

Your guide to New Zealand referral service for information on
underground and overhead utility assets

USERKIT



before *u* **dig**™
.co.nz

Knowing where underground networks are buried
before digging helps to protect you from
injury, expense and criminal prosecution

 0800 248 344

 www.beforeudig.co.nz



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There are many incidents of damage to utility networks throughout New Zealand each year, costing millions of dollars. Most of this damage occurs as a result of ignorance, carelessness or even blatant disregard for the networks.

This User Kit is specifically designed to help you reduce the risk of damage /disruption to essential infrastructure and ensure prevention of injuries to yourself and others by making informed decisions before you dig.





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What is beforeUdig?

beforeUdig is an online service which enables anyone undertaking excavation works to obtain information on the location of underground and overhead utility assets such as power, gas, water and telecommunications helping to protect themselves against harm and valuable assets from damage during these works.

beforeUdig provides a 'one stop shop' for contractors and homeowners to

communicate about their planned activities with utilities and asset owners. If the dig site falls within the road corridor for a participating Permit Authority a permit application is also generated via beforeUdig service.

For those who require Non-Excavation permits the participating Permit Authority will direct the applicant to the CorridorAccess site to apply, generates



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and manages non-excavation permit application requests exclusively.

You tell us where you plan to dig and we pass on the referral to owners of infrastructure in that area. In most cases asset owners & members will use their best endeavours to contact you within two business working days with plans and/or instructions on how the site is to be managed. In some cases where postage is

required, plans may take longer to arrive.

<!/ Please Note - while it is free to use the beforeUdig service to gather information on the presence of assets in and around your proposed site, some utilities and local government organisations may charge to request plans and locate services. Please check with the relevant asset owners listed on your confirmation sheet if you require more information about these charges.

Why should you use beforeUdig?

Utility assets carry vital services such as water, electricity, communications and gas - damaging them can cause widespread disruption and in some cases isolate entire communities from these essential basic services.

There is also the risk of personal injury and incurring significant financial penalties if you damage underground infrastructure.

beforeUdig is your first step towards safe excavation.

It is therefore our aim to assist you to comply with the requirement for any person intending to dig to inform Essential Infrastructure Owners, and obtain site plans and/or locates, permits prior to the commencement of excavation works.



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Who should use beforeUdig?

Anyone intending to carry out any excavation work should first lodge an enquiry before commencing:

- Builders
- Contractors
- Farmers
- Excavation companies
- Councils
- Landscapers
- Underground network maintenance

workers

- Plumbers
- Home owners
- Cable and pipe location companies

Whether you are a home owner wanting to replace a fence, a contractor installing a new cable along a street or working for a council in re-sheeting the road, beforeUdig is the best and safest place to start your project.



How does beforeUdig work?

Enquiries can either be lodged online anytime at www.beforeudig.co.nz or by calling **0800 248 344** during business hours (Monday to Friday except Public Holidays).

Upon completion of your enquiry lodgement you will receive a Confirmation Sheet advice from beforeUdig which provides details of the asset owners affected and enables you to ensure the recorded dig site is correct. The asset

owners will then send you plans detailing the location of their network infrastructure.

<!/ Please Note - not all asset owners are registered with the beforeUdig service so it is important that you identify and contact any asset owners not listed.

beforeUdig membership

A beforeUdig member is any utility, local authority or similar organisation that wants to protect its network assets from damage and/or interruption across New Zealand.

Asset owners become members of the beforeUdig service by registering the location of their network assets and will then receive notifications of any intended works lodged as an enquiry with the beforeUdig service. By doing this, asset

owners will be notified immediately when contractors or others who use beforeUdig are planning to excavate in or around their assets.

<!-- Please Note – for a full list of our members, visit the beforeUdig website at www.beforeudig.co.nz and select 'Member Clients' under 'Utilities' on the homepage.



Benefits of becoming a member of the beforeUdig

- Minimise the risk of service interruption
- Ensure continuity of supply of essential services
- Prevent injuries to workers
- Reduce or avoid potential financial losses
- Improve public image
- Manage risk
- Leverage from enquiries made of other utilities
- Reduce costs in responding to plan requests

<!/ Please Note - contact us for a confidential discussion if you would like to become a member of the beforeUdig, as the more we understand about your business, the better we can tailor our service to your needs.

Lodging your enquiry in 4 steps

Accessing information regarding the presence of utility pipes and cables is made quick and easy using the online beforeUdig service. Follow the FOUR steps below to get access and to begin registering your works and getting access to utility plans.

