



# Excavator Manual

A Guide to Safe Excavation  
Best Practices in New York State



**UDIGNY.ORG**



**UDIG·NY**

SAFE DIGGING STARTS HERE



The purpose of this document is to provide a basic understanding of your responsibilities under 16 NYCRR Part 753, (also cited as Industrial Code 753 or Code Rule 53) concerning excavation best practices and the protection of underground facilities in New York State.

This document is not intended as legal advice and does not contain the complete text of 16 NYCRR Part 753.

A complete copy of 16 NYCRR Part 753 is available from:



**Public Service  
Commission**

**New York State  
Public Service Commission**

3 Empire State Plaza  
Albany, NY 12223-1350  
Administration: (518) 474-5453



**UDig NY**

6706 Collamer Road  
East Syracuse, NY 13057  
Administration: (315) 437-7394  
**UDigNY.org**



**New York 811**

60 Knickerbocker Avenue  
Bohemia, New York 11716  
Administration: (800) 524-7603  
**[www.NewYork-811.com](http://www.NewYork-811.com)**

For information on pipeline safety, pipelines, and pipeline operators that might be located in your community, you can contact the **National Pipeline Mapping System** **[www.npms.rspa.dot.gov](http://www.npms.rspa.dot.gov)**

# Table of Contents

---

|                                          |    |
|------------------------------------------|----|
| Your One-Call / 811 Contact Center ..... | 3  |
| 811 Before You Dig .....                 | 5  |
| Excavation .....                         | 6  |
| Location Request Information Sheet ..... | 7  |
| Proposed Excavations .....               | 8  |
| Wait The Required Time .....             | 9  |
| Confirm Utility Response .....           | 10 |
| Respect The Marks .....                  | 12 |
| Guide To Marks .....                     | 14 |
| Dig With Care .....                      | 16 |
| Tolerance Zone .....                     | 18 |
| Excavation After Verification .....      | 19 |
| Leak Recognition & Response .....        | 21 |
| Pipeline Purpose & Reliability .....     | 23 |
| Suggestions & Reminders .....            | 24 |
| Exactix—Online Location Request .....    | 26 |
| My.UDigNY.org .....                      | 27 |
| Emergency Numbers .....                  | 28 |
| Mark-Outs Example Calendar .....         | 29 |
| APWA Uniform Color Codes .....           | 30 |
| Response Codes .....                     | 31 |
| Extent of Excavation .....               | 33 |
| Certified Excavator FAQ .....            | 36 |
| Work Zone Safety Information .....       | 38 |
| Professional Information/Notes .....     | 39 |

# Your One-Call / 811 Contact Center

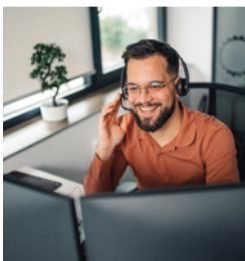
## Why Do I Need to Notify Before I Dig?

It's the law in the state of New York, and it is also a necessary part of planning your work. Reviewing your work and your work area prior to the actual excavation or demolition can help save you and your company from unexpected downtime, loss of revenue, injuries and death. A safe excavation or demolition can be achieved by following the suggestions and processes outlined in this manual.

## What is UDig NY?

UDig NY (serving all of New York State excluding NYC and Long Island) and New York 811 (serving only NYC and Long Island) are the Contact Centers serving as a link between you, the excavator, and the Member Facility Operators. We process your Location Requests and communicate the information to our Member Facility Operators.

**UDig NY & New York 811 do not mark lines!**



# Your One-Call / 811 Contact Center

## Contact Center Hours

UDig NY and New York 811 process Location Requests, 24 hours a day, seven days a week.

## Contact Center Operation

The following will take place after you have provided all of the appropriate information to the Damage Prevention Representative (DPR).

- The DPR will read all the information back to you. Listen carefully and verify the read back for accuracy.
- You will be given a list of Member Facility Operators the Contact Center will notify.
- You will also be given a Location Request number as proof of your call and as reference. Write down that number and retain it for your records. This number can be used to check real time status of the utility operator's responses at **Exactix.UDigNY.org**.
- Remember, not all Member Facility Operators and municipalities are members of the One-Call system. If you are aware of any other underground facilities, you should directly contact that operator before proceeding with your work.



Visit

**UDIGNY.ORG/MemberDirectory**

or scan the QR code to view UDig NY's directory of Member Facility Operators.

# 811 Before You Dig

---

You must place a Location Request at least two (2) working days but not more than ten (10) working days before any excavation or demolition starts **(not including holidays)**.

You must notify the Contact Center regardless of where the planned excavation or demolition is located. Even if it is on private property, out in the middle of a field, or on a street that has no name.

You must notify the Contact Center even if you are only excavating a few inches or just surface grading. If you move material, you must notify the One-Call / 811 Contact Center.

