

Australia's National Referral Service for Information  
on Underground Pipes & Cables



DIAL BEFORE YOU DIG

 **USERKIT**



[www.1100.com.au](http://www.1100.com.au)

# INTRODUCTION



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

There are many hundreds of thousands of kilometres of underground pipes and cables that carry our essential services to households and businesses across Australia, and this amount is increasing every day. The likelihood of coming across underground infrastructure while excavating is increasing significantly too.

This kit is designed to help you reduce the risk of damage or disruption to essential underground infrastructure and ensure prevention of serious and fatal injury to yourself and others by making informed choices before you dig.



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# WHAT IS DIAL BEFORE YOU DIG AND HOW DOES IT WORK?

## 1. Our Service

Dial Before You Dig is a free national community service that connects users involved in all forms of excavation with the infrastructure owners of underground services in that area using a fast and effective referral system.

Our unique partnership with Australia's owners of underground infrastructure means that we can offer you a single point of contact to receive information about underground networks at your planned excavation site so you don't have to contact the utility organisations individually.

**You tell us where you plan to dig and we pass on the referral to owners of underground infrastructure in that area. They send the information directly to you, generally within two business days.**

Time frames for receiving information vary depending on how it is sent. Some utilities will send information by email that can arrive very quickly while information sent by fax or post may take longer. Some owners of underground infrastructure may also contact you by phone to discuss your proposed works or they may ask you to go to their office to discuss the job in more detail.

The Dial Before You Dig service is designed to protect Australia's excavators. Whether you are a backyard renovator or a professional excavator, the potential for injury, personal liability and even death exists every day. Obtaining accurate information about your work site significantly minimises these risks.

### There are two ways to lodge your enquiry with Dial Before You Dig:

1. Lodge online by visiting our website at [www.1100.com.au](http://www.1100.com.au) and log on using your username and password or register as a new user.
2. You can also call our National Call Centre on 1100 to register and lodge an enquiry from anywhere in Australia. Our Call Centre operates Monday to Friday (except public holidays) and is staffed by a team of experienced consultants who can talk you through lodging your enquiry.

Visit [www.1100.com.au](http://www.1100.com.au) for more information on our service.



## 2. Our Objectives

Our aim is to protect the community and our members' underground infrastructure by providing a fast and effective referral service which enables excavators to access information from relevant infrastructure owners on the location of underground networks at their work site from a single, convenient point of contact.

### Our Priorities are:

To assist in the protection of anyone digging near underground infrastructure.

To ensure Australia's underground infrastructure is protected.

To reduce the number of accidents and disruptions to essential underground services.

To grow our membership base to ultimately include all of Australia's underground infrastructure owners.

Along with our members and industry partners, to promote safe digging practices.

# WHAT IS DIAL BEFORE YOU DIG AND HOW DOES IT WORK?

## 3. Damages Do Happen

Over the years, we've seen a wide variety of disruptions from excavators unwittingly digging up underground infrastructure. Ruptured sewerage pipes, explosions from gas mains and even deaths from contact with underground electricity cables have occurred. The severity of incidents varies greatly – as does the resultant impact.

In the past, these damages have led to communities being isolated from telephone services including the 000 emergency number. Police, Ambulance and Fire Brigade services have been forced to rely on backup communication networks. For someone in Australia's remote communities, a lack of communication can lead to fatal results.

There is also the personal impact of an incident to the individuals responsible. Serious injury and death does happen.

If you negligently damage underground pipes or cables you may be faced with criminal prosecution and significant damages claims. Commercial damages have been known to run into the millions of dollars leaving some businesses bankrupt and not able to function.

Dial Before You Dig exists to help minimise these damages and disruptions from occurring.





## 4. Our Members

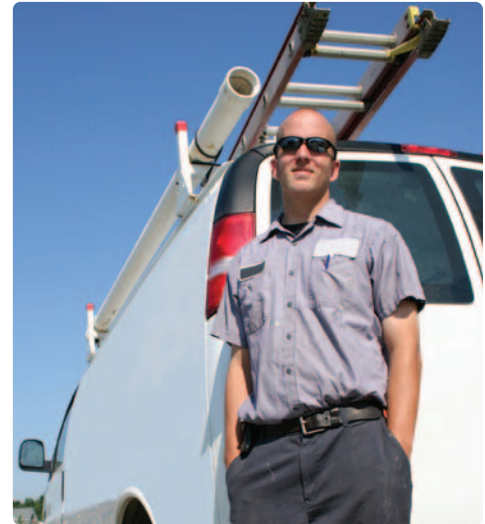
Our members are primarily Australia's underground infrastructure owners. They are the electricity, gas, communications and water companies – as well as many other private enterprises. They range from the largest telecommunications companies with hundreds of thousands of kilometres of cables through to a local business protecting an underground network running from one side of the road to the other.

