ticket to the utilities in the area of excavation. **Utilities have from the time they receive the request to your start date to respond.** Their response could be an onsite visit to mark their underground lines with paint and/or flags, or to mark the proposed area of excavation as "clear" of their underground lines.



Some utilities may provide this information via phone call or email. →

Make sure that your property is accessible. The utilities will only identify the facilities that they own or operate, not privately installed lines or facilities. **More information on Private Lines is available on CBYD.com**



Follow us on social media!  
**@CBYD811**

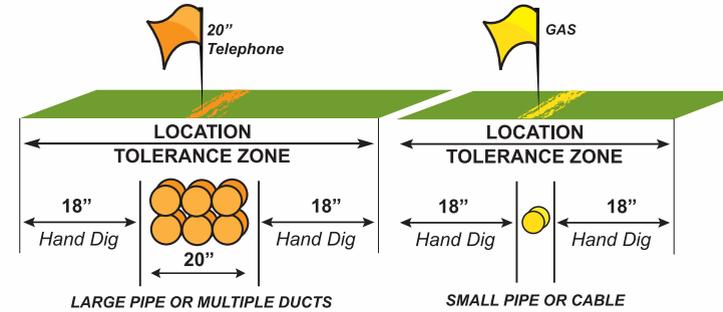
**THE COLOR CODE**

Each utility locator uses a different color PAINT or FLAG to mark their underground facilities.



Gas/Oil/Petroleum	Sewer
Water	Reclaimed Water
Internet/Communication/TV	Temporary Survey
Electric	Proposed Excavation

**Tolerance zone**



You have an obligation to honor all time/marketing requirements and then to dig in a reasonable and prudent manner, taking all reasonable and required precautions to avoid damaging underground facilities.

It is suggested that you follow current industry practices, such as hand digging and/or vacuum excavating within 18 inches on either side of a marked underground facility.

**Hand digging is mandatory when working within the tolerance zone of natural gas facilities.**

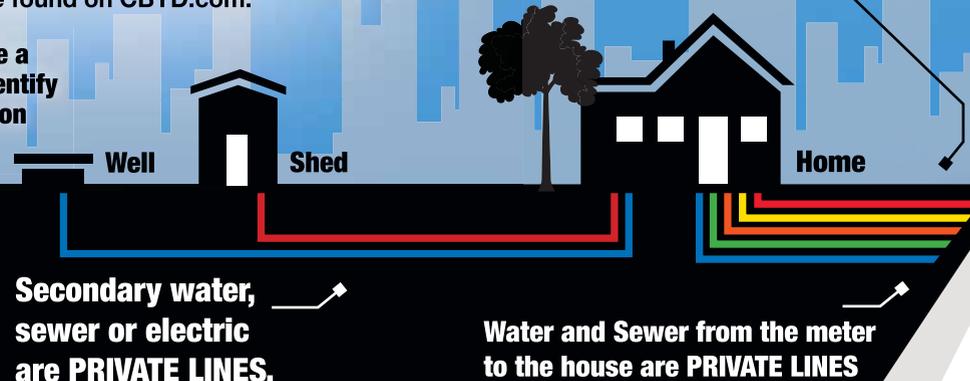
**Private lines**

Private lines are owned and maintained by the property owner and NOT the Utility or service provider. **CBYD member Utilities and Municipalities are not responsible for marking underground lines they do not own or operate including private lines.**

Water and sewer lines are marked within the road or right-of-way, shoulder of road and sidewalk. Lines from the right-of-way to the residence or business are often privately own and would need to be marked by a hired private locator. **A list of private line locators can be found on CBYD.com.**

**You would need to hire a private LOCATOR to identify privately owned lines on your property.**

Private lines are maintained by the property owner and not the utility or service provider.



Secondary water, sewer or electric are **PRIVATE LINES.**

Primary electric, gas and communication lines will be marked by utilities.

Water and Sewer from the meter to the house are **PRIVATE LINES**



**2020 HOMEOWNERS GUIDE**

**Know what's below.**

Internet/Communication/TV Water Gas/Oil/Petroleum Electric Sewer

Helpful information and tips for safe digging in the State of Connecticut.

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# WHY CONTACT CBYD?

→ **Contacting Call Before You Dig is FREE, SAFE and it's the LAW!**

“Excavation” and “Digging” are the same thing. It is a common misconception the Call Before You Dig service is ONLY for contractors and utility companies.

