



# 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 homeowner 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

**REGULATORS AND STANDARD SETTERS:**

BC ENERGY REGULATOR

CANADIAN ENERGY REGULATOR

WORKSAFE BC

TECHNICAL SAFETY BC

PROFESSIONAL ASSOCIATIONS/ CERTIFICATIONS

BC COMMON GROUND ALLIANCE

**FACILITY OWNER REQUIREMENTS:**

RIGHT OF WAYS RESTRICTIONS

POLICIES / DIRECTIONS TO EXCAVATORS

Most damage  
incidents are  
preventable

TOP ROOT CAUSES:

1. FAILURE TO CONTACT BC 1 CALL

2. FAILURE TO FOLLOW SAFE DIGGING  
PRACTICES AND BC 1 CALL

MEMBERS' INSTRUCTIONS TO AVOID STRIKING  
INFRASTRUCTURE

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 370+ members whose assets may be affected by your project.

WHO SHOULD CONTACT BC 1 CALL?

Anyone who  
disturbs the  
ground

HOMEOWNERS

EQUIPMENT OPERATORS

CONTRACTORS

HOME BUILDERS

ROAD BUILDERS

LANDSCAPERS

ENGINEERING CONSULTANTS

FEDERAL, PROVINCIAL &  
MUNICIPAL PLANNERS AND  
EXCAVATORS

UTILITY CONSTRUCTION AND  
MAINTENANCE TEAMS

# 2023 Survey feedback from professional users of our service

## The Value of Membership

2023 MEMBER SURVEY STATEMENT	% WHO AGREE PER YEAR			YOY % CHANGE
	2021	2022	2023	
BC 1 Call is an important part of our damage prevention strategy.	92%	89%	96%	↑7%
My organization requires employees and contractors to use BC 1 Call.	88%	85%	89%	↑4%
BC 1 Call is important to my organization's community relations messaging.	88%	78%	81%	↑3%
I am likely to refer others to BC 1 Call.	86%	93%	93%	→0%



