

City of Rockwall Line Location Procedure

Calling in for locates plays an important role in protecting the City of Rockwall water and wastewater lines with **EVERY** dig.

Call the City of Rockwall Service Center at 972.771.7730, two (2) business days prior to excavation. Locates will be completed within 48 hours.

OR submit your request for locates at your convenience using

Fax 972.771.7734

Or

E-mail servicecenter@rockwall.com



DO NOT FAX OR E-MAIL EMERGENCY LOCATE REQUEST
CALL THE NUMBERS LISTED BELOW

NORMAL BUSINESS HOURS:

Monday – Friday

8:00 a.m. to 5:00 p.m.

Phone: (972) 771-7730

Fax: (972) 771-7734

AFTER HOURS:

Weekends, Holidays

and After Hours:

(972) 771 -7721

Responsibility

Contractors throughout the State of Texas are responsible for notifying utilities of proposed excavations, this enables owners of underground facilities near the excavation site an opportunity to protect their facilities and the public from harm.

When requesting locates, give accurate address information and detailed directions to the excavation site and a description of where on the property the excavation will take place. The contractor must delineate the area of excavation in white paint. Locate requests should only be submitted for work that can reasonably be done in fourteen (14) working days. If work is not complete within fourteen (14) working days, locates must be called in again.

Call a minimum of two (2) working days prior to excavation. If after the required time, the City has not made contact or located the underground utility, please contact the City of Rockwall immediately for assistance from a customer service agent. It is the contractor's responsibility to maintain the marks.

If contact is made with an underground water or wastewater line during excavation, even if there is no noticeable damage, contractor must stop excavation and contact the City of Rockwall immediately.

Exercise reasonable care! Dig by hand within eighteen inches (18") of the located marks, plus half the diameter of the buried utility.

Franchise utilities are not located; such, as electric, telephone, cable, gas, etc., through the City of Rockwall. **Call Texas 811 for these locates.**