



# UDIG·NY

SAFE DIGGING STARTS HERE



## Quick Reference Guide

Important information for a safe, do-it-yourself excavation.

**UDIGNY.ORG**

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# Contacting UDig NY



## Contacting UDig NY is the first step in your safe digging project.

Whether you are planting a tree, installing a fence, or building a deck, no project that involves digging is too small. Digging without knowing the approximate location of underground utility lines within your work area could result in injury, repair costs, fines, and inconvenient outages for your community.

When you contact UDig NY for a location request, UDig NY processes the information you provide about the location of your planned digging project and notifies Member Facility Operators that have buried lines on or near your project site. See page 16 to learn more about Member Facility Operators. The Member Facility Operator will then either clear the project site if they do not have any lines in close proximity to the project site, or else come to your project site and mark out the location of their lines, helping you to dig safely.

# Contacting UDig NY

## How do I contact UDig NY?

Contacting UDig NY is free and easy. You can place a location request on your computer by visiting [Exactix.UDigNY.org](http://Exactix.UDigNY.org), or over the phone by calling 811.



## When should I contact UDig NY?

Contact UDig NY at least two (2) full working days, but no more than 10 working days, before beginning your project, to ensure all Member Facility Operator-owned underground lines are properly marked. (Examples on page 5 and 6)

## What information do I need when I contact UDig NY?

To place a location request, you will need the date on which you intend to start the project, the address of the property where you are planning to dig, as well as your phone number, and an email address.

# Contacting UDig NY



Call and wait time example for digging projects, more examples on page 6

## Location Request Information

Project Start Date: \_\_\_\_\_

Property Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email address: \_\_\_\_\_

Project Start Date: \_\_\_\_\_

Property Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email address: \_\_\_\_\_

Use the above form section when you plan your next DIY digging projects.



## Response Codes

**10 Clear:** No facilities within 15 ft of the excavator defined work area.

**30 Marked:** The approximate horizontal location of underground facilities within 15 ft of the excavator defined work area have been marked.

**31 Marked with Exceptions:** Do not dig, high profile utility in conflict; utility owner will attempt to contact you to schedule site surveillance prior to your stated commencement date.

**51 Unmarked:** Do not dig, locate technician could not gain access to property. Please call in a revision with details about access.

**52 Unmarked:** Do not dig, the dig site description was incomplete or unclear. Call UDig NY to verify the information on the Location Request (ticket).

**53 Unmarked:** Do not dig, incorrect address information. Call UDig NY and provide correct information.

**54 Unmarked:** Do not dig, high profile utility in conflict; utility owner will attempt to contact you to schedule site surveillance prior to your stated commencement date.

**55 Unmarked:** Marking and dig delay requested. Locate technician has or is attempting to contact the excavator. Excavation site remains unmarked or incomplete. A new deadline for marking is to be or has been scheduled.

**56 Unmarked:** The excavator has performed the excavation prior to the locator's arrival. The excavation work had already been completed.

**61 Design Conflict:** Please share design drawings with our engineering dept. Utility owner will attempt to contact you.

**71 Meeting Conflict:** Your proposed meeting is in conflict and we are unable to meet on site; utility owner will attempt to contact you.

**72 Meeting Accepted:** Request accepted at stated date and time.

**81 No Locate Required:** Excavation work is being performed for the facility owner. Locate will be performed by the excavator per contractual agreement.

## Understanding the Mark out



### How should I prepare for a locator to come to my project site?

You are encouraged to mark the perimeter of the area where you intend to dig with white paint. You do not need to be home when the utility locator comes, but please be sure all pets are put away and that the utility locators will have access to the property.

Marking your dig area in white will allow any utility locators to find the location of your project more efficiently and effectively.

