

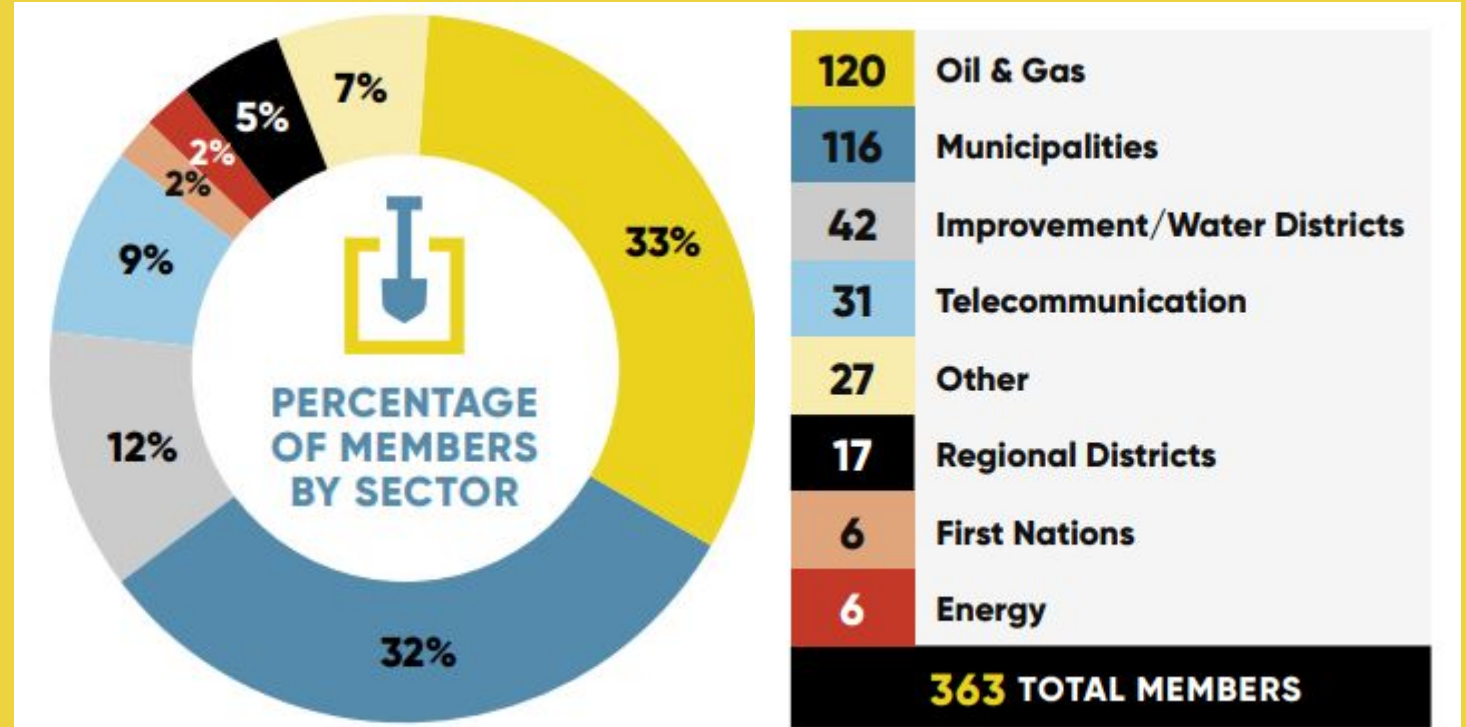


# The Case for Membership

# 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

**96%** of Member Survey respondents say their BC 1 Call Membership is an important component of their damage prevention strategy.



## 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%



Membership in BC 1 Call has helped support our community's development and growth, and has saved the City significant expense, by preventing avoidable civic infrastructure damage. Membership is also a key component to our City's safety program and planning.



**Chris Anderson,**  
Public Works  
Manager,  
City of West Kelowna  
*BC 1 Call Member since  
2010*

## MEMBERSHIP VALUE

As a collaborative, membership provides:

