



City of Rockwall Line Locate Request Procedure

Submitting locate requests plays an important role in protecting the City of Rockwall water and wastewater lines with **EVERY** dig.

Please submit your Texas 811 Locate Requests first (Dial 811 or you can submit online at: texas811.org)

Then you may submit your request to The City of Rockwall for Water/Wastewater locates two (2) working days prior to excavation by emailing the Texas 811 Ticket number or a copy of the Texas 811 Ticket to:

servicecenter@rockwall.com

OR

Submit a Request on the City of Rockwall Website:

http://www.rockwall.com/water_loc1.asp

(Please add your Texas 811 Ticket number in the Comments or attach the Texas 811 Ticket)

Email Emergency Locate Requests AND call the numbers listed below:

NORMAL BUSINESS HOURS:

Monday – Friday

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

Phone: (972) 771-7730

servicecenter@rockwall.com

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.

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 are expired and must be called in again.

If after the required time, two (2) working days, the City has not made contact or located the underground utility, please contact the City of Rockwall immediately for assistance at (972) 771-7730 or email servicecenter@rockwall.com. 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. **Contact Texas 811 for these locates.**

Dial 811 or you can submit online at: texas811.org



