



THIS INFORMATION PACKAGE INCLUDES:

- ✓ A description of BC 1 Call
- ✓ The Benefits of a One Call System
- ✓ The BC 1 Call Process
- ✓ BC 1 Call Members
- ✓ Responsibilities of Membership
- ✓ Sample BC 1 Call Locate Request

WHAT IS BC 1 CALL?

BC 1 Call provides a public service for British Columbians. Essentially, BC 1 Call is the communications link between the digging community and owners of underground infrastructure. Our purpose is to prevent infrastructure damage that results in unnecessary service interruptions, environmental incidents, and repair costs.

Our members include public and private sector owners and operators of underground infrastructure, such as pipelines, water utilities and telecommunications cables. Our users include anyone who plans to disturb the ground in British Columbia and observes the safe digging practice of contacting BC 1 Call beforehand about the potential presence of any underground infrastructure in the dig site.

BC 1 Call is trusted by over 360 member organizations to capture and relay requests from users about the location of underground facilities at proposed dig sites. It is our members who cover the costs of our services and help to maintain BC 1 Call's sophisticated, up-to-date mapping system. This world-class system underpins our easy-to-use, online locate request service, and informs our friendly and well-trained customer service representatives ("CSRs"), who provide support and man our 800 service number.

BENEFITS OF A ONE CALL SYSTEM

A One Call system offers advantages to both underground infrastructure owners and the digging community. The primary benefit is a reduction in damages to underground infrastructure and a mitigation of the consequences of such damages, but there are

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many other benefits.

To underground infrastructure owners who join as members, a One Call system offers benefits including the following:

- standardized methods and procedures for gathering information from excavators;
- reduced clerical costs for obtaining information from excavators;
- a cost sharing service model that delivers a world-class One Call system to all members, regardless of size;
- centralized, higher impact marketing leading to enhanced public awareness of the importance of pre-dig checks, and an easy to remember single call-to-action website and 800 number;
- a demonstration of commitment to public safety and damage prevention that can be used in public relations efforts related to underground infrastructure damage.

For the digging community, a One Call system:

- eliminates user request costs that an infrastructure owner might otherwise charge for the locate information (e.g. administrative cost recovery);
- simplifies and standardizes the locate request procedure (one standard request with notifications to multiple infrastructure owners);
- reduces the time involved in having buried facilities located or identified, including annoying time spent on hold, being transferred, and filling out multiple forms;
- reduces the tracking and management of different locate request numbers;
- provides greater certainty around response times, to facilitate scheduling of the proposed excavation.

A One Call system works because it serves the routine, common needs of the stakeholders. In the process, it improves relationships:

- between the digging community and member infrastructure owners and operators;
- among the various members as they work towards the achievement of common goals.

THE BC 1 CALL PROCESS

A user (homeowner, contractor or member employee) starts the process with a ticket submission to BC 1 Call. The ticket is called a Locate Request (and the format is set out at the end of this document). The process ends with the user being told where any

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underground utilities are located within his or her proposed dig site.

The high-level process is as follows:

- A new member will sign the Member's Agreement, including completing Appendix A, and provide mapping information to begin the onboarding process. See <https://www.bc1c.ca/how-to-become-a-member/>.
- A first-time user (always an individual) registers with BC 1 Call, creating a user profile and login account. Visit <https://onecall.beforeyoudigpartners.com/ca-b4-en/RegisterNewUser>;
- The user submits a straight-forward Locate Request with BC 1 Call, providing information, including user contact details and dig site location information.
 - A user may place a web-based Locate Request by clicking the Request Locate button on www.bc1c.ca, or by calling 1-800-474-6886.
- BC 1 Call then immediately sends the Locate Request to each of the members who own underground infrastructure that may be affected by the dig project.
- BC 1 Call advises the user:
 - of the BC 1 Call locate request number;
 - of the member companies notified of the proposed excavation;
 - to contact any non-member organizations who may have underground facilities in the dig area as not all underground facilities owners are BC 1 Call members. (Use <https://www.bc1c.ca/member-list/> to determine if an organization is a member.)
- Notified members get back to the user within 3 working days about whether and how the user may proceed to dig based on facilities in place.
- The user may not dig until he or she has heard back from ALL notified members.
- Members are charged a per notification fee, except for notifications generated by a locate request placed by the notified member's employees.
- There is a special process for emergency requests. Emergency requests are limited to requests for a repair or replacement of an essential service, clean-up of a hazardous waste or oil spill or a public safety concern. The user will be asked by BC 1 Call to confirm that they either have an emergency crew on site or that one is en route within an hour of the request.

