

DBYDNEWS

Quarterly News from Australian Dial Before You Dig Services

www.dialbeforeyoudig.com.au



DIAL 1100
BEFORE YOU DIG



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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.

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Currency and Completeness of our Maps

Mapping is a feature that has provided Dial Before You Dig users with significant benefits in recent times. Particularly enabling the design of dig sites using visual references instead of providing a text description.

Recently some of our users have reported that our mapping does not contain new estates or that it has some missing addresses. We have since made some extensive enquiries into the completeness of our maps and have confirmed that there are some areas which are perhaps not as up to date as other more popular sources such as street directories.

Dial Before You Dig has a significant program running to ensure we have the latest maps available provided to our customers. Some of our mapping layers are updated quarterly and others are only available for updates every 6 months. A factor that also impacts how current our maps are relates to the models for supply of mapping information in Australia. In our case, we rely on data updates including new estates to pass from Local to State and then to a Federal Government body before Dial Before You Dig can use the information, and this process can take anywhere between 6 – 12 months. As a consequence of this delay, you may see that estates which have been developed in the interim are not visible.

We understand that missing mapping information can have an impact on our users and we are seeking a remedy to ensure that our mapping is as up to date as possible.

Please be aware that our mapping is updated regularly and we are continually seeking the most up to date information possible to deliver the best quality service to our customers.

CONGRATULATIONS

Congratulations to NSW/ACT DBYD State Manager Dominic Puiu and his wife Jenny who recently gave birth to a beautiful new baby girl. Catherine Margaret was born on Friday the 15th of February. We wish Dominic and his family all the best.

All Underground Assets need to be Protected

All organisations that have underground infrastructure of any kind need to become Members of Dial Before You Dig. And we are not just talking about the familiar providers of gas, electricity, water and communications. Current members include local businesses that have just one data cable running from one office to another – maybe just from one side of the street to the other.

There's no doubting the importance of that data cable to their business. So why not protect it? Remember if you are carrying out work (installation, maintenance) for an underground asset owner then please remind them of the importance of registering their assets with Dial Before You Dig. Or get in touch with the Dial Before You Dig Manager in your State (details are on our website) and we will follow them up.

Queensland News

New Members

We would like to welcome our three new members who have recently come on board, they are:

- The Shell Company of Australia Limited – Shell has a petroleum pipeline that runs from the Brisbane Airport out to Pinkenba.
- Translink (Busway Management Unit) – Translink have listed a section of the Inner Northern Busway Tunnel and are looking at extending this membership to include all their Busway sites in the future.
- Linkwater—Southern Regional Water Pipeline (see editorial below).

South East Queensland's Water Grid

The Southern Regional Water Pipeline, running underground for most of the 100 kms between Cameron's Hill at Mt Crosby in Brisbane's Western suburbs, and Molendinar on the Gold Coast, is the latest asset to be registered with Dial Before You Dig (DBYD).

Information about this new \$800 million plus bulk water carrier will be available from the end of March. The asset is being constructed by the Southern Regional Water Pipeline Alliance (SRWPA) for LinkWater, the Queensland Government's new bulk water authority.

The SRWPA has installed marker posts along its alignment, is updating its GIS information and alignment details, and is trialing new software, to provide the appropriate response to any DBYD inquiry.

A major design and construction challenge for the SRWPA has been the numerous public utilities that the SRWP crosses. In order to control this aspect of its works, a dedicated team was assembled to manage location and survey of third party assets and liaise with the owners of those assets.

A Permit to Excavate Procedure is in place on the project which requires strict adherence to excavation protocols. To date over 70 kms of pipe have been installed and the project is on track to meet its target completion date in December 2008.

South Australia/Northern Territory

Things are moving along pretty well in SA/NT. Growth continues to be solid with the last few months certainly following that trend. February saw a fantastic increase of 17% for enquiries on last year, and overall for the year to date we are 12% up on the same period of last year. It's great to see more people using the service and understanding the importance of DBYD in the overall safe excavation process.

Getting the name and an understanding of the service out into the market place is always the key as we continue to make that our main focus. We continue to work closely with members in promoting the message. Lately we have been involved in awareness presentations with Telstra and SeaGas.

We have also being as active as possible in the Top End as there is a definite need to increase the awareness and use of the service up there. A significant Darwin radio campaign gets underway in April and this will compliment regular grass roots marketing such as working with the trades school at Charles Darwin University, promoting the service through community radio and working closely with industry bodies such as the TCA.

In Adelaide we have been conducting a high profile radio campaign on FIVEaa Radio throughout March in an effort to increase the knowledge of the service at a broader community level. We have also been looking at focusing our activities around where statistics show that more damages occur. For this reason the growing areas of the Northern and Southern Adelaide suburbs are a particular focus as there is a lot of activity in those areas – and we need to ensure we minimize damages and incidents in those parts. A targeted local print advertising campaign is currently in full swing to educate North and South of the city.

