



REQUEST DRAWING TO LOCATE UNDERGROUND FACILITIES

Updated August 6, 2015

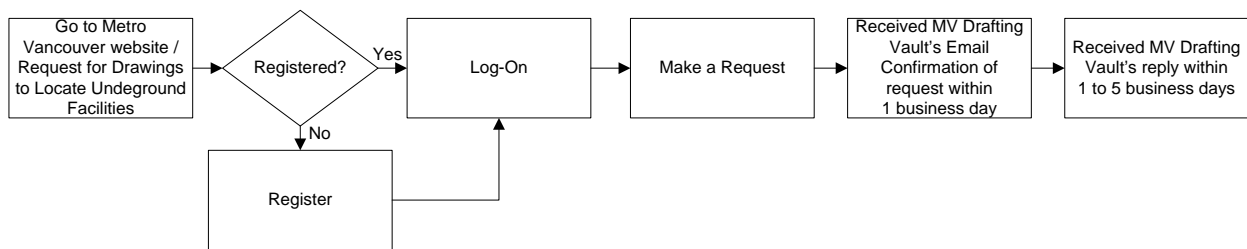
PURPOSE

Request Drawings to Locate Underground Facilities is an online application developed to provide an automated way to request drawings of Metro Vancouver underground facilities.

HOW TO USE?

1. [Register](#) – Before you can use the system, you need to create an account.
 2. [Make a New Request](#) – Electronic Form.
- [Update Profile](#) – Updating Client’s Information
 - [Forgot Password](#) – Resetting your password

System Flow



HOW TO REGISTER FOR AN ACCOUNT?

1. At the Home page menu, click “Register”.

The screenshot shows the Metro Vancouver website interface. At the top left is the Metro Vancouver logo with the tagline "SERVICES AND SOLUTIONS FOR A LIVABLE REGION". To the right is the page title "Request Drawings to Locate Underground Facilities". Below the logo are navigation links: HOME, NEW REQUEST, and UPDATE PROFILE. On the right side, there are links for Help, Contact Us, Register (circled in red), and Log On. A "Welcome" message is displayed below the navigation. The main content area contains a warning: "Call before you dig or construct. Whether you are designing or planning to excavate or drill, it is your responsibility to make sure that Metro Vancouver facilities are not damaged. Engineering record drawings are available to help identify the depth and location of facilities in your work area. Information must be considered approximate and field verification is recommended. Written consent to dig or proceed with construction near Metro Vancouver infrastructure is required from Metro Vancouver." Below this is a paragraph explaining the web tool's purpose for agencies, utility companies, and contractors. The core of the page is divided into two columns: "STEP 1 (PLANNING):" and "STEP 2 (PRE-CONSTRUCTION):". Step 1 includes "MAKE A REQUEST FOR ENGINEERING DRAWINGS" and "RESPONSE TIME". Step 2 includes "SEEK CONSENT TO PROCEED BEFORE DIGGING" and "OTHER UNDERGROUND FACILITIES". At the bottom of the page is a large blue button labeled "Make a New Request" with a right-pointing arrow and the text "Request a facility locate drawing by completing an online form."

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SERVICES AND SOLUTIONS FOR A LIVABLE REGION

Request Drawings to Locate Underground Facilities

HOME NEW REQUEST UPDATE PROFILE

Help Contact Us
Register Log On

Welcome

Call before you dig or construct. Whether you are designing or planning to excavate or drill, it is your responsibility to make sure that Metro Vancouver facilities are not damaged. Engineering record drawings are available to help identify the depth and location of facilities in your work area. Information must be considered approximate and field verification is recommended. Written consent to dig or proceed with construction near Metro Vancouver infrastructure is required from Metro Vancouver.

This web tool is meant for agencies, utility companies, engineering consultants, contractors and others that are planning to perform construction activities near Metro Vancouver’s Water and Liquid Waste infrastructure (such as pipelines, chambers, etc.). Please follow the **two-step** process below to receive MV engineering drawings in your project area and to receive written consent to dig near MV facilities.