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BC 1 Call is a 24 hour/7 day a week operation. Online locate requests are accepted 24/7/365. Our CSRs are on deck to handle routine calls and emails 7:00 am to 5:00 pm Monday to Friday, excluding BC statutory holidays. Calls and emergency requests outside this time are handled by our after-hours Contact Centre. 1-800-474-6886 handles both routine and emergency calls.

BC 1 CALL MEMBERS

Over 360 members trust and rely on our service as an ongoing part of their damage prevention plan. Most of our members come from the Oil & Gas, Energy, Telecommunications, Municipal and Regional District sectors. Over 80% of the organizations in those sectors combined are BC 1 Call Members. Current members are listed on our website under Resources on the [Member List](#) page.

RESPONSIBILITIES OF MEMBERSHIP

It is the responsibility of a BC 1 Call member to meet all of its obligations under the Member's Agreement. <https://www.bc1c.ca/how-to-become-a-member/>

Here are a few service-affecting responsibilities of members:

- 1. Member use of BC 1 Call is mandatory.** Active members are required to direct all employees and contractors to place a Locate Request with BC 1 Call prior to excavating at a dig site in BC.
- 2. Updating Member Underground Infrastructure Mapping.** The member is responsible for ensuring that BC 1 Call receives accurate mapping of their underground infrastructure during the onboarding process, and that such mapping is updated regularly. Accurate mapping information ensures that the member is properly notified when a Locate Request indicates the member's infrastructure is within the proposed dig site.
- 3. Responding to Locate Request Notifications.** When a BC 1 Call member receives a notification of a Locate Request, they must respond in a positive manner by contacting the user within 3 working days by:
 - Requesting the user pick up a set of drawings;
 - Arranging to send a copy of the drawings;
 - Arranging a time to meet on site;

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- Advising the user that the underground facility markings have been completed; **and/or**
- Advising the user that underground facilities are not in the dig area and give clearance to dig.

Responding promptly within stated timeframes is important to meet the expectations of the users, integrity of the BC 1 Call brand, and the credibility of our service.

WHY BECOME A MEMBER OF BC 1 CALL?

We encourage all owners of underground facilities to become members of the One Call system.

Consequences of a hit to buried utilities include:

- Loss of life / Personal injury;
- Environmental contamination;
- Explosion, fire, flood, or toxic gas escape;
- Evacuation of a residential area;
- Disruption of essential services;
- Lawsuits / Medical costs / Legal costs;
- Fines / Jail terms.

By joining the BC 1 Call system you become part of an efficient safety team reducing the risks to life, personal injury, environmental damage, and disruption of critical services.

For more information, please contact BC1 Call at
[1-800-474-6886](tel:1-800-474-6886) or info@bc1c.ca.

THANK YOU FOR YOUR INTEREST!

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SAMPLE LOCATE REQUEST



Ticket No: 20201402352

Excavator Details

Caller Id: 162350
Contact: Sameen T Mian
Company: PelicanCorp

Phone: 604 765 1289
Mobile: Not Supplied
Email: sameen.mian@pelicancorp.com

Dig Site and Ticket Details



[Open Map](#)

All around the house

Ticket Status	Original
Ticket Type	Regular
Previous Ticket No.	Not Supplied
User Reference	Not Supplied
Ticket Date	2020-03-31T09:17:52-07:00
Work Start Date	2020-04-04T00:00:00-07:00
Address	12452 Meadowbrook Place Maple Ridge V4R 2H6
Nearest Cross Street	Douglas Ave
Type of work	Landscaping
Activity	Planting
Excavation Method	Hand Digging
Excavation Depth	1m to 3m
Public Property	Green Space
Private Property	Residential
Onsite Contact	Not Supplied
Onsite Phone	Not Supplied
Municipality	Not Supplied
Nearest Community	Not Supplied
Rural Subdivision	Not Supplied
Lot No.	
Block No.	
Plan No.	

Your Responsibilities

- Do not proceed with any excavation until all notified asset owners have responded by providing clearance, OR by identifying the location of their facilities with maps OR by placing locate marks on the ground.
- Pothole to establish the exact location of all underground assets using a hand shovel, before using heavy machinery.
- If you damage an underground asset you MUST advise the asset owner immediately.
- By using the Before You Dig Partners service, you agree to our privacy policy and the terms and conditions set out at on our web site.
- For more information, visit www.BeforeYouDigPartners.com

Utility Owner Details

The public utility owners listed below with a Status of "Notification Sent" have been requested to respond to your request. They may contact you directly for clarification of your request details.

Station Code	Authority Name	Status
BCHLWR04	BC HYDRO - DISTRIBUTION	Notification Sent
BCGDIS01	FORTISBC - GAS	Notification Sent
TELLME01	TELUS COMMUNICATIONS - LME01	Notification Sent

END OF UTILITIES LIST

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