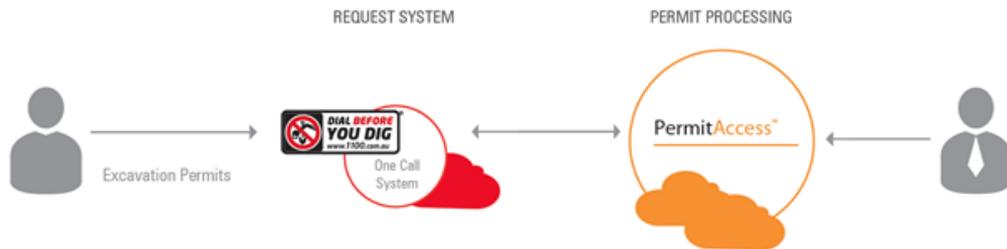


# DIAL BEFORE YOU DIG

## ONLINE ENQUIRY INSTRUCTIONS

Penrith City Council (PCC) is now accepting Road Reserve Opening permit applications online through the PermitAccess platform. Starting at Dial Before You Dig (DBYD), you will be guided through the online permit application and you will be able to see the status of all your requests in the one place.



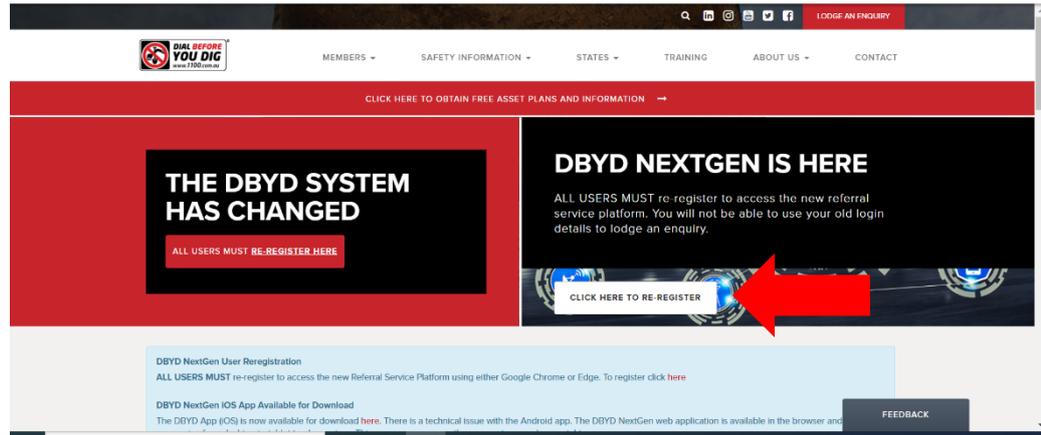
### APPLICANT PROCESS OVERVIEW

1. Sign up or log in to DBYD
2. Select lodge new enquiry
3. Select the location
4. Enter the enquiry details and submit
5. Apply for your permit



## 1. SIGN UP OR LOG IN TO DBYD

- Open 1100.com.au (DBYD) and click the button to begin.



- Login using your existing account details or sign up for a new account. Note that as of July 1, 2021, this is new service that requires all users to re-register.
- If you sign up for a new account, you will need to verify your email before making any enquiries.

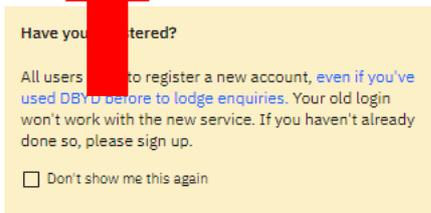


[Sign in](#) to lodge or track enquiries

### Welcome to the DBYD NextGen Referral Service



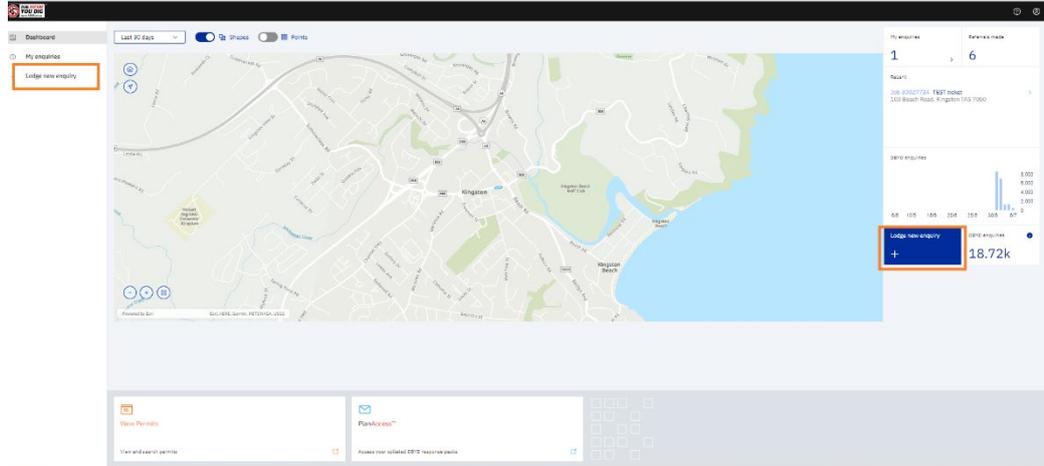
[Forgot password?](#) [Help with signing in and signing up](#)



Click here for a new account.

