Client Service Guide

Underground Utility Locating Service

Client Service Guide

1. Purpose of This Manual

This manual explains in clear and simple language how the Underground Utility Locating Service provided by **PROJECTS R&F USA, Inc**. works.

The purpose of this document is to ensure that every Client clearly understands:

• How the service is requested

• How the service is planned

• How the service is executed in the field

• What the Client should expect as final deliverables

• What utilities can be detected

• What utilities cannot be detected

• What the Client must do before and after excavation

This guide is intentionally written in simple language so that anyone — even without technical experience — can understand how the process works.

2. What Underground Utility Locating Means

Underground Utility Locating is the process of identifying the approximate location of buried infrastructure using specialized electronic locating equipment.

Examples of underground utilities include:

• Electrical power lines

• Water pipelines

• Gas pipelines

• Communication cables

• Sewer pipelines

Our technicians use professional geophysical locating equipment to identify signals transmitted through conductive materials underground.

3. Understanding Quality Level B (QL-B)

Our service follows the industry standard defined by ASCE 38-02.

Quality Level B (QL-B) means:

The approximate horizontal location of underground utilities is identified using geophysical surface detection methods.

Important:

QL-B DOES NOT determine the exact depth of a utility.

QL-B provides an approximate path of the utility underground.

4. The Tolerance Zone

Every underground utility marking includes a safety margin called the Tolerance Zone.

Standard tolerance zone:

24 inches on each side of the marked centerline.

Within this zone:

- Mechanical excavation is dangerous
- Hand digging is recommended
- Extreme caution must be used

Ignoring the tolerance zone may result in serious infrastructure damage.

5. Utilities Commonly Detectable

The following utilities are typically detectable using our locating equipment:

- Electrical power cables
- Metallic water pipes
- Gas pipelines
- Metallic communication lines
- Utilities installed with tracer wires

These utilities transmit electromagnetic signals that can be detected at the surface.

6. Utilities That May NOT Be Detectable

Some underground utilities cannot be detected using surface locating equipment.

Examples include:

• Fiber optic cables without metallic shielding

• Non-metallic communication cables

• Plastic pipes without tracer wire

• Abandoned utilities with no signal conductivity

For this reason, excavation should always proceed with caution.

7. Utilities Outside the Scope of the Service

The following utilities are NOT included in the scope of the service:

• Fiber optic communication lines not installed inside metallic or plastic conduits

• Communication cables without metallic shielding

• Drain field systems without county permits or as-built drawings

• Utilities not disclosed by the Client

• Utilities not explicitly requested by the Client

• Utilities previously marked by third-party companies

If critical information about underground infrastructure is withheld, the Client assumes full responsibility for the associated risks.

8. Step-by-Step Service Process

Step 1 – Service Request

The Client contacts the Company through phone, website, email, or messaging platforms.

Step 2 – Technical Evaluation

The Company evaluates the request, the location, and the purpose of the service.

Step 3 – Technical-Economic Proposal (TEP)

The Client receives a proposal describing the scope and cost of the service.

Step 4 – Acceptance

Once the proposal is accepted, the service date is scheduled.

Step 5 – Field Execution

Certified technicians perform the locating service on site.

Step 6 – Documentation

All markings and observations are documented.

Step 7 – Final Deliverables

The Client receives the Service Detection Report and invoice.

9. Ground Markings and Color Codes

Utilities are marked on the ground using standardized color codes.

Examples of common colors:

Red – Electrical power lines

Blue – Water pipelines

Yellow – Gas pipelines

Orange – Communication cables

Green – Sewer lines

These markings help contractors avoid damaging underground infrastructure during excavation.

These markings last a maximum of 5 days. If you require them to last longer, please contact PROJECTS R&F USA, Inc. This will incur an additional cost.

10. Service Deliverables

After the service is completed, the Client receives:

• Ground utility markings

• Technical notes written on site when necessary

• Field photographs (when applicable)

• Service Detection Report (SDR)

• Service Invoice (SI)

The SDR documents the methods used and the results obtained during the locating service.

11. When the Service Is Considered Completed

The service is considered completed when the Service Detection Report (SDR) is delivered to the Client.

Once the SDR is delivered:

• The service is considered fulfilled

• Payment obligations become due according to the Service Invoice (SI)

12. Examples of Typical Projects

Example 1 – Fence Installation

Before installing fence posts, the Client requests utility locating to avoid hitting electrical or water lines.

Example 2 – Pool Construction

Contractors request utility locating before excavation begins.

Example 3 – Plumbing Repairs

A plumber may request locating services to identify water lines before trenching.

13. Important Safety Rules for Clients

Clients and contractors must always follow these safety practices:

• Never excavate directly on top of utility markings

• Always respect the tolerance zone

• Use hand digging when working near utilities

• Never assume that utilities not marked do not exist

14. Final Notes

This manual is designed to help Clients clearly understand the process and limitations of underground utility locating services.

Proper communication between the Client and the Company ensures safer excavation and prevents costly damage to underground infrastructure.

This document is one of five essential documents that every client should review:

1. Economic Proposal (EP).

2. Offer Letter (OL).

3. Terms and Conditions of Service (TCS).

4. Extended Terms and Conditions of Service (ETCS).

5. Client Service Guide (CSG).