You must notify the Contact Center even if the property owner tells you the site has no buried facilities, or he/she knows where buried facilities are located.

Make sure you have a proper Location Request. Don't rely on old marks, or another excavator's marks or Location Request.

## **No piggybacking.**

Mark out the area you plan to excavate with white paint, flags, or stakes **(see page 8 for details)**.

When investigators from the Public Service Commission (PSC) inspect an excavation or demolition site, or investigate damage, they will check to see if you have a proper Location Request and if you pre-marked your work area.

Review the Location Request Information Sheet so you will know what information you need while placing your Location Request **(see page 7)**.

For emergency excavations or demolitions notify your Contact Center with the location of the emergency excavation or demolition as soon as possible. To constitute an emergency, you must be on-site or on the way to the site to do the work.

## **Part 753 defines an emergency as:**

Any abnormal condition which presents immediate danger to life or property including discontinuance of a vital utility service necessary for the maintenance of public health, safety and welfare.

# Excavation

An excavation is defined as any operation for the purpose of movement or removal of earth, rock, pavement, or other materials in or on the ground by use of mechanized equipment or by blasting.

## Excavations and demolitions include, but are not limited to:

- Auguring
- Backfilling
- Boring
- Boring Holes for Percolation Tests
- Cable or Pipe Plowing or Driving
- Demolition of Structures
- Digging
- Ditching
- Dredging
- Drilling
- Driving Survey Pins
- Fence Post or Pile Driving
- Grading
- Installing Sign Poles
- Jackhammering
- Milling
- Moving Earth
- Plowing In
- Pulling In
- Razing
- Saw Cutting
- Scraping
- Setting Poles
- Tree Root Removal/ Stump grinding
- Trenching
- Tunneling
- Wrecking





# Location Request Information Sheet

Below is a reference list of the information that will be asked of you when placing a Location Request. Before placing a Location Request review the information below to have the answers ready.

Download a PDF version of this sheet at: [UDigNY.org/resources](https://UDigNY.org/resources)



## Location Request—Information Sheet

Filling out this form does not constitute as a valid location request. This form is simply a reference and guide to what information will be asked of you when placing a location request.

**You must contact UDig NY using Exactix or by calling 811 to place a Location Request.**

### Contact Information

Excavator ID: \_\_\_\_\_ Company ID: \_\_\_\_\_ Office ID: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Company Name: \_\_\_\_\_  
Office Name: \_\_\_\_\_  
Company Type (Circle one): Contractor Homeowner Member  
Industry: \_\_\_\_\_  
Address 1: \_\_\_\_\_  
Address 2: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Primary Phone: \_\_\_\_\_  
Alternate Contact Number 1: \_\_\_\_\_ Type (Circle one): Cell, Email, Phone  
Alternate Contact Number 2: \_\_\_\_\_ Type (Circle one): Cell, Email, Phone  
Email: \_\_\_\_\_

### Excavator/Site Contact Information

#### Work Type

Type of Work: \_\_\_\_\_ Type of Equipment: \_\_\_\_\_  
Any horizontal drilling or boring being done? (Circle one) Yes or No  
Any Explosives or Blasting being used? (Circle one) Yes or No

#### Dates

Start Date and Time: \_\_\_\_\_ Estimated completed by: \_\_\_\_\_  
Location request expires if work does not start by: \_\_\_\_\_

Priority/Ticket Type (Circle one): Demolition, Design, Emergency, Meet, Regular, Short Notice

#### Site Information

State: NY (Work must be conducted in New York State, if not, you must notify that states Contact Center)  
County: \_\_\_\_\_  
Street/Address 1: \_\_\_\_\_  
Place: \_\_\_\_\_ (Circle one) City, Town, Village

#### Dig Site Type: Street/Address

Nearest Intersecting Street 1: \_\_\_\_\_  
Nearest Intersecting Street 2: \_\_\_\_\_

#### Dig Site Type: Intersection

Cross Street: \_\_\_\_\_

#### Dig Site Type: Between Intersections

Cross Street 1: \_\_\_\_\_  
County: \_\_\_\_\_  
Street/Address 2: \_\_\_\_\_  
Place: \_\_\_\_\_ (Circle one) City, Town, Village  
Cross Street 2: \_\_\_\_\_

### Additional Work Information

Are you working on both sides of street? (Circle one) Yes or No  
Are you working within 25ft of the edge of the street? (Circle one) Yes or No  
Is the excavation site marked in white? (Circle one) Yes or No  
Locate Instructions: \_\_\_\_\_  
Depth of Excavation: \_\_\_\_\_ Depth, Units: Inches, Yards, Miles, Meters

#### Work Site Dimensions

Length: \_\_\_\_\_ Units (Circle one): Feet, Inches, Yards, Miles, Meters  
Width: \_\_\_\_\_ Units (Circle one): Feet, Inches, Yards, Miles, Meters

### Comments:

Provide any special instructions for your Location Request.

