



UDIG·NY

SAFE DIGGING STARTS HERE

Member Support Manual

A Guide to understanding your role as a Member Facility Operator

UDIGNY.ORG

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Introduction

Who is required to be a member of UDig NY?

According to 16 NYCRR Part 753 in New York State, if you are a Facility Owner/Operator responsible for the installation, operation, and maintenance of underground facilities, you are required to be a member of UDig NY. This includes utility companies, telecommunications providers, gas companies, water and sewer authorities, and any other entity with underground infrastructure.

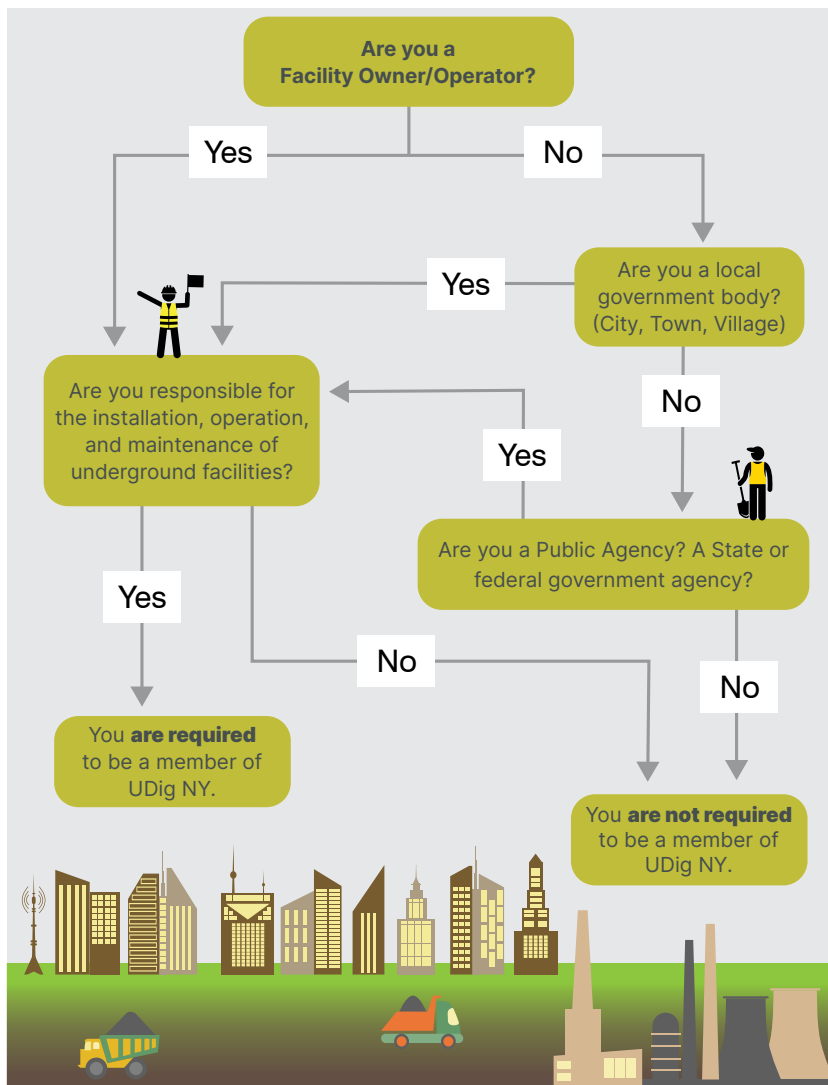
Additionally, if you are a local government body, such as a city, town, or village, you are required to be member if you own or operate underground facilities.

Public Agencies: State and federal government agencies that own or operate underground facilities within New York State.

Why should you be a member of UDig NY?

To ensure necessary precautions are taken to prevent damage to underground facilities during excavation activities, any entity that owns/operates underground facilities should be a member of UDig NY. UDig NY serves as a communication hub to coordinate and facilitate the exchange of information between excavators and facility owners/operators to prevent accidental damage to underground infrastructure.

Introduction



Introduction

Member Facility Operator obligations in New York State

as per NYS law, include the following:

Marking and Locating Facilities: Member Facility Operators are required to mark and locate their underground facilities within a specified time frame after receiving a notice of excavation from the one-call center. The markings must be clearly visible and accurate to ensure the excavator's awareness of the location and presence of underground facilities.

Responding to Notifications: Member Facility Operators must promptly respond to excavation notifications received from the one-call center. Members are required to respond to Location Requests through the one-call system—Automated Positive Response (APR).

Providing Facility Information: Member Facility Operators must provide accurate and up-to-date information about their underground facilities to the one-call center. This includes details such as the type of facility, location, depth, size, and other relevant information necessary for excavation planning and safety.

Emergency Response: In case of an emergency, Member Facility Operators are obligated to promptly respond and take appropriate actions to mitigate any risks associated with their underground facilities. This may include shutting off services, providing emergency repairs, or implementing other necessary measures to ensure public safety.

Compliance with Laws and Regulations: Member Facility Operators must comply with all applicable laws, regulations, and requirements related to underground facility management and protection. This includes adhering to the provisions outlined in 16 NYCRR Part 753 and other relevant statutes governing excavation activities.

