

The Real DIRT

A monthly newsletter to keep you informed.

The Fall Project Rush

Once again, it is September in Alberta! The leaves are starting to fall, the air is beginning to cool, and across the province contractors and homeowners alike are scrambling to complete their projects before the first frost. Always a busy month, this year AOC is ready and prepared to confront our most challenging September yet!

The end of August typically brings with it a return to school for our employees still furthering their education in the post-secondary world, which means we encounter a slight staffing shortage to begin one of our most demanding months.

Undaunted, our contact centre has nearly a full season under its belt, as well as the expertise and experience necessary to tackle the oncoming flood of requests. Using well refined techniques, we see this September as a welcome challenge and look towards exceeding expectations.

To facilitate a smoother September, and to process the largest volume of requests in the shortest amount of time, we have been promoting and continue to encourage customers to "Click Before You Dig" and request locates via our website www.albertaonecall.com. It's fast, available 24 hours per day, 7 days per week, and we recommend using it as frequently as possible to help with our high September volume.

As we move swiftly towards the end of the digging season, we encourage all customers to remember to dig safely, dig courteously, and always Click Before You Dig!

Have a beautiful fall and a wonderful month!



Meet Gloria Jackman - Executive Assistant to the President

Gloria is the first person you meet when you walk into AOC's office and she will also likely be the first person you speak with when calling our office. Gloria is a native Calgarian and has seen Calgary and Alberta grow from being small cattle and oil country to being the economic power-house it is today. But, she's quick to point out that Calgary is also firmly retaining its "small town" ways and sense of community. In fact, the recent devastating floods experienced a few weeks before the 101st Calgary Stampede demonstrated just how true our sense of community is.



It isn't uncommon for Gloria to greet guests and colleagues alike with a sense of humour and nobody - from co-workers and couriers to AOC's Board Members - is spared from her quick wit! "Everyone is welcomed the same way. No matter who they are, what position they hold, or even if the person on the other end of the phone line is having a really bad day, every person deserves kindness and respect", Mike Sullivan says. "I truly admire that in a person." "When a visitor comes to AOC, I want them to feel welcome. We are here for Albertans - this is their office, too."

Gloria started working with AOC as a seasonal Damage Prevention Agent five years ago and knew from the start this was what she had been looking for; a job that offered challenges, was interesting and above all provided a vital public and community safety service. After 2 seasons working in the Contact Centre, she was asked to temporarily offer relief at the Reception desk and as fate would have it, she has remained in the front office ever since. Today, she is the Executive Assistant to AOC's President, Mike Sullivan.

Recently, AOC initiated a project whereby it is developing and providing ceremonial ground-turning shovels to Alberta's Mayors and Reeves. "It's a huge project," says Laraine Lawson - AOC Operations Manager. "There are hundreds of Mayors, Reeves and other key individuals across the province who we want to reach out to and Gloria is managing all aspects of the project - conceptual design, production, circulation - and she's doing a great job."

"The shovels are intended, at a minimum, to be a conversation starter. We're constantly seeing our civic and provincial leaders in the news at ground-breaking ceremonies and while we know they support AOC, we need them to make the connection that anytime a shovel touches the ground, something needs to happen first - AOC needs to be contacted, locates need to be done and buried utilities need to be marked and protected. Gloria is making that connection happen", adds Laraine.

Gloria's attention to detail, care and nurturing doesn't stop at the office. A few years ago, she shaved her head to raise money and support a cure for Cancer. The very next day, she was back working at the reception desk doing what she does best - caring about all of us.

Enbridge Big Click

If your travels have taken you along Baseline Rd or the Anthony Henday lately, you've probably noticed the enormous "Click Before You Dig" decal on a snow-white Enbridge Pipelines' tank. Beyond thinking it looks pretty darned cool, we are also ecstatic about promoting safety in a very big way!

Alberta One-Call is a non-profit organization and although our annual awareness and promotions campaign blankets the province, we'll never turn down an opportunity to share our simple safety message. Although requesting a locate through the web is nothing new (Alberta One-Call has been accepting web requests for close to fifteen years), we are the first damage prevention contact centre in North America to adopt and promote "Click Before You Dig" - and it's catching on.



