

DBYDNEWS

Quarterly News from Australian Dial Before You Dig Services

www.dialbeforeyoudig.com.au



DIAL 1100
BEFORE YOU DIG



NEW NEWSLETTER—NEW WEBSITE!

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New Website

WA goes National

All the State News

DBYD is a free referral service for information on underground pipes and cables anywhere in Australia.

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Welcome to the new look Dial Before You Dig newsletter. There has been a few changes recently in the way we are presenting ourselves. And its not just our newsletter.

On the 14th of August, our eagerly awaited new website went live. Already the feedback about the new site has been very positive.

We thoroughly recommend you go online now at www.dialbeforeyoudig.com.au and see how it has changed. It certainly looks a lot better, is a lot easier to navigate around and is far more informative.

As you can see, our newsletter has a fresh new look and soon you'll be seeing new print advertising as well. It is all part of our ongoing efforts to improve the way we do things at Dial Before You Dig. If you have any feedback or suggestions for our website and newsletter, don't hesitate to let us know.

And don't forget to lodge your enquiries online.

Welcome WA

We would like to welcome WA on board as part of the National service. As of July 1 2007, all enquiries from WA have been received and processed into the national system and sent to the WA members to process your request. The WA manager and members will remain as Dial Before You Dig WA.

For WA users, not a great deal will change. Enquiries can now be lodged online though the Digsafe OCS at www.dialbeforedig.com.au and a

training site is now available http://www.1100.com.au/digsafeocs_training. For any assistance please call Kim Rushton on 08 9424 8116.

Merchandise Requests

Please let us know if you require any DBYD merchandise and educational material. Our aim is to get the message of safe excavation practices through our service out to all. So if you and your organisation can help in our efforts with the distribution of our brochures or a bumper sticker or two don't hesitate to let us know. Please contact Nigel March on 0414 265 597.

Alliance with Energy-Safe Victoria

On July 1 Dial Before You Dig Vic/Tas and EnergySafe Victoria announced an alliance, which is aimed at reducing the millions of dollars worth of damage caused annually to Victoria's networks of underground assets.

Queensland News

Civil Construction Awards

The annual awards and dinner for trainees in the Civil Construction industry were conducted during late April at the Hilton Hotel in Brisbane. A number of awards were presented to people who achieved outstanding results from the Civil Train arm of the Civil Contractors Federation. Dial Before You Dig is a proud sponsor of the Certificate 2 in Civil Construction Award, which went to Patricia Turner from Carpentaria Shire Council. The awards continue to feature a strong showing of women and mature age trainees along with the traditional involvement of younger men in the construction industry. Patricia was unable to attend on the evening, but her prizes which included a framed certificate, smart moulded glass award, DBYD gym bag and a cheque for \$500, were forwarded to her with our congratulations.

Water Projects and Services.

Queensland Premier Peter Beattie and Deputy Premier Anna Bligh recently undertook an aerial and on-ground inspection of key parts in southeast Queensland's Water Grid. They also dropped into KP70, a strategic pipe stockpiling point along the route of the \$1.7 billion Western Corridor Recycled Water Project, near Esk.

Onsite there is around 6km of pipe ready to be laid in addition to associated fittings, collars and rings. "The advanced water recycled project is the largest of its kind in Australia and the third largest in the world," the premier said.

At KP65, they witnessed the operation of the largest magnum chain trencher in Australia. The T1660 magnum chain trencher is an 800hp machine measuring 16m long and weighing 143

South Australia News

Tradesmans Expo

Dial Before You Dig once again manned a stand at the National Tradesmans Expo. This year's event, held in May at the Wayville showgrounds, was bigger and better than previous years with a significant increase in exhibitors and over 7000 attendees across the three days. It gave us a great opportunity to speak to many tradies and representatives from the industry and generally get the Dial Before You Dig message out into the market place.

Thanks very much to the team members from Origin, Telstra and SA Water who helped out over the busy weekend.