Introduction

Disclosure Policy

The intention of this manual is to provide new Members with the answers to the most frequently asked questions about UDig NY and its operating procedures. UDig NY reserves the right to revise these guidelines at any time, to meet the demands of an ever-changing industry.

The UDig NY team is proud of the lasting and cooperative relationships built with its Members, and is ready to assist your company to yield positive results in damage prevention. If the information you require is not included in this manual, do not hesitate to contact us.

Support Team Phone: (800) 309-8289 ext. 1

Website: UDigNY.org

Location: 6706 Collamer Road, East Syracuse, NY 13057

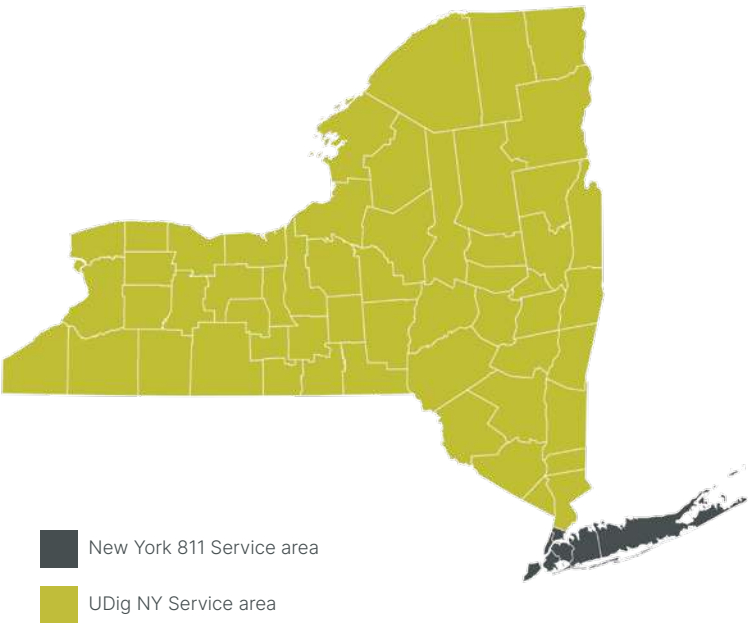
Introduction

What areas does UDig NY serve?

UDig NY is a not-for-profit organization funded by its Member Facility Operators. 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.

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.



Becoming a Member

Introduction to Memberships

New and existing UDig NY Members are required to complete a membership packet upon joining UDig NY, as requested, and as your information changes within your organization.

There are two types of memberships:

01. Exempt Participating Members

02. Participating Members

Exempt Participating Members are municipal entities, authorities, and water companies with fewer than 4,000 subscribers.

Participating Members are all other Members that own/operate underground utilities, mandated by Code Rule 753.

The membership packet contains the following forms:



- **Member Agreement** (membership type) is your contract between your organization and UDig NY.
- **Member Profile** is the documentation of your membership information. This information is used to build the membership within our Location Request system—Exactix. This information includes contacts, hours of operation, utility types, and ticket delivery setup.
- **W-9** is collected from all Members, both 'Participating' and 'Exempt'.

The following will also be included with your membership packet.

- By-laws
- Operating Procedures
- Current Rate Sheet for your review and records

Becoming a Member

What's next:

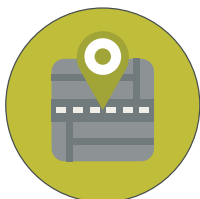


01. Please complete, sign, and return all the forms to the UDig NY Member Support team.



02. Upon receipt of your completed packet, Member Support will review and create the Membership within our Exactix system.

- If we have questions regarding forms, we will reach out to you.



03. Once membership is built in Exactix, your next step is to complete your Service Area map. We will send an Exactix invitation to your mapping contact(s) to register with Exactix along with mapping instructions.

- Your mapping contact will have 30 days to create/import your service area map.
- Service Area maps need to be updated anytime your facilities change (i.e., acquisition of new underground facilities or removal of underground facilities.)

Becoming a Member



04. Once the map is created, Member Support will follow-up with the Member Manager to set an activation date and time.

- We activate new Members Monday–Friday between 8:00 a.m. to 2:00 p.m. except for the first business day of the month after 11:00 a.m.
- If you are using a locating service, a two-week activation period may apply to ensure the locating service has their ticket delivery setup.



05. On **Activation Day**, you will receive an email once everything is turned on along with a Test Message. Your Positive Response contacts will receive an Exactix invitation to create their accounts along with Positive Response training videos and a Responsibilities sheet.

- A virtual positive response training is available if requested.



06. Member Support will monitor ticket transmissions throughout the day to ensure delivery of tickets.

Becoming a Member



Responsibilities of a UDig NY Member

01. To provide UDig NY with service area information to ensure proper notification when an upcoming excavation project is within the vicinity of your underground facilities.
02. To stakeout the buried facilities in a timely manner prior to the stated commencement date.
 - Make sure facilities are adequately marked for conditions, marked using the uniform color code, and letter designations.
03. Required to submit their responses to delivered Location Requests using the Automated Positive Response (APR) system, prior to the **stated date and time** of commencement of the job indicated on the Location Request.
04. It is imperative to respond to an emergency situation in a prompt manner.
05. Communicate any problems or delays to the excavator immediately.
06. Promptly pay the charges fixed annually by UDig NY's Board of Directors.

