



**Call Before  
You Dig, Inc.**

and



## **CELEBRATE 30 YEARS OF EXCELLENCE**

**by Joe Ryzewski, CBYD Board of Directors Member**

**United Illuminating Company Electric Service Project Manager – Process Leader**

**C**all Before You Dig, Inc. of Connecticut (CBYD) marked its 30<sup>th</sup> anniversary in 2008. As CBYD celebrates its anniversary, the CBYD Board of Directors are grateful to all those who have led and continue to support our mission; our members, Directors, Asplundh One Call, the Connecticut Department of Public Utilities Control (DPUC), associate members and Contractor associations.

***Many years have passed, but our commitment to safety remains as high as ever.***

It all began when CBYD, a non-profit clearinghouse composed of owners and operators of underground utility facilities was created by Connecticut statute. Its mandate was to guard against the accidental digging up of buried facilities; to protect the public whenever excavation, whether by digging, blasting or demolishing, is undertaken; to decrease utility service disruptions; and to reduce the high cost of damage repairs.

With the CBYD system, one toll-free call placed by the excavator does it all. Without any charge to the caller, CBYD notifies owners and operators of buried utilities so that all lines, cables, pipes and conduits can be located by their owners and marked in the field according to a standard color code. That way, excavators know where not to dig or, at the very least, where they must exercise extreme caution when digging.

In 1977, the Connecticut legislature enacted Public Act 77-350, ruling that using the then named "Call Before You Dig" system was mandatory for excavators and that it would be supervised by the DPUC. The DPUC then adopted regulations detailing the obligations of contractors, utilities and the central clearinghouse to be operated by CBYD.

CBYD regulations became effective in October 1978 and gave the DPUC enhanced enforcement authority in the interest of public safety. Under the law, individuals, contractors, utilities and public agencies planning to excavate with mechanized equipment must notify CBYD at least two full working days in advance of beginning their work.

It was the advent of this law that brought a new focus to just how the previous voluntary safe digging program, known as the Connecticut Underground Utility Protection Plan (CUUPP), was being run. There was discussion around how reliable communications between excavators and utilities could be expanded, how advertising and public awareness could best be accomplished and how the call center itself could be efficiently and cost-effectively operated. The group of utilities responsible for creating the safe digging program, now incorporated and known as the Call Before You Dig, Inc. Board of Directors, put the entire operation of the new One Call system out to bid.

Enter Asplundh Tree Expert Co. Asplundh One Call Vice President Bob Poley and local Asplundh Tree Expert Co. Vice President Bill Neidig worked together on a bid response and they were awarded the first contract for operating the statewide CBYD system. Although both have since retired, their legacy lives on in Steve Rieben, the current Asplundh One Call Vice President, who was the young, freshly-graduated college student they hired in 1978 to manage the contract. Asplundh One Call has successfully bid on, won or negotiated every contract since 1978 and continues to operate the CBYD system today, 30 years later.

Today, the success of Connecticut's Call Before You Dig program is recognized nationwide and its reputation continues to grow. What was once a manually-operated system has become a state-of-the-art program with technological advances and upgrades that have brought high service levels and performance to all CBYD customers.

Asplundh One Call operators who once shuffled through paper maps to process utility locate requests now use the latest computer-based data and GIS mapping technology, all integrated and developed by Asplundh's own in-house technical staff. Asplundh has helped expand CBYD to include a 24/7 operation, covering emergency call-in notifications, offering web-enabled ticket requests and bringing heightened public awareness of the need to "Call Before You Dig" to all Connecticut residents. Asplundh also provides a full Disaster Recovery solution for CBYD, ensuring business continuity should circumstances demand an alternate site be employed for daily operations.

A proud 30-year partnership with Asplundh One Call, Inc. has resulted in state-of-the-art technology and management of the CBYD program, and has allowed CBYD to continue to be at the forefront of the one call industry.

In 2008, CBYD received 160,074 markout requests with only 660 reported damages.

The 287 CBYD members include: gas, electric, telephone, cable television, water utilities, municipalities, Connecticut DOT and a host of private owners and operators of underground facilities representing a total of 32,235 miles of buried facilities.

Associate members from the Utility Contractors Association, insurance industry, Homeland Security and the State Fire Marshall provide valuable representation to the organization.

We invite you to visit our web sites: [www.cbyd.com](http://www.cbyd.com) and [www.asplundhonecall.com](http://www.asplundhonecall.com).

**CBYD Mission Statement:**

*"To protect the Public Safety with regard to excavations near underground facilities by providing a communications link between excavators, public agencies, and public utilities, anytime, anywhere."*