

Your guide to Irelands free to use utility search service for
underground and overhead utility assets

USERKIT



before **u** dig™

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





There are many incidents of damage to utility networks throughout Ireland each year, costing millions of euros. 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.



CONTENT

What is beforeUdig?	6
Why should you use beforeUdig?	8
Who should use beforeUdig?	9
How does beforeUdig work?	11
beforeUdig membership	12
Benefits of becoming a member	13
Lodging your enquiry in 5 Steps	14
Safety Practices	18
FAQ	20
Emergency procedures	29

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 obtain information on member utilities and asset owners and communicate with them about their planned activities.





before **u**dig™

You tell us where you plan to dig and we pass on the referral to owners of utility infrastructure in that area. In most cases member asset owners will use their best endeavors to contact you within ten 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 utility 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 member 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 utility 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 utility infrastructure owners, and obtain site plans and/or locates, permits prior to the commencement of excavation works.



beforeUdig™

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
- Utility network maintenance workers

- Plumbers
- Home owners
- Cable and pipe location companies
- Demolition Workers

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-surfacing the road, beforeUdig is the best and safest place to start your project.

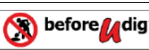


How does beforeUdig work?

Enquiries can be lodged online anytime at www.beforeUdig.ie.


Upon completion of your enquiry lodgment 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. Owners will then send you plans detailing the location of the 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


Enquiry Confirmation
 Job No 18143 Date of enquiry: 09/10/2018

Enquirer			
Name	Mr Phil Cornforth	Phone	0345484040
Company	beforeUdig Global	Mobile	07470442908
		Fax	Not Supplied
Address	beforeUdig Global Global House, Kilcullen Business Campus Kilcullen R56 K376		
Email	phil.cornforth@pelicancorp.com		
Notes	Asset Owners have been requested to respond to you via these contact details, please ensure they are correct. Where Asset Owners charge for plans they have been requested to send you a quote before proceeding.		

Enquiry Details			
Scheme/Reference	Not Supplied		
Enquiry type	Initial Enquiry	Work type	Design Only
Start date	24/10/2018	End date	25/10/2018
Site size	9146 metres square		
Searched location	Ashbourne		
Confirmed location	Not Supplied		

Site Map

 V3.2.7 Map data ©2012 Google


Enquiry Confirmation
 Date of enquiry:

Asset Owners
 Subject always to our standard terms and conditions, this enquiry result is valid for 28 days only from the date of enquiry and is based on the confirmed information you entered. If the location of the work changes then a further enquiry must be made. Should the work not be undertaken within 28 days of the enquiry then a further enquiry must be made.

The following Asset Owners MAY have assets near your proposed work site.

Please note, Asset Owners with the status of "Not Notified" are not registered with the beforeUdig service and have not been informed of your intention to dig. beforeUdig is aware of their existence and they are listed here for information purposes only. Please note that this list is not exhaustive and all contact details are provided as a guide only. It is your responsibility to contact them directly as well as any other asset owners not listed by beforeUdig. It is your responsibility to identify and consult with all asset owners before proceeding.

Seq. No.	Authority Name	Phone	Status
52965	EirGrid	012370924	Notification Sent
52966	BT Ireland	014326400	Not Notified
52967	COLT	014360900	Not Notified
52968	Eir	cbjd.emaps@eircom.ie	Not Notified
52969	enet	planning@e-net.ie	Not Notified
52970	ESB Networks	1800292990	Not Notified
52971	Gas Networks Ireland	18004527447	Not Notified
52972	Irish Water	1850278278	Not Notified
52971	Virgin Media	1908	Not Notified

END OF NOTIFIED LIST

beforeUdig Membership

A beforeUdig member is any utility, local council or highway authority that wants to protect its network assets and the public from damage and interruption across Ireland

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

Utility asset owners will be immediately notified when contractors or others who use the beforeUdig service 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.ie and select 'beforeUdig members' under the 'Members' drop down menu on the homepage



before **U**dig™

Benefits of becoming a member of 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 5 easy steps

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

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.ie. This enables us to send you a confirmation advice for each enquiry and so that the member asset owners know who you are and how to respond to you.

As part of the registration process we will provide a user name and a password that are unique to you. We will not pass this information to a third party. except where required to facilitate your request. And as the service is free we do not require payment information.

