



HOW TO COMPLETE A LOCATE REQUEST TICKET

The information below is required in order that BC 1 Call members can provide clear, quality instructions on how to avoid inadvertently damaging underground infrastructure when disturbing the ground.

	Field Description	Comments / Tips
1.	ID #	The unique User ID assigned to any individual who registers to use BC 1 Call, and that is used whenever the individual logs in to submit a locate request ticket.
2.	NAME	of the person submitting the locate request and who will receive instructions from our members:
3.	PHONE	Office: Cell:
4.	EMAIL	Ensure the email is monitored daily for an immediate confirmation of your request from BC 1 Call, and for member responses with instructions for avoiding damage to infrastructure. You must not begin digging until you have received responses from <u>all</u> those mentioned in our confirmation email. <i>Please check spam and junk folders if e-mail is not in your inbox.</i>
5.	TYPE OF WORK <i>E.g. Construction, Landscaping, Groundwork</i>	What sort of ground disturbance or digging will you be doing? <i>Options are provided in the drop-down menu.</i>
6.	ACTIVITY <i>E.g. Footings, Paving, Drilling</i>	What is the project or purpose of your digging? <i>Options are provided in the drop-down menu.</i>

Click or call **before** you dig.



7.	EXCAVATION METHOD	How will you be digging? Using a Machine / By hand / Both Methods
8.	DEPTH	How deep will you be digging?
9.	WORK TO BEGIN DATE/TIME	BC 1 Call members will get back to you within 3 business days (5 for Large Projects), so the start date must be at least that long after the date your request is received by BC 1 Call.
10.	PRIVATE PROPERTY	Where on the property are you digging? When facing the front of the house or property: Front / Rear / Left Side / Right Side

LOCATION DETAILS:

11.	STREET ADDRESS/ INTERSECTION	
12.	NEAREST CROSS STREET	
13.	ADDITIONAL HELPFUL INFORMATION about where you will be digging or how to get a hold of you	Is there any other information that will help our members know more exactly on your property where you will be digging (this will help them match your dig site with their underground infrastructure), or how or when to reach you?

Click or call **before** you dig.



This document is a useful companion to the WorkSafe BC Toolbox Safety Discussion Guide on BC 1 Call.

To learn more:

- Visit the Contractor Page on bc1c.ca
- Visit the Education & Safety Tips section of our Resources Page:
 - Overviews
 - Downloadables, including the international colour code card for underground facilities
 - Take the Basic Webinar on using BC 1 Call
 - Basic (for front line workers)
 - Advanced (for supervisors)

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