STEP 1 (PLANNING):

MAKE A REQUEST FOR ENGINEERING DRAWINGS

Use the button below or top navigation to initiate a new request. First time users will be prompted to register.

RESPONSE TIME

You will receive an email confirmation of your request within 1 business day, and the drawings typically within 5 business days.

STEP 2 (PRE-CONSTRUCTION):

SEEK CONSENT TO PROCEED BEFORE DIGGING

If the record drawings indicate you are working near Metro Vancouver underground facilities you will need to receive written consent before proceeding with the work. To initiate a Metro Vancouver technical review, email constructreview@metrovancover.org. The respective Water Services and/or Liquid Waste Services Operations and Maintenance groups will require your construction drawings to process your request. Water Services and/or Liquid Waste Services will provide the necessary email consent upon processing your request.

OTHER UNDERGROUND FACILITIES

In addition to Metro Vancouver facilities, you must confirm with other utility services in the area. Many are listed at [BC One Call](#).

Make a New Request →
Request a facility locate drawing by completing an online form.

2. The registration form will open. Please complete the registration form and remember your password.
3. After completing all the required fields, click the “Register” button to complete the registration process.


 - Fields marked with a red vertical bar are mandatory.

















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New User Registration

PLEASE ENTER YOUR INFORMATION TO CREATE A NEW ACCOUNT

NEW USER REGISTRATION

Required fields are marked red: 

User Name	<input type="text" value="Flore Vault"/>	
Password	<input type="password" value="*****"/>	
Confirm Password	<input type="password" value="*****"/>	
First Name	<input type="text" value="Flore"/>	
Last Name	<input type="text" value="Vault"/>	
Email	<input type="text" value="florevault@gmail.com"/>	
Secondary Email	<input type="text" value="common.email@gbyconstruction.com"/>	
Company Name	<input type="text" value="GBY Construction Co."/>	
Business Description	<input type="text" value="Consulting Firm"/>	
Address Line 1	<input type="text" value="4330 Kingsway"/>	
Address Line 2	<input type="text"/>	
City	<input type="text" value="Burnaby"/>	
Province	<input type="text" value="BC - British Columbia"/>	
Postal Code	<input type="text" value="V5H 4G8"/>	
Phone Number	<input type="text" value="(604) 432-6404"/>	
Secondary Phone Number	<input type="text" value="(604) 432-6200"/>	

Note: For common email address or other recipient

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4. **Confirmation of successful registration** - upon successful registration, an email confirmation will be sent to the email address per your registration form. Follow the instructions in your email to log on to make a request.
5. Review your information as stated in the email confirmation. If there is an erroneous information, you may update your information using the [Update Profile](#).
6. Saved the email confirmation for your reference and record.

Note: Registration is only done once.

Example of email confirmation:

From: Test.Drafting.Vault@metrovancover.org
Sent: Thursday, July 30, 2015 10:02 AM
To: florevault@gmail.com
Subject: New Account Created on Metro Vancouver's Request Drawings to Locate Underground Facilities site

Hello Flore,

Welcome!

This email is to confirm that you have registered an account with Metro Vancouver's Request Drawings to Locate Underground Facilities site. You can login to your account at <https://tstwebapps.gvrd.bc.ca/FLORE/> to submit your drawing request.

User Name: Flore Vault
Company Name: GBY Construction Co.
Business Description: Consulting Firm
First Name: Flore
Last Name: Vault
Email: florevault@gmail.com
Secondary Email: common.email@gbyconstruction.com
Phone: (604) 432-6404
Secondary Phone: (604) 432-6200
Address Line 1: 4330 Kingsway
Address Line 2:
City: Burnaby
Province: BC - British Columbia
Postal Code: V5H 4G8

Should you ever encounter problems with your account or forget your password, please email us at Test.Drafting.Vault@metrovancover.org.