It is recommended Members become familiar with the responsibilities of a facility owner as defined in **New York State Code Rule 753** and the UDig NY By-laws. This information can be found on our website at **UDigNY.org/resources**.

Location Request Delivery Options

Location Request Transmission

UDig NY Members receive Location Request notifications via a dedicated email address or a web request.

A member has one primary delivery; however, additional deliveries can be setup for an additional cost.

Please note when using an Email delivery:

- Location Requests come from **Tickets@Exactix.UDigNY.Org**. We strongly recommend you whitelist or mark this email as a safe sender.
- You must maintain your own email server, so you can detect any failed deliveries and inform UDig NY when your email transmissions have failed.
- Please do not attempt to reply to Location Request notification emails, as there is no return inbox.
- If you intend to forward these emails (internally) you are responsible for maintaining the forwarding rule setup.

SOAP/XML

SOAP/XML is available for Members wanting to receive Location Requests via Web Request. Please reach out to Member Support for qualifications and guidelines.

UDig NY Location Requests

UDig NY has several Ticket Types that identify the nature or priority of a Location Request. Let's go over each Ticket Type.

Standard Location Requests

1. Regular

Generated when an Excavator provides the legal amount of time for a utility to mark out their respective facilities, as stated by Code Rule 753. The legal amount of time is at least 2, but no more than 10, working days prior to the intended work start date and time. This is the most common ticket type. **Please note:** If a Member Facility Operator does not respond by the work start date & time, a late notice will be generated and a fee applied.

2. Emergency

Generated when an Excavator determines the job to be an: abnormal condition which presents an immediate danger to life or property, including discontinuance of a vital service necessary for the maintenance of public health, safety, and welfare. **Please note:** The Member Facility Operators should respond promptly—suggested within a 2-hour time frame.

3. Short Notice

Generated when an Excavator requests to start work sooner than the legal amount of time; however, the job does not present a threat to life, property, or discontinuance of a vital service.

4. Design

Can only be requested by an Engineering Firm or Member Facility Operator who is in the planning stages of the job. Member Facility Operators will share the information they have available, which can include maps, plans, or marking of underground facilities. **Please note:** Members must respond to this type of Location Request within 7 calendar days.

UDig NY Location Requests

1. Regular



2. Emergency



3. Short Notice



4. Design



UDig NY Location Requests

Specialty Location Requests

1. Demolition

Let's first discuss what classifies as a demolition. Per Code Rule 753, a demolition is "the total or partial wrecking, razing, rending or removal of any structure." Additionally per code rule 753, a Demolition requires a Pre-Demolition meeting where an Excavator and Member Facility Operators can meet and discuss the demolition work. Excavators should notify UDig NY 7 days before demolition work.

2. Meet

Generated for either a Pre-Demolition ticket or when an Excavator requests to meet with Member Facility Operators on site.

3. Gas Emergency

UDig NY handles calls reporting gas emergencies. When a gas emergency is reported to UDig NY, the caller is informed of all Member gas companies in the area and given a list of the gas control emergency numbers to call directly. UDig NY will also send participating gas Members a courtesy message alerting them of the potential gas emergency. When taking this type of Location Request, the Damage Prevention Representative (DPR) will give the caller a list of gas Member company names and numbers, and advise the caller to evacuate the area, call 911, and contact the gas companies directly with their information.

PLEASE NOTE: UDig NY does not deny Location Requests.

In 2005, UDig NY instituted its Extent of Excavation Policy. This policy regulates how much or how far any given work site can be entered on a Location Request. To view UDig NY's Extent of Excavation policy, please go to UDigNY.org/docs/extent-of-excavation

UDig NY Location Requests

1. Demolition



2. Meet



3. Gas Emergency



Mark-Outs Example Calendar

Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.	Mon.	Tues.	Wed.	Thurs.
Exactix/ Call	Day 1	Day 2	Dig							
	Exactix/ Call	Day 1	Day 2	Dig						
		Exactix/ Call	Day 1	Day 2	Dig					
			Exactix/ Call	Day 1	Not a Business Day	Not a Business Day	Day 2	Dig		
				Exactix/ Call	Not a Business Day	Not a Business Day	Day 1	Day 2	Dig	
					Exactix/ Call	Not a Business Day	Day 1	Day 2	Dig	
						Exactix/ Call	Day 1	Day 2	Dig	
							Exactix/ Call	Day 1	Day 2	Dig
							Exactix/ Call	Day 1	Day 2	Dig

Transmission Problems

When UDig NY has a system outage

Occasionally one of UDig NY's systems, such as **Exactix** or **1-888-DIGGERS**, may be down due to unforeseen circumstance—weather, service carrier issues, etc. UDig NY has a plan in place whenever a system outage occurs.