The image shows two screenshots of the beforeUdig website. The left screenshot is the homepage, featuring a banner with a white van and the text "KNOW WHAT'S BELOW". Below the banner, there is a description of the service and three sections labeled "WHY?", "WHAT?", and "WHO?". The right screenshot is the registration form, which includes fields for personal and contact details, a unique account verification status, and a username and password section.

beforeUdig Website Screenshot (Left):

- Header: **beforeUdig** logo, navigation links (Home, About, Members, Contact, News & Events, Contact).
- Banner: "KNOW WHAT'S BELOW" with a white van.
- Text: "beforeUdig is a free to-use online service which enables anyone undertaking design or excavation works to obtain information on the location of cables, pipes and other utility assets in and around any proposed dig site, helping to protect themselves and valuable assets during these works. In most cases it provides a 'one stop shop' for designers and contractors to communicate about their planned activities with member utilities and authorities."
- Sections: "WHY?", "WHAT?", "WHO?" with corresponding images.

beforeUdig Registration Form Screenshot (Right):

- Header: **beforeUdig** logo, "Welcome to beforeUdig, Ireland" (Protecting Lives, Cables and Pipes).
- Form Fields:
 - First Name: [Text]
 - Last Name: [Text]
 - Company: [Text]
 - Job Position: [Text]
 - Address:
 - Address Line One: [Text]
 - Street: [Text]
 - Town/Village: [Text]
 - County: [Text]
 - Postcode: [Text]
 - Contact Details:
 - Primary Phone: [Text]
 - Mobile: [Text]
 - Fax: [Text]
 - Email: [Text]
 - Confirm Email: [Text]
 - Login Details:
 - Username: [Text]
 - Password: [Text]
 - Confirm Password: [Text]
- Verification Status:
 - Unique account verified
 - Username is available
- Primary Phone Note: "What is your primary phone number? You must enter your area code followed by the phone number."

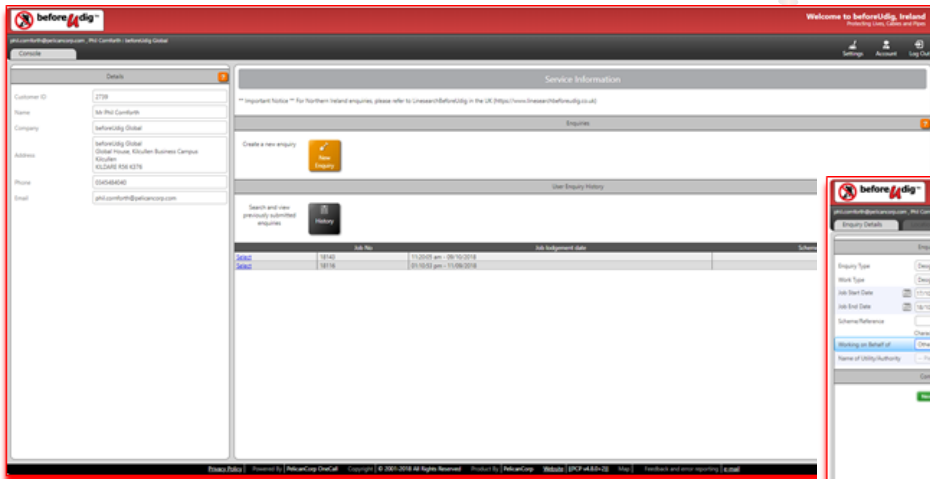
Step 2 - Log in to request plans

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

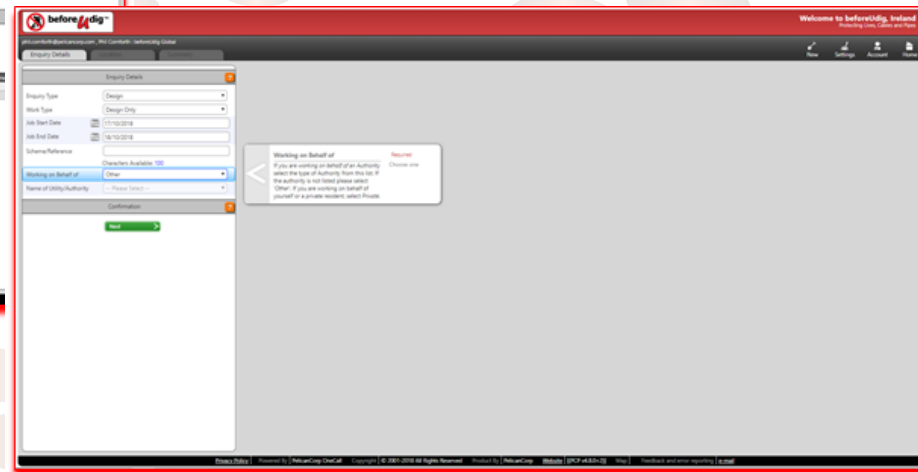
Step 3 - Provide details of your planned works

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

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.



