

UNIDENTIFIED UNDERGROUND NETWORK (UUN) PROCESS



1 CONTACT INFO-EXCAVATION VIA THE MOBILE APPLICATION, THE WEBSITE OR BY PHONE

Create a **new locate request** by clicking on **Unidentified underground network** under "Type of Work". This new request will be processed as a priority by owners of underground infrastructures. If need be, the number of this new request may be given to your client. Furthermore, the number of the initial locate request related to your excavation work should be added in the Additional Information field.



2 PROVIDE AS MUCH INFORMATION AS POSSIBLE ON THE CONDUIT THAT YOU FOUND.

If possible, please add pictures to your UUN request when using our website or mobile application. Pictures give additional information (the infrastructure's colour, if it's a utility duct bank or a conduit, information marked on the cable, etc.).



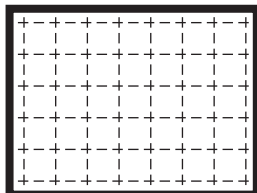
3 SINCE THE EXCAVATION WORK IS IN PROGRESS,

the locate request will be processed as a priority, based on the time and date indicated on the new locate request (UUN). The time and date correspond to the moment when you are on the worksite.



4 IF A MEMBER CONFIRMS THAT HE OWNS THE UNIDENTIFIED CONDUIT, HE WILL THEN TAKE THE NECESSARY STEPS TO CORRECT THE SITUATION.

Using the Info-Excavation portal, owners of underground infrastructures aimed by this process will update their answer related to the locate request.



5 INFO-EXCAVATION WILL USE THE INFORMATION YOU PROVIDED TO UPDATE THE MAPPING OF THE UNIDENTIFIED UNDERGROUND NETWORK (UUN).

Information related to this mapping will be transmitted to future requesters when their excavation work is done near this unidentified or abandoned conduit.