



**Norwich
Public Utilities**

16 South Golden St.
Norwich, CT 06360
860.887.2555
norwichpublicutilities.com

Natural Gas Expansion & Replacement Call Before You Dig Procedure

Although this procedure is focused on natural gas projects, the same concepts apply to all Norwich Public Utilities' underground utility projects.

When installing new gas mains and services as part of a natural gas expansion or replacement project, Norwich Public Utilities requires that the following **Call Before You Dig (811)** procedure be followed at all times. This procedure assumes that gas mains will be installed first, followed by gas services to private properties.

GAS MAIN TICKET(S) - Call in CBYD tickets for the gas main installation ONLY. Do not include any services on the gas main ticket. Tickets should be broken up by individual streets -- one street per ticket. On long streets only include work that can reasonably be completed within 28 calendar days on a ticket.

GAS SERVICE TICKET(S) - Service tickets MUST be called in separately from gas main tickets. ONLY addresses that are to receive services should be called in and listed on the service ticket. Each address should have a separate ticket, however combining several addresses that are close together on a single ticket is acceptable provided that each individual address receiving a gas service is identified on the ticket.



**Know what's below.
Call before you dig.**



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STANDARD PROCEDURES

- Contractors are required to utilize white paint, flags, and/or stakes to mark out the entire excavation area.
- Contractors must maintain all CBYD markings until all work on ticket is complete.
- Mark-out requests must be made at least 2 full working days, but not more than 30 days, before any excavation starts.
- Contact the NPU Control Room (860.823.4158) if any of the following apply:
 - Mark-out request is not fulfilled within the 2 full working day timeframe (DO NOT DIG.)
 - You encounter underground utilities that were not marked out.
 - If you are working within 18" of a natural gas line. Provide as much notice as possible, as NPU inspection and hand digging is required.
- Cancel tickets with incorrect information (such as address, activity description, etc.) and enter a new ticket to prevent inaccurate tickets from accumulating within the CBYD system.
- Refer to the Call-Before-You-Dig Excavators' Manual, found under the Education tab at www.CBYD.com, for additional requirements and information.



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