- As a Member receiving Location Requests during one of these outages, our Call Center will only take Emergency Location Requests and manually dispatch the emergency ticket information to your listed Disaster Recovery Contact.
- As a Member responding to a Location Request, if Exactix is down the automated 1-888-DIGGERS is available 24/7—you will need the 11-digit ticket number (not including the -00 or -01) and your response code.

Please note: You may be asked for your Member ID, which differs from a Company ID. If you do not know your Member ID please contact Member Support or the Call Center (after hours).

When a Member is having an outage

If you experience an outage as a member, please remember it is the member's responsibility to notify UDig NY. Member Support can assist with redirecting your Location Requests to another email delivery and walk you through how to respond through the Automated 1-888-DIGGERS. UDig NY does have an elective billable service for Emergency Voice Calls. Please inquire about the rate.

When a Member has a transmission issue

Sometimes a Member experiences an issue with receiving a Location Request. There are a few reasons this may occur, including but not limited to:

- UDig NY's email has been marked as spam or blocked.
- There is an email server outage or update on the member side.
- Forwarding rules are broken, or a contact has left the company.

Transmission Problems



Here are some suggestions to check for transmission issues:

01. Check your spam/junk folder.
02. Make sure our email address **Tickets@Exactix.UDigNY.org** is a safe sender and/or add it to your email address book.
03. Have your Technical Department review any forwarding rules that are in place.
04. Have your Technical Department or Email Provider review the email server logs to see if a permanent block was placed or anything has been flagged.
05. Contact UDig NY Member Support.

Occasionally a member may not receive a Location Request they felt they should have. This may be because your **Service Area Registration Map** is outdated and needs to be reviewed and updated.

A good way to verify if you are receiving all of your ticket transmissions is through your End-of-Day (EOD) Audit. See page 18 for information on EODs.

Automated Voice Call Procedures

An automated voice call is a billable service we offer.

This service is typically used to dispatch an Emergency Location Request to an off-hours contact when a Member's office is closed. If your company requests this service, please provide UDig NY with one phone number to contact. The purpose is to dispatch the notice within a single telephone call. Multiple attempts to a single Member can deplete valuable time needed to contact other Members who may be waiting for the message to protect their facilities.

Members can request to receive automated voice calls 24/7, during business hours, or outside business hours and, to receive Emergency and/or Short Notice tickets.

UDig NY will transmit the Location Request to your normal delivery station in addition to the automated voice call.

Please Note: NOT all Members choose this service. If this option is not chosen and there is an emergency during a holiday or off-hours, you will not receive this request until you return to your office after the holiday or the next business day.

What is UDig NY's Procedure?

UDig NY requests one phone number to contact the Member with one alternate number if necessary. We strive to contact all Members in an efficient manner. Your primary contact will be attempted by the automated phone system two times within a 5-minute period. If your contact does not select a prompt and/or the call is not answered the automated voice call will be redirected to our Call Center to manually attempt to dispatch the Location Request information. The DPR will attempt up to 3 times within a 1-hour period to reach your primary and alternate to dispatch the Location Request information. The automated voice call service works best with a direct phone number.

If we are unable to dispatch the ticket information to the provided contact, Member Support will attempt to contact the Service Area Manager to confirm we have updated contact information.

Ticket Management



As of September 9, 2022 all Members will receive a free mandatory End-of-Day (EOD) Audit Summary. This EOD Audit will be sent to each delivery destination or the primary destination (if receiving all Ticket Types). An EOD Audit gives a list of Location Request IDs and their associated sequence numbers sent to the delivery destination the previous day. It also breaks down the following:

- The number of ticket types received.
- A list of tickets needing a positive response by end of day.
- Any tickets responded with a **Code 55** and are **Now Due** with an updated Positive Response.

The member can use the audits to ensure all Location Requests delivered by UDig NY were in fact received. Audits are generated for Location Request delivered to a certain destination or can be setup for the Service Area. If your Location Requests are delivered to a subcontracted locating company, the audits will go to their delivery destination.

How Holidays Affect Legal Start

Per Code Rule 753: The following public holidays—also known as system holidays—observed by the State of New York and UDig NY, will affect the work start date on Location Requests.

Federal Holidays

New Year's Day - January 1
Martin Luther King Day - 3rd Monday in January
Presidents' Day - 3rd Monday in February
Memorial Day - Last Monday in May
Independence Day - July 4
Juneteenth - June 19
Labor Day - 1st Monday in September
Columbus Day - 2nd Monday in October
Veterans' Day - November 11
Thanksgiving Day - 4th Thursday in November
Christmas Day - December 25

Please note: If the holiday occurs on a Saturday, it will be observed the Friday before. If the holiday occurs on a Sunday, it will be observed the Monday after.

We encourage our Members to supply Member Support their holiday schedule prior to January 1st. Member Support will send a yearly reminder in late fall.

Any dates outside of the system holidays will not affect the legal start date of the Location Request. Members are still responsible to receive and respond to these Location Requests.