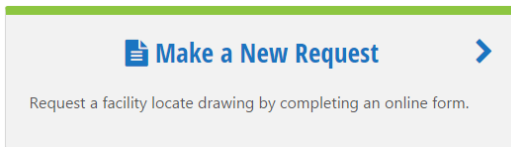
Thanks,

Metro Vancouver Drafting Vault

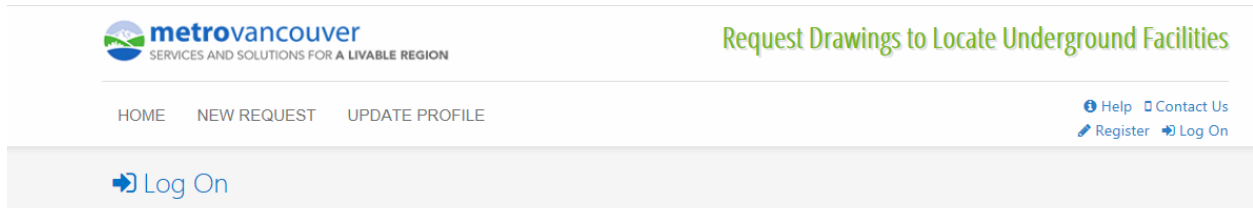
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HOW TO MAKE A REQUEST?

1. At the Home page, click on Make a New Request Button.



2. The system will prompt you to Log-on.
Enter your User Name or Email address and password




PLEASE LOG ON USING YOUR EMAIL ADDRESS AND PASSWORD.

A 'LOG ON' form with a white background. At the top left, it says 'LOG ON'. Below that, a note reads 'Required fields are marked red:'. There are two input fields: 'User Name or Email' and 'Password'. Both fields have a red vertical bar on their right side, indicating they are required. Below the fields is a blue 'Log on' button with a white right-pointing arrow.

New user? [Register as a new user](#)

Forgot your password? [Reset your password](#)

3. After Logging on, the system will go directly to the New Request Form. Enter all the required informations.


 - Fields marked with a red vertical bar are mandatory.

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New Request

PLEASE ENTER ALL THE REQUIRED FIELDS TO REQUEST A NEW FACILITY LOCATE DRAWING

NEW REQUEST DETAILS

Required fields are marked red: 

Contact Information

Contact Name	<input type="text" value="Flore Vault"/>
Email	<input type="text" value="florevault@gmail.com"/>
Email CC	<input type="text" value="common.email@gbyconstruction.com"/>
Phone	<input type="text" value="(604) 432-6404"/>

Work Location Information

Purpose of Request	<input type="text" value="Design"/>	
Description of Work	<input type="text" value="New Building"/>	
Project Name	<input type="text" value="Building Annex"/>	
Civic Number	<input type="text" value="4330"/>	Enter the block location details in the Comments field
Street	<input type="text" value="Kingsway"/>	Only one address location per request
City	<input type="text" value="Burnaby"/>	If your city is not included in the predefined choices, then your location is not under Metro Vancouver's jurisdiction
Nearest Intersecting Street	<input type="text" value="Kathleen Avenue"/>	
Work Site (attach map)	<input type="text" value="C:\OCE\4330 Kingsway, Burnab"/> <input type="button" value="Browse..."/>	
Project Owner (Work Being Done For)	<input type="text" value="City of Burnaby"/>	
Comments	<input type="text" value="For Design Purposes Only"/>	

[Send the Request](#)

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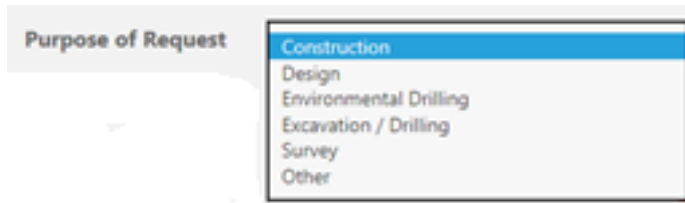
Contact Information

The fields in the section will be populated using the information from the user profile.