The screenshot shows the 'beforeUdig' login page. On the left, there is a 'Details' sidebar with fields for Customer ID (2739), Name (Mr Phil Conyngham), Company (beforeUdig Global), Address (Global House, Winchester Business Campus, 10, Lymington Road, Winchester, SO23 7JF), Phone (01964 444444), and Email (phil.conyngham@beforeudig.com). The main area is titled 'Service Information' and includes a 'Create a new enquiry' button. Below this is a 'User Enquiry History' table with columns for Enquiry ID, Enquiry Type, Enquiry Date, and Enquiry Status. The table contains one row with Enquiry ID 1045, Enquiry Type 'Design', Enquiry Date '11/10/2018', and Enquiry Status 'In Progress'.



The screenshot shows the 'beforeUdig' enquiry details page. The 'Enquiry Details' sidebar on the left includes fields for Enquiry Type (Design), Work Type (Design/Draw), Enquiry Date (11/10/2018), Enquiry Status (In Progress), Enquiry Reference (1045), Working on Behalf of (Design), and Name of Enquiry/Building (Design/Draw). The main area is titled 'Working on Behalf of' and contains a text box with the instruction: 'If you are working on behalf of an Authority, please enter the name of the Authority. If the authority is not listed please select "Other". If you are working on behalf of yourself or a private resident, select Private.' There is a 'Next' button at the bottom of the sidebar.



Step 4 - 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.

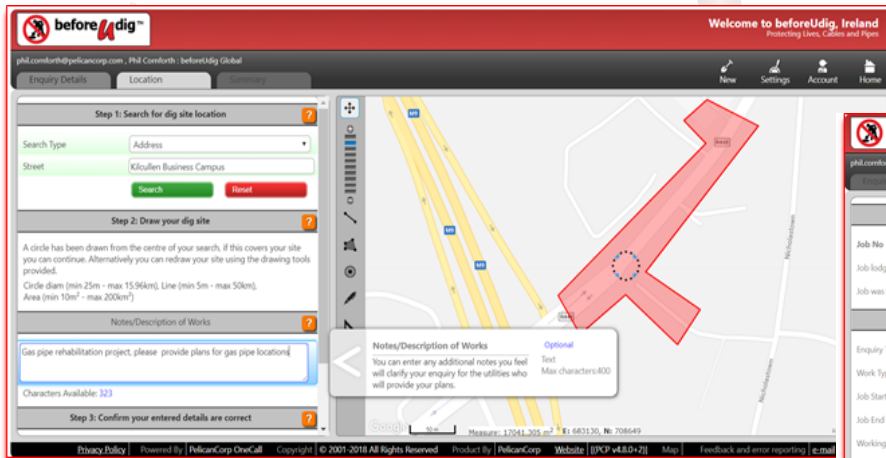
Step 5 - Submit your request:

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 1: Search for dig site location

Search Type: Address
 Street: Kilcullen Business Campus
 Search [Reset]

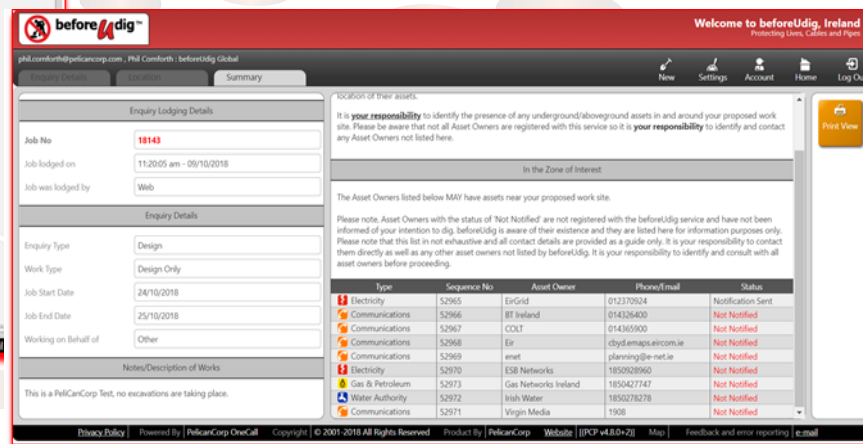
Step 2: Draw your dig site

A circle has been drawn from the centre of your search. If this covers your site you can continue. Alternatively you can redraw your site using the drawing tools provided.
 Circle diam (min 25m - max 15.96km), Line (min 5m - max 50km), Area (min 10m² - max 200km²)

Notes/Description of Works
 Gas pipe rehabilitation project, please provide plans for gas pipe location

Characters Available: 123

Step 3: Confirm your entered details are correct



Enquiry Lodging Details

Job No: 10143
 Job lodged on: 11/20/2018
 Job was lodged by: Web

Enquiry Details

Enquiry Type: Design
 Work Type: Design Only
 Job Start Date: 24/10/2018
 Job End Date: 25/10/2018
 Working on behalf of: Other

Notes/Description of Works

This is a PelicanCorp Test, no excavations are taking place.