How Holidays Affect Legal Start

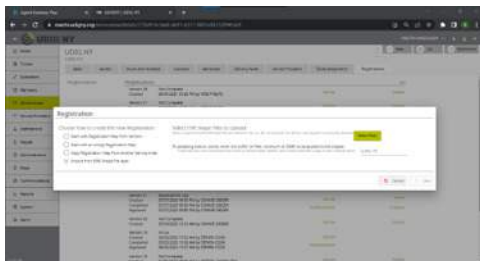
Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.	Mon.	Tues.	Wed.	Thurs.
Exactix/ Call	Holiday	Day 1	Day 2	Dig						
	Exactix/ Call	Holiday	Day 1	Day 2	Dig					
		Exactix/ Call	Holiday	Day 1	Not a Business Day	Not a Business Day	Day 2	Dig		
			Exactix/ Call	Holiday	Not a Business Day	Not a Business Day	Day 1	Day 2	Dig	
				Exactix/ Call	Not a Business Day	Not a Business Day	Holiday	Day 1	Day 2	Dig
					Exactix/ Call	Not a Business Day	Holiday	Day 1	Day 2	Dig
						Exactix/ Call	Holiday	Day 1	Day 2	Dig

Mapping

In July of 2020, UDig NY converted to the Exactix platform.

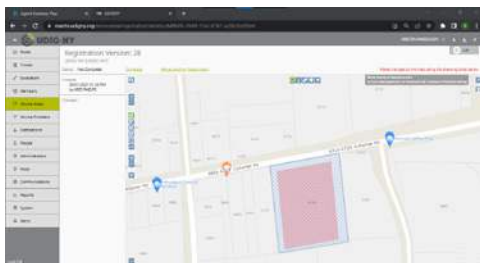
New Members

A UDig NY applicant must choose one of the following options:



1. Import

Members can upload CAD shape files into our Exactix platform (directions will be provided).



2. Polygon

Tools are available for Members to precisely draw specific polygons that define their service area.

Each member provides UDig NY with a mapping contact(s). We suggest no more than two mapping contacts. The Service Area Manager will also have access to view and update the Service Area Registration map.

Ongoing Updates

If a company installs, takes ownership, or sells off—discontinues underground facilities, it is the Member's responsibility to update their service area(s) information with UDig NY.

Mapping

System Map Updates

UDig NY updates the mapping system at least once a year.

After the map staging, the system generates a list of recommended changes for you to review.

Members who are affected are required to review the suggested changes in Exactix in advance of the final map load.

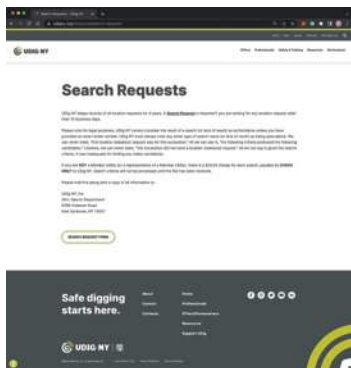
The map will go live in approximately 30–60 days from the initial staging.

Approved system recommendations and those pending review will be added to the Member's active registration map and will generate notifications for the selected service area.

Please Note: Rejected recommendations will **NOT** be added to the service area registration map.

UDig NY Documentation

Storage



UDig NY keeps records of all Location Requests for 4 years. **A Search Request is required if you are looking for any Location Requests more than 10 business days old.** However, if you are a Positive Response contact or Service Area Manager contact and have an Exactix account you will be able to view Location Requests your service area has received as far back as July of 2020 or 4 years—if further out than 2020.

Please Note: For legal purposes, UDig NY cannot consider the results of a search (or lack of result) as authoritative unless you have provided an exact ticket number. UDig NY must always treat any other type of search result (or lack of result) as being speculative. We can never state, “this Location Request was for this excavation.” All we can say is ‘the following criteria produced the following candidates.’ Likewise, we can never state “this excavation did not have a Location Request.” All we can say is given the search criteria, it was inadequate for finding any viable candidates.

If you are **NOT** a Member Facility Operator (or a representative of a Member Facility Operator) there is a **\$25 charge** for each search, payable by **CHECK ONLY** to UDig NY, Inc.

Please mail the search request form along with a copy of all information to:

UDig NY, Inc.
Attn: Search Department
6706 Collamer Road, East Syracuse, NY 13057

Search criteria will not be processed until the fee has been received.

The search request form is available on our website:

UDigNY.org/resources/search-requests

Exactix Platform

Exactix—Online Location Request Platform



One system for all users

Exactix is the One-Call Platform program for Excavators, Member Facility Operators, and UDig NY. The program is where Location Requests are submitted by web users or UDig NY when a ticket is called in, Member Facility Operator can view and respond to tickets, update their service area registration map, and Member Facility Operator & Excavators can monitor the status of their Location Request.

Advantages of using Exactix for Members

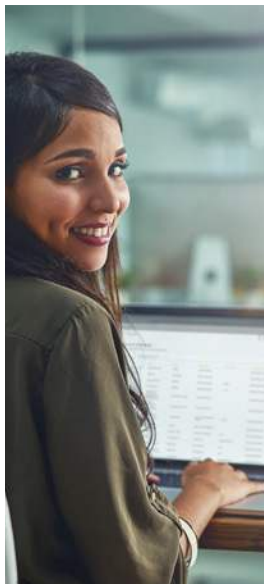
Using Exactix allows you to view all Location Requests received and respond to them in one place. You can also search for older Location Requests and export views, review and update service area registration maps and membership information.

