



Thank you for expressing an interest in **BC ONE CALL**.

This package includes:

- A description of **BC ONE CALL** and the one-call process.
- The Benefits of a One Call System
- The responsibilities of a **BC ONE CALL** Member.
- The format of the **BC ONE CALL** ticket.
- The current **BC ONE CALL** members list.

BC ONE CALL AND THE ONE-CALL PROCESS

BC ONE CALL is the communications link between the digging community and its member companies. Our One Call Centre is a paperless environment operating on a Windows NT based TelDig One Call system.

When a system user contacts **BC ONE CALL** they will reach a friendly team of Customer Service Representatives. All **BC ONE CALL** CSR's complete an extensive training program. The CSR will request specific information that is essential to the accurate identification of underground facilities. When entered into the one call system this information becomes the data used to format the **BC ONE CALL** ticket. The ticket, in an easy to read format, is immediately transmitted to any member company who has underground facilities registered within the excavation site.

The homeowner/contractor is advised:

- Of the **BC ONE CALL** ticket number.
- Of the member companies notified of the proposed excavation.
- To contact any other parties who may have underground facilities in the area.
- Of the **BC ONE CALL** Liability Statement.

The one call system has the ability to process locates received by telephone, fax or E-ticket (web). **BC ONE CALL** requests that all fax users utilize the **BC ONE CALL** fax forms to ensure the necessary information is provided. If you would like to utilize your own document please contact **BC One Call** to discuss required information. E-Tickets can be placed from the BC One Call web site www.bconecall.bc.ca. If a locate request is being place by using the BC One Call E-ticket the user, if using their own Caller ID #, will require a password which can be obtained from BC One Call. Site plans attached to fax or E-ticket locates will be transmitted to the applicable members along with the **BC ONE CALL** ticket. All faxed and E-Ticket locate requests must be placed with a minimum of 3 full working days notice.

BC One Call provides a 24 hour 7 days a week operation. Our BC Call Centre hours are 7:00 AM to 5:00 PM Monday to Friday. Calls outside this time period will be handled by our after-hours call centre.

BENEFITS OF A ONE CALL SYSTEM

A one-call system offers advantages to both the facility owners and to the digging community. The primary benefit is a reduction in damages to buried facilities and a mitigation of the consequences of such damages.

A one-call system offers facility owners the opportunity to standardize methods and procedures with respect to information required from the excavator, field marking of

locations, control zones, locate slips and damage report forms. It also reduces a facility owner's clerical costs for obtaining information from excavators.

For the digging community, a one-call system simplifies the procedures for having buried facilities located or identified. It is time consuming and difficult for an excavator to contact the right person from each facility owner. Different facility owners may require different information with respect to the proposed excavation.

The single telephone number of a one-call system offers a timely response to a locate request. It reduces the time spent on hold, being transferred and the overall time to arrange for locates for the excavator.

The advance notice requirement allows facility owners sufficient time to efficiently schedule locators, to make arrangements to have locates completed or drawings sent and gives the excavator a better idea of when locates will be completed.

A one-call system provides its members with the vehicle to come together to increase the effectiveness of public awareness and advertising programs therefore increasing public awareness of the inherent dangers of disturbing the ground.

It improves the relationship between the digging community and the owners and operators of buried facilities. It also strengthens the co-operation among the various owners and operators of buried facilities as they work towards the achievement of common goals.

RESPONSIBILITIES OF A BC ONE CALL MEMBER

It is the responsibility of a **BC ONE CALL** member to ensure the location of their underground facilities is accurately identified and any changes or updates are forwarded to the One Call Centre. This information is the key to ensuring that you are properly

notified when an excavator intends to excavate or disturb the ground near your buried facility.

When a member of **BC ONE CALL** receives a ticket they must respond in a positive manner by contacting the caller prior to the work to begin date to:

- Request the caller pick up a set of drawings.
- Arrange to send a copy of the drawings.
- Arrange a time to meet on site.
- Advise the caller that the underground facility markings have been completed.
- Advise the caller that underground facilities are not in the dig area and give clearance to dig.

Short notice and priority locate requests will be accepted and identified by an applicable ticket banner. The caller will be advised that **BC ONE CALL** members require a minimum of 3 full working days notice and although the locates can be requested sooner the facility identification cannot be guaranteed before the 3 full working days. This statement allows our members to respond as schedules permit.

An emergency locate is classified as a repair or replacement of an essential service, a clean-up of hazardous waste or oil spill or a public safety concern. The caller must have an emergency crew on site or enroute within an hour. **BC ONE CALL** will accept an emergency request for the following day provided it is received after 3 PM and the emergency crew will be on site by 9 AM the following day. ALL emergency locate requests will be called out to the members designated emergency telephone number and must be responded to ASAP. Emergency locates must not be faxed to **BC ONE CALL**.

**AS AN ACTIVE MEMBER OF THE ONE CALL SYSTEM YOU MUST REFER ALL
LOCATE REQUESTS TO BC ONE CALL.**

Please do not hesitate to contact Darlene Dyson, Operations Manager for **BC ONE
CALL** at (604) 257-1900 should you have any further questions.

BC ONE CALL TICKET FORMAT

04/26/10 13:42:19

BC ONE CALL
NOTICE OF INTENT TO EXCAVATE

ROUTINE LOCATE

Ticket no: 1999330801

Sending To: BC1CALL

Code: NOANSW01

Sequence: 0052

Original Call Date: 04/26/2010

Time: 13:39:36

Op: 30

Transmit Date: 04/26/2010

Time: 13:42:19

Op: 30

Work to Begin Date: 30/19/2010

Time: 13:42:19

Company : DYSON ENTERPRISES

Contact Name: JANET ANDERSON

Contact Phone: (604) 257-1900

Cell Phone: (604) 451-2323

Pager:

Alt.Contact: JOHN DYSON

Alt. Phone: (604) 657-9056

Fax Phone: (604) 657-8746

Email: john_dyson@shaw.ca

Place: GIBSONS

Comments:

Address At/From: 805

Address To: 809

Street : NORTH RD

Nearest Intersecting Street: REED RD

Second Intersecting Street:

Additional Dig Information:

PUB/PRIV PROP – RD/SHLDR/BLVD/REAR OF BLDG

Remarks:

Type of Work: REPAIR WATER LINE

Depth: 1 MTR

Length: UNKNOWN

Width: UNKNOWN

Private Property: YES

Dig Area Marked: NO

Machine Dig: NO

Public Property: YES

Planning/Design: NO

Hand Dig: NO

Work Being Done For: DYSON ENTERPRISES

Also Notified: TELUS TERAEN GAS GIBSONS

Legend: C = Cleared