

RTC DAMAGE PREVENTION



Excavation damages are a leading cause of Riviera Telephone Co., Inc. (RTC) service outages. A single damage can disrupt vital communication to thousands of homeowners and businesses. Repairs can cost the damaging party in excess of \$100,000. Damages are avoided when safe digging procedures are followed.

IF YOU ARE PLANNING TO DIG...

- Visually inspect the prospective dig site, mark the site or have someone present that is familiar with the project when the locate is scheduled
- At least 48 hours before you plan to start digging call, text or place your locate request at GeoRemote (this is in accordance with Texas Utilities Code– Section 251.159)
- By **LAW**, you have 10 days after facilities are located to do the work or you are required to place another locate request
- When placing your locate request, you will be asked for a good contact number, date construction is scheduled to start, the nature of the work, how the site is marked, how deep you will be digging, the location of the site along with the nearest intersection, if water, sewer and gas has been located and who will be doing the work
- By **LAW**, RTC Has 48 Hours to respond to “Non-Emergent” excavations
- Ensure **ALL UTILITY** companies have responded with identifying flags or paint. Look for obvious signs of facilities in the area, such as pedestals, lateral feeds or cross-boxes, and make sure those facilities have been marked
- Dig with care around marked facilities
- Hand dig or vacuum excavate when working within the safe dig zone. Exposing the cable or conduit is required when an excavation is crossing a RTC facility. This practice ensures the marks are accurate and the excavation can proceed with care while working around the facility

Don't Take Chances!

If you have any questions, issues with RTC locates, or need assistance during an excavation involving RTC facilities. Or, if you need help with interpretation of markings, contact RTC at one of the numbers listed below:

To Request a Cable Locate or to Report Damaged Cable Call:

361-296-3232 or 877-296-3232

Any questions pertaining to a dig ticket should be directed to the State One Call
(for example: location requested, utilities in the area or notification processes).

One Call:

Texas:811

1- 800-344-8377



Use the GeoRemote (details at <http://www.texas811.org>)
or text TEXAS811 to 936-CALLPLS (936.225.5757) to receive a call back