Location of their assets

It is **your responsibility** to identify the presence of any underground/aboveground assets in and around your proposed work site. Please be aware that not all Asset Owners are registered with this service so it is **your responsibility** to identify and contact any Asset Owners not listed here.

In the Zone of Interest

The Asset Owners listed below MAY have assets near your proposed work site.

Please note, Asset Owners with the status of 'Not Notified' are not registered with the beforeudig service and have not been informed of your intention to dig. beforeudig is aware of their existence and they are listed here for information purposes only. Please note that this list is not exhaustive and all contact details are provided as a guide only. It is your responsibility to contact them directly as well as any other asset owners not listed by beforeudig. It is your responsibility to identify and consult with all asset owners before proceeding.

Type	Sequence No	Asset Owner	Phone/Email	Status
Electricity	52965	EnGrid	012370924	Notification Sent
Communications	52966	BT Ireland	014326400	Not Notified
Communications	52967	COLT	014365900	Not Notified
Communications	52968	Eir	cbyd.emaps@eir.ie	Not Notified
Communications	52969	emst	planning@e-mst.ie	Not Notified
Electricity	52970	ESB Networks	1850028960	Not Notified
Gas & Petroleum	52973	Gas Networks Ireland	1850427747	Not Notified
Water Authority	52972	Irish Water	1850278278	Not Notified
Communications	52971	Virgin Media	1908	Not Notified

Safety Practices

At beforeUdig, the safety of those working around utility assets and the community is of high priority. At every stage of the project, there are measures that can be taken to ensure the safety of those involved in the project and others.

On the next pages is an overview of the five rules of safe excavation which you must follow.

Plan



Plan ahead by lodging your beforeUdig enquiry at least 10 full business days before starting any excavation to ensure you have the correct information and safety measures in place.

Prepare



Prepare by reviewing the utility plans. Contact the utility if you need assistance. Look for clues onsite such as manhole covers, marker posts and meters. Engage a qualified surveyor which includes undertaking electronic location and marking out prior to potholing.

Investigate



To establish the exact location of all underground utilities, slit trenching and hand digging should be carried out if permitted using the asset owner's stated method as specified on the asset owner's plan and / or information pack.

Protect



Following investigation of exact location of services, **protect** the infrastructure by using various methods, such as communicating to all working on site, erecting barriers and / or marking the location of the exposed infrastructure.

Proceed



You should only **proceed** with your excavation work after you have planned, identified through investigation (unless prohibited) and have protective measures in place.

When you have finished

Once the project is complete, ensure no utility asset(s) have been damaged and that any exposed underground asset(s) uncovered by any excavation has been filled back in correctly.

If damage has occurred to any utility asset, notify the affected asset owner immediately by using the contact details on the beforeUdig cover sheet or via the Emergency Contacts page. If the situation is life threatening, please contact the Emergency Services on 112 or 999.

Frequently Asked Questions (FAQs)

For a comprehensive list of FAQ's please refer to our website under the 'Users' menu

What type of information is provided?

Underground location plans provide information about plant presence only. They **DO NOT** pinpoint the exact location of cables, pipes . It is the excavators

responsibility to visually expose the cable or pipe manually by using hand tools before any construction begins. This is usually completed using potholing techniques 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 agencies 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. Whilst the beforeUdig service grows in Ireland there are still a number of utilities that are yet to become members.

These utilities will be detailed on your enquiry confirmation sheet. You will need to contact these utilities directly to request plans.

We are actively recruiting all non members utilities with the aim to have all these companies on board and part of the beforeUdig service in the near future.

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 **ten** 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?

No - Once you submit your enquiry the information is automatically processed and passed onto our member utilities and asset owners.

To lodge an enquiry with a different area or details you will need to resubmit your enquiry.

Please make a note in the description/ comments text field of your previous enquiry/ sequence number.

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 ten 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 the plans are valid for. This is usually fourteen to twenty eight days

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 on each section.

How do I login to beforeUdig?

On the homepage simply 'click on the 'enquiry' button on the task bar on the left hand side of the page to open the login panel.

Enter your user name and password and check the button to agree with the terms and conditions of use.

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 your change

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 999 or 112.

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



www.beforeudig.ie



Global House, Kilcullen Business Park Co. Kildate Ireland



045 848 044



www.beforeudig.co.nz