



# BC 1 Call Training Presentation

## WHO WE ARE

BC 1 Call is the communications link between the excavating community and the owners of underground facilities who are registered members of BC 1 Call

## OUR VISION AND MISSION

Protecting people, the environment and underground infrastructure to keep B.C. safe

BC 1 Call and its members facilitate safe digging practices by equipping homeowners and the excavation community with knowledge and tools to avoid damaging underground facilities

## THE PROBLEM

Every time you break ground, you run the risk of hitting underground facilities that deliver critical services to our communities



## **DAMAGE TO INFRASTRUCTURE**

Potential  
consequences  
include...

ENVIRONMENTAL CONTAMINATION

LOSS OF SERVICE – 86% OF  
REPORTED DAMAGES RESULT IN  
SERVICE DISRUPTION

EMERGENCY RESPONSE EVENTS

PROJECT DELAYS

INCREASED COST OF SERVICE  
DELIVERY

INCREASED INSURANCE PREMIUMS

DECREASED CREDIBILITY AROUND  
SERVICE RELIABILITY







## CANADIAN SOCIETAL COST OF DAMAGES

Estimated at **\$1 Billion**  
annually across Canada.

That's a staggering  
**\$2,739,726** every day!



Damage  
prevention is a  
shared  
responsibility

It is in our collective  
interest to:

REDUCE THE RISK OF  
DAMAGE INCIDENTS

PROTECT OUR  
COMMUNITIES, WORKERS,  
AND THE ENVIRONMENT

Both public and private sectors play a role in reducing the risk of damage to buried infrastructure

## REGULATIONS:

BC ENERGY REGULATOR PERMIT CONDITIONS

## BEST PRACTICE GUIDELINES:

WORKSAFEBC

TECHNICAL SAFETY BC

PROFESSIONAL ASSOCIATIONS /  
CERTIFICATIONS

CANADIAN COMMON GROUND ALLIANCE

## FACILITY OWNER REQUIREMENTS:

RIGHTS OF WAY RESTRICTIONS

POLICIES / DIRECTIONS TO EXCAVATORS

**click or  
call before  
you dig**

We help you  
**know what's below**

We will relay your request for location information on underground infrastructure in your proposed dig site to all of our 360+ members whose assets may be affected by your project.

## WHO SHOULD CONTACT US?

Anyone who  
plans to disturb  
the ground,  
Including

HOMEOWNERS

EQUIPMENT OPERATORS

CONTRACTORS

HOME BUILDERS

ROAD BUILDERS

LANDSCAPERS

ENGINEERING CONSULTANTS

FEDERAL, PROVINCIAL & MUNICIPAL  
PLANNERS AND EXCAVATORS

UTILITY CONSTRUCTION AND  
MAINTENANCE TEAMS

# 2022 Survey feedback from professional users of our service

WHY DO YOU USE BC 1 CALL'S SERVICE?	2021	2022	YOY % CHANGE
Because it's one of the critical steps to ensure safe digging & protecting my community	72%	85%	↑13%
Because it was recommended by a trusted friend, family member or colleague	35%	40%	↑5%
Because it's required by my employer (policy or procedure)	34%	44%	↑10%

