

Why contact CBYD?

1. It is the law!

2. You must submit a locate request at least two full working days but not more than 30 days before any excavation starts. (Excluding holidays & weekends).

3. You must submit locate requests regardless of whether the location of the excavation is public or private property. You must call even if it is on private property, out in the middle of a field, or on a street that has no name.

4. You must submit locate requests if you are using mechanized equipment even if you are only excavating a few inches or just surface grading. If you move material, or plan to drill or drive anything into the ground ... you must contact CBYD.

5. Do NOT rely on old marks or faulty information ... Submit an E-Ticket or call CBYD for your own locate request.

6. Before submitting an E-Ticket or calling CBYD, you must pre-mark the area you plan to excavate with white paint, flags, or white tipped stakes.

7. When investigators from the Public Utilities Regulatory Authority (PURA) inspect an excavation site or investigate damage, they will check to see if you have a valid locate request. Remember, locate requests expire 30 days from the date it was created.

8. Emergency situations require an emergency CBYD ticket. An emergency is: a situation involving danger to life, health, or property, interrupting the operation of a major industrial plant, or disrupting the continuity of public utility service.

9. In an emergency, submit a ticket online or call CBYD with the location and details of the emergency excavation as soon as possible. The excavator or responsible party is required to notify all utilities listed on the ticket directly.

10. To protect yourself, others working around you, the community residents and the underground assets.