## 2. SELECT NEW ENQUIRY

- Click the button that says Lodge New Enquiry.

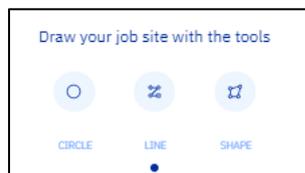


## 3. ENTER THE ENQUIRY LOCATION DETAILS

- Select the address of the works to be done.



- Ensure the address listed is correct.
- Please note that the maps used in DBYD are not Google Maps. Some new areas may not have updated street names or numbers. In this case, please search for the nearest street and select a location that is as close to the property as possible.
- Use the drawing tools draw the area where the works are taking place.



## 4. ENTER THE ENQUIRY DETAILS

- Select the Workplace location of your works. To obtain a road opening permit these must be in the Footpath, Nature Strip or Road. If your works cover both private land and any of the above, a road opening permit request will be generated.



Workplace location(s)

Choose locations

- Footpath
- Nature Strip
- Private property
- Road

- Enter a start and finish date for the works.
- Please note that Penrith Council’s Road Reserve Opening Permits are valid for 12 months once approved.

Job start date      Job end date

dd/mm/yyyy      dd/mm/yyyy

- To obtain a road opening permit, the Enquiry Type must be Excavation, and the Activity must be Manual Excavation, Mechanical Excavation, Horizontal Boring or Vertical Boring.

Enquiry type

Design     Excavation

Activities

- Blasting
- Horizontal Boring
- Manual Excavation
- Mechanical Excavation
- Non-Destructive Digging
- Subdivision

- Select who you are Working on Behalf of.
- If you select Other you will need to type in the name of that Authority

Working on behalf of

Choose an option

Choose an option

**Local Authority**

- Penrith City Council - Permits

**Utility**

- Endeavour Energy
- Jemena Gas West
- NBN Co, NswAct
- Optus and/or Uecomm, Nsw
- Sydney Water
- Telstra NSW, Central
- Transport for NSW

**More**

- Private
- Other

- The Your Reference box is not required but can be used for your personal reference.

Your reference (optional)

Brief reference to help identify this job



- The Notes box is not required but can be used to let Council know of any further information that may be important for your permit application.

Notes (optional)

Share any special information about your job with asset owners

500 characters count maximum

- Once all of the above details are provided, and you have checked that they are correct, you can Lodge Enquiry.

About this enquiry Cancel

Working on behalf of

Endeavour Energy

Your reference (optional)

Brief reference to help identify this job

Notes (optional)

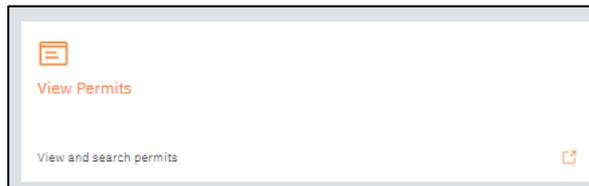
Share any special information about your job with asset owners

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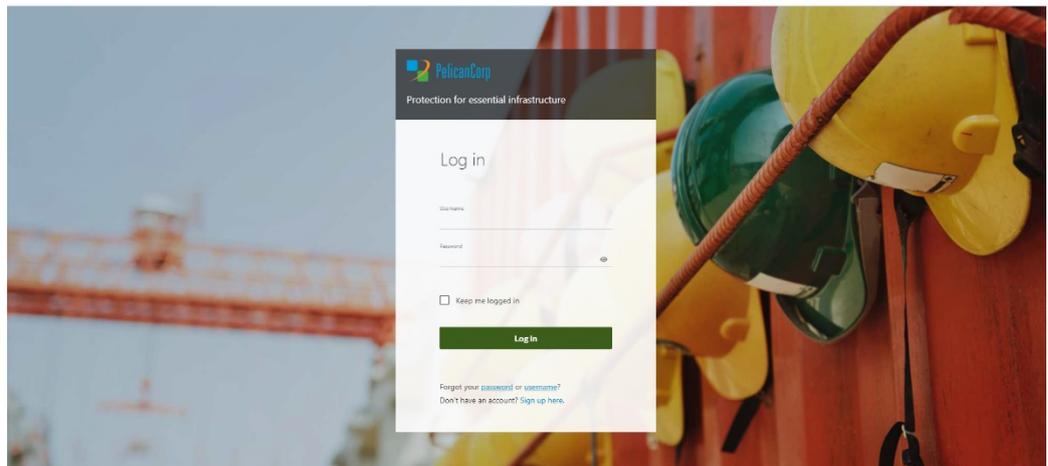
← Lodge enquiry →

## 5. APPLY FOR YOUR PERMIT

- You have now completed the DBYD online enquiry and can proceed to apply for the Road Reserve Opening Permit.
- On the bottom of the Dashboard screen, you can click the View Permit button to begin.



- You will need to login to PermitMonitor. Please use the login name and password that you used prior to July 1, 2021 to log in to this service.



- You can find the step by step guide to applying for your permit on our website: <https://www.penrithcity.nsw.gov.au/services/other-services/roads-paths-driveways>

**For more information on this topic phone the Road Reserve Opening Team on 4732 8010.**