Work Location Information

Purpose of Request

- Choose from the drop down box selection. If your purpose is not in the predefined choices then select “Other” and a field called “Other Purpose” will appear and needs to be filled in.



Description of Work

- Describe the type of work to be done. Example: Drill Test Holes, Gas Line

Project Name

- Name of your project

Civic Number

- Enter street number of your work site
- If there is only a general block location, enter the information in the “Comments” field at the bottom of the form
- ***If there are more than one address location, make a separate request***

Street

- Enter street name of your work site

City

- Choose from the drop down box selection. If your city is not in the predefined choices then your location is not under the Metro Vancouver’s jurisdiction

Nearest Intersecting Street

- The name of the nearest street intersecting the street where the work will be done

Work Site (attach map)

- Attach plan of your work site
 - A single file with maximum file size of 1.5 MB can be attached
 - Acceptable file types include: PDF, GIF, JPG, JPEG, BMP, TIFF,PNG, TIF

Project Owner (Work Being Done For)

- Name of your contractor

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Comments

- This is where the block location details should be entered or use this field to enter additional information
4. When all fields have been completed, click “Send the Request” button.
 5. An email acknowledgement will be sent to your email. Take note of the Request Number and saved the email as your record of successful request submission.

Example of the receipt acknowledgement email:

From: Test.Drafting.Vault@metrovancover.org
Sent: Thursday, July 30, 2015 10:43 AM
To: florevault@gmail.com
Cc: common.email@gbyconstruction.com
Subject: Request #150055 - You have submitted a new request to locate underground facilities: 4330 Kingsway, Burnaby

Hello Flore,

Request #	150055	Purpose	Design
Company	GBY Construction Co.	Project Name	Building Annex
Contact Name	Flore Vault	Worksite	4330 Kingsway, Burnaby
Contact Email	florevault@gmail.com	Nearest Intersection	Kathleen Avenue
Email CC	common.email@gbyconstruction.com	Worksite Map	4330 Kingsway, Burnaby.pdf
Phone	(604) 432-6404	Requested On	Jul 30, 2015 10:43 AM
Requested By	Flore Vault		
Project Owner (Work Being Done For)	City of Burnaby		
Work Description	New Building		
Comments	For Design Purposes Only		

This email is to confirm the receipt of your request. You should receive your drawing information within five (5) business days (i.e. excluding Saturdays, Sundays and Public Holidays). You are reminded that you must also contact all other affected parties, including other municipalities and utility owners, who may have underground facilities in the area.

Sincerely,
Metro Vancouver Drafting Vault

Depending on the volume of requests, it will take up to 5 business days to process your request and a response email will be sent to you. If you do not hear from us after 5 business days, you may contact us at Drafting.Vault@metrovancover.org

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HOW TO RESET YOUR PASSWORD?

1. If you have an account already but have forgotten your password, click the “Reset your password” button at the Log On screen.

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Request Drawings to Locate Underground Facilities

HOME NEW REQUEST UPDATE PROFILE Help Contact Us Register Log On

[Log On](#)

PLEASE LOG ON USING YOUR EMAIL ADDRESS AND PASSWORD.

LOG ON

Required fields are marked red: |

User Name or Email

Password

[Log on](#)

New user? [Register as a new user](#)

Forgot your password? [Reset your password](#)

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2. The Password Reset window opens. Enter the email address you used for the account and click “Get a New Password” button.

