

Sydney Water Plans Ahead

On 20 June 2007, Sydney Water introduced a new system of providing plans in response to enquiries made to Dial Before You Dig.

You no longer need to contact Sydney Water for plans. Instead, you can automatically receive plans of Sydney Water's assets, either by email or facsimile, generally within a few hours of lodging your enquiry with Dial Before You Dig. That includes enquiries outside business hours if lodged via the Dial Before You Dig website, www.dialbeforeyoudig.com.au, which is accessible 24 hours a day, 7 days a week.

If you do not have email or facsimile facilities, the plans will be posted to you.

With the exception of faxed responses, the plans you receive are in colour. Emailed plans will be in .pdf format, which can be viewed at any scale on screen. However, for printing purposes they will be formatted to A4, A3 or A0 size, depending on the size of the dig site you identified in your Dial Before You Dig inquiry.

The plans will cover the area defined by you, in the 'Locality Indication Only' window on your Caller Confirmation. It is that defined area which will be used to automatically generate Sydney Water plans in future and not UBD or address information or any free text information provided to Dial Before You Dig. It is important, therefore, that you are accurate in defining your dig site when you lodge your inquiry with Dial Before You Dig.

Due to the size limitations of some email addresses you should limit the extent of your individual requests.

If you require a large area or long corridor, you should now submit these as several separate requests to enable the responses to be delivered to you successfully.



Any questions concerning the new plan service or with any plan information sent to you can be phoned to (02) 9350 6744 Monday to Friday between 8.00 am and 4.00 pm.

General information on Dial Before You Dig can be found by visiting the Dial Before You Dig page at Sydney Water online located under the Building, Developing and Plumbing tab at www.sydneywater.com.au.

Other Members in NSW and the ACT using automated plan systems include:

- ▶EnergyAustralia
- ▶PowerTel
- ▶Optus
- ▶PIPE Networks
- ▶Marrickville Council
- ▶Primus Telecom

What do you receive from Sydney Water?

- ▶Water and sewer diagrams formatted to fit either A4, A3 or A0.
- ▶Pipeline Location Information with rules on working near Sydney Water assets.
- ▶A Legend with symbols that appear on Sydney Water plans.