### Submitting your Location Request

Now that you have prepared for your upcoming excavation you are ready to notify UDig NY.

There are two (2) ways to place your Location Request.

1. Call your Contact-Center by dialing **811**
2. Submit online with **exactix**  
[exactix.UDigNY.org](https://exactix.UDigNY.org)

### Service Areas

Use this section to note the utilities that UDig NY will notify about your impending excavation. This list will also be available in Exactix if you have a username and password.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

### Don't forget!

Check the utility responses with APR before you begin your project. For assistance with this visit [my.UDigNY.org](https://my.UDigNY.org)



Scan the QR Code to download a digital copy of this form or visit [UDigNY.org/resources](https://UDigNY.org/resources)

# Proposed Excavations

## Marking Guidelines

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

[www.CommonGroundAlliance.com](http://www.CommonGroundAlliance.com)

The illustrations below (Fig.1) are examples of how excavators should mark the area of proposed excavation. Use white marking products (paint, flags, stakes, whiskers or combination) to identify the excavation site.

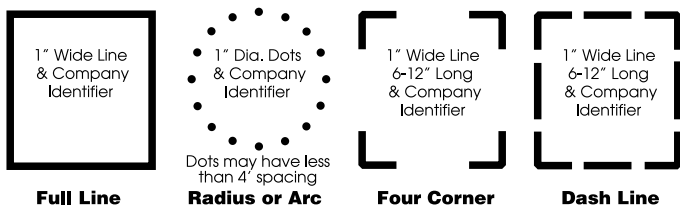
### Single Point Excavation Markings (Fig. 1)

Mark with white paint the proposed area of excavation by using a continuous line, dots marking a radius or arc, dashes marking the four corners of a project or dashes outlining the excavation project. Make the dash about 6" to 12" in length and 1" in width. Space them between 4' to 50' apart. Make the marks close together enough to be seen by the Member Facility Operator's locators. Dots of about 1" in diameter are typically used to define arcs or radii and can be placed at closer intervals instead of dashes.

### Single Stake Excavation Markings

When an excavation site is contained within a 50' radius, or less, you can mark it with a single stake positioned at the center of the proposed excavation. If you choose this way of marking, you must tell the Contact Center you have marked the excavation site with a single stake at the center and include the radius of the site. The stake has to be white and have this information on it for your project—**excavator's name, abbreviations, or initials, and the radius of the excavation site** in black letters on the stake or a note attached to the stake.

Fig. 1



# Wait The Required Time

Before you begin any non-emergency excavation or demolition you must place a Location Request at least two (2) working days but not more than ten (10) working days before any excavation or demolition starts. You must also wait for a positive response from each notified Member Facility Operator (see page 11).

**Do not start an excavation or demolition before your stated commencement date and time.**

*Holidays are not working days and are not counted in the two (2) to ten (10) days between the date your Location Request is placed and your commencement date **(See holidays below)**.*

## New York State 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
- Juneteenth - June 19
- Independence Day - July 4
- Labor Day - 1st Monday in September
- Columbus Day - 2nd Monday in October
- Veteran's Day - November 11
- Thanksgiving Day - 4th Thursday in November
- Christmas Day - December 25



Listed holidays current as of publication date. Scan the QR code to check for updates.

If your excavation or demolition has not started within ten (10) working days of the stated commencement date, your Location Request will no longer be valid, and a new Location Request is necessary.

If the excavation or demolition work is completely canceled (not rescheduled), that must be reported to the Contact Center.

Once excavation or demolition has begun, the Location Request is good for the life of the excavation or demolition. The excavator is responsible for maintaining the marks from the stated commencement date **(see page 29)**.

# Confirm Utility Response

01. Member Facility Operators will only mark-out facilities for which they are responsible.
02. Member Facility Operators owe you a positive response through Automated Positive Response (APR), and you are responsible for making sure each notified Member Facility Operator on your Location Request has responded.

## What is Automated Positive Response (APR):

A system established by the one-call notification system to furnish a single point of contact between Member Facility Operators and excavators for the purpose of communicating the status of an excavation Location Request as provided by our Member Facility Operators.

By law, a Member Facility Operator can delay marking out your excavation site a maximum of two (2) working days. However, a delay of more than two (2) working days, if any, will have to be agreed upon by you and the Member Facility Operator's Locator.

If you do not hear from a Member Facility Operator identified on your Location Request before your stated commencement date, call the Member Facility Operator's contact number.

## Do not begin excavation or demolition!

If you do not have the Member Facility Operator's contact number, please call your Contact Center, OR utilize **Exactix** to verify responses and contact information at **Exactix.UDigNY.org**.

It is important you provide accurate field contact numbers when you notify the Contact Center for a Location Request; this is the number Member Facility Operators will call if they need to contact you regarding your Location Request.