AT A GLANCE

# 2022 Service Volumes & Membership



234k

Locate Requests



110k

Registered Users



362

BC 1 Call Members

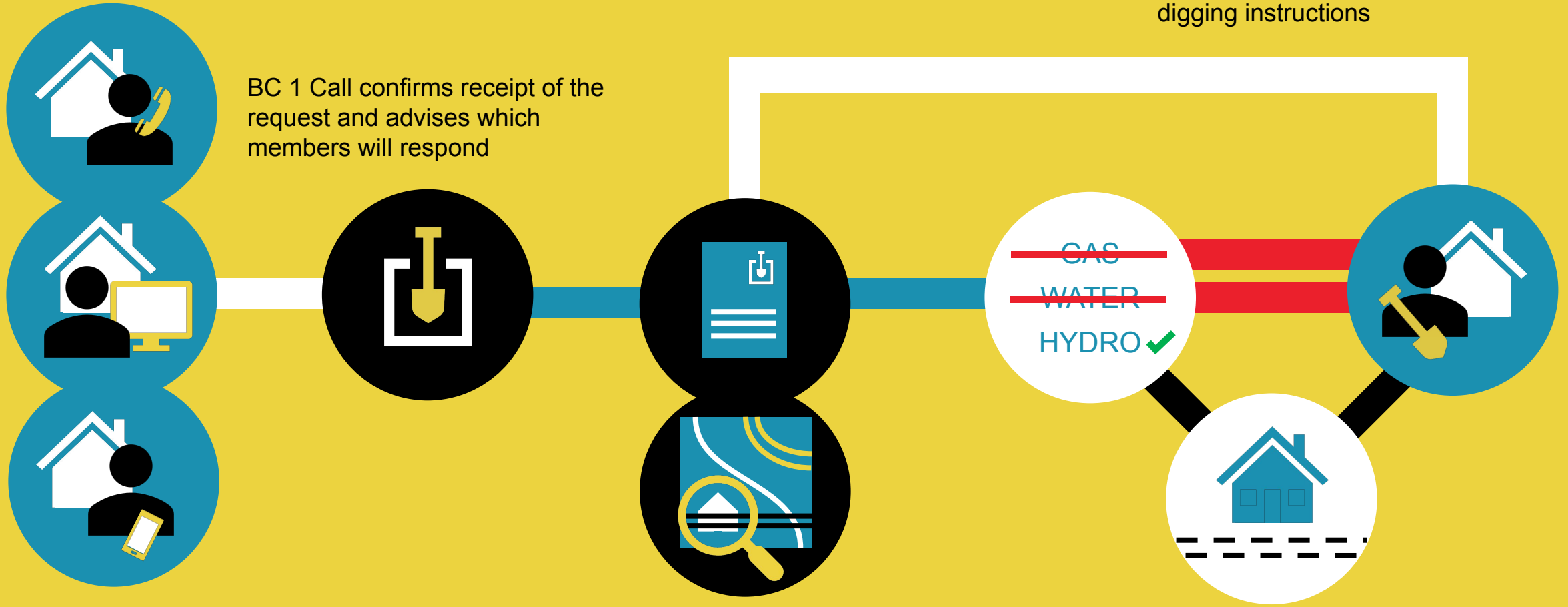


# HOW DOES BC 1 CALL WORK?

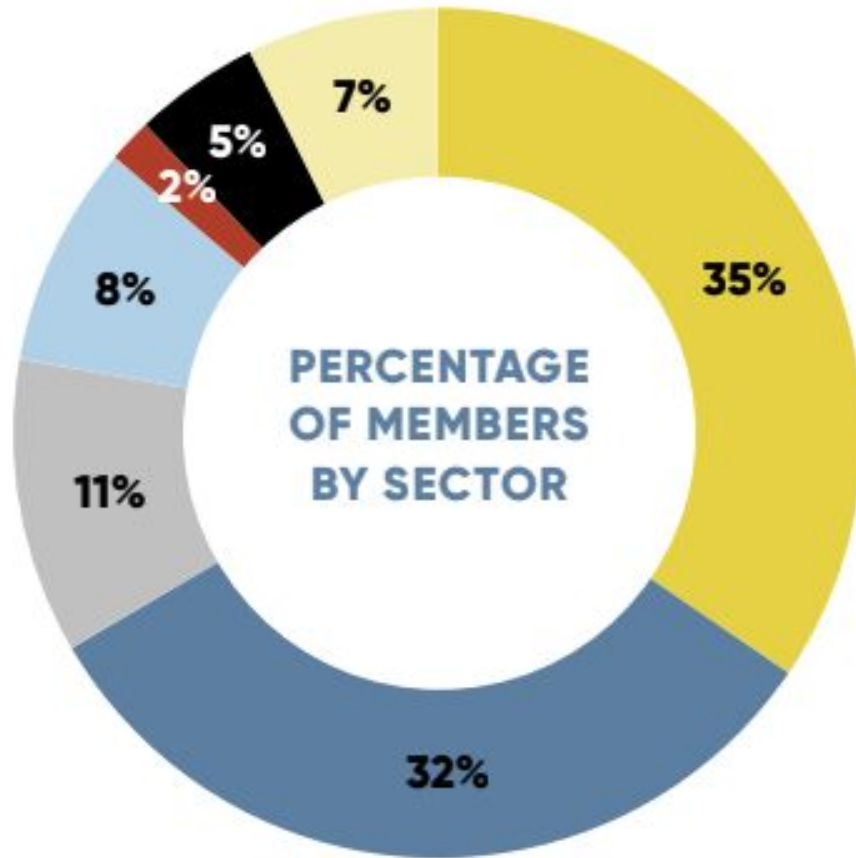
Locate requests are placed

The notified members respond with  
safe digging instructions

Excavators review members' safe  
digging instructions



# BC 1 Call Members



123	Oil & Gas
114	Municipalities
40	Water Districts
30	Telecommunication
26	Other
17	Regional Districts
6	Energy
362 TOTAL MEMBERS	

# LOCATE REQUEST CONFIRMATION FORM

BC1C

UTILITY SAFETY PARTNERS

Click Before You Dig

1Call

Ticket No: 20214909089

Excavator Details

Caller Id: 233959

Contact: Darlene Dyson

Company: BC One Call

Phone: 604-619-2229

Mobile: 604-619-2229

Email: ddyson@bc1c.ca

Dig Site and Ticket Details



Open Map

TEST TICKET - NO RESPONSE REQUIRED - ALL MEMBERS REMOVED

Land Grids: LLD

9202

Latitude: 49.124157 Longitude: -122.681037

Ticket Status	Original
Ticket Type	Regular
Previous Ticket No.	Not Supplied
User Reference	Not Supplied
Ticket Date	2021-12-02T09:31:04-08:00
Work Start Date	2021-12-08T00:00:00-08:00
Address	19551 66 Ave Surrey V4N 0Z5
Nearest Cross Street	Not Supplied
Type of work	Groundwork
Activity	Fencing
Excavation Method	None
Excavation Depth	<0.3m
Public Property	None
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](http://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