Our service is for everyone to use and is the responsible way to break ground. The consequences of unsafe or careless digging practices are real and often costly - in terms of personal injury and damage to underground utility lines, property and the environment.

# → What is CBYD?

Call Before You Dig, Inc. (CBYD) is a non-stock, not-for-profit organization comprised of public utility companies and municipalities within Connecticut. Our free service provides professional excavators and homeowners with a contact center to request underground facility markings by utility owners.

CBYD serves as a communication link for anyone excavating in our state. We will process a ticket with information of your project to the utility owners in the area of excavation. It is then the responsibility of utilities to mark or identify their underground facilities at the excavation site.

→ **Call Before You Dig, Inc. DOES NOT mark the underground utility lines.**

# WHEN DO I CONTACT CBYD?

Anyone planning an outdoor project that requires excavation with mechanized or powered equipment **MUST** contact CBYD before they begin the work.

Issues related to proposed excavation depth, working on public or private property and project size are not valid legal exemptions from utilizing the CBYD service. When in doubt, visit our website; [www.CBYD.com](http://www.CBYD.com) to find more information on the state laws and regulation.

CBYD strongly encourages anyone using hand tools for their project to request a utility locate. Hand tools such as a spade, axes, shovels and the like can easily damage underground utility lines and cause you harm. Contact **CALL BEFORE YOU DIG** for:

**PLANTING TREES or SHRUBS  
DECKS and PATIOS  
FENCES  
SWIMMING POOL  
HOUSE ADDITION  
DRAINAGE  
MAILBOX POST**

**GARDENS  
IRRIGATION  
ELECTRIC DOG FENCE  
FOUNTAINS  
TENT ANCHORS  
OUTDOOR LIGHTING**

# WHAT INFORMATION DO I NEED?

**Safe excavation starts when you contact:**



According to state law, the person conducting the digging, or the responsible party, is required to contact CBYD with the locate request information a minimum two full working days (excluding weekends and observed holidays) in advance of the proposed start date of excavation.

See start date chart on the next page. →

**Please be prepared to provide the following information for your submitted locate request.**

- ✓ **Your name, address, phone number and email address are all needed to complete the user registration.**
- ✓ **The type of Ticket (Routine or Emergency), type of work, type of activity and excavation method.**
- ✓ **The start date of excavation and estimated completion date.**
- ✓ **Is the area Pre-Marked in white paint/stakes/flags?**  
By law, you must pre-mark your work area in white paint; white tipped stakes or flags before you call us. The purpose of pre-marking is to assist the utility locators determine the scope of your work and identify their pipes or cables more efficiently.
- ✓ **The street address and the nearest intersecting street.**  
If you do not have a street address, you must provide a street and nearest intersection and provide compass direction with footage to the excavation area.
- ✓ **Excavation Remarks and Details.**  
you will need to provide details of the excavation that could include landmarks, footage and compass directions or specific instructions to access the excavation site.

# HOW DO I contact CBYD?

You can submit a ticket online using the “E-Ticket” system! Go to [www.CBYD.com](http://www.CBYD.com) on a computer or mobile device. **First time users will need to complete a simple registration before submitting their request. We are also available on the phone by dialing 8-1-1!**

## START DATE REQUEST CALENDAR

MON	TUES	WED	THURS	FRI	SAT	SUN	MON	TUES	WED	THURS
Submit Ticket	DAY 1	DAY 2	DIG							
	Submit Ticket	DAY 1	DAY 2	DIG						
		Submit Ticket	DAY 1	DAY 2	DIG					
			Submit Ticket	DAY 1	Not a Marking Day	Not a Marking Day	DAY 2	DIG		
				Submit Ticket	Not a Marking Day	Not a Marking Day	DAY 1	DAY 2	DIG	
					Submit Ticket	Not a Marking Day	DAY 1	DAY 2	DIG	
						Submit Ticket	DAY 1	DAY 2	DIG	
							Submit Ticket	DAY 1	DAY 2	DIG

**\*Note**  
Holidays can fall on any work day, M-F. Holidays are NOT counted as marking days.

## 4 STEPS TO DIGGING SAFELY

- 1 **Always contact CBYD before excavating [www.CBYD.com](http://www.CBYD.com) or Dial 8-1-1.**
- 2 **Wait the required amount of time (minimum two full working days).**
- 3 **Respect the Utility markings.**
- 4 **Dig with care.**