Step 1 - Register

The online system is the easiest way to request plans from asset owners. All you

need to do is to register your contact details with us at www.beforeudig.co.nz. This enables us to send you a confirmation advice for each request and so that the asset owners know who you are and how to respond to you.

As part of the registration process we will provide a username and a password that are unique to you. We will not pass on any of your information to any third party



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except where required to facilitate your request. And as the service is free we do not require payment information.

Step 2 - Request plans

Once registered you can log in and request your plans. Make ONE enquiry by submitting the following details and beforeUdig will notify asset owners of your proposed works.

All details provided to us will be automatically passed onto each asset owner, who will contact you directly with plans and instructions about how to work safely.

a) Provide details of your planned works:

The online service will ask for some specific details about your planned works including date, type of activity being carried out and location.





b) Draw the works on the map:

Our mapping system enables you to draw the location of the works to help owners provide an accurate and detailed response.

c) Submit your request:

Once you have drawn your works on the map and submitted the enquiry, the system will email you a confirmation advice detailing your request.

<!> Please Note - the Enquiry Confirmation

Sheet summarises your enquiry and tells you which asset owners will be providing responses. It is important to keep your Enquiry Confirmation Sheet in a safe place as a record of your enquiry.

NEVER proceed without first hearing from the relevant owner of the underground infrastructure in your excavation area. Should you require further assistance, use the contact details provided on the Enquiry Confirmation Sheet.

Step 3 - Request an onsite locate

You may also be given the option to request a locator when registering for a dig location. Locators are people who provide an onsite service to assist in specifically identifying underground services. Some asset owners or utilities will require a locator to be onsite before your works commence. Locators can provide peace of mind and confirm the presence of underground services.

<!-- Please Note - some asset owners may charge a fee to provide this service and you need to discuss these fees with the relevant utilities prior to the start of any excavation activities.

Step 4 - Lodge a request for a permit

Always lodge a request for a permit before commencing your works. The type of work you are carrying out will determine the



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right channel for requesting a permit.

Excavation

Doing any activity that will alter, or cause to be altered, the surface of the road corridor; Performing maintenance work on any essential infrastructure; Placing any pipe, duct, pole, cabinet or other structure below, on or above the road corridor

For Excavation works - applicants generate their asset location request via the beforeUdig service (www.beforeudig.co.nz) and if the dig site falls within the road corridor for a participating Permit Authority a permit application is generated.

Non-Excavation

Used by people holding an event, protest or

parade that affects vehicle or pedestrian traffic; Placing a skip/bin or container on the roadway; Temporary construction loading zones.

For those who require Non-Excavation permits - the participating Permit Authority will direct the applicant to the CorridorAccess site to apply - www.corridoraccess.co.nz.

This site generates and manages non-excavation permit application requests exclusively.



The 4 P's of safe excavation

Plan – you must plan your job ahead. Use the beforeUdig service at least two business days before your job is due to begin receiving the plans and arranging mark out services.

Pothole – digging by hand is a method to assist in establishing the exact location on all underground infrastructure.

Protect – always erect safety barriers in and

around the areas of exposed infrastructure.

Proceed – once you have planned, potholed and protected infrastructure you may proceed with caution.





Mobile usage

The beforeUdig iPhone mobile app allows a registered user to submit a request for information on infrastructure from Utilities from any location within New Zealand.

The application leverages the on-board Assisted GPS capabilities of the iPhone to provide enhanced location searching capabilities for the user. A beforeUdig job can be created and delivered entirely from the device giving the user the ability to

survey and submit a job on the spot or alternatively the job can be saved to the device to be submitted at a later date.

The application provides the user with the ability to view a map (including satellite maps) of a location and detail their required work site using the app before submitting the enquiry directly to the beforeUdig service.

A contractor can be onsite while simultaneously submitting details to the beforeUdig service.

Within seconds of completing the beforeUdig request a contractor will be provided a list of all utilities located at the nominated site along with any relevant contact details.

Further information regarding the location

of any underground assets will be delivered from utilities within two working days.

For non-apple products such as Android, the www.beforeudig.co.nz website will resize to fit the screen and you can use GPS to locate your position on the map.



Frequently Asked Questions (FAQs)

For a comprehensive list of FAQs please refer to our 'HELP' section on the website or contact our Helpdesk by calling **0800 248 344**.

What type of information is provided?

Underground location plans provide information about plant presence only - they do not pinpoint the exact location of the cables and pipes. It is the excavator's

responsibility to visually expose the cable or pipe manually by using hand tools before any construction begins. This is usually completed using the potholing technique and by following the relevant utilities' instructions. Utilities will provide contact details for further assistance.