BCHFRV06 [MR]	BC HYDRO - DISTRIBUTION	Manually Removed
BCHFRV09 [MR]	BC HYDRO - DISTRIBUTION	Manually Removed
BCGDIS01 [MR]	FORTISBC - GAS	Manually Removed
TELLME01 [MR]	TELUS COMMUNICATIONS - LME01	Manually Removed

END OF UTILITIES LIST

## LOCATE REQUEST TICKET TYPES ARE BASED ON DIG SITE SIZE

TICKET TYPE	AREA AFFECTED	MINIMUM SIZE	MAXIMUM SIZE
Regular	Civic or Rural	1 m <sup>2</sup>	1,000 m <sup>2</sup>
Project	Civic	1,000 m <sup>2</sup>	60,000 m <sup>2</sup>
Project	Rural	1,000 m <sup>2</sup>	800,000 m <sup>2</sup>
Large Project	Civic	60,000 m <sup>2</sup>	800,000 m <sup>2</sup>
Large Project	Rural	800,000 m <sup>2</sup>	4,200,000 m <sup>2</sup>

**It is important that you identify your ticket type prior to defining your dig site on the Locate Request**

# BC 1 CALL MEMBER RESPONSE TIMES

TYPE OF REQUEST	APPLICABLE SITUATION	RESPONSE TIME
Planning & Design Locate Request	No work to Begin date	Within 10 full business days
Regular Locate Request	Work to Begin date after the 3 day default	Within 3 full business days
Priority Locate Request	Work to Begin date immediately	Same day response to <3 business days
Short Notice Locate Request	Work to Begin date prior to the 3 day default	Same day response to <3 full business days
Emergency Locate Request	Repair or replacement of essential services (safety or environmental concern)	Immediate attention
Large Project Locate Request	Work to Begin date after the 5 day default	Within 5 full business days

