



# Before You Dig Partners

Sign Up for Our Webinar Series

## New One-Call System Information

### About Before You Dig Partners

Before You Dig Partners is a collaboration between three of Western Canada's One-Call centres: British Columbia, Alberta and Manitoba.

Over the last several years, Western Canada's One-Call centres have experienced a continual shift towards online locate requests. Today over 85% of locate requests in Western Canada originate online. This migration from phone to web has given one-call centres the opportunity to streamline their operations, greatly increasing efficiency and reducing damages. It has enabled these neighbouring one-call systems to now operate co-operatively.

In order to facilitate co-operation and further improve efficiency, the one-call centres in Western Canada (British Columbia, Alberta, Saskatchewan and Manitoba) aligned their business rules for using one-call services. As part of this process, the one call centres in British Columbia, Alberta and Manitoba decided to adopt a single software solution for all three provinces.

Where we once operated in provincial silos, we now work together to deliver a "One System / One Approach." When the new one-call software goes live, [BC One Call](#), [Alberta One-Call](#) and [ClickBeforeYouDigMB](#) websites will link to [BeforeYouDigPartners.com](#) – the new web portal for requesting locates in any of the three partner provinces.

### New One-Call Software

As of November 30, 2018, Western Canada's One-Call partners are switching over to the new system. This new software simplifies the process to request a locate and allows one-call centres to process your requests automatically, notifying members of proposed ground disturbances faster than ever before!

#### **New software provides:**

- An easy-to-use web interface
- Web-based maps allowing you to control the shape, size and location of

- your dig site
- A list of companies being notified of your request, available as soon as you've mapped your dig site
- New mobile-friendly web portal that provides a single place to request locates and to receive responses
- Online ticket editing — make corrections or renew existing tickets without re-entering your information

Over the next several weeks, we will be sending you emails with information about the new one-call software, including:

- Available Ticket Types
- Information Required with Requesting a Locate
- New Mapping System
- Setting Up New User Profiles
- Editing & Renewing a Ticket Online
- New Positive Response System
- Using the Member Portal
- New One-Call Software API

In addition, we are hosting a series of webinars, beginning October 22, which will provide information on the new software.

---

## Join us for: **Before You Dig Partners Webinar Series**

Want to learn more about the new one-call software before it launches at the end of November?

Before You Dig Partners are hosting a series of webinars for the new one-call software in Western Canada beginning on October 22, 2018.

[Click Here to Sign Up](#)

---

Thank you again for your time, and for helping us spread the word about the new One Call System in Western Canada. For more information or questions, please reach out to us at [info@beforeyoudigpartners.com](mailto:info@beforeyoudigpartners.com)

Sincerely,  
Sher Kirk, Project Manager

[www.BeforeYouDigPartners.com](http://www.BeforeYouDigPartners.com)