Exactix Platform

Advantages of placing a Location Request online

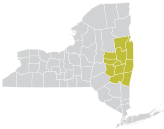
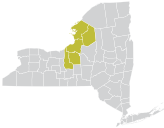


Using Exactix allows you the freedom to create Location Requests online, 24 hours a day, 365 days a year, with no training requirements or on the phone hold time. Our intuitive system will guide you through the Location Request process quickly and easily.

- Free and easy to use.
- No waiting. Submit Location Requests on your time, anywhere you have Internet access.
- Available 24 hours a day, 365 days a year.
- Google-friendly platform helps you easily find the exact address.
- Print out a copy of your Location Request for your records.
- Verbal transcription errors are eliminated.
- Manage all your Location Requests online.

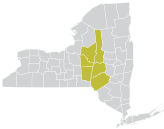
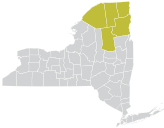
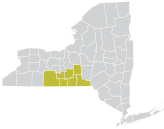
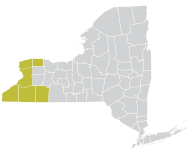


Damage Prevention Councils (DPCs)

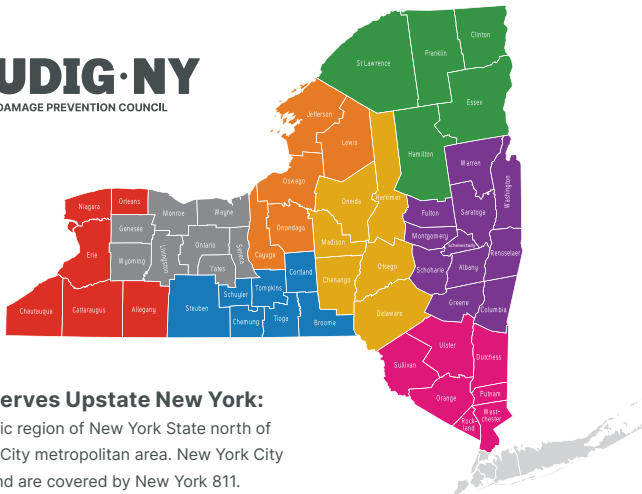
UDig NY has eight Damage Prevention Councils, made up entirely of volunteers from our membership and stakeholder organizations. The councils tackle issues from excavation safety to raising public awareness, hosting breakfasts and sponsoring training seminars for Excavators and Facility operators.

	DPC	Counties Covered
	Capital	Albany, Columbia, Fulton, Greene, Montgomery, Rensselaer, Saratoga, Schenectady, Schoharie, Warren, Washington
	Central	Cayuga, Jefferson, Lewis, Onondaga, Oswego
	Finger Lakes	Genesee, Livingston, Monroe, Ontario, Seneca, Wayne, Wyoming, Yates
	Hudson Valley	Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster, Westchester

Damage Prevention Councils (DPCs)

	DPC	Counties Covered
	Mohawk Valley	Chenango, Delaware, Herkimer, Madison, Oneida, Otsego
	Northeast	Clinton, Essex, Franklin, Hamilton, St. Lawrence
	Southern Tier	Broome, Chemung, Cortland, Schuyler, Steuben, Tioga, Tompkins
	Western	Allegany, Cattaraugus, Chautauqua, Erie, Niagara, Orleans

Field Representatives



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.

■ **Andrew Schettine**

Region: Western New York

Phone: (716) 260-0361

Email: aaschettine@UDigNY.org

■ **Chris Flaherty**

Region: Finger Lakes (UCC)

Phone: (716) 392-3973

Email: cflaherty@UDigNY.org

■ **Emily Jetter**

Region: Central New York & Mohawk Valley

Phone: (315) 418-7109

Email: esjetter@UDigNY.org

■ ■ **John Yehl**

Region: Hudson Valley & Southern Tier

Phone: (845) 661-9514

Email: jyehl@UDigNY.org

■ ■ **Samantha Jo DeMonte**

Region: Capital & Northeast

Phone: (518) 764-8581

Email: sjdemonte@UDigNY.org

General Number:

1.855.811.REPS (7377)

Member Facility Operator FAQ

How does a Holiday or office hours affect deliveries?

There are system holidays that affect the timing of a Location Request for all Members and Excavators. If your office is off or observing any other dates outside of these system holidays, you will need to find a backup method of receiving and responding. Member Support can assist by creating additional positive response contacts to help you monitor your tickets or provide suggestions.

See page 19 for a list of Federal Holidays

What is a Dig Delay?

A Dig Delay or response code 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 markings is to be or has been scheduled. Using a Code 55 gives a Member Facility Operator a 48-hour extension to the work start date and time or have an agreed upon time with the Excavator. This code is used when a member has trouble locating a line, needs more time to respond, or sometimes to correct an incorrect response. It is a Member Facility Operators responsibility to update the response to a Positive Response by the end of the 48-hour extension or to work with the Excavator on a new deadline. If the response code is not updated by the end of the 48-hour extension a courtesy message Now Due will be sent. This is a reminder that the extension time is up and a positive response is due.