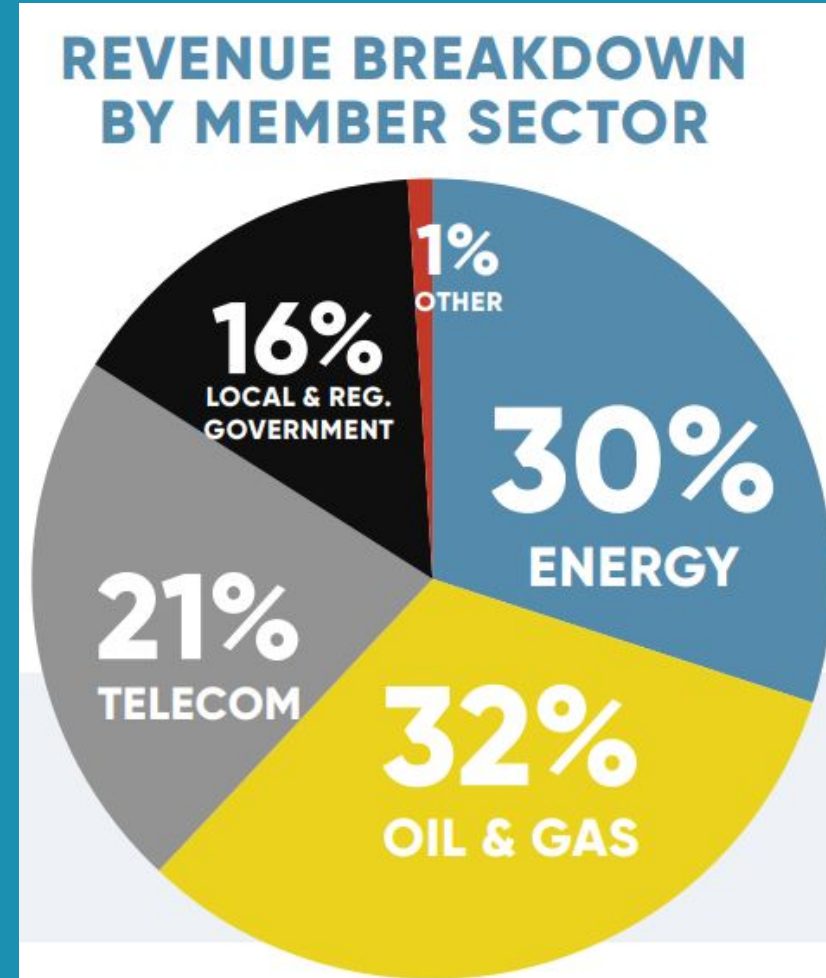
ACCESS TO A **WORLD-CLASS ONE CALL SYSTEM**, AS A **COST-EFFECTIVE SOURCE OF LOCATE REQUESTS** FROM EXCAVATORS

A VEHICLE FOR **COST-EFFECTIVE PROMOTION OF THE CLICK OR CALL BEFORE YOU DIG MESSAGE** – ONE THAT OFTEN FALLS BELOW MEMBERS' INDIVIDUAL CORPORATE COMMUNICATIONS PRIORITIES

A **SAFE DIGGING HUB** FOR MEMBERS, EXCAVATORS, EDUCATIONAL PARTNERS AND REGULATORS

# A Cost-Effective Shared Service

BC 1 CALL OPERATES AS A NON-PROFIT UNDER A FEE MODEL THAT WORKS FOR ALL MEMBERS



## **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 DELIVERY/RELIABILITY



## ARE YOU A MEMBER YET?

There is growing awareness among the general public of BC 1 Call's public service.

ACCORDING TO A PUBLIC AWARENESS SURVEY CONDUCTED BY BC 1 CALL IN JUNE, 2023:

**60%** of British Columbians have some familiarity with BC 1 Call

**80%** said that all owners of underground infrastructure in their communities should be a member of BC 1 Call

ACCORDING TO BC 1 CALL'S 2023 USER SURVEY:

**91%** of BC 1 Call users utilize the free service because it is a critical step to ensuring safe digging and protection of their communities

## At a Glance

# 2023 Service

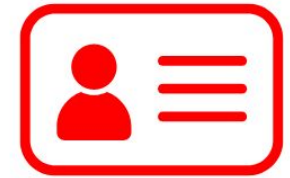
# Volumes &

# Membership



229k

Locate Requests



133k

Registered Users



364

BC 1 Call Members

**BECOME A MEMBER**

**Why risk it?**

RISK TO THE PUBLIC

RISK TO YOUR EMPLOYEES

RISK OF SERVICE DISRUPTION

RISK TO YOUR REPUTATION

RISK OF REGULATORY  
NON-COMPLIANCE

RISK OF LOST CUT REPAIR  
REVENUES

RISK TO CULTURALLY SENSITIVE  
AREAS

## MEMBER RESOURCES

- Prospective Member Information
- Member's Agreement (including Appendix A)
- Notices & Requests, including surveys, fee notices
- Promotional Resources, including graphics, sample posts
- 2023 Report to Members and Partners
- Recent Member e.newsletters

## **BECOME A MEMBER**

If you are the owner or operator of buried facilities, and you're interested in becoming a BC 1 Call member, please contact us at [membership@bc1c.ca](mailto:membership@bc1c.ca)



Here to help you protect your communities and critical services.