How much does it cost to obtain a location plan?

Whilst it is free to use the beforeUdig

service to gather information on the possible presence of utility assets in and around your proposed excavation site, to request plans and locate services, some Utilities and Local Government Organisations may charge to supply these services. Please check with the relevant asset owners listed on your confirmation sheet if you require more information on these possible charges.

Are all organisations with utility networks covered by the beforeUdig service?

Not yet. Presently, most companies with utility pipes and cables in New Zealand are part of the beforeUdig service, but not all. However, the service is actively recruiting new members all the time and the aim is to have all companies with underground networks on board in the near future.



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I have submitted an enquiry, what should I do now?

Details of your enquiry and your contact information will be passed onto all asset owners/members who are protected by beforeUdig. You will be advised whether they have been “Notified” asset owners, in which case they will respond directly to you on whether you need to send additional information. Members (the asset owners) are requested to use their best endeavours

to respond directly to you with either plans or a quote if they charge to supply plans, within two clear business days.

<!/ Please Note - do not start work until you have written permission from all asset owners.

Is there a limit to the size of an enquiry which I can submit?

Yes, the size of an enquiry is limited for





each specific drawing tool as follows:

- Line – 5km
- Area – 1kmsq
- Circle – 25m to 1km (Diameter)

What is the Enquiry Confirmation used for?

The Enquiry Confirmation is your record of the asset owners/members who have had their zones of interest searched against your enquiry details. A request has been sent to each asset owner with your contact details.

When you receive correspondence back from the asset owners you should tick them off the list. In the case of members, you may need to send further information to them and they will then respond once the information has been received.

<!> **Please Note** - make sure you receive information from all asset owners/members on the list provided before commencing any works.

Can I change or cancel an existing enquiry?

Once you submit your enquiry the information is automatically processed and passed onto our asset owners/members. If you wish to cancel or amend your enquiry you need to call 0800 248 344 and request the desired action.

An Asset Owner has not responded, what can I do?

You should contact any asset owners listed

on your Caller Confirmation advice who have failed to respond to your enquiry within two clear business working days of lodging your enquiry. Use the contact phone number provided against each asset owner and quote the relevant sequence number.

How long is the information valid for?

The information provided to you by asset owners/members will normally explain



how long that information is valid for. As validation periods can vary depending on the asset owners requirements always check if you are not sure of the validation period.

Can I resubmit old enquiries?

Yes, find the enquiry via the “History” button; this will then present to you an option to “Resubmit your enquiry”. Click the button and follow the prompts.

Can I view a history of all my enquiries?

To view a list of previous enquiries, log on to the online enquiry service and from the “Home” screen click on the “History” button. This will allow you to search for specific enquiries.

How can I get help using the online enquiry system?

Online Help is available throughout the service. Simply click on the orange question

marks in each section. If you still require assistance please email or call us about your query - 0800 248 344.

How do I login to beforeUdig?

Within the login area on the beforeUdig Homepage you can enter your username and password to gain access to the service.

Can I change my password?

Yes, login to the application, click the

"Account" button and you will be presented with your details. Ensure you click the "Update" button once you have made.

I have forgotten my password, how can I retrieve it?

Passwords can be reset using the Forgotten Password link at the top of this page. Simply type in your Username and Email address then click on "Send". Your password will be reset and the details will be emailed to you.



Does beforeUdig hold asset information on behalf of asset owners/members?

No, the beforeUdig service does not hold asset location information on behalf of asset owners or members.

What is the minimum computer system requirement to use the online enquiry system?

- Internet Explorer version 8+
- Firefox 10+

- Apple Safari 5+
- Google Chrome 15+
- 1024x768 screen resolution
- Java (latest version)
- Broadband connection or mobile 4G service

Emergency procedures

A “beforeUdig” emergency is defined as a potentially life threatening situation and may include the following: Burst Water Main, Damaged Electricity, Pole Leaking Gas Pipe, Open Sewer, Major Telecommunication cable damaged, Other situation which may be catastrophic.

In the event of damage to any underground network, you should contact the affected infrastructure owners immediately.

If the situation is life threatening, please dial the Emergency Services on 111.

<!-- Please Note - the beforeUdig is not an emergency service. The aim is to assist you with information on the location of underground infrastructure in order to help you with planning for safe excavation.

beforeUdig - your first step
to reducing the risk of injury
third party damage and disruption

📞 0800 248 344

🌐 www.beforeudig.co.nz



 PO Box 99748, Newmarket, Auckland 1149

 0800 248 344

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