Many of our local councils are members too. They are looking to protect the storm water drains, sewerage infrastructure, roads, irrigation, underground electricity cables and telecommunications cabling between council locations.

Dial Before You Dig also has the support of many organisations that do not own underground infrastructure. These are typically industry associations or organisations whose own members have a need to excavate.

They are members because they believe in the importance of safe digging practices and see the need to help promote the Dial Before You Dig message throughout the excavation community.

For a full list of our members, visit the Dial Before You Dig website at [www.1100.com.au](http://www.1100.com.au) and select "Our Members" under "Membership" on the homepage.







# LOGGING YOUR ENQUIRY

**Please Note – Dial Before You Dig does not send you information on underground pipes and cables. This information comes direct from the infrastructure owners and generally takes around two business days.**

## 1. The Dial Before You Dig Online Process

**Lodging your enquiry is free to you, the user.**

Lodging your enquiry online is as easy as visiting our website at [www.1100.com.au](http://www.1100.com.au) and logging in from our homepage. You can register as a first time user. You will then receive an email confirming your user details and password. Keep these details handy and use them each time you lodge an enquiry.

The online system allows both the processing of enquires and the management of your contact details.

When you enter the site after log in, you will automatically be presented with the customer details screen. Ensure your details are correct before proceeding to the search screen.

To lodge your enquiry, follow these three simple steps:



### 1. Enquiry Details

- Tell us about your job.
- Describe the activity you plan to undertake.
- Provide the location of the dig site. You can do this through a number of search methods. The most common method is Street Address.

### 2. Map Screen

- Identify the dig site using the various mapping tools.
- Tell us more about your job in the notes section.
- **Please ensure the dig site you select is accurate.**

### 3. Enquiry Summary

- The summary page details the affected utilities.
- You will receive a job number for future reference. An Enquiry Confirmation Sheet will be sent to you confirming the enquiry details.

# LOGGING YOUR ENQUIRY

## 2. Your User Profile

The User Profile is information about you, your organisation and the way in which you conduct your Dial Before You Dig enquiries. You can update your profile at any time and review past enquiries.

There are three areas within the User Profile area:

- The **User Profile** screen where you can update your contact details, username and password.
- The **Enquiry Settings** screen is great for regular users. You can standardise your onsite activity, the work site choice and any special instructions. This removes the need to re-enter them each time you lodge an enquiry.
- The **User History** screen allows you to search and review your past enquiries. This section will also allow you to replicate a previous enquiry and resubmit to receive updated copies of plans.

## 3. Dial Before You Dig Quick Reference Guide

To access the Dial Before You Dig Quick Guide, visit [www.1100.com.au](http://www.1100.com.au) and click 'ONLINE SUPPORT' to download a simple guide to help you lodge your enquiry online.



## 4. The Enquiry Confirmation Sheet

Once you have successfully lodged your enquiry, Dial Before You Dig will send you an **Enquiry Confirmation Sheet** to confirm your enquiry has been processed. This sheet can be emailed, posted or faxed to you.

The Enquiry Confirmation Sheet enables you to verify the details supplied for your planned dig site location. It also provides you with the contact details of the infrastructure owners relating to your enquiry. This means you will know which underground infrastructure owners you can expect to hear from. Also included is helpful information on your Duty Of Care when undertaking your excavation project.

It is important to keep the Enquiry Confirmation Sheet in a safe place as a record of your enquiry.

## 5 . Receiving Information

Plans are the most common form of information you will receive from infrastructure owners detailing the location of their underground networks. These may arrive via email, fax or post. Plans that are emailed can arrive very soon after you lodge your enquiry while plans that are posted will take longer. Depending on the delivery method used, you will generally receive the information within two business days.

Some owners of underground infrastructure may contact you by phone to discuss your proposed works

or they may ask you to go to their office to discuss the job in more detail.

Rather than sending plans, some members may also call you to find out more about your excavation project and to provide further assistance.

**It is important NOT to 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 to contact the relevant infrastructure owner directly.**

# LOGGING YOUR ENQUIRY

## 6. Frequently Asked Questions (FAQ's)

**If you can't find an answer to your questions here, please contact our Helpdesk by calling 1100 and follow the prompts.**

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

Screen resolution of 1024x768  
Internet Explorer 6+ or  
Mozilla Firefox 2+  
Cookies enabled  
Sun Java (latest version)  
Broadband connection (highly recommended)

### **Q How can I get help using the online enquiry system?**

Online Help is available on most screens of the enquiry lodgement process. Simply click on the orange question marks in each

section. If you still require assistance, you can contact our Help Desk by phoning 1100 and following the prompts.

