

Damage Prevention is a Shared Responsibility - What Does That Mean?

What do we mean when we say "Damage Prevention is a Shared Responsibility"? We mean the damage prevention process can't begin without you. When you Click or Call before you dig, you're triggering a much broader process that is designed to ensure your safety and the integrity of Manitoba's buried infrastructure.

Step 1 YOUR RESPONSIBILITY	Step 2 OUR RESPONSIBILITY	Step 3 BURIED UTILITY OWNER RESPONSIBILITY
Click Before You Dig MB .com®  24hrs/day & 7 days/wk or Call 1-800-940-3447 Regular business hours Monday thru Friday (except holidays) <i>Operators of buried utilities require at least three working days notice prior to any ground disturbance.</i>	NOTIFYING OUR MEMBERS OF YOUR DIGGING PROJECT ClickBeforeYouDigMB will: <ol style="list-style-type: none">1. Assign a ticket number to your locate request; and2. Notify our members of the planned ground disturbance in the vicinity of their buried infrastructure. <i>Upon receipt of locate request, members assess the information on the ticket and determine whether or not the proposed ground disturbance will be in conflict with their buried facilities.</i>	LOCATING AND MARKING BURIED UTILITIES Within THREE working days, Buried Utility Owners will either : <ol style="list-style-type: none">1. Contact you to arrange a time to meet on-site for the next available appointment; OR2. Identify and mark the location of their buried infrastructure; OR3. Provide clearance to proceed with your proposed ground disturbance. <i>If you are advised that you may proceed to dig without a locate, request confirmation in writing.</i>

Summertime Safety

Manitoba summers are best spent at the lake. Every weekend, Manitobans escape to cottage country to swim, boat, fish and make fireside memories with family and friends. After a long winter, your cottage might need a little summer TLC. Perhaps this is the year you add that light on the parking pad, remove that old tree stump, put in a new boathouse or a fire pit in the yard.



Whatever the project - think safety before you begin! Visit ClickBeforeYouDig.MB.com and place a request to have the underground facilities identified and marked out (or "located") before you disturb the ground. Each year, homeowners across Canada are injured or incur significant cost when they accidentally damage underground phone, gas or power lines. Don't be the neighbour responsible for knocking out the phone lines for everyone on the bay!

Placing a request for locates online is easy and there is no charge to you for the service. The details you will need to have on hand when you place your request are:

Contact information - Where can the locators reach you during the day if they have questions?

Project information - What is the purpose of the work? How deep might you dig,? When were you planning to start the project?

Location of the work - To determine what facility owners might have in your work area, we need to know where that work area is! If you are working in an area outside the boundary of a city or other community, we will ask for a rural address and a legal land description. (Quarter section, Township Range and Meridian)

After a minimum 3 business day advance notice period, facility owners will respond to your request in one of these ways:

- They may contact you to arrange a time to meet on site for the next available appointment; OR
- Identify and mark the location of buried infrastructure; OR
- provide clearance to proceed with your proposed ground disturbance

It is helpful to provide as much advance notice as possible before you want to start on your project. During the busy summer season, facility owners must coordinate a high volume of requests. It is important that you wait until your locates are complete before you begin your work. Requesting a locate does not absolve you of any liability; and if you dig without knowing what's below, you put yourself and your community at risk.

Our advice to you is simple and easy to remember: Click. Wait. Dig with Care. Live.

Have a safe and memorable summer!

2014 CGA Conference

Recently, representatives of the Manitoba Common Ground Alliance ([MCGA](#)) and ClickBeforeYouDigMB staff had the opportunity to attend the Common Ground Alliance Damage Prevention Expo and Conference in Phoenix, Arizona. The CGA Conference is the quintessential damage prevention gathering on the planet attracting damage prevention groupies from across the United States, Canada, Europe and Australia.

As a result, the CGA Conference & Expo provides the best opportunity for industry colleagues to take advantage of networking opportunities, workshops and hear from keynote speakers relative to damage prevention initiatives, studies, trends, successes and challenges. Conference workshops included topics such as locating and marking, underground mapping, customer service, building a damage prevention team, street drills, GNNS Mapping and Utility Locate technologies.

A continual focus in multiple sessions was the trend toward new and emerging technologies. Particular attention was dedicated on how to increase web notifications and increase overall contact centre efficiencies. In this regard, the 'Click Before You Dig' call-to-action from the Canadian One Call Centres made a significant impression on our neighbours to the south.

"Making it Click - Embracing Technology and Increasing Online Tickets" was one of the most well-attended and highest-rated sessions of the conference and will be featured in an upcoming article in the Damage Prevention Professional magazine.

In this regard, ClickBeforeYouDigMB is in a class by itself. While the contact centre accepts locate requests made over the phone, it is the only damage prevention contact centre in the world promoted as an online service.

"The goal has always been to establish Manitoba as the flagship online locate request service", explains Natasha Hulstein, ClickBeforeYouDigMB Leader. "It positions us to realize efficiencies that would never be possible if we were limited to the phone. There has been a steady increase in the percentage of Manitoba locate requests being placed online. We look forward to seeing that continued trend!"

A Groundbreaking Year - Literally!

June 19th will mark the one year anniversary of ClickBeforeYouDigMB.com's launch! As the first ever 'One Click' system in the province we had a challenging start, but by working closely with the member companies, the MCGA and invested parties, we have successfully streamlined the process making it more user friendly.

Over the course of the year, we've attracted a host of new members and with the ultimate goal of having all companies with underground facilities registered up with ClickBeforeYouDigMB.com, we are anticipating more.

From July to December 2013, ClickBeforeYouDigMB.com processed 19,145 locate requests for the province of Manitoba. So far this year, we have already processed 12,548 locate requests - and we're only coming into the busiest part of the year now.

Despite the nature of ClickBeforeYouDigMB.com, one significant challenge we've experienced is migrating locate requests away from the phone and over to the web. Ongoing education and awareness efforts, including the incentive to win an iPad mini for those who request a locate on the web, have started to generate positive and sustained results. Just this past month, 51% of all locate requests came through the ClickBeforeYouDigMB.com website! For the remainder of this year, our goal is for 55% of all locate requests to come through the web and in 2015, we are aiming for 65%.

We look forward to an exciting new year of excavation in Manitoba and we're very proud to be able to help maintain the integrity of underground facilities while keeping the digging community safe!

Why ClickBeforeYouDig?

Benefits:

For Users:

- Make requests at a time convenient to you 24/7
- Never be on HOLD!
- Reduce cell phone usage
- Eliminate errors in data entry
- Include attachments

For Contact Centres:

- Reduced processing time

For Contact Members:

- Reduced cost





The [Canadian Common Ground Alliance](#) is pleased to announce the 2nd Annual Damage Prevention Symposium located at the Fairmont Banff Springs Hotel October 28-30, 2014.

This event will focus on critical issues specific to Canadian stakeholders. This is an excellent opportunity to network with your peers from across Canada and share knowledge & ideas.

Sessions covering multiple topics including:

- Simplified Access to One Call Centres and the Damage Prevention Process
- Best Practice Harmonization
- Damage Prevention Legislation and Meaningful Enforcement
- Education and Awareness
- Emerging Technology
- Additional session details can be found [HERE](#)

For full event details [CLICK HERE](#)

To register for this event as a delegate or exhibitor [CLICK HERE](#)

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www.clickbeforeyoudigmb.com

1.800.940.3447