What are site records (and service strikes), and why should I create one?

A site record is a user-submitted entry in the Underground Asset Register that captures information about something discovered at, or relevant to, a specific location during excavation or ground-related work.

When creating a site record, users place a pin on the map and attach a description, photos and answer a set of questions about their discovery.

Site records fall into three categories:

- **Wrongly Recorded Object (WRO)** – an underground asset that has been found in a different location, depth, or condition than what is shown in the existing asset data, indicating the recorded information is inaccurate.
- **Unidentified Buried Object (UBO)** – an underground object or asset that has been found but does not appear in any existing asset owner's records at all.
- **General Record** – other relevant site information that doesn't fall into the WRO or UBO categories, such as general ground conditions.
- **Service Strike** – this is used specifically to report an incident where an underground asset has been damaged or struck

Together, these records serve several purposes: helping users meet their obligations under the NZUAG Code of Practice, warning future excavators of potential hazards, gives utility asset owners feedback on the accuracy of their asset data, and provides both Corridor Managers and asset owners trend data on service strikes. For example:

- Asset owners can use these site observations to update their as-built asset records.
- Other practitioners have more information about what they can expect to find when excavating in that area in future.
- Utility Operators and Corridor Managers can meet their obligations under the National Code of Practice (e.g. recording the number of Service Strikes).

Site records enable an information feedback loop to improve asset data quality and increase asset longevity. If you notice anything in the underground area that seems important, you can capture it as a site record.

If you have any questions, don't hesitate to contact us:
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