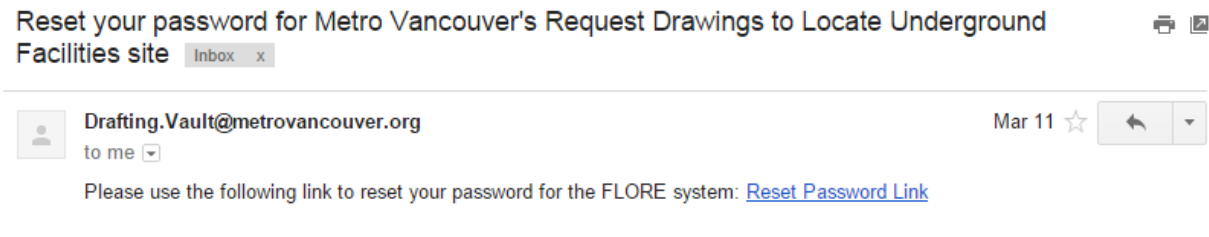
The screenshot shows the Metro Vancouver website header with the logo and tagline "SERVICES AND SOLUTIONS FOR A LIVABLE REGION". The page title is "Request Drawings to Locate Underground Facilities". Navigation links include HOME, NEW REQUEST, UPDATE PROFILE, Help, Contact Us, Register, and Log On. The main heading is "Password Reset" with a refresh icon. Below this, a green instruction reads: "PLEASE ENTER YOUR EMAIL ADDRESS TO START THE PASSWORD RESET PROCESS." The form area is titled "PASSWORD RESET" and contains a note: "Required fields are marked red:". The "Your account email address" field contains "reqfirstlast@gmail.com" and is marked with a red vertical bar on the right. A blue button with a right-pointing arrow and the text "Get a New Password" is positioned below the input field.

This message will appear at the bottom of the screen:

PLEASE CHECK YOUR EMAIL FOR THE PASSWORD RESET LINK

3. Go to your email and check for subject line “Reset your password for Metro Vancouver’s Request Drawings to Locate Underground Facilities site”.

Example of email:



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4. Click on “Reset Password Link”, this will open the reset password page. Enter new password and confirm it by retying the new password in the Confirm Password field.

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SERVICES AND SOLUTIONS FOR A LIVABLE REGION

Request Drawings to Locate Underground Facilities

HOME NEW REQUEST UPDATE PROFILE

Help Contact Us
Register Log On

Reset Password

CHOOSE A NEW PASSWORD AND ENTER IT TWICE.

