



WHAT HAPPENS AFTER THE CALL?

Once you submit
your locate request, a
Confirmation Ticket
will be emailed to
you in a PDF. →

The confirmation ticket will
include all the ticket details you
provided with an image of the mapped
location of the excavation site. Here you will also find a
list of the utilities notified of your proposed excavation,
with their contact numbers. **You will need these numbers**
should you have to communicate with the utilities directly.

After your request is submitted, CBYD will transmit the
ticket to the utilities in the area of excavation. **Utilities**
have from the time they receive the request to your
start date to respond. Their response could be an onsite
visit to mark their underground lines with paint and/
or flags, or to mark the proposed area of excavation as
“clear” of their underground lines.

Some utilities may provide this →
information via phone call or email.

Make sure that your property is accessible. The utilities
will only identify the facilities that they own or operate, not
privately installed lines or facilities. **More information on**
Private Lines is available on CBYD.com

Follow us on social media!
@CBYD811



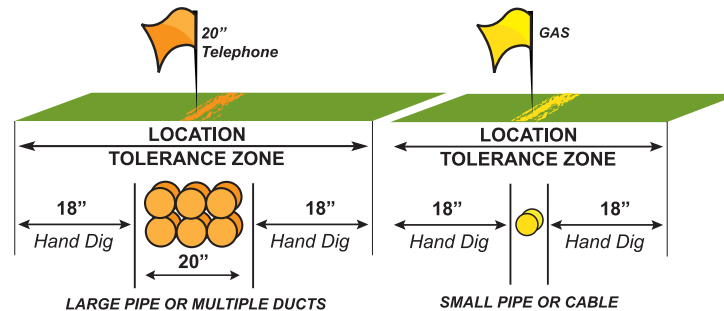
THE COLOR CODE

Each utility locator uses a
different color PAINT or FLAG to
mark their underground facilities.



Gas/Oil/Petroleum	Sewer
Water	Reclaimed Water
Internet/Communication/TV	Temporary Survey
Electric	Proposed Excavation

Tolerance zone



You have an obligation to honor all time/marketing
requirements and then to dig in a reasonable and
prudent manner, taking all reasonable and required
precautions to avoid damaging underground facilities.

It is suggested that you follow current industry
practices, such as hand digging and/or vacuum
excavating within 18 inches on either side of a marked
underground facility.

Hand digging is mandatory when
working within the tolerance
zone of natural
gas facilities.

Private lines

Private lines are owned and maintained by the property owner and
NOT the Utility or service provider. **CBYD member Utilities and**
Municipalities are not responsible for marking underground
lines they do not own or operate including private lines.

Water, sewer and storm drain lines are marked within the road or
the right-of-way, shoulder of road and sidewalk to the meter. Lines
from the right-of-way or meter to the residence or business are
typically privately owned and would need to be located by a hired
private line locator. **A list of private line locators can be found**
on CBYD.com.

You would need to hire a
private **LOCATOR** to identify
privately owned lines on
your property.

Private lines
are maintained by
the property owner
and not the utility
or service provider.

Secondary water,
sewer or electric
are **PRIVATE LINES**.

Primary electric, gas
and communication
lines will be marked
by utilities.

Water and Sewer from the meter
to the house are **PRIVATE LINES**



HOMEOWNER'S GUIDE

Know what's
below.

Internet/Communication/TV Water Gas/Oil/Petroleum Electric Sewer

Helpful information and tips for safe
digging in the State of Connecticut.

in @CBYD811

Updated February 2023



Why Contact CBYD?

“Excavation” and “Digging” are the same thing. It is a common misconception the Call Before You Dig service is ONLY for contractors and utility companies.

Our service is for everyone to use and is the responsible way to break ground. The consequences of unsafe or careless digging practices are real and often costly - in terms of personal injury and damage to underground utility lines, property and the environment.

What is CBYD?

Call Before You Dig, Inc. (CBYD) is a non-stock, not-for-profit organization comprised of public utility companies and municipalities within Connecticut. Our free service provides professional excavators and homeowners with a contact center to request underground facility markings by utility owners.

CBYD serves as a communication link for anyone excavating in our state. We will process a ticket with information of your project to the utility owners in the area of excavation. It is then the responsibility of utilities to mark or identify their underground facilities at the excavation site.

Call Before You Dig, Inc. DOES NOT mark the underground utility lines.



Anyone planning an outdoor project that requires excavation with mechanized or powered equipment MUST contact CBYD before they begin the work.

Issues related to proposed excavation depth, working on public or private property and project size are not valid legal exemptions from utilizing the CBYD service. When in doubt, visit our website; www.CBYD.com to find more information on the state laws and regulation.