# Confirm Utility Response



# Respect The Marks



- 01.** You are responsible for maintaining the marks placed down by Member Facility Operators at your site.
- 02.** Before you begin your excavation or demolition, walk-through the site to familiarize yourself with the markings and the locations of buried facilities. It is a good practice to photograph, videotape or make a sketch of the marks.
- 03.** Pay special attention to any changes in the direction of the underground facilities. If you see any underground facilities for non-members of UDig NY (*for instance, property-owner installed gas grill lines, sprinklers, electric lamps, etc.*), contact the owner before proceeding with your work.
- 04.** If your excavation or demolition will cause the removal or disturbance of markings, establish offset marks in order to maintain a reference point for those underground facilities.
- 05.** Make sure everyone involved in your excavation or demolition is aware of any established offsets, any compromised marks, or any other information regarding facility locations.
- 06.** Don't put spoil piles over markings. Avoid driving machinery over stakes and flags. Paved areas should be swept periodically so painted marks remain visible.

## Respect The Marks *continued*

07. If marks have faded or been compromised to the point where proper and safe excavation or demolition is no longer possible, notify your Contact Center and make a request for a re-mark.
08. If your project is interrupted for more than ten (10) working days, notify your Contact Center and make a request for a re-mark.
09. If you refresh the markings at your site, make sure you use the uniform color code and identification letters to avoid any confusion. Make a note of the date and actions taken to refresh the marks.
10. Once the project is complete, it is recommended you remove any marks as best you can. This will reduce the likelihood future excavators will mistake them for marks provided in response to their Location Request or assume they do not need to provide notice of intent to excavate.



# Guide To Marks

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

[www.CommonGroundAlliance.com](http://www.CommonGroundAlliance.com)

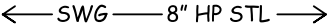
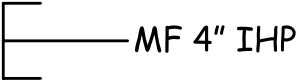
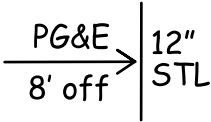
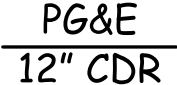
01. Underground facility lines must be indicated by markings using current APWA uniform color codes (**see page 30**). Markings should be 12" - 18" in length and 1" wide.
02. The facility should be indicated by initials or by name in letters 6" high at the beginning and end of the locate. On long locates, the Member Facility Operator 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.
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.
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. 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 *continued*

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

[www.CommonGroundAlliance.com](http://www.CommonGroundAlliance.com)

|                                                                                     |                                                                                                          |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
|     | Marking Gas Lines<br>High Pressure                                                                       |
|     | Marking Transmission Point,<br>Dead End, Stub Outs                                                       |
|    | Offset Markings<br>Indicate Member Facility<br>Operator, Direction to facility &<br>distance to facility |
| NO/MCI<br>NO/EPG                                                                    | No Conflict<br>No facilities within the<br>requested area.                                               |
|   | Conduit Or Duct Markings                                                                                 |
|   | Marking Buried Splices,<br>Valves, Manholes                                                              |
|  | Corridor Marking<br>Identification when number of<br>facilities is not readily known.                    |

# Dig With Care



- 01.** Before you use mechanized equipment within the tolerance zone **(see page 18)**, you must:
  - Verify the location, type, size, direction of run and depth of the facility.
  - For gas and liquid petroleum lines, verification must be by means of multiple hand-dug test holes.
  - The location of other utilities must also be verified by means of hand-dug test holes unless otherwise agreed upon with the Member Facility Operator.
- 02.** Do not assume that buried facilities will be at a certain or uniform depth.
  - Facilities may have been originally installed at a prescribed depth, but later erosion or grade changes cause them to now have shallow or deep cover.
- 03.** Verification must be performed by hand-dug test holes to expose a view of the facility.
  - If after a diligent search the facility cannot be verified in this manner, notify Member Facility Operator and request assistance. Do not assume clearance.
- 04.** Vacuum excavation is an accepted means of exposing and verifying the location of marked facilities.

05. Mechanized equipment may be used for removing pavement, but only to the depth of the pavement.
  - Care and good judgment should be used when removing pavement. As a best practice, within two feet from the markings, use extreme caution.
  - Avoid starting the pavement break directly over the marked facility.
  - Wherever possible, start a few feet away from the marks and attempt to 'peel' off the pavement or break it into small chunks for removal.
06. Verify the location of all facilities before you excavate up to the edge of the tolerance zone.
  - It is a best practice to assign workers to do the utility verifications 24-48 hours ahead of the excavating crew. You'll be providing a greater margin of safety and any problems can be resolved in time to minimize interference with the excavation.
07. If the excavation is going to cross a tolerance zone, hand-dig test holes to expose the facility at the point of crossing.
08. If your excavation is going to parallel a utility, you should hand dig test holes at any marked change of direction, elevation and at branch connection.
09. For relatively straight excavations parallel to a utility, a test-hole should be hand dug approximately every 20' to 25' or as requested by the Member Facility Operator.
10. If you find an unmarked or unknown facility, and you can tell who the Member Facility Operator is, notify them. Otherwise, notify the Contact Center.
11. Support long spans of exposed facilities to prevent collapse or sagging.

