

## ALBERTA ONE-CALL CORPORATION

### PLACING AN EMERGENCY LOCATE REQUEST

***To have a locate request processed as an emergency the work taking place must meet the following definition:***

*“An emergency locate request shall mean an incoming call (to the call centre) from an excavator requesting that underground facilities be identified and their locations marked prior to an excavation to correct any abnormal condition that constitutes a clear and present danger to life, health, or property by reason of escaping gas or petroleum products, breaks or defects in an underground facility, including the disruption of essential services, or by reason of any disaster of natural or artificial causes.”*

***Examples of Emergency Locate Requests:***

- repair water leak
- water main break - water flowing
- repair blowing gas line
- repair to restore electricity
- cleanup hazardous waste spill
- repairing a broken pole
- replacing a stop sign which has been knocked down
- repair to restore telephone service
- repair washed out roadway

If your request meets the above criteria...**Call 1-800-242-3447 and select option “1”**

**A Customer Service Representative (CSR) will answer with:**

*“Please state your emergency?”*

**Example of how you should answer:**

*“We have to repair a water main...the water is flowing and several homes are out of water, we require locates as soon as possible”.*

Based on how you answer the question “Please state your emergency” will determine if your request will be processed as an emergency. The CSR handling the call will make decisions based on the information provided therefore it is very important that you convey the urgency of your situation...meaning that you must indicate that you require locates as quickly as affected members can be notified and dispatch their locators to the site.

The CSR will obtain from you as much information as possible regarding the location of the dig site and information pertaining to how the affected members should contact you, if required, prior to going out to the dig site. The telephone number provided should be one that you can be reached at immediately or if you are not going to be the contact person then the contact person’s name and telephone number should be provided.

The CSR will process your request and provide you with a ticket number. When the CSR ends your call he/she will then place a call to all affected members notifying each one of your emergency. (A call will only be placed if it is after normal business hours, during normal business hours the member receives a paper or email copy of your request immediately.) Members will respond as quickly as possible and if they feel that they cannot respond as quickly as you have requested they will contact you directly to discuss completion of the emergency locate request.

If more than one hour has passed since you placed your emergency request and a member or members has not responded either by telephone or a site visit...call back to Alberta One-Call @ 1-800-242-3447, select option “1” and give the CSR your ticket number and explain that you have not had a response. The CSR will place you on hold and attempt to contact the member or members on your behalf and provide you with the member’s response.

**“Dig Safely”**