Sponsorships

Dial Before You Dig SA/NT has been active lately in sponsoring a number of events in local industry circles. In April we sponsored the Peer Training Apprenticeship awards and in May we sponsored the Regency Park Electrical School Apprenticeship awards. We are fully committed to being involved in the industry at an apprenticeship level because while it is important to get the Dial Before You Dig message out to the entire excavation community, it is highly important to reinforce it to younger people embarking on a new trade career. If they take on board the importance of safe excavation at a young age, then they'll have it for life.

In May, we sponsored the Civil Contractors Federation golf day at Kooyonga, which despite the persistent rain was a great success.

Thanks Sentinar

Dial Before You Dig has recently had the support of Sentinar in South Australia in getting our brand promoted. Sentinar manage the Telstra exchange sites around Australia and they have committed to placing our signage on key Telstra locations around Adelaide. Great work!

tonnes, equivalent to about 70 Landcruisers.

"It is the biggest machine of its type in Australia and the second biggest in the world," Beattie said. The T1660 is built in Tennessee. It can dig trench depths up to 7.7m. On the Western Pipeline it will be cutting up to 1.5m-wide trenches.

There are a number of pipelaying projects involved with securing the water grid including the Southern Region Water Pipeline (SRWP), Western Corridor Recycled Water pipeline (WCRW) and the Northern Pipeline Interconnector (NPI). All these will help move water between the growth areas from the Sunshine Coast to the Gold Coast, and West into the Brisbane Valley.

Dial Before you Dig has played key roles in the planning of these routes and will provide protection of these vital pipelines as they come on-line over the next year.



SRWP Pipeline Construction

Great Feedback Results

In February we launched a national customer satisfaction survey aimed at those customers using Dial Before You Dig through our 1100 phone service. We found the results to be pretty pleasing.

The survey, which is an ongoing exercise, aims to gauge user satisfaction with the overall service while also looking at more specific issues such as call wait times and call centre staff performance. We are pleased to report back that so far the responses have been very positive. Taking a look at April's results the overall level of customer satisfaction was at 90%. This figure was determined by participants grading the overall service through a number of criteria and giving each criteria a ranking out of 5. The average score given was a very healthy 4.5. It was great to get this result as it reassured us that March's result of 89% was not a one off.

The surveys also give us an understanding of the awareness of our online service (66%), the number of call centre users who would be willing to lodge their enquiries on line (86%) and very valuable feedback on where people are learning about the Dial Before You Dig service - with the good news there being that word of mouth is the most common way the message of safe excavation is spreading.

We take feedback seriously at Dial Before You Dig and we do act upon it. We thank all participants who have been involved in our surveys and we remind all users that they can provide feedback any time through our website and through the Digsafe program when actually submitting an enquiry.

Victoria/Tasmania News

Targa Tasmania 2007

This year's Targa Tasmania was the most successful ever for Dial Before You Dig Racing with our two cars exceeding expectations. For the third year in a row, Duane Rogers and Paul Girt won their category/class, and in a welcome return to Targa Tasmania, Rex Broadbent and Michael Goedheer took out the prestigious outright winner of the Shannons Classic Competition.

Over 2 weeks in April, the guys proudly waved the Dial Before You Dig banner and carried the message of the importance of finding out what's underground before you dig to all parts of Tasmania. They entertained our guests at BBQs with hair raising stories of the challenges faced on the road when the navigator suddenly loses their notes or when rain starts falling and the car's fitted with dry-weather tyres. It bought a whole new appreciation of the role of planning. This year we had in-car cameras in both cars and you can see the view from the front seat as the teams race through each day. If you've ever wondered what it looks like when you do a 360° spin at high speed, check at the footage from Duane's car going through Elephant pass (<http://www.dialbeforeyoudig.com.au/inCarFootage.html>)



The cars at Silverdome (Launceston)

Tradesman's Expo

Over 5,000 tradies attended the inaugural Tradesman's Expo in Melbourne in June. This was more than expected and as a founding exhibitor, Dial Before You Dig found the event worthwhile and will be returning next year. We were able to demonstrate how easy it is to lodge enquiries on the web, and with the assistance of WorkSafe Victoria helped to spread the news about No Go Zones and safe work practices.