### What utilities can I expect to be marked at my project site?

Within your location request summary, which will be emailed to you, you can find a list of UDig NY's Member Facility Operators that are being notified regarding your intended dig. Member Facility Operators are responsible to mark their utility lines. Member Facility Operators may only mark public utility lines, which include:

- Gas mains and service lines
- Electric primary and secondary lines
- Sewer mains
- Water mains

## Understanding the Mark out

### What utilities may not be marked?

Private utilities are lines not owned by Member Facility Operator companies. These are private lines because individual services to a property from the Member Facility Operator-owned line are not installed by the Member Facility Operator. Underground utilities that are generally not marked include, but are not limited to:

- Water service lines
- Sprinklers
- Fire mains
- Private lighting
- Secondary electric lines to detached garages
- Private service lines to pools
- Sewer services and septic service lines

Even if you believe that you only have private utilities on your project site, you should still place a location request to notify UDig NY of your intent to dig, and wait the required two days before starting your project.



## Starting Your Project

### When can I start my project?

You can begin your project once you have confirmed all Member Facility Operators notified by UDig NY have marked their lines or responded that the area is clear, and once the two (2) required business days have passed.

### A utility locator marked my job site. What do the markings mean?

Buried utilities are marked with paint, flags, or stakes, according to the Uniform Color Code. It is important to verify that the responses from the Member Facility Operator match the markings that you see on your job site.

*For example, if the electric company has responded that they have marked your location, you should see red paint and/or flags in your area to designate the location of the underground line.*

To learn more about site markings, visit [UDigNY.org/diyers/site-markings/](https://UDigNY.org/diyers/site-markings/)

Learn the color code and what each color means on page 12.

### If the markings show that utilities are buried where I plan to dig, what should I do?

If you have flexibility in where you intend to dig, consider repositioning your project to avoid buried utilities. If you must dig close to buried utilities, exercise extreme caution and respect the Tolerance Zone (see page 13 for Tolerance Zone).

### Who marks private utilities and is there a cost?

If you need private utilities located within your work area, UDig NY recommends hiring a private locating company to ensure all underground utilities have been located and accounted for. UDig NY does not recommend one private locating company over another. A list of Private Locating Companies can also be found on the UDig NY website at: [UDigNY.org/private-locators](https://UDigNY.org/private-locators). Private utility locators will charge a fee for their work.

# Uniform Color Code

## APWA Uniform Color codes for marking underground utility lines

	<b>White</b>	Proposed Excavation
	<b>Pink</b>	Temporary Survey Markings
	<b>Red</b>	Electric Power Lines, Cables, Conduit & Lighting Cables
	<b>Yellow</b>	Gas, Oil, Steam, Petroleum & Gaseous Material
	<b>Orange</b>	Communications, Alarm, Signal Lines, Cables or Conduit
	<b>Blue</b>	Potable Water
	<b>Purple</b>	Reclaimed Water, Irrigation & Slurry Lines, Radioactive Material
	<b>Green</b>	Sewers & Drain Lines

# The Tolerance Zone

## What is the Tolerance Zone?

The Tolerance Zone is the diameter of the buried facility, plus two feet on either side of the designated center line. If the diameter is unknown, the Tolerance Zone is just two feet on each side of the designated center line. Do not use mechanized equipment when digging within the Tolerance Zone. It is vital that you hand expose the utility if it falls within your intended work area to verify the location of underground lines. This is for your safety. Even when using hand tools, it is still possible to damage a buried utility line, so dig with care. Never assume the depth and run of the line.

**To ensure safety near marked lines, please respect the tolerance zone by hand digging.**



The full tolerance zone is 50" in the example above.



The full tolerance zone is 52" in the example above.



The full tolerance zone is 54" in the example above.



The full tolerance zone is 60" in the example above.

