

ALBERTA ONE-CALL CORPORATION

CORPORATE PROFILE

PURPOSE

The purpose of the Corporation is defined by its most recent mission statement adopted by the Board of Directors on 04 December 1998.

“The mission of Alberta One-Call Corporation is to prevent damage to buried facilities through education, advocacy, public awareness and dependable cost-effective communication and exchange of information between members and those intending to disturb the ground.”

HISTORY

In the late 1970's, the Alberta experienced unprecedented economic growth, primarily due to the development and expansion of energy related industries. This growth, together with the intense construction activity in rural and urban Alberta, created a severe risk of personal injury from an alarming number of damages to buried facilities.

Through the initiative of the Energy Resources Conservation Board and with the support of the Alberta Chapter of the Canadian Public Works Association, the Alberta One-Call System Committee was formed in September 1979 to investigate and prepare a feasibility report on the implementation of a one-call system for Alberta. The Committee comprised representatives from provincial, municipal, utility, pipeline and construction agencies.

In 1979, ground disturbance activities in Alberta caused over 8,600 damage incidents with direct costs in excess of \$4,000,000.00 just for damage repair and loss of product. This sum does not include the secondary costs incurred through loss of service, liability for property damage, personal injury, legal fees or administration.

The Millwoods pipeline disaster in Edmonton on 02 March 1979, which nearly cost one individual his life and forced the evacuation of some 18,000 residents, resulted from an unreported hit on a propane pipeline. This incident was a major factor in the decision to implement a province wide one-call system.

Alberta One-Call Location Corporation was incorporated as a non-profit corporation under the Business Corporations Act of Alberta on 25 August 1982. In 1994, the name was changed to Alberta One-Call Corporation. There are 14 shareholders who are precluded from deriving any financial benefit from their shareholdings.

AltaGas Utilities Inc.
ATCO Electric Ltd.
ATCO Gas and Pipelines Ltd.
BP Canada Energy Company
The City of Calgary
The City of Edmonton
Enmax Corporation

EPCOR Distribution & Transmission Inc.
Federation of Alberta Gas Co-ops Ltd.
FortisAlberta Inc.
Imperial Oil Resources Limited
NOVA Gas Transmission Ltd.
Pembina Pipeline Corporation
TELUS Communications Inc.

On 01 October 1984, Alberta One-Call began providing a one-call service utilizing a U.S.A. based sub-contractor for the complete system.

In 1988, Alberta One-Call purchased a computer system and entered into an agreement with One

Call Concepts Inc. for the provision of a software package. On 01 October 1988 Alberta One-Call became a complete in-house operation.

SYSTEM

The Corporation provides a toll free telephone number (1-800-242-3447), a toll free fax number (1-800-940-3447) and a web site (www.alberta1call.com) that allow anyone planning to disturb the ground in Alberta to communicate a request to the operators of buried facilities in Alberta, who are members of the Corporation, that the locations of their facilities that may be in conflict with the proposed ground disturbance be marked by the operators prior to the commencement of the work.

There is no charge to the ground disturber for this service. Corporation members are charged a nominal fee for each locate request transmitted to them.

STATISTICS

Since 1984, Alberta One-Call has experienced significant growth in all aspects of its activities.

MEMBERSHIP AT 31 DECEMBER

1984	12	1992	200	2000	362	2008	670
1985	18	1993	227	2001	384	2009	686
1986	30	1994	262	2002	401		
1987	53	1995	295	2003	412		
1988	75	1996	317	2004	429		
1989	106	1997	334	2005	460		
1990	137	1998	344	2006	582		
1991	176	1999	359	2007	655		

Current membership is responsible for the majority of the underground facilities in Alberta.

With increasing membership and public awareness of Alberta One-Call's service, call centre activities have tended to increase annually subject to economic cycles.

Year Ending 31 Dec	Locate Requests	Notifications to Members	Year Ending 31 Dec	Locate Requests	Notifications to Members
1985	74,080	193,626	1998	200,320	718,718
1986	78,336	197,768	1999	205,414	761,197
1987	77,834	229,677	2000	213,226	742,721
1988	85,350	256,714	2001	237,015	861,534
1989	94,256	279,943	2002	258,684	959,671
1990	113,458	322,602	2003	291,912	1,071,128
1991	118,309	342,511	2004	345,627	1,270,363
1992	129,749	369,531	2005	390,110	1,516,753
1993	141,589	408,188	2006	422,640	1,758,768
1994	151,450	464,897	2007	446,629	1,831,543
1995	146,536	413,557	2008	372,472	1,668,679
1996	154,042	482,490	2009	343,334	1,485,743
1997	179,122	561,132			

CONCERNS

Alberta One-Call is primarily concerned with safety. Ground disturbers, whether private homeowners or public contractors, by using the one-call service, reduce the risk of personal injury and property damage. Operators of buried facilities, by being members of the Corporation, reduce the risk of facility damage, service disruption, environmental contamination, loss of product and potential disaster.

Full utilization of Alberta One-Call has distinct financial benefits to the digging community, the general public and members of the Corporation. Damage to buried facilities can lead to fatalities, personal injuries, environmental contamination, lawsuits, repairs, product losses, disruptions of essential services and evacuations. While these all have direct financial costs, the emotional and social costs of fatalities and personal injuries cannot be so coldly determined.

Alberta One-Call works in four distinct areas toward the prevention of damage to buried facilities.

- promoting membership in the Corporation
- promoting the use of the Corporation's service to the digging community
- promoting public awareness of
 - the inherent dangers of disturbing the ground
 - the need to "Call Before You Dig"
 - the need to hand expose
 - the need to "Dig Safely"
- promoting the identification, verification and adoption of buried facility damage prevention and ground disturbance best practices

An annual media advertising budget of some \$500,000 is indicative of the Corporation's commitment to raising public awareness. Advertising strategies address specific targets

- rural Albertans
- urban Albertans
- the digging community
- buried facility operators

PARTNERS

Alberta One-Call shares areas of interest with various organizations in Alberta. Wherever possible, the Corporation works closely with other groups to ensure the consistency of the "Call Before You Dig" message and to coordinate efforts in the prevention of damage to buried facilities. Some of these groups are:

- Alberta Agriculture and Rural Development – Rural Utilities Division,
- Alberta Construction Safety Association,
- Alberta Damage Prevention Council,
- Alberta Energy Resources Conservation Board,
- Alberta Employment and Immigration - Occupational Health and Safety,
- Alberta Municipal Health and Safety Association
- Alberta Public Works Association,
- Alberta Roadbuilders & Heavy Construction Association,
- Canadian Association of Petroleum Producers,
- Canadian Association of Pipeline and Utility Locating Contractors,
- Enform,

- Local, Regional, National and International buried facility damage prevention groups,
- National Energy Board
- Rural Utilities & Safety Association

The Corporation also maintains a strong presence at many conventions, trade shows and exhibitions to promote public awareness and to recruit members.

FUTURE

Registration by all owners and operators of buried facilities in the province is the ultimate goal of the Corporation.

Alberta One-Call Corporation is a dynamic organization with state of the art computer and telecommunications systems and experienced, well trained and dedicated staff.