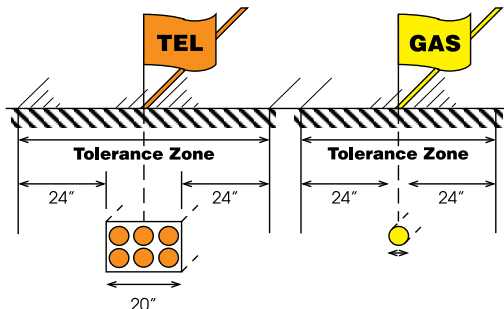
# Tolerance Zone

## The Tolerance Zone is defined as:

Two (2) feet on either side of the designated center line of the facility if the pipe diameter is not provided.

Or, two (2) feet from each outside edge if the facility diameter is provided.

## For example:



## Measuring The Tolerance Zone

01. The facility at left is marked as being 20-inches wide. So, 24" on each side, plus the width of the facility, gives us a Tolerance Zone of 68".
02. The facility at right is marked with its location, but shows no width. So, 24" on each side, gives us a minimum Tolerance Zone of 48". A safety best practice would be to also add a reasonable width for the facility.

## Examples of the tolerance zone



# Excavation After Verification

## Damages and Breaks

When excavating close to an underground facility, it is a best practice to have a spotter assist and guide the machine operator.

After you have verified the location of a facility by hand digging, you must maintain a minimum clearance of 4" between the facility and any mechanized equipment.

If the excavation work requires significant spans of the facility to be exposed, support them to prevent sagging or collapse.

Take care not to damage the protective coating of a facility. If you do, leave the damaged facility exposed and immediately call the Member Facility Operator.

## If a Facility is Contacted or Damaged

If you damage a facility you must immediately call the Member Facility Operator whose facilities have been damaged, even if you only scrape the protective coating. Left untreated this type of damage can lead to a catastrophic failure.

You should keep the emergency number of your local Member Facility Operators readily available **(see page 28)**.

If you are in doubt about whose facility it is, call your One-Call/811 Contact Center. They will transmit a notice to all Member Facility Operators in the area.



Continued on next page

## Excavation After Verification *continued*

### If You Damage a Natural Gas, Petroleum or Propane Line

#### Follow These Steps:

1



Stop work and evacuate the site.

2



Call 911. (NYS Law)

3



Call the appropriate Member Facility Operator.

4



Don't do anything that could cause an ignition source, such as static, use of cell phones, or operating equipment.

5



Alert everyone on or near the damaged line to evacuate.

Keep the public and traffic away.

6



Tape, rope or place cones around the area.  
Stay upwind of blowing gas.

7



Do not try to fix a damaged pipe.

8



Do not try to extinguish a gas burning fire, unless there is a threat to life.

# Leak Recognition & Response

---

A gas leak is usually recognized by smell, sight, or sound.

---



**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 to do if you suspect a leak

**Move** to a safe environment.

**Call** the Member Facility Operator (**see page 23 & page 28**)—they are available 24 hours a day, seven days a week. Provide the exact location, including cross streets.

Let them know if sewer construction or digging activities are going on in the area.

**Do not** smoke or operate electrical switches or appliances.

**Do not** assume someone else will report the condition.

Continued on next page

# Leak Recognition & Response



## Reporting Emergencies

**Part 753 Emergency Requirements:** In the event of an emergency involving danger to life, health or property as a result of damage to an underground facility containing gas or liquid petroleum products or as a result of an electrical short or escape of gas or hazardous fluids, the excavator must:

- 01.** Proceed to evacuate their employees and all other endangered persons from the immediate vicinity to the best of their ability and;
- 02.** Immediately notify 911 and the Member Facility Operator of the affected facility of the exact location, nature of the emergency and of the underground facility which is affected.



# Pipeline Purpose & Reliability

Natural gas, propane and petroleum pipelines quietly, reliably, and efficiently deliver a product for residential, commercial, and industrial use.

The pipeline industries work very closely with government agencies and stay abreast of new security methods and technologies to ensure the highest levels of security. Individual companies evaluate their security procedures on a regular basis and continually enhance security programs as needed.

## Hazard Awareness & Prevention Measures

Like all forms of energy, natural gas, propane and petroleum must be handled properly. Despite an excellent safety record, a leak caused by damage to a pipeline may pose a hazard and has the potential to ignite. The pipeline industry works diligently to ensure pipeline safety through a variety of measures including

- Coordination with Contact Centers
- Inspection programs
- Design and construction practices
- Workforce qualifications
- Industry safety practices and government oversight
- Pipeline markers and facility mapping
- Public education programs

## Pipeline Locations

Since pipelines are underground, line markers are sometimes used to indicate their approximate location along their route. The markers display the material transported in the line, the name of the Member Facility Operator, and the telephone number where the Member Facility Operator can be reached in the event of an emergency. Markers only indicate the general location of a pipeline and cannot be relied upon to indicate the exact position. The presence of markers does not negate the requirement to notify the Contact Center prior to excavation.