### **Q How can I find a location if the street or suburb is not recognised?**

Try proceeding with the search without changing any of the details provided. If this fails, then try searching for the address in a neighbouring or adjacent suburb. If this also fails, you can try a different search method i.e. intersecting streets or a suburb search and use the map tools provided to locate the required dig site. If you still can't find the location, contact our Customer Centre on 1100 and follow the prompts to the Helpdesk.

### **Q How often are the maps updated?**

Our maps are updated at various stages throughout the year. As an example, our address information is updated four times per year and our street information is updated twice per year. All our maps are as up-to-date as are available at a National level. We recognise that some new subdivisions are not represented in our maps; we work to fix these as they become available in later updates for each of the map sets supplied.

### **Q How accurate do I have to be with the drawing of the work site?**

Accuracy is very important in drawing your proposed work site. The drawing you provide is used by the infrastructure owners to determine what information they need to send to you in relation to underground



## 6. Frequently Asked Questions (FAQ's)

infrastructure located in that area. It is better to draw a slightly larger area and get more information than you may initially need. If you draw a smaller location, you run the risk of not receiving all the necessary information and exposing yourself to the potential of damaging an underground pipe or cable. This may result in costly repairs and potential injury to yourself or others.

### Q What's the best way to submit an enquiry that covers a large area?

The most appropriate tool to use when drawing your proposed dig site is the Area Tool. When using this tool, please ensure that the area drawn on the map fully encompasses and, in most cases, exceeds your required area. Large enquiries require the mapping system to be zoomed out to a distance adequate to draw the required

zone. For example, if a trenching job aligns with a freeway or a major feature on the map then it would be appropriate to draw a shape around the required area. This ensures that any possible inaccuracies created as a consequence of viewing maps at such a large scale are taken into account.

Where the proposed enquiry location exceeds the maximum zoom, additional enquiries will need to be lodged separately to cover the entire area. For more help with large enquiries, please contact our Customer Centre on 1100.

### Q How long is the information valid for?

The information provided to you by infrastructure owners has a finite lifetime and expiration date as networks are continually being updated and extended.

This information is generally valid for between 14 to 28 days.

The time frame for your specific enquiry should be included in the information provided to you, but if in doubt, please contact the appropriate infrastructure owner directly. If the plan validity dates expire before the excavation work is complete, a new Dial Before You Dig enquiry must be submitted to obtain the latest information.

### Q Which reference/enquiry number do I use when I contact the Call Centre or an Infrastructure Owner?

Each enquiry is allocated a **Job Number**, which you can use if you are contacting our Call Centre for information about that enquiry.

*Continued*

# LOGGING YOUR ENQUIRY

## 6. Frequently Asked Questions (FAQ's)

When contacting an Infrastructure Owner, there is a unique **Sequence Number** allocated to them on your Enquiry Confirmation Sheet. Use this unique number when you are contacting the Infrastructure Owner for information about that enquiry.

### Q How can I give feedback to the Dial Before You Dig referral service?

Feedback can be given either by clicking on the Feedback link or the Contact Us tab. These are both located on the homepage of our website [www.1100.com.au](http://www.1100.com.au)

### Q Why does Dial Before You Dig ask about my occupation and industry affiliation when I register?

We use this information to help us monitor trends with customers of Dial Before You

Dig and to assist in the development of marketing campaigns for various groups and industry organisations.

### Q I have a Mac. Why can't I use the online enquiry system?

Our enquiry system only supports Firefox on MAC systems. Try using the latest version of this free browser for best results. If you have any difficulties please call 1100 and ask for assistance.

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

Passwords can be retrieved using the **Forgotten Password** link that can be accessed from the Log In Area. Simply type in your **username** and then click on the **Forgotten Password** tab. Next click on the **Send Password** tab to confirm your

request. Your password will be sent to the email address you have registered with us. If you can't remember your username, you can contact our Customer Centre on 1100 and follow the prompts.

### Q How I can update/change my information?

To update or change your information, log on to the online enquiry system at our website [www.1100.com.au](http://www.1100.com.au) and click on the **User Profile** tab within the customer details screen. This area allows you to change your username, password and unique security question.

## 6. Frequently Asked Questions (FAQ's)

### Q How can I see a list of previous enquiries I have submitted?

To view a list of previous enquiries, log on to the online enquiry system at our website [www.1100.com.au](http://www.1100.com.au) and you will be presented with the customer details screen. Click on the user history tab and simply complete the search filters and click on the search button on the screen.

### Q Which drawing tool should I use?

The most effective tool is the Area Tool. This can be simply used to surround your work site whether it is a metropolitan property, a large rural area or stretch of suburban road. The Line Tool can be used for line works such as trenching or fence works. The Point Tool can be used for spot digging or small excavation projects.



### Q Is the service always free?

It is free to lodge your enquiry with Dial Before You Dig. On some occasions, depending on the enquiry, infrastructure owners may charge for the provision of information although this is not the norm.