Awareness Presentations

If you'd like a representative from Dial Before You Dig come to your work location to talk about the service, or have any questions about Dial Before You Dig please contact Mark Binks on 03 9466 9633.

New Members

Westvic Broadband Pty Ltd is a Warrnambool based and locally owned private company dedicated to providing broadband services to as many Western Victorians as possible. The company registered with Dial before You Dig in July so if you are planning on doing some work within the Warrnambool area you may see their information appearing in your responses.

Remember, if you're carrying out work for an asset owner that's not registered with Dial Before You Dig, please tell them about the importance of registering their underground infrastructure with us, and send us an email (info@dialbeforeyoudig.com.au) so we can follow up.

West Australia News

WA Changeover

As mentioned earlier WA has now changed over to the National System. As manager Kim Rushton says "It was realized some time ago that the current system could only provide the necessary level of service needed by our customers and members for so long. The changes will introduce more technology such as email, the use of the web, increased accuracy and a faster response"

Due to these changes, processes currently enjoyed in WA, such as the collation of member's information will cease. Also the agreement with Dial Before You Dig WA to only send a member's map (under special agreement) will cease. Everyone will have a personal ID and receive ALL the information pages from every member, separately, every time. It's all to do with Duty of Care.

Through these hectic times the WA members and in particular, the staff of the Dial Before You Dig WA Call Centre have performed incredibly. With all the heavy workload, the changes and the uncertainties, they continue to perform above themselves and exceed the needs of member and customer alike. Well done and many thanks, ladies. Note – the staff will stay on as Water Corporation Plan Pullers.

Recent Events

WE HAVE BEEN **BUSY**. Since the last newsletter over 215 groups (over 100 in May alone through the UPSC Code of Practice Road Shows) have been visited. Also there have been multiple communications (about 3,000) to targeted customers and members through forums, newsletters, emails and presentations.

Add to that the standard events of the IPWEA Conference, the Wagin Woolorama (with Telstra Country Wide), Life Cycle for CanTeen, TV advertising in rural Western Australia, Utilities Expo (with Alinta) and the IPWEA/Utilities Training Seminar. In addition, add the training efforts by Main Roads WA, Telstra, Alinta, Western Power, Water Corporation and various other groups. Shane Wynd is leading his division in the Drag Racing.



Life cycle for Canteen

New South Wales/Australian Capital Territory News

Sydney Water automates

On 20 June 2007, Sydney Water introduced a new system of providing plans in response to enquiries made to Dial Before You Dig.

All inquiries lodged for Sydney, the Blue Mountains and Illawarra now automatically receive plans of Sydney Water's assets by email or facsimile. Plans are posted to people who do not have email or facsimile facilities.

If you require a large area or long corridor, you should now submit these as several separate requests to enable the responses to be delivered to you successfully.

Any questions concerning the new plan service or with any plan information sent to you can be phoned to (02) 9350 6744 Monday to Friday between 8.00 am and 4.00 pm.

While not all networks are suitable for automating, an increasing number of member companies are developing automated responses:

- EnergyAustralia
- PowerTel
- Optus
- PIPE Networks
- Marrickville Council
- Primus Telecom

Primmer Racing

Dial Before You Dig race team Mark Primmer and Brett Bowden were at the QLD round of the National Saloon Car championships in June. This was the last time that Dial Before You Dig Racing would appear in the old EA Falcon. Next time they appear on Speedweek Mark and Brett will be in more up-to-date AU Falcons.



AU Falcons being prepared for Mark Primmer and Brett Bowden

Coming field days

AgQuip Field Days Gunnedah August – with Telstra Country Wide.

Henty Machinery Field Days September – with Country Energy.