# Suggestions & Reminders

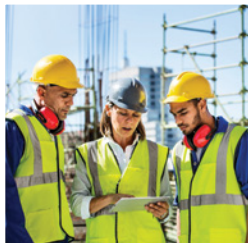
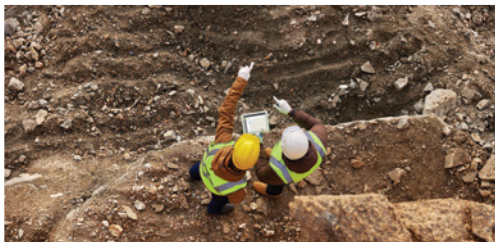
## DOs

- Follow NYS Law, report immediately to 911 and Member Facility Operator any damage to underground facilities resulting in escaping flammable, corrosive, explosive, toxic liquids, gas, or electrical short.
- Follow the special instructions from Member Facility Operators regarding their lines.
- Assign workers to complete hand-dug verification of facilities 24-48 hours ahead of excavation crews.
- Keep a minimum of 4" clearance between any safely exposed underground facility and any mechanized equipment.
- Protect and preserve the color-coded markings until those markings are no longer needed for a proper and safe excavation.
- Call for a re-mark if the markings are destroyed or removed before excavation is complete, and allow two working days to re-mark the site.
- Be sure that someone other than the equipment operator, for example the spotter, is there to look for any sign of an underground facility.
- Conduct the excavation near the underground facility carefully. Excavate by hand to be able to tell the exact location of the line and to prevent damage.
- Report any damage to the Member Facility Operator. For example, cracked conduit, gouges, dents or breaks to the coatings, cable sheathes and cathodic protection anodes or wiring that may pose problems now or in the future. Allow the underground Member Facility Operator time to make repairs.

# Suggestions & Reminders

## DON'Ts

- Place a Location Request unless you are prepared to start on the stated commencement date or ten (10) working days thereafter.
- Assume a pipeline or cable runs straight, or is centered between permanent marker posts.
- Assume the depth of a utility. Never assume an underground facility is at the same depth throughout the entire route of an excavation.
- Excavate within the tolerance zone with mechanized equipment before verification.
- Phone in emergency locates that are not really emergencies (crews should be on site or in route).
- Work under anyone else's Location Request.



# Exactix—Online Location Request

## One system for all users

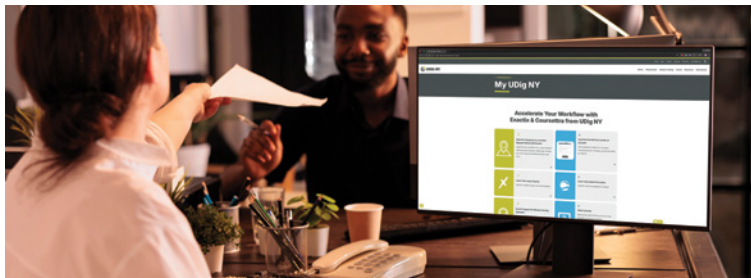
Exactix is designed with the professional excavator in mind, with powerful features to speed up placing multiple Location Requests and enhance project management and communication. Exactix also has a user-friendly Single Address Role designed for DIYers and other users who only place a few Location Requests a year.

## 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 on the phone hold time. Our intuitive system will guide you through the Location Request process easier and faster.

- 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 reported address.
- Print out a copy of your Location Request for your records.
- Manage all your Location Requests online.





Your one-stop shop for Exactix, online learning, and support.

**My.UDigNY.org** is a quick and easy way to find UDig NY's most frequently used services, as well as training resources and support. Visiting **My.UDigNY.org** puts a suite of powerful tools and resources at your fingertips:

- Location Request submission, management and Positive Response with Exactix
- Web-based training and in-person event registration on UDig NY's Learning Management System, powered by Irth Training
- Helpful video tutorials
- Excavator support from UDig NY's Web Services Team
- Member Facility Operator support from UDig NY's Member Services Team

**And so much more.**



Visit

**MY.UDIGNY.ORG**

or scan the QR code to get started.

# Emergency Numbers

Please take the time to write down the numbers of emergency services and Member Facility Operators you may need in the field.