Why am I receiving tickets outside of my area?

Please keep in mind, service area maps are general maps with a minimum buffer of 50ft. The maps created during the Location Request taking process are created by our call center staff, by excavators and by homeowners using our online system. Sometimes you may receive requests outside of your area based on the map created by the user.

How can I minimize the number of requests outside of my area?

Review your service area map. You may find that you may want to update areas that you no longer have facilities within or make changes to a map someone within your organization created in the past. This will not eliminate all but it will surely help and save you time in the future.

Member Facility Operator FAQ

Who can respond to Location Requests?

It is up to the discretion of the manager of the membership. It is good practice to have one or more contacts with logins so there is always a back-up person during vacation or busy times.

How does a contact get access to the site? To provide access to respond through the website, managers will need to request access by contacting Member Support and providing the contacts' name, phone and email address.

How can I avoid receiving late notices?

- Respond prior to the work start date and time listed on the request, the time does matter.
- Respond to your own requests, if you are the excavator, you will still need to place a response for your own request.
- Respond to all requests, Members are responsible to respond to all requests they have received, even if you feel or know it is outside of their territory.

Who can request changes?

Not all contacts within the profile may request a change, most changes will need to be requested and approved by the Member Manager or the Service Area Manager within the membership.

What is the best practice when our office is going to be closed?

We know there will be times your office is closed due to holidays, vacation or weather. Location Requests will still be generated and will need to be responded to in a timely manner. Members are still responsible to receive and respond. We recommend reaching out to Member Support to direct your Location Request to another person or department while the office is closed. Additionally, we can set up multiple positive response contacts for your service area so they will have access to view and respond to Location Requests 24/7.

Guide to Marks

The following is only a guideline. Refer to the current Common Ground Alliance (CGA) Best Practices for complete details.

www.CommonGroundAlliance.com

01. Utility lines must be indicated by markings using current APWA uniform color codes (**see page 33**). Markings should be 12"–18" in length and 1" wide.
02. The owner of a facility should be indicated by initials or by name in letters 6" high at the beginning and end of the locate. On long locates, the facility owner should be indicated every 100'.
03. For operators with multiple facilities within an excavation area, for example bundled or stacked facilities, the total number of lines within the ground should be indicated when known.
04. If a facility is known to be present but the total number of lines for a facility cannot be determined a corridor marker may be used indicating the approximate width of the facility if known.
05. When known, the size of the line being located should be indicated. Line size should indicate the outside diameter of the pipe or structure.
06. Conduit or duct structures, whether single or multiple conduits or ducts, should be indicated by the conduit symbol indicating the approximate depth of the structure.
07. When known, the pressure of a gas facility should be indicated.
08. When known, termination points, dead ends and stub outs should be indicated.
09. Offset markings should be used when there is a strong likelihood that marks may be destroyed for example, (if placed directly over the facility).

Guide to Marks

← SWG — 8" HP STL →

01.

MF 4" IHP — PG&E — 12" STL
8' off

02.

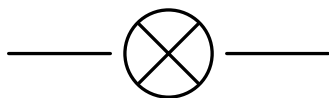
03.

NO/MCI
NO/EPG

04.

USW DUCT

05.



06.

PG&E
12" CDR

07.

-
- 01. **Marking Gas Lines - High Pressure**
 - 02. **Marking Transmission Point, Dead End, Stub Outs**
 - 03. **Offset Markings** - Indicate - Facility owner, Direction to facility & Distance to facility
 - 04. **No Conflict** - No facilities within the requested area.
 - 05. **Conduit Or Duct Markings**
 - 06. **Marking Buried Splices, Valves, Manholes**
 - 07. **Corridor Marking** - Identification when number of facilities is not readily known.