At a Glance

2023 Service

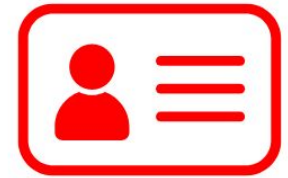
Volumes &

Membership



229k

Locate Requests



133k

Registered Users



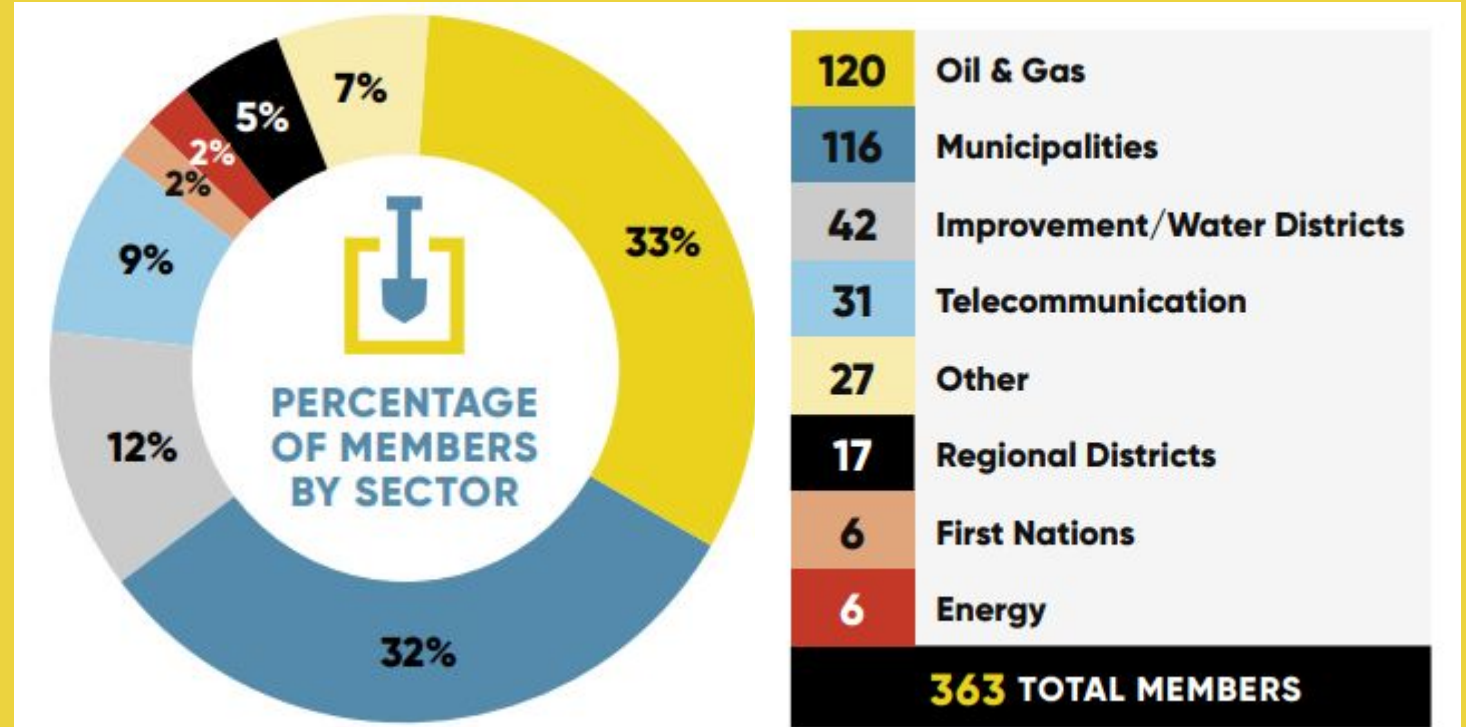
364

BC 1 Call Members

# WHO ARE BC 1 CALL MEMBERS?

Safety-minded public and private sector owners of underground infrastructure

## Membership by Sector



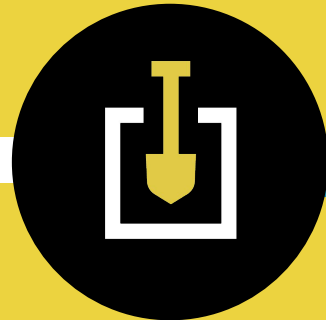
- 71% of local governments
- 98% of the telecommunications sector
- 100% ERBC pipeline permit holders

# HOW DOES BC 1 CALL WORK?

LOCATE REQUESTS ARE PLACED



BC 1 CALL CONFIRMS RECEIPT OF THE REQUEST AND ADVISES WHICH MEMBERS WILL RESPOND



THE NOTIFIED MEMEBRS RESPOND WITH SAFE DIGGING PRACTICES



THE EXCAVATORS REVIEW MEMBERS' SAFE DIGGING INSTRUCTIONS



WORK COMMENCES PER INSTRUCTIONS



# LOCATE REQUEST CONFIRMATION FORM

### 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

<b>Ticket Status</b>	Original
<b>Ticket Type</b>	Regular
<b>Previous Ticket No.</b>	Not Supplied
<b>User Reference</b>	Not Supplied
<b>Ticket Date</b>	2021-12-02T09:31:04-08:00
<b>Work Start Date</b>	2021-12-08T00:00:00-08:00
<b>Address</b>	19551 66 Ave Surrey V4N 0Z5
<b>Nearest Cross Street</b>	Not Supplied
<b>Type of work</b>	Groundwork
<b>Activity</b>	Fencing
<b>Excavation Method</b>	None
<b>Excavation Depth</b>	<0.3m
<b>Public Property</b>	None
<b>Private Property</b>	Residential
<b>Onsite Contact</b>	Not Supplied
<b>Onsite Phone</b>	Not Supplied
<b>Municipality</b>	Not Supplied
<b>Nearest Community</b>	Not Supplied
<b>Rural Subdivision</b>	Not Supplied
<b>Lot No.</b>	
<b>Block No.</b>	
<b>Plan No.</b>	

### 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 know your dig site measurements before you start your locate request so you can select the correct ticket type.***

# 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 time-bound so that BC 1 Call notifications go to members based on our most current member infrastructure maps**

# 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](http://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

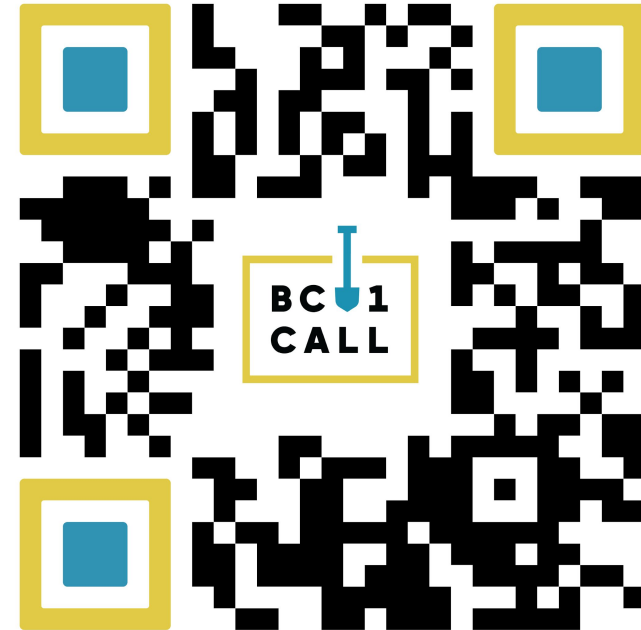
[bc1c.ca](http://bc1c.ca)

## CALL

1-800-474-6886

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services