**Police:** \_\_\_\_\_

**Fire Department:** \_\_\_\_\_

**Gas:** \_\_\_\_\_

**Electric:** \_\_\_\_\_

You can find your responses by logging into your Exactix account and view the **Response Status tab** on your dashboard. Or, you can visit **Exactix.UDigNY.org** and click the link to view/confirm your utility responses. With this method, you will need your Location Request number and phone number that was used to place the Location Request.

| Member Facility Operator | Phone Number |
|--------------------------|--------------|
|                          |              |
|                          |              |
|                          |              |
|                          |              |
|                          |              |
|                          |              |
|                          |              |
|                          |              |
|                          |              |
|                          |              |

# Mark-Outs Example Calendar

| Mon.             | Tues.            | Wed.             | Thurs.           | Fri.             | Sat.                     | Sun.                     | Mon.             | Tues. | Wed.  | Thurs. |
|------------------|------------------|------------------|------------------|------------------|--------------------------|--------------------------|------------------|-------|-------|--------|
| Exactix/<br>Call | Day 1            | Day 2            | Dig              |                  |                          |                          |                  |       |       |        |
|                  | Exactix/<br>Call | Day 1            | Day 2            | Dig              |                          |                          |                  |       |       |        |
|                  |                  | Exactix/<br>Call | Day 1            | Day 2            | Dig                      |                          |                  |       |       |        |
|                  |                  |                  | Exactix/<br>Call | Day 1            | Not a<br>Business<br>Day | Not a<br>Business<br>Day | Day 2            | Dig   |       |        |
|                  |                  |                  |                  | Exactix/<br>Call | Not a<br>Business<br>Day | Not a<br>Business<br>Day | Day 1            | Day 2 | Dig   |        |
|                  |                  |                  |                  |                  | Exactix/<br>Call         | Not a<br>Business<br>Day | Day 1            | Day 2 | Dig   |        |
|                  |                  |                  |                  |                  |                          | Exactix/<br>Call         | Day 1            | Day 2 | Dig   |        |
|                  |                  |                  |                  |                  |                          |                          | Exactix/<br>Call | Day 1 | Day 2 | Dig    |

# 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                                             |



# Response Codes

| Code | Response               | Description                                                                                                                                                                                                      |
|------|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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; Member Facility Operator 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.                                                                                  |
| 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; Member Facility Operator 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 requested or has been scheduled. |

Continued on next page

# Response Codes *continued*

| Code | Response           | Description                                                                                                                           |
|------|--------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| 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. Member Facility Operator will attempt to contact you.                         |
| 71   | Meeting Conflict   | Your proposed meeting is in conflict and we are unable to meet on site; Member Facility Operator 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 Member Facility Operator. Locate will be performed by the excavator per contractual agreement. |



Listed Response Codes are current as of publication date. **Visit**

**UDIGNY.ORG/APR**

or scan the QR code to check for updates.

# Extent of Excavation

## What Is Extent of Excavation (EOE)?

UDig NY's Extent of Excavation (EOE) policy specifies the amount of work that may be included on a single Location Request. EOE is updated periodically to align with current technology and industry needs. The following is the updated policy language that went into effect on February 16, 2026.

### Continuous Work

Continuous work shall be limited from intersection to intersection, measured from the center point of the intersection (the point where the centerlines of the intersecting roadways meet) to the center point of the next intersection. Continuous work shall not exceed more than one block (cross street to cross street) or one-quarter ( $\frac{1}{4}$ ) mile (1,320 feet) per location request. Any continuous work exceeding one-quarter ( $\frac{1}{4}$ ) mile that cannot be separated by cross streets must be submitted in one-quarter ( $\frac{1}{4}$ ) mile segments as multiple location requests. Any work on adjacent streets needs to be placed on a separate Location Request.

### Soil Borings

Soil borings taking place at a single address can all be placed on one Location Request, regardless of number of soil borings. If soil borings are taking place at different parcels, you will need one ticket per soil boring property.

Continued on next page

# Extent of Excavation *continued*

## Signs

Sign installation or removal shall be limited to three signs per ticket. They do not have to be consecutive; however, they do have to be broken up per side of the road. The exception for the three (3) sign posts per ticket procedure would be when you are working on any state routes and/or interstates. If you are working on either of these types of roads, you may put as many signs as you want on one ticket, but the ticket needs to follow the continuous work guidelines of intersection to intersection, measured from the center point of the intersection (the point where the centerlines of the intersecting roadways meet) to the center point of the next intersection, not to exceed more than one block (cross street to cross street) or one-quarter ( $\frac{1}{4}$ ) mile (1,320 feet) per location request.

## Poles

Pole installation, replacement, or removal shall be limited to one (1) pole per location request. Exception: Multiple pole installations, replacements, or removals on one parcel can be placed on the same Location Request. Corresponding anchors to their respective poles can be on the same Location Request.

## Work at an Intersection

Work at an intersection can be called in on one Location Request for the entirety of the intersection, including up to 50-feet down adjacent streets as measured from edge of pavement/curb. All work on adjacent streets that exceed that 50-ft should be placed on a new Location Request.