# EXCAVATOR REQUIREMENTS

EXCAVATOR MUST...	START OF PERIOD	IF RESPONSE HAS EXPIRED
Start the work within 14 calendar days	Date the Locate Request was placed (NOT the date the response was issued)	A “Relocate” ticket must be placed if work has not started within 14 days
Complete the work within 30 calendar days	Date the Locate Request was placed (NOT the date the response was issued)	A “Relocate” ticket must be placed if work is to continue beyond 30 days
Provide update to members if requested	From time of a member’s initial response	—
Contact BC 1 Call to notify members if the work is cancelled	Prior to the start date and time specified on the ticket	Cannot be cancelled after the start date and time specified on the ticket

**Work start and completion dates are prescribed to ensure that you have the best Information from our members, whose asset mapping data changes periodically as the infrastructure network is expanded or altered.**



# SAFE DIGGING RESPONSIBILITIES OF EXCAVATORS INCLUDE:



Check your **email for confirmation** that your locate request has been received and processed



Check in with **utility owners who are not BC 1 Call members** and so should be contacted directly  
– All BC 1 Call members are listed at [bc1c.ca/member-list](https://bc1c.ca/member-list)



Plan your work based on **instructions from all notified BC 1 Call members**



Check **by hand** before using mechanical equipment that could potentially strike buried infrastructure



Check that you are following all **ground disturbance best practices** (regarding overhead power, traffic control, signage, etc.)



Check for **visible infrastructure** (meters, valve covers, utility poles, junction boxes) that indicate buried utilities may be nearby

# WEBSITE RESOURCES

## Dig Safe Community

- Education Partners
- Professional Utility Locators
- Regulatory Supporters and Safe Digging Standard Setters

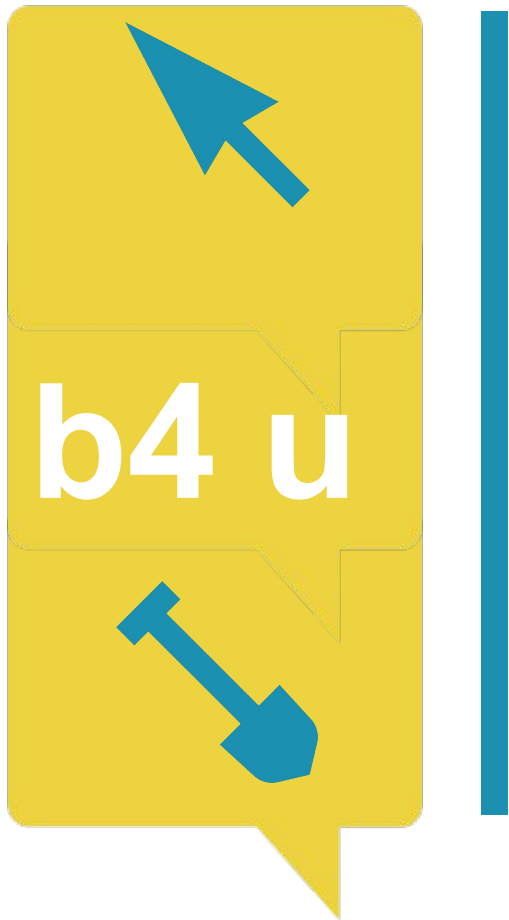
## Education & Safety Tips

- Webinars and tips on how to use the BC 1 Call system
- Resources, including worker training resources, promotional resources
- External Resources



**BC1C.CA**

## VISIT OUR WEBSITE & FOLLOW US ON SOCIAL MEDIA



**CLICK**  
**bc1c.ca**

**CALL**  
**1-800-474-6886**