# SAFE EXCAVATION



## 1. Digging Safely

Avoiding underground pipe and cable damage is as simple as having the right tools, the right skills **and the right information.**

It is integral to the planning stages of every project to obtain underground network information. Dial Before You Dig exists to facilitate this process. **Lodge your enquiry with us and the owners of underground infrastructure located within your proposed excavation site will provide you directly with information – usually within two business days.**

Check this information thoroughly to see if it relates to the area you requested and make sure you clearly understand it. If you are unsure about what the symbols mean or how to proceed always contact the

relevant infrastructure owner **FIRST** before commencing any excavation work.

When commencing work within the vicinity of underground networks, it is important to observe minimum depths and clearances as stated clearly in the information and on the plans provided by the infrastructure owner. Underground networks may be at any depth below the surface.

Infrastructure owners can provide information about their requirements in regard to safe digging practices. This may include manually exposing the infrastructure. Simply contact the owner of the underground infrastructure to find out how to work safely around their networks. Their contact details are provided on the Enquiry Confirmation Sheet you receive

from Dial Before You Dig or on information you receive from the infrastructure owner.

Unfortunately, not all of Australia's underground infrastructure owners are members of Dial Before You Dig. Therefore never assume that the plans you receive from your enquiry represent **all** underground infrastructure in your excavation area.

**Please Note:** Underground location plans provide information about the presence of underground infrastructure only; they do not pinpoint the exact location. You should use the plans as a guide to physically locate the underground infrastructure before you start the excavation work and take the necessary steps to protect this infrastructure. For more information about locating and working near underground networks, contact the relevant infrastructure owners.

# SAFE EXCAVATION

## 2. Your Duty of Care

**It is important to know what your obligations are when it comes to protecting Australia's underground infrastructure.**

The following are Good Practice Guidelines for under-taking any form of excavation. These should be complied with at all times:

- All constructors/excavators have a Duty of Care to protect any underground infrastructure when digging or excavating.
- Underground network information should be sought well in advance of construction/excavation activities. These are available from infrastructure owners through the national Dial Before You Dig referral service and depending on the method used, can be accessed by you usually within two business days.
- Whenever the scope of works changes or plan validity dates expire, you must submit a **New** Dial Before You Dig enquiry. Different plans have different life spans.
- Onsite inspections for identifying the presence of underground networks should always be performed. Should you require an onsite location, contact the infrastructure owners directly.
- Constructors/Excavators must dig by hand when excavating or working close to underground infrastructure.
- In the event that damage to an underground infrastructure occurs, you must advise the infrastructure owner **immediately**.



### 3. The Four P's of Safe Excavation

**There is an easy way to ensure you take all of the right steps in making your excavation project a success.**

**Just follow the Four P's of Excavation:**

- **Plan** – Plan your job. Use the Dial Before You Dig service at least two business days before your job is due to begin to receive the information you need to carry out a safe project.
- **Pothole** – Potholing (digging by hand) is a method to assist in establishing the exact location of all underground infrastructure.
- **Protect** - Protecting and supporting exposed infrastructure is the responsibility of the excavator. Always erect safety barriers in areas at risk to protect underground networks.

- **Proceed** – But ONLY when you have Planned, Potholed and put the Protective measures in place.



# SAFE EXCAVATION



## 4. Working with Infrastructure Owners

### Our members are here to support you.

Infrastructure owners who become members of Dial Before You Dig take their role in promoting safe excavation processes very seriously. If you have any questions about the plans you have been sent or the location of underground networks then please contact the relevant infrastructure owners. They are happy to help.

You will find contact details for all infrastructure owners affected by your project on the Enquiry Confirmation Sheet we send you as well as on any plans you may receive.

## 5. Locators

An efficient and easy way to take the worry out of locating infrastructure buried underground is to use the services of an accredited underground locator. These companies will, for a fee, visit your work site and using the latest technology, locate networks buried in the vicinity to help you avoid damage.

Individual infrastructure owners can put you in touch with their accredited locators.

## 6. Emergencies

The Dial Before You Dig Service is not an emergency service. It is designed to provide you with information on the location of underground infrastructure in order to assist in your planning for safe excavation. In the event of damage to any underground network, you should contact the affected infrastructure owners immediately. If the situation is at all life threatening, please contact the Emergency Services on 000.



## LOGGING YOUR ENQUIRY

There are two ways to lodge your enquiry with Dial Before You Dig:

- 1 Lodge online by visiting our website at [www.1100.com.au](http://www.1100.com.au) and log on using your username and password or register as a new user.
- 2 You can also call our National Call Centre on 1100 to register and lodge an enquiry from anywhere in Australia. Our Call Centre operates Monday to Friday (except public holidays) and is staffed by a team of experienced consultants who can talk you through lodging your enquiry.

Visit [www.1100.com.au](http://www.1100.com.au) for more information on our service.