



**BEFORE
YOU DIG**

www.byda.com.au

Zero Damage - Zero Harm

HOW TO LODGE A FREE ENQUIRY

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





Before You Dig Australia (BYDA)

BYDA is a not-for-profit organisation that delivers a vital national community service designed to help prevent damage and disruption to Australia's vast utility networks such as electricity, gas, water and telecommunications. Protecting Australia's underground infrastructure is crucial in keeping these essential services flowing to the community.

BYDA promotes asset protection and the importance of safe digging practices by providing everyone working in and around underground infrastructure with the best possible access to plans and information directly from asset owners of utility services via the free BYD referral service.

Most of Australia's asset owners are BYDA Members, so using the BYD service is a single point of contact to obtain information about what infrastructure lies underground at the planned project site without contacting utility organisations individually.

Any project, including work on private properties, can damage assets near your dig site, leading to service interruptions, delays, costly repairs and in the worst-case scenario, injury or death. Obtaining information from asset owners via our referral service can significantly minimise these risks.

Lodging an enquiry is a free and simple process:

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

Safety is a fundamental aspect of any excavation project, so the BYD service should always be the first point of contact.

For more information, visit our website www.byda.com.au



HOW TO ACCESS THE SERVICE

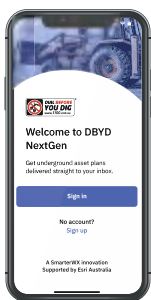
1

Via our website
www.byda.com.au



2

Via iPhone and Android
mobile apps



Lodging a FREE enquiry is a simple process. If you are new to the BYD service, visit our website at www.byda.com.au and **sign up** for a new account.

To sign up, you will need to provide your email address to receive a verification code. Then you create your password and enter your full name. Keep your login credentials handy and use them each time you want to use the service.

THREE SIMPLE STEPS

1. Login & Search

- Login and search for your dig site using a street address, lot number or Lat & Long coordinates.
- Use the mapping tools to draw your proposed project site.
- You can lodge a new enquiry or copy details from a previous job once the same location is marked.



2. Project Details

- Provide project details, including location, start and end dates and type of work.
- Tell us if you are working on behalf of a utility, council or private entity.
- 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 affected utilities, their contact details and expected wait times.
- Go to "My Enquiries" to check the status of asset owner responses.



The Dig Site Confirmation Email

Once you have successfully lodged your enquiry, BYDA will send you a dig site confirmation email verifying your planned project details and site location. It also provides you with the contact details of asset owners affected by the proposed dig site and information on working safely.



WHAT'S NEXT?

Plans are the most common form of information you will receive from registered asset owners detailing the location of their assets. However, they indicate the presence of underground infrastructure only and not their exact location; you should only use them as a guide.

Plans typically arrive within minutes but allow up to two business days.

Plans DO NOT come from BYDA.

Asset owners' contact details are available on the dig site confirmation email if you require further assistance.

Your Duty of Care:

- Always follow the 5Ps of Safe Excavation;
- DO NOT proceed until you have received the relevant information from ALL affected asset owners;
- Ensure all plans have been received and are on-site at the project location;
- Ensure all workers understand the instructions from affected asset owners before work commences;
- If the scope of works changes or the validity dates of plans expire, you must submit a new BYD enquiry;
- Observe the worksite and look for clues near underground infrastructure; such as marker posts, warning signs, etc.;
- Never assume pipes and cables run underground in a straight line or at a set depth; and
- Unless otherwise advised by the asset owner, it is recommended to engage a Certified Locator to locate underground infrastructure;

What if damages occur?

Any excavation or digging activity can damage assets located around the worksite, leading to service interruptions, delays to the project, costly repairs, and injury or death in the worst-case scenario.

If you damage any underground infrastructure, contact the affected asset owner immediately.

The BYD service is NOT an emergency service. If the situation is life-threatening, contact Emergency Services immediately on 000.

The 5Ps of Safe Excavation

Plan

Plan by lodging your BYD enquiry at least one business day before your project begins, and ensure you have the correct information required to carry out a safe project.

Prepare

Prepare by reviewing the utility plans and contacting the asset owners if you need assistance. Look for on-site asset clues such as pit lids, marker posts and electricity, gas or water meters. Engage a Certified Locator who can assist you in locating assets electronically before potholing.

Pothole

Establish the exact location of all underground infrastructure(s), if permitted, by hand digging, hydro vacuum extraction or using the asset owner's stated method as specified on the plans or information pack.

Protect

Protecting the exposed infrastructure is the excavator's responsibility if potholing has occurred. Communicate to all working on-site, erect barriers and mark the location of the exposed infrastructure.

Proceed

You should only proceed with your excavation work after planning, preparing, potholing (unless prohibited), and having protective measures in place.