RESET PASSWORD

Required fields are marked red: |

New Password

Confirm Password

Save Your New Password

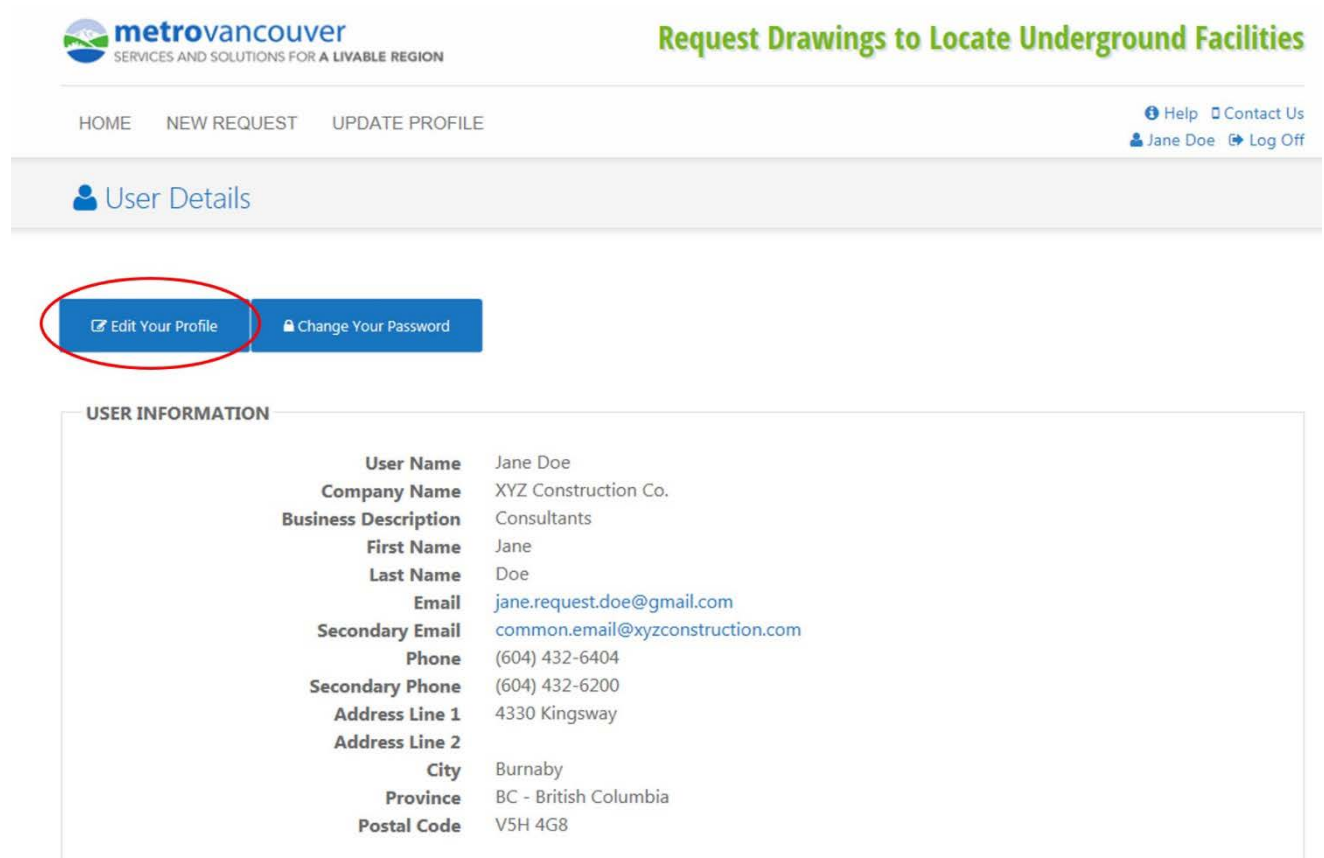
5. Click “Save Your New Password” button and this message will appear at the bottom of the screen.

Password Successfully Changed

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HOW TO UPDATE USER PROFILE?

1. From the Home screen, click “UPDATE PROFILE” in the menu. After the window opens, click “Edit Your Profile”.



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Request Drawings to Locate Underground Facilities

HOME NEW REQUEST UPDATE PROFILE Help Contact Us Jane Doe Log Off

User Details

Edit Your Profile Change Your Password

USER INFORMATION

User Name	Jane Doe
Company Name	XYZ Construction Co.
Business Description	Consultants
First Name	Jane
Last Name	Doe
Email	jane.request.doe@gmail.com
Secondary Email	common.email@xyzconstruction.com
Phone	(604) 432-6404
Secondary Phone	(604) 432-6200
Address Line 1	4330 Kingsway
Address Line 2	
City	Burnaby
Province	BC - British Columbia
Postal Code	V5H 4G8


2. Enter update or changes in your information.

All fields can be edited except for the “User Name” field.

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 Profile Edit

EDIT USER INFORMATION

Required fields are marked red: 

User Name	Jane Doe
First Name	<input type="text" value="Jane"/>
Last Name	<input type="text" value="Doe"/>
Email	<input type="text" value="jane.request.doe@gmail.com"/>
Secondary Email	<input type="text" value="common.email@xyzconstruction.com"/> <small>Note: for common email address or other recipient</small>
Company Name	<input type="text" value="XYZ Construction Co."/>
Business Description	<input type="text" value="Consultants"/>
Address Line 1	<input type="text" value="4330 Kingsway"/>
Address Line 2	<input type="text"/>
City	<input type="text" value="Burnaby"/>
Province	<input type="text" value="BC - British Columbia"/>
Postal Code	<input type="text" value="V5H 4G8"/>
Phone	<input type="text" value="(604) 432-6404"/>
Secondary Phone	<input type="text" value="(604) 432-6200"/>

3. Click "Save" when the updates are completed.

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