CBYD strongly encourages anyone using hand tools for their project to request a utility locate. Hand tools such as a spade, axes, shovels and the like can easily damage underground utility lines and cause you harm. Contact **CALL BEFORE YOU DIG** for:

- PLANTING TREES or SHRUBS
- DECKS and PATIOS
- FENCES
- SWIMMING POOL
- HOUSE ADDITION
- DRAINAGE
- MAILBOX POST
- GARDENS
- IRRIGATION
- ELECTRIC DOG FENCE
- FOUNTAINS
- TENT ANCHORS
- OUTDOOR LIGHTING



Safe excavation starts when you contact:

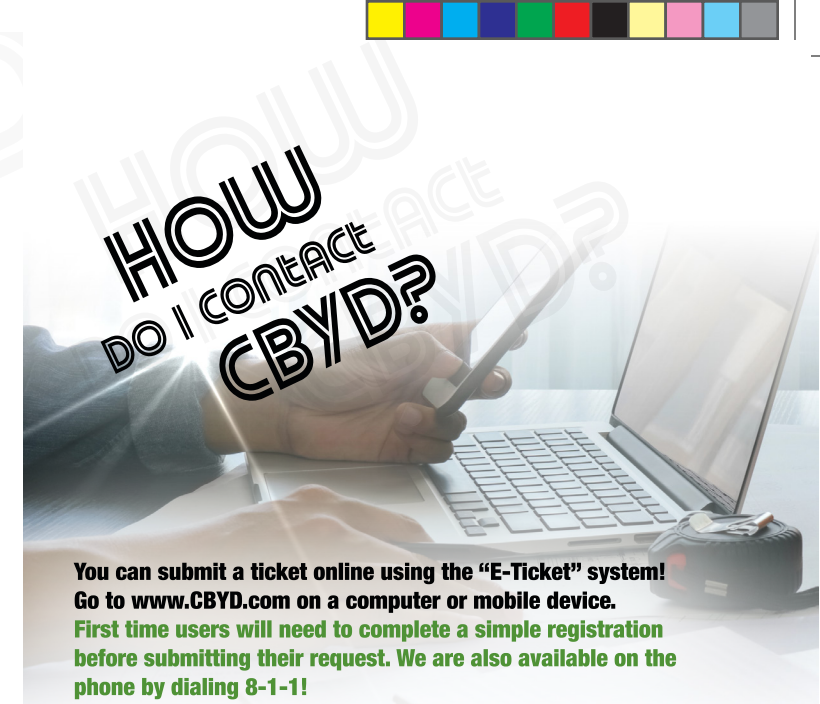


According to state law, the person conducting the digging, or the responsible party, is required to contact CBYD with the locate request information a minimum two full working days (excluding weekends and observed holidays) in advance of the proposed start date of excavation.

See start date chart on the next page.

Please be prepared to provide the following information for your submitted locate request.

- ✓ Your name, address, phone number and email address are all needed to complete the user registration.
- ✓ The type of Ticket (Routine or Emergency), type of work, type of activity and excavation method.
- ✓ The start date of excavation and estimated completion date.
- ✓ Is the area Pre-Marked in white paint/stakes/flags? By law, you must pre-mark your work area in white paint; white tipped stakes or flags before you call us. The purpose of pre-marking is to assist the utility locators determine the scope of your work and identify their pipes or cables more efficiently.
- ✓ The street address and the nearest intersecting street. If you do not have a street address, you must provide a street and nearest intersection and provide compass direction with footage to the excavation area.
- ✓ Excavation Remarks and Details. you will need to provide details of the excavation that could include landmarks, footage and compass directions or specific instructions to access the excavation site.



You can submit a ticket online using the “E-Ticket” system! Go to www.CBYD.com on a computer or mobile device. First time users will need to complete a simple registration before submitting their request. We are also available on the phone by dialing 8-1-1!

START DATE REQUEST CALENDAR

MON	TUES	WED	THURS	FRI	SAT	SUN	MON	TUES	WED	THURS
CALL	DAY 1	DAY 2	DIG							
	CALL	DAY 1	DAY 2	DIG						
		CALL	DAY 1	DAY 2	DIG					
			CALL	DAY 1	Not a business day	Not a business day	DAY 2	DIG		
				CALL	Not a business day	Not a business day	DAY 1	DAY 2	DIG	
					CALL	Not a business day	Process Call	DAY 1	DAY 2	DIG
						CALL	Process Call	DAY 1	DAY 2	DIG
							CALL	DAY 1	DAY 2	DIG

***Note**
Holidays can fall on any work day, M-F. Holidays are NOT counted as marking days.

4 STEPS TO DIGGING SAFELY

- 1 Always contact CBYD before excavating www.CBYD.com or Dial 8-1-1.
- 2 Wait the required amount of time (minimum two full working days).
- 3 Respect the Utility markings.
- 4 Dig with care.