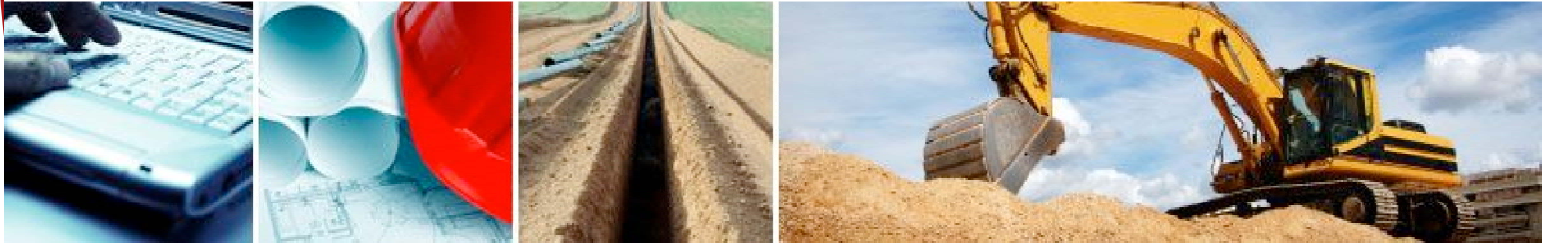


DBYDNEWS

Quarterly News from Australian Dial Before You Dig Services

www.dialbeforeyoudig.com.au



FAREWELL BRIAN ZELLER

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DIAL BEFORE YOU DIG is a free referral service for information on underground pipes and cables anywhere in Australia.

Lodge your application online now—or call 1100 during business hours.

CHECK OUT THE NEW DIAL BEFORE YOU DIG WEBSITE www.dialbeforeyoudig.com.au

NEED TO SPEAK TO A DIAL BEFORE YOU DIG REPRESENTATIVE IN YOUR STATE? You'll find our contact details online now. www.dialbeforeyoudig.com.au

After over 10 years of outstanding service Queensland State Manager Brian Zeller retires.

After a decade as the Manager for Dial Before You Dig Queensland, Brian Zeller has decided the time has come to slow down a bit and start enjoying some of his other passions in life. And high on the list of his priorities from now will be travelling and fishing. During his years at Dial Before You Dig, Brian has built the service from its inception in Queensland to where it stands today as a firmly established business which achieves excellent results year in year out.

When Brian began the task in getting the DBYD service off the ground in Brisbane in 1997, there were only eight founding members and since then the business has grown to having seventy six members State wide. Dial Before You Dig Queensland now receives over 90,000 enquiries a year.

At a dinner held in his honour, Brian was recently farewelled by the Board and many of the individuals with whom he had built up close relationships with over the past ten years.

We would like to take this opportunity to welcome Paul Newman to the business as he has recently taken on the State Manager role.

Everyone at Dial Before You Dig thanks Brian for his commitment and hard work over the years and we wish him all the best for the future.



BRIAN ZELLER

CLASSIC ADELAIDE

Good Luck in Adelaide Rex and Michael!

Dial Before You Dig are proud to be sponsoring Rex Broadbent and Michael Goedheer again in the upcoming Classic Adelaide Rally. The team is going for an incredible sixth straight overall win in their Porsche 911 and Dial Before You Dig has supported them since day one.

Good luck guys.

New Website

Our new website has been up and running for over two months now and so far the response has been really positive. There has been great feedback on the new look and most importantly, enquiries numbers lodged online continue to grow. If you haven't had a look at our new site please visit www.dialbeforeyoudig.com.au

West Australia News

RESPONSE BY EMAIL

Currently Western Power, Telstra and other members in WA are responding by email to customer requests with Alinta, Water Corporation and other members due to start responding to customers by email soon. Be aware that some members may continue to only respond to customer requests by mail or fax.

Automatic processing of customer requests, on a 24/7 basis, is being developed by many of the WA members. Some are already responding through this process.

ACHIEVEMENTS

New members - the move to the national service has seen the signing on of more members;

- EDL Group operations – the assets are gas mains in Broome
- Horizon Power – country based electricity power supply
- Millennium Inorganic Chemicals – near Bunbury
- PIPE Networks Ltd – communications assets located in Perth

Web use - use of the Dial Before You Dig web site for lodging an enquiry has seen WA achieve a staggering 75.1% of all enquiries lodged through the web during the month of September 2007. This is a impressive achievement as the interactive web site has only been available to WA for 3 months. Fantastic result and much appreciated as everyone reaps the benefits of the move to the web. Further development of the national system utilizing feedback from customers, members and stakeholders will see the service grow.