"At the end of the day, it's all about public, worker and community safety", says Warren Loper - Supervisor, Damage Prevention at Enbridge Pipelines. "We've enjoyed a longstanding safety relationship with Strathcona County, the Edmonton Area Pipeline & Utility Operators' Committee and all of its members. When the opportunity arose to promote Alberta One-Call's new call-to-action, we were very interested but it had to work for everyone. We approached Strathcona County with the idea and they supported it. We spoke to EAPUOC about it and they supported it, too. When the Canadian One-Call Centres Committee consolidated the online locate request process across Canada with www.ClickBeforeYouDig.com, it made even

more sense to promote this simple process."

"The public expects services like Alberta One-Call to be available when they are" explains Sher Kirk, Alberta One-Call's Assistant Operations Manager and Chair of the Canadian One-Call Centres Committee. "Click Before You Dig is 24/7 so it provides that option. It's convenient and simple - even for a first-time user. You will never be placed on-hold, experience a dropped call or line interference, information accuracy is assured and our Agents can process almost ten times as many web-based locate requests compared to phone calls."

On behalf of Alberta One-Call, our members and our users, 'thank you' to Enbridge for promoting public, worker and community safety!

Ensuring Safety Requires Co-operation and Accuracy

Sean Sullivan



A locate request has been processed by Alberta One Call and a Consolidated Utility Services locator arrives on site in a white truck. The locator attaches an electrical transmitter and receiver to the gas line beside the building and walks the length of the yard, swinging the scanner side to side to find the line. Once it's found, the locator sprays a colour-coded mark on the ground and moves a couple of metres farther along to the next spot.

It seems like an easy job. It isn't.

Worst case scenario: a mistake causes serious injury or death.

It's a job that locators take very seriously.

"It's a trade where you need skill, support and experience to do it well," Malcolm Forster says, a locator with Consolidated Utility Services. "If we do our job, it's seamless and invisible. Nothing goes wrong."

Accuracy is essential - but there are challenges. Locators work in all areas - rural, urban - and take all the necessary and required safety precautions. A busy worksite always presents a concern. As noted, accuracy is critical but when working conditions have the potential to impede precision, the ultimate outcome can be dire. Another

common problem is generalizing polygons. Utility grids are divided into polygons. While a worksite's address may be within one polygon, the actual dig location may be in an adjacent polygon. To avoid confusion, any person digging needs to provide precise information about the location of a digsite in order to help locators do their job and mark all registered utilities within a dig site.

Additionally, it is important that work crews do not begin to dig once a locator is on site and has completed markings next to the dig site. Locates can take anywhere from an hour to eight hours to complete depending on the location and the number of utilities present. Lines can only be located when hooked up to a transmitter and receiver. There may still be other utilities, that are not part of the one call system, present. A locate must be fully completed for all buried utilities before any digging begins.

Harris Toth, Consolidated Utility Services district manager, says that contractors need to take some time and review their ticket after receiving it and verify it is accurate and encompasses the correct area before beginning to dig.

Even if cutting a line does not result in serious consequences, repairing a damaged buried utility and scheduling another locate can take up to several days. It is critical to follow the process the first time.

CONGRATULATIONS to July's iPad Mini Winner, Gita Varma of Calgary!

"I followed the 'Click Before You Dig' process and it was simple, easy and fast! Locators came to my home, marked my property in the vicinity of my project and I was able to dig safely. And now, I have a new iPad Mini from Alberta One-Call! Thank you, Alberta One-Call!"

No, thank you, Gita! Thank you for following the damage prevention process and contact Alberta One-Call before you began your digging project.



Keep those web requests coming and you too will have a chance to win an iPad Mini!!

WIN AN IPAD MINI!!!

FREE IPADS?? NO MORE WAITING ON HOLD?? MORE FREE TIME??

When you process your locate request online at www.AlbertaOneCall.com between July and November 2013, you will be automatically entered for a chance to win an iPad Mini!

Save time by going to the web and processing your locate request anytime 24 hours/day, 7days/week and avoid being placed on hold!

Alberta One-Call will announce the lucky winner at the end of each month on Facebook, Twitter, and in our eNewsletter, "The Real Dirt".

Remember, there are only a few more months left to enter to win an iPad Mini. Simply Click Before You Dig and you too could be the next lucky winner!



Please mark your calendars! www.canadiancga.com

Stay Connected



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