



The Essential First Step.

How to lodge a
free enquiry



Australia's national referral service for
information on infrastructure networks.

Dial Before You Dig

Dial Before You Dig is a not-for-profit organisation that delivers a vital national community service designed to assist in preventing damage and disruption to Australia's vast utility networks, which provide essential services we use every day. Protecting Australia's infrastructure assets is crucial in keeping essential services such as electricity, gas, water and telecommunications flowing to the community.

Any project, irrespective of size, has the potential to damage assets located around the worksite, leading to service interruptions, delays, costly repairs and in the worst-case scenario, injury or death. Obtaining information from Dial Before You Dig Members significantly minimises these risks by providing information about the worksite.

Dial Before You Dig aims to educate and promote the importance of safe digging practices by providing all persons working in and around infrastructure assets with the best possible access to plans and information directly from Asset Owners of utility services.

Most of Australia's major infrastructure Asset Owners are Members of Dial Before You Dig. Our unique service offers a single point of contact to request information about the infrastructure networks at the planned project site without the need to contact utility organisations individually.

Lodging an enquiry is a **free and simple process**:

- Online via our website: www.1100.com.au
- Via iPhone and Android mobile apps

Safety is a fundamental aspect of any excavation project and so Dial Before You Dig should always be the first point of contact:

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For more information visit our website www.1100.com.au



There are 2 ways to lodge your FREE enquiry with Dial Before You Dig:

1.

***Online via our website:
www.1100.com.au***



2.

***iPhone and Android
Mobile Apps***



HELPDESK - 1100

If you need any assistance with the Dial Before You Dig service, including lodging an enquiry online or establishing or accessing your online account, please call our Help Desk on 1100 during business hours.

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The Dial Before You Dig Online Process:

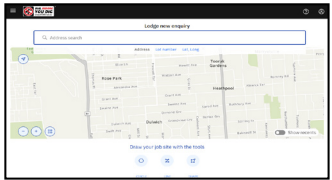
Lodging a FREE enquiry is a simple process. If you are new to the Dial Before You Dig service, visit our website at www.1100.com.au and register as a New User.

Just follow the instructions by selecting “Sign Up”. Provide your email address to receive a verification code, then create your password and enter your full name. Keep your login credentials handy and use them each time you want to use the service.

To lodge an enquiry online, follow these 3 simple steps:

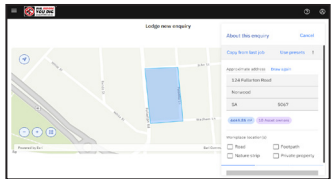
1. Locate Project Site

- Search for your job location using a street address, lot number or Lat & Long coordinates. You can lodge a new enquiry, continue a saved enquiry or renew a previous enquiry.
- Use the mapping tools to draw your proposed project site.



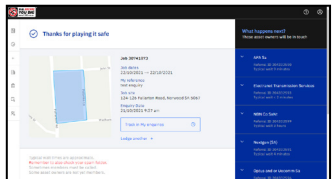
2. Map Screen

- Provide details of your project, including start and completion date, type of work and the location of your project.
- Tell us if you are working on behalf of a utility, council or private entity.
- You can copy this information from the last enquiry lodged.
- Describe the project in detail so utilities can provide accurate information.
- Check all the details of your enquiry and then submit.



3. Enquiry Summary

- View a list of utilities, their contact details and expected wait times.
- The status of the utility response is provided.



The Enquiry Confirmation Sheet

Once you have successfully lodged your enquiry, Dial Before You Dig will send you an Enquiry Confirmation Sheet; this enables you to verify the details of your planned project site location. It also provides you with the contact details of asset owners and information on working safely. In addition, your user portal provides current and historical enquiry information and Asset Owner contact details.

Receiving Information

Plans are the most common form of information you will receive from registered Asset Owners detailing the location of their assets (allow up to two business days but plans will often arrive within minutes).

These plans **DO NOT** come from Dial Before You Dig.

It is important NOT to proceed until you have received the relevant information from ALL registered Asset Owners affected by your project.

Should you require further information or assistance, Asset Owner contact details are provided on the Enquiry Confirmation Sheet.

If Damages Happen

Irrespective of size, any excavation project has the potential to damage assets located around the worksite, leading to service interruptions, delays to the project, costly repairs and in the worst-case scenario, injury or death.

In order to avoid these incidents, it is essential to recognise your Duty of Care and:

- Always follow the 5Ps of Safe Excavation;
- All plans from registered Members have been received and must be onsite at the project location;
- Ensure all workers onsite understand the instructions from affected Asset Owners before work commences;
- If the scope of works changes or validity dates of plans expire, a new Dial Before You Dig enquiry must be submitted;
- Observe the work site closely and look for clues of surrounding infrastructure assets; such as marker posts, warning signs, etc;
- Never assume pipes and cables run underground in a straight line or at a set depth;
- It is recommended, unless advised otherwise by the Asset Owner Member, to engage a DBYD Certified Locator to locate infrastructure assets;
- If any infrastructure asset located at the worksite is not listed on the Enquiry Confirmation Sheet, the Asset Owner should be contacted directly; and
- If you damage an infrastructure asset, contact the Asset Owner immediately.

Plans:

Plans from registered Asset Owners provide information about the presence of asset infrastructure only and do not indicate the exact location. Plans should only be used as a guide.

Emergencies:

The Dial Before You Dig service is **NOT** an emergency service. In the event of damage to any infrastructure network, you should contact the affected Asset Owner directly.

If the situation is life threatening, please contact Emergency Services immediately on 000.

For more information about locating, working near infrastructure networks or understanding the plans, contact the relevant asset owner.

The 5Ps of Safe Excavation

Plan

Plan ahead by lodging your Dial Before You Dig enquiry at least one business day before starting any excavation to ensure you have the correct information and safety measures in place.

Prepare

Prepare by reviewing the utility plans and contacting the utility if you need assistance. Look for onsite asset and infrastructure clues such as pit lids, marker posts and meters. Engage a DBYD Certified Locator which includes undertaking electronic location prior to potholing.

Pothole

To establish the exact location of all underground infrastructure(s), pothole if permitted using the Asset Owner's stated method as specified on the Asset Owner's plan and/or information pack.

Protect

If potholing has occurred, 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, prepared, potholed (unless prohibited) and have protective measures in place.



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