SPREADING THE MESSAGE

Shane Wynd, sponsored by Dial Before You Dig, is the national champion for 2006/2007 for the Super Sedan class of Drag Racing. Congratulations on your efforts Shane.

Promotions, Trade Expos and Field Day events over the last 3 months have

Queensland News

New Queensland Office Location

In September Dial Before You Dig Queensland set up a new office in the premises of the Local Government Authority Qld (LGAQ) and the Institute of Public Works Engineers Association Qld (IPWEAQ). This arrangement works very well for all parties as it reflects on the strength of an ongoing important relationship. The office is located in Local Government House 1/25 Evelyn Street, Newstead 4006, and Paul Newman, the new State Manager can be contacted on Ph: 07 3000 2130 Fax: 07 3257 2392 Mob: 0417 619 630. If you are going by please feel free to call in and have a chat to Paul.

Digging Awareness Presentations

If your work group is interested in attending awareness presentations please do not hesitate to contact Paul Newman on 07 3000 2130. These presentations are generally run as a joint venture between DBYD and Telstra running for a maximum of 2 hours and at **no cost**. DBYD packs are distributed at these sessions.

This is an opportunity to have your questions answered while learning more about safe excavation.

Ongoing Growth in Membership

Recently we have had several new members join DBYD Queensland -

- Western Corridor Recycled Water - As a part of the South East Qld water Grid WCRW are installing a one metre diameter pipe for over 70 kilometres.
- North Qld Water - Major water supply for Townsville & surrounding areas.
- Clean-It - Associate Membership

APIA Conference

In late October, Dial Before You Dig was involved in The Australian Pipeline Industry Association Convention on the Gold Coast. This National event saw us have a stand at the exhibition as well as deliver a paper to over 300 delegates. It was a great opportunity to be seen by those involved in major civil projects.

included the Dowerin Field Days with Telstra, the Master Plumbers Association Expo in Karratha with Telstra and the Local Government Supervisor Expo in Bunbury. There has also been television advertising in WA which has been well received.

fitters Association Trade Expos in Bunbury and Perth in November and several awareness presentations for the Civil Contractors Federation (WA) and Challenger TAFE students over the months ahead.

AWARENESS PRESENTATIONS

The requests for FREE awareness presentations are increasing. In addition is the desire to hear from the utilities directly on how to work safely around their assets. This is coordinated through Dial Before You Dig. For further information, call Kim Rushton on 08 9424 8116 to discuss.

Coming events are the Dial Before You Dig WA Customers/Members Forum in December, Master Plumbers and Gas



Local Government Supervisors Expo

NSW/ACT News

The surf season has started for 2007/08. As we flock to the beach this summer, pay some thought for the volunteers who keep our beaches safe.

Bronzed surf lifesavers are a great Australian tradition and in 2007 we are celebrating the Year of the Surf Lifesaver.

Dial Before You Dig is a strong supporter of surf lifesaving in Australia. In NSW Dial Before You Dig sponsors Bondi, Moruya, Mona Vale, Tacking Point and Cudgen Headland Surf Lifesaving Clubs.

The Ocean Thunder series kicks off in November. Ocean Thunder has 24 Elite Men's Crews and 12 Elite Women's Crews. The format is created especially for television with a beach run finish. Dial Before You Dig is sponsoring a men's crew from Moruya and two women's crews from Moruya and Bondi in Ocean Thunder this series (the Bondi girls are pictured below).

The series takes place at Dee Why beach with rounds in November, December, January and February. More information is at www.oceanthunder.com.au Ocean Thunder will be showing on Channel Nine and Foxtel in early 2008.

NSW/ACT Chairman Phill Coulton says "Dial Before You Dig is a free community service. We protect people from the danger and expense of striking underground pipes and cables. So it's natural that we should work with other non-profit community groups."

Supporting surf lifesaving is part of our **Working in the Community** program. It's the reason Dial Before You Dig in NSW and the ACT also supports the Camp Quality Escarpade, Farmsafe and Maronite community events.



Coming events, November and December 2007

NSW Workcover seminars on working near overhead and underground cables – Lismore, Nowra, Liverpool, Wagga Wagga, Bathurst, Dubbo, Griffith, North Sydney.
Ocean Thunder – Dee Why beach.
Farming Small Areas Field Days – Clarendon (near Richmond).

DATAKOM ANNIVERSARY

Datacom hold the contract to provide us with our call centre service – so it's the Datacom team who are the friendly people who answer the phone when you dial 1100. That contract began in October last year so the DBYD team there recently celebrated their first birthday. We'd like to thank all of the team at Datacom for their ongoing hard work.