## Work at a Single Address

If the work is being done at a property (house, business, vacant lot), you must enter a location request for each individual property, even if the properties are side by side.

For example, if someone is installing service lines to addresses 35, 37, 38, and 51, individual location requests will need to be created for houses 35, 37, 38 and 51. Each address will receive a separate ticket number since the excavator will be “picking up shop” and moving from address to address.

## Extent of Excavation *continued*

### Trees

If you have a single address at which you are planting several trees, you do not need a separate ticket for each tree. The address serves as the “work site.” Therefore, if you are planting 10 trees at house #23 Smith Street, all of the work can go on one ticket. If you are installing 8 trees on a street at different locations (e.g., 5 trees on the north side and 3 trees on the south side), you will need a separate ticket for each location. Again, this is known as “picking up shop.” The location requests will also need to be divided by using the EOE rules. If you DO NOT have any addresses, you must enter one ticket for each tree.

### General Limitation

Location requests must clearly define the excavation area and comply with the maximum extent limitations defined in this policy. Locate requests exceeding these limits may be rejected and require resubmission.



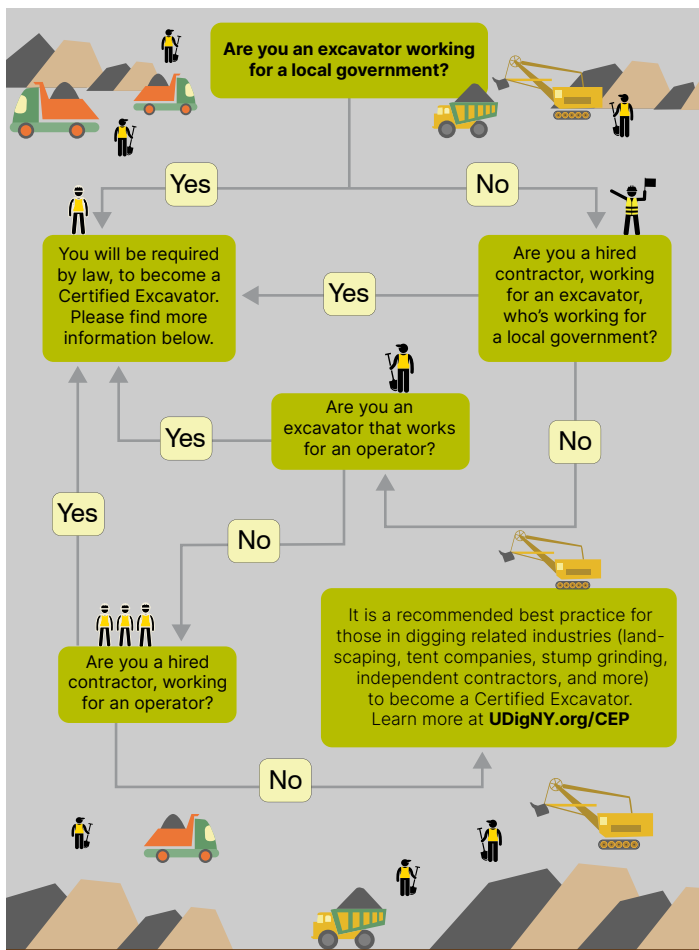
Visit

**UDIGNY.ORG/EOE**

or scan the QR code to view the current EOE policy.

# Certified Excavator FAQ

## Am I required to become certified?



# Certified Excavator FAQ

## Am I Required by Law to be a Certified Excavator?

Per Senate General Business Law §762 and §763(4) 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 One-Call 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 General Business Law §762 and §763(4) the UDig NY Certified Excavator Program in Safe Digging Best Practices (CEP) constitutes as adequate training. The UDig NY CEP 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.

To learn more, visit **[UDigNY.org/CEP](https://UDigNY.org/CEP)**

**Please contact your local Field Representative with questions.**

# Work Zone Safety Information

---



**PSC:** [www.dps.ny.gov](http://www.dps.ny.gov)

**Gas, Electric Shutoff Hotline:** 800-342-3355

**UDig NY Member Support:**

- [UDigNY.org/help-desk](http://UDigNY.org/help-desk)
- [membersupport@UDigNY.org](mailto:membersupport@UDigNY.org)
- Phone: 1-800-309-8289

**OSHA:** [www.osha.gov/contactus/bystate/NY/areaoffice](http://www.osha.gov/contactus/bystate/NY/areaoffice)

**PESH:** [dol.ny.gov/public-employee-safety-health](http://dol.ny.gov/public-employee-safety-health)





**Place and respond to a Location Request**

**exactix.UDigNY.org**

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

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

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

Other notes: \_\_\_\_\_

\_\_\_\_\_



**Learning Management: Register and track education courses**

**learning.UDigNY.org**

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

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

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

Other notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

[illegible]



**UDIG-NY**

SAFE DIGGING STARTS HERE





**Safe Digging Starts Here.**

