

# BEST PRACTICE GUIDE FOR LOCATING UNDERGROUND SERVICES

You lodge an enquiry via [www.1100.com.au](http://www.1100.com.au), the app, or by calling **1100** during business hours.

An Enquiry Confirmation is sent to you, listing the owners of underground assets on your site.

You receive plans within 2 working days, detailing all recorded underground assets and their location.

You Review these and any conditions and contact the owner for any clarification.  
(Some Asset Owners [e.g. Local Councils] may want you to call or visit their office to collect their plans)

Visit the site with your plans to visually check if there are any unrecorded assets or services. If so, contact the owners ASAP.

Record any additional information you receive from any Asset Owner, and create both a digital and hard copy file of the plans for your supervisor.

Before excavating, work out how you will verify the position of the assets. If there is any significant risk, call an expert locator.

If the risk is great, use a locator then pothole by hand or other non-destructive methods to find the asset, then record its location and depth on the supervisor's plans.

If the risk is small, and there is a good chance of finding the asset using the plans pothole by hand or use non-destructive excavation methods.

If requested by the Asset Owner, tell them when you will be working near their asset.

Replace any material you excavate with the same material and compact as required, particularly on driveways and paths.

Keep a record of any excavation information you received and notes you made until the construction is done and file these with your construction files. In the case of damage, the asset owner may seek damages and your records may be useful in demonstrating your duty of care and compliance with best practice.