## Damages and Emergencies



### What do I do if I accidentally damage a buried utility line?

Stop digging and contact UDig NY by calling 811 to report a damage. If you suspect the release of any gas or liquid as a result of the damage, follow the information in the section, **What do I do if there's a gas leak?** Report damages to UDig NY and the respective Member Facility Operator when a line has been hit, cut, nicked, or exposed. As soon as any damage is discovered, including gouges, dents or breaks to coating, cable sheaths, and cathodic protection anodes or wiring, report the type and location of the damage to the Member Facility Operator and permit them a reasonable amount of time to make necessary repairs. The following information will be necessary for UDig NY to process the damage report:

- Location request (ticket) number (if you have one).
- Type of line damaged/a description of the line by using physical descriptors that could help the Member Facility Operator determine who the line belongs to.
- If you or the hired crew are on site.
- If gas is leaking/blowing, or if water, sewage, phone lines or cable are visible.
- An address or directions to the area where line was damaged.

## Damages and Emergencies

### How do I recognize a gas leak?

Natural gas may smell like rotten eggs, but not all gas has a smell to it, so it is important to pay attention to signs detected by sound, and sight, as well. Hissing, roaring, or bubbling may be indicators of a gas leak.



**Smell:** Natural gas is colorless and odorless. A distinctive, pungent odor is usually added so you'll recognize it quickly.



**Sight:** You may see a white cloud, mist, fog, bubbles in standing water, or vegetation that appears to be dead or dying for no apparent reason.



**Sound:** You may hear an unusual noise like roaring, hissing, or whistling.

### What do I do if there's a gas leak?

If you suspect a gas leak, stop working immediately and evacuate the area. Call 911 and your local natural gas provider and wait for their response and directions. Stay upwind of the suspected natural gas leak at all times.



## More Resources

### What is a Member Facility Operator?

A Member Facility Operator is any person or organization who operates an underground facility to furnish any of the following services or materials: electricity, gases, steam, liquid petroleum products, telephone or telegraph communications, cable television, sewage removal, traffic control systems, or water; and who participates in the one-call notification system.

Examples of a Member Facility Operator could include, but are not limited to:

- A company operating an underground natural gas pipeline
- A local government operating buried wastewater lines
- An internet service provider operating buried fiber optic cables

### What areas does UDig NY serve?

UDig NY serves Upstate New York: the geographic region of New York State north of the New York City metropolitan area. New York City and Long Island are covered by New York 811.



Cut-out Information Cards



Place and Respond to a Location Request

Username: \_\_\_\_\_

Password: \_\_\_\_\_

Company/Organization: \_\_\_\_\_



Learning Management: Register and track education courses

Username: \_\_\_\_\_

Password: \_\_\_\_\_

Company/Organization: \_\_\_\_\_





[UDIGNY.ORG](https://UDIGNY.ORG)



[UDIGNY.ORG](https://UDIGNY.ORG)

## More Resources

### What hours and days is UDig NY open?

UDig NY operates 24/7/365 and location requests can be entered on the Exactix platform at any time. Normal location requests by phone should be placed between 8:00 a.m. and 5:00 p.m. Monday-Friday.

### Where can I learn more about safe digging?

To learn more about safe digging for your DIY project, visit [UDIGNY.org/diyers/](https://UDIGNY.org/diyers/).

UDig NY also posts important information on Facebook, Instagram, Twitter, and YouTube. Follow [@UDigNY](https://twitter.com/UDigNY) to receive safety information and learn about events, contests and more.



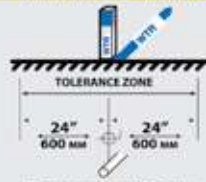
### TOLERANCE ZONE Stakes or flags may be used in either example below.

#### Large Pipe or Multiple Ducts



Pipe or multiple ducts of a known size.

#### Small Pipe or Cable(s)



Pipe or cable of an unknown size.

Any excavation within the tolerance zone shall be performed with hand tools until the marked facility is exposed. According to New York State law, 16 NYCRR Part 753, the width of the tolerance zone is 24" (600mm) from each side of the facility. The tolerance zone includes the width of the facility and 24" (600 mm) measured from each side of the facility.



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