APWA Uniform Color Code

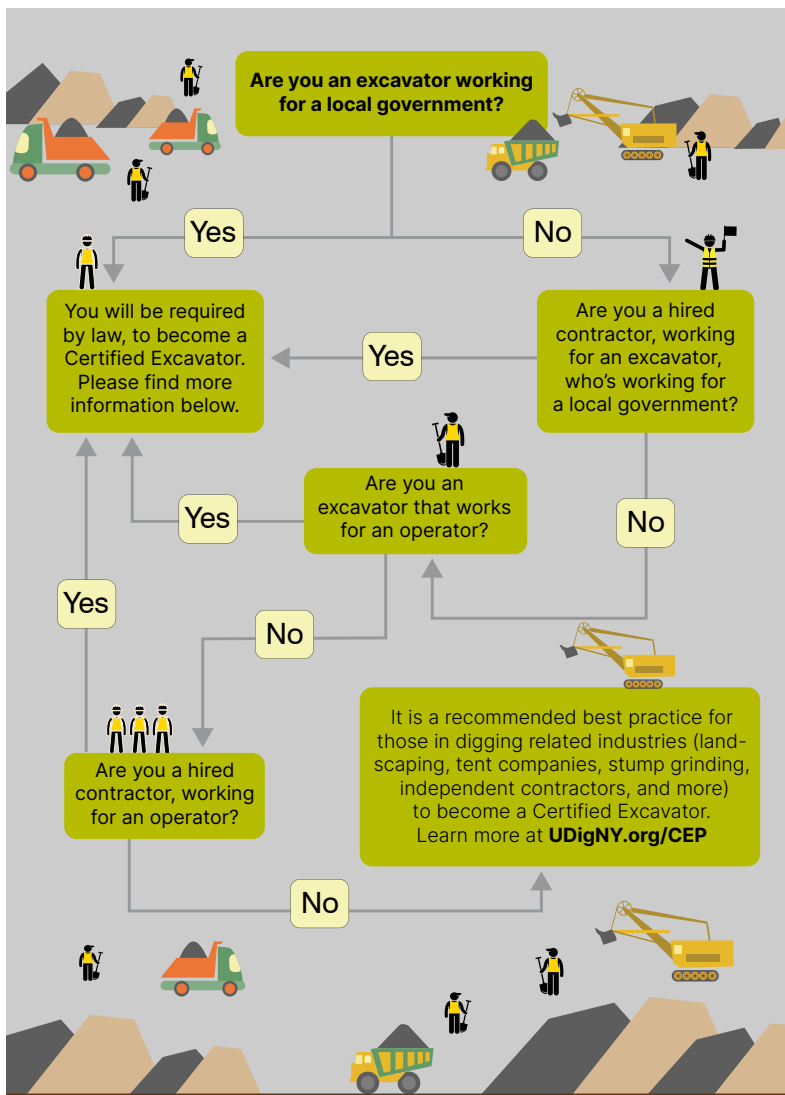
For Marking Underground Utility Lines

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

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 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.

Certified Excavator In Safe Digging Best Practices (CEP) FAQ



Certified Excavator in Safe Digging Best Practices (CEP) FAQ

Am I Required by Law to be a Certified Excavator?

Per Senate Bill S.6756 and Assembly Bill 9985, effective Saturday, May 4, 2019, excavators that work for a local government and their hired contractors, as well as excavators that work for an operator and their hired contractors, will be required to receive training and education from their local Contact Center.

Per 16 NYCRR Part 753:

Excavator: Any person who is engaged in a trade or business which includes the carrying out of excavation or demolition; provided, however, that an individual employed by an excavator and having no supervisory authority other than the routine direction of employees over an excavation or demolition, shall not be deemed an excavator for the purpose of this Part. The act of any employee or agent of any excavator acting within the scope of his or her official duties or employment shall be deemed to be the act of such excavator.

Operator: Any person 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.

Local governing body: A town, village or city outside the city of New York or a county within the city of New York.

Becoming a Certified Excavator

Under Senate Bill S.6756 and Assembly Bill 9985, the UDig NY Certified Excavator program in Safe Digging Best Practices constitutes as adequate training. The UDig NY Certified Excavator Program in Safe Digging Best Practices is an interactive course that may be taken in-person or online, to fit your scheduling needs.

By using experience and actual challenges faced in the field, the course is designed to assist professionals with how to proceed safely and correctly, in spite of the obstacles.

Please contact your local Field Representative with questions.

Field Representative contact information on page 28.



Place and respond to a Location Request

Username: _____

Password: _____

Company/Organization: _____



Place and respond to a Location Request

Username: _____

Password: _____

Company/Organization: _____



Place and respond to a Location Request

Username: _____

Password: _____

Company/Organization: _____



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Place and respond to a Location Request

Username: _____

Password: _____

Company/Organization: _____



Place and respond to a Location Request

Username: _____

Password: _____

Company/Organization: _____



Place and respond to a Location Request

Username: _____

Password: _____

Company/Organization: _____



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Learning Management: Register and track education courses

Username: _____

Password: _____

Company/Organization: _____

Member Support

6706 Collamer Rd,
East Syracuse, NY 13057

Support: 1 (800) 309-8289

Administration: (315) 437-7394

Location Requests: 811 or (800) 962-7962

membersupport@UDigNY.org
UDigNY.org



Uniform Color Code to mark underground utilities

White

Proposed Excavation

Pink

Temporary Survey

Red

Electric

Yellow

Gas, Oil, Steam, Petroleum

Orange

Communications, TV

Blue

Potable Water

Purple

Reclaimed Water, Irrigation

Green

Sewers and Drain Lines



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TOLERANCE ZONE

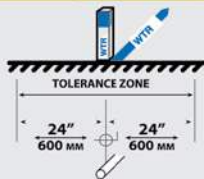
Stakes or flags may be used in either example below.

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.

UDig NY Contact Information

Address:

- UDig NY, Inc., 6706 Collamer Road, East Syracuse, NY 13057

Website:

- UDigNY.org

Contact Numbers:

- Location Requests: 811 or (800) 962-7962
- Administration: (315) 437-7394

Support Teams:

- Member Support: (800) 309-8289 x1
membersupport@UDigNY.org
- Web Service Support Team (800) 309-8289 x2
webservices@UDigNY.org

Billing Inquires:

- Bookkeeper: (800) 309-8289 x6
books@UDigNY.org

Field Staff:

- UDigNY.org/get-involved/find-your-field-rep/



UDIG·NY

SAFE DIGGING STARTS HERE

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