



Alberta One-Call and the Damage Prevention Process

What's new in 2017?

Damage Prevention is a Shared Responsibility

STEP 1

YOUR RESPONSIBILITY



24hrs/day - 7 days/wk

www.AlbertaOneCall.com

or

Call Alberta One-Call toll-free:

1-800-242-3447

*Monday through Friday (except holidays)
during regular business hours*

*Operators of buried facilities require at
least two full working days notice prior to
any intended ground disturbance.*

STEP 2

ALBERTA ONE-CALL RESPONSIBILITY

NOTIFYING OUR MEMBERS OF YOUR DIGGING PROJECT

Alberta One-Call will:

1. assign a **ticket number** to your locate request; and
2. notify the owners of the buried facilities within the vicinity of the dig site.

When the operators of buried facilities receive the locate request from Alberta One-Call, they assess the information on the ticket and determine whether or not the proposed ground disturbance will be in conflict with their buried facilities.

STEP 3

BURIED FACILITY OWNER RESPONSIBILITY

LOCATING AND MARKING BURIED UTILITIES

Within two full working days, buried facility operators are expected to:

- identify and mark the location of their buried facilities;
- provide clearance to proceed with your project without a locate; or
- contact you to arrange a mutually acceptable time to meet on site.

IMPORTANT:

If you are advised that you may proceed to dig without a locate, request confirmation in writing for your protection.

You contact us. We notify our members of your digging project. Our members locate their buried facilities if they are in the vicinity of your digging project.

Please note that Alberta One-Call does not perform locates.



Benefits of Going Online

For Users:

1. Never be on hold!
 - Make requests at a time convenient for you.
2. Add sketches, photos, attachments.
 - These will be forwarded to the facility owner/locator with the ticket.
3. Eliminate errors in data entry.



For Contact Centres:

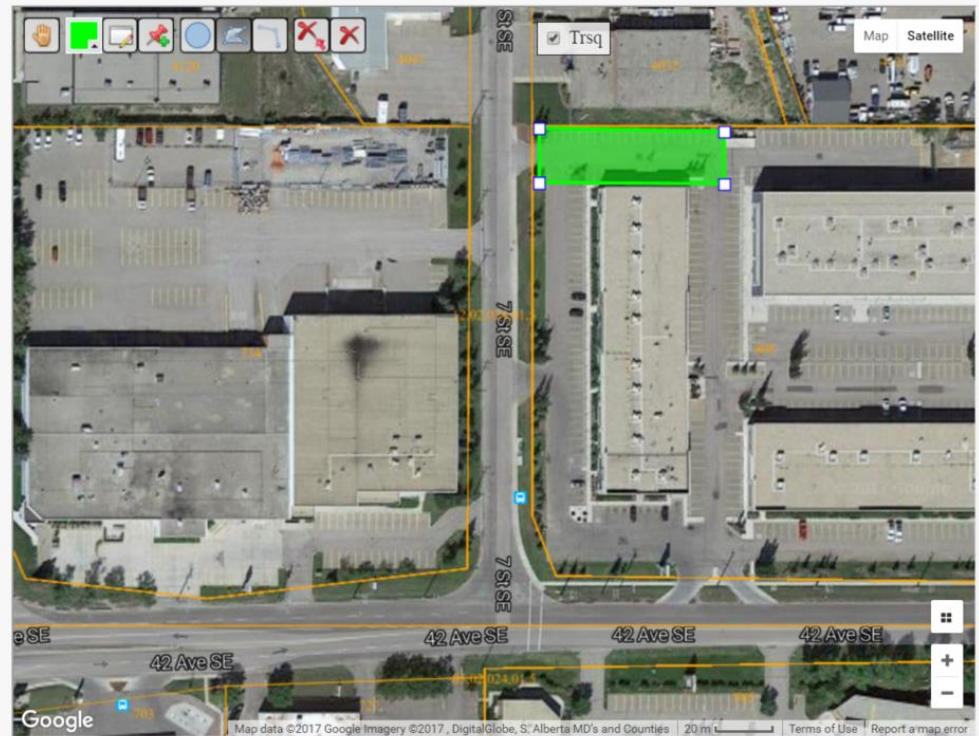
1. Increased processing speed.
2. Reduced cost to members.

Mandatory Mapping

By Q2, excavators will be required to plot their work area on a map when requesting locates through AOC's website.

The map will show exactly where the work is taking place.

The map will be sent to facility owners as an attachment to the ticket.



Adding Attachments to Tickets

In addition to the map of the work area, excavators are able to upload additional maps or attachments. These can include:

- Site plan of the work area.
- Diagram/picture of the work area.
- Driving directions to the work site.
- List of additional work locations.



Attachments can be up to 5 MB each.

There is no limit to the number of attachments per submission.

360 Responses

360 Responses is a tool that allows the facility owner, the excavator, and the contact center to remain informed about the status of a locate request.

- Facility owners will report the status of the locate through AOC's website. Documents like locate slips can be uploaded.
- The status, and any additional documents, will be automatically emailed to the excavator. The excavator can also login to the website and view the status.
- AOC agents can view the 360 status and offer support to excavators.

Questions about the locate?

Calgary Locate Consortium

- TELUS
- ATCO Gas
- ATCO Pipelines
- Enmax
- City of Calgary
 - Water
 - Transportation Services

403-245-7252

Edmonton Locate Consortium

- TELUS
- ATCO Gas
- ATCO Pipelines
- City Of Edmonton
- Epcor
 - Water
 - Power

780-508-1010

In all other municipalities and rural areas, please contact

info@albertaonecall.com

with any ticket inquiries.

Upcoming Regulation

Current Regulation in Alberta:

1. Pipeline Act – Section 5
 - All licensees must register with Alberta One-Call.
 - Excavators must contact Alberta One-Call prior to excavating within 30 meters of a pipeline.
2. Workplace Health and Safety
 - Section 32.447 regulates safe excavation, including obtaining locates prior to excavation and hand-expose zones.



Only Ontario has provincial legislation (The Underground Infrastructure Notification System Act, 2012) which requires all underground infrastructure within a public right of way to be registered with Ontario One-Call and all excavators to contact Ontario One-Call prior to excavation.

Upcoming Regulation

Bill S-229, The Underground Infrastructure Safety Enhancement Act, is currently being reviewed by the Senate. Once the bill is passed:

- All federally regulated underground infrastructure will have to be registered with the provincial one-call center.
- All underground infrastructure on federal lands will have to be registered with the provincial one-call center.
- All federal regulators of buried infrastructure (NEB, CRTC) must develop a damage prevention mandate.



Efforts are already underway in Alberta, BC, Saskatchewan, and Quebec to utilize Bill S-229 as a template for provincial damage prevention legislation.