The Datacom Call Centre Team celebrate

DIGSAFE INVESTIGATION

We are currently undertaking a detailed review of our online service.

As we have mentioned previously in DBYD News, we have spent a lot of time recently getting feedback from our phone users on our call centre service and how it is performing. In addition to this ongoing initiative, over the last couple of months we have spent significant energy on looking at what could to be improved with Digsafe OCS – the program behind our online service. The time has been spent on extensive phone surveys of our regular users around the country getting their input into the online service. As an organisation, we have also spent considerable time analyzing the software ourselves to establish what we think some of the issues may be. Our aim is to always improve our service – and most importantly make it easier and more appealing for people to use. Remember you can provide us with feedback on our online service – when you visit www.dialbeforeyoudig.com.au

We would like to thank everyone who took the time to give us feedback during this period and we look forward to improving the service.

Victoria/Tasmania News

Growth in Enquiries

Vic - Tas is experiencing strong growth with 8.6% more enquiries received to the end of the first quarter of 2006-07 compared with the same period last year. More people are now using the web to lodge their enquiries and benefiting from the ability to draw their planned excavation area to provide greater accuracy with the information received from our Asset Owner Members. Our maps have been recently updated to show more streets, roads and property boundaries. If you haven't tried the web site recently, go to www.dialbeforeyoudig.com.au and follow the links to request plans.

New Members

The following organisations have recently joined Dial Before You Dig Vic/Tas so you can expect to see them listed on our Confirmation Notice when you are working in their areas.

- Central Victorian Group Training – operate a fibre optic cable between two business premises in Bendigo
- Trafigura Services Australia – operate a petroleum pipeline in Hastings
- Westernport Water – the regional water authority for the westernport region of Victoria, operating water and gas pipelines.

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

Awareness Presentations

If you'd like a representative from Dial Before You Dig to 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 or vic-tas@dialbeforeyoudig.com.au.

Promotional Materials

We have a range of promotional material that you can use to help spread the message of safety and finding out what's underground before you start any excavations. To request brochures, stickers and other items please contact Mark Binks on 03 9466 9633 or vic-tas@dialbeforeyoudig.com.au

Mt Buller Hill Climb – November 2007

Dial Before You Dig is once again sponsoring Rex Broadbent and Michael Goedheer in this year's Mt Buller Hill Climb to be held on November 3 & 4. The guys will be very competitive and are a good chance to take out the title this year. Keep an eye out for the TV coverage in the near future.



MERCHANDISE REQUESTS

As always, please let us know if you require any Dial Before You Dig merchandise or educational information. We would love your support in getting the message out there. Please contact your State Manager whose details you will find at www.dialbeforeyoudig.com.au

South Australia/Northern Territory News

Councils see the benefit of membership

Throughout Australia there are many Councils who are members of Dial Before You Dig and this is no different in SA/NT with close to 40 of the State's Councils joined up as members. Typically, organisations join Dial Before You Dig to protect their valuable underground assets and that is certainly the case with our Councils. But another definable benefit of membership for Councils is that the service becomes a great supply of information on what excavation activities are occurring within the Council area. Councils typically register their whole Council boundaries as an area of interest. Hence, through Dial Before You Dig, Councils have a great source of information on who is excavating within their boundaries, when they are excavating and what sort of work is being carried out. Very valuable information indeed. For more information on Council membership in SA/NT please speak to Nigel March on 0414 265 597.

Thanks for the Support

Dial Before You Dig relies on and certainly appreciates the support of its Members in promoting our message and ensuring that safe excavation practices are adhered to by as many as possible. Two of our Members in SA who have certainly been active in this area recently are the Plumbing Industry Association (PIA) and SEA Gas. The PIA has recognized the importance of our service in protecting its Members as they regularly excavate and has, amongst other initiatives, provided us with significant signage in its training room, a highly visible link on its website and numerous other great promotional opportunities.

SEA Gas owns and operates the underground pipeline system transporting natural gas from the Otway and Bass Basins to South Australia and Victoria. SEA Gas officers spend a lot of time educating both organisations and individuals on the importance of safe excavation practices and this includes a continual push to ensure as many as possible use the free Dial Before You Dig service.

This sort of support is very valuable to our organisation and we appreciate the great work.



Good Start to the New Year

The new Dial Before You Dig year has got off to a really positive start with enquiry numbers up 14% in SA/NT on those of the first three months last year. We aim to have as many people use our free service as possible and hope that this great start can continue on for the remainder of the year.