The SRWP is a vital piece of regional infrastructure with a reverse flow capacity that will enable water from existing and future water sources to be moved to where it is most needed for residential and commercial development in Brisbane, Ipswich, Logan, Beaudesert and the Gold Coast.

DBYD Celebrates Ten Years in Queensland

In February this year DBYD celebrated its tenth anniversary in Queensland. A function to celebrate the occasion was held at the Victoria Park Golf Club Marble Room, with over eighty invited guests attending. The night was a huge success; several of the guests who attended were an instrumental part in getting the DBYD service off the ground back in February 1998. Past and present Board members reflected on how the service had grown and transformed over

the past ten years. A plaque was presented by Gary Searston (Queensland Chairman) to Brian Zeller (Retired DBYD Manager) as an appreciation for ten years of outstanding service.



Recent Awareness Sessions.

Some recent awareness sessions have been provided to:

- Thiess Services
- Comdain Gas Australia
- Department of Main Roads
- Banana, Calliope, Rockhampton & Gladstone City Council's

STAR PICKET WARNING

It is not just traditional excavation activities that require the use of the Dial Before You Dig service. Energy Safe Victoria has issued a safety alert to warn landscapers, gardeners and others nationally to be aware of the dangers when hammering star pickets into the ground.

The warning follows a recent incident where a dog was killed when it contacted a wire mesh fence that was protecting a recently planted tree. A metal star picket used to support the wire mesh had been driven through protection covering slabs and then through the cable insulation, causing damage to the red phase conductor of the underground cable mains.

The wire mesh and three star pickets had become energised at 240 volts. Victoria's Director of Energy Safety, Ken Gardner, said many crucial electricity cables laid in road reserves and nature strips are hidden dangers.

"Damaging these cables could not only cost you thousands of dollars, but could result in serious injury – or even deaths," he said. "People must exercise extreme care, perform a detailed safety assessment and obtain information on the network of electrical cables and gas pipes that may run underneath the area that they work on."

Ken Gardner provided the following advice to people when digging deeper than 300 millimetres or driving pickets or posts into the ground:

- always use the free **Dial Before You Dig** service by telephoning 1100 or lodge your inquiry via the interactive web service at www.dialbeforeyoudig.com.au
- always carry out a Job Safety Assessment before starting work
- consider using timber posts where suitable
- avoid hammering pickets/stakes deeper than 300 millimetres into the ground by making a mark 300 millimetres from the ground end of the picket/stakes
- comply with the No Go Zone rules – visit www.esv.vic.gov.au or www.worksafe.vic.gov.au or the relevant body in your state.
- immediately notify the relevant electricity supplier or the technical electrical regulator in your state if you have contacted electrical cables.

NSW/ACT NEWS

Another Successful Marathon

The Navy George Bass Marathon is complete for 2008. The Marathon ran 180 kilometres from Batemans Bay to Eden.

Dial Before You Dig sponsored the ski leg of the Marathon, and the Navy was overall sponsor of the event.

The 2008 George Bass received national coverage when crews were forced to battle a difficult swell coming into Tuross Heads on the second leg. There was again coverage when dozens of competitors were treated for hypothermia on the long leg into Tathra.

Dial Before You Dig extends its congratulations to the ski paddlers and surf boat crews who battled the elements and made it to the end at Eden.



Scenes from the George Bass Marathon

Primmer Gears Up for 2008

The National Saloon Car Championships are underway for 2008. Mark Primmer competes in the Dial Before You Dig AU Falcons. The Championship is broadcast on Speedweek (SBS) and Inside Speed (Fox Sports).



The Dial Before You Dig Car Being Prepared

Remaining rounds for 2008 are:

- Oran Park NSW April 26-27
- Eastern Creek NSW July 12-13
- Phillip Island VIC August 9-10
- Mallala SA November 1-2
- Sandown VIC November 29-30

Online Service Tips

You can change your User Name and Password within the "Customer Profile" area of the site. This may be because you want to maintain your privacy or simply because you want to change your login details to something more familiar or simple. Once in the "Customer Profile" area, click on the "Password Profile" button. Here you can not only change your user name and password, but also create a unique question and answer for when you forget your login details.

Victoria/Tasmania News

Recent events

We recently attended the Civil Works Expo held at Lardner Park, Warragul, in February and were able to catch up with a number of our regular users of the service over the 3 days.

Upcoming events

Targa Tasmania 2008 is on again in April. This year, Rex Broadbent will be defending his Shannon's Classic title, and Duane Rodgers, Peter Eames and John Ireland is this year's Dial Before You Dig Racing Team competing for the prestigious Team's trophy based on handicap.



New Members

Western Water joined Dial Before You Dig in March. They are the water authority in the western and northern outskirts of metropolitan Melbourne, so if you are working in this area you can expect to see them on our Enquiry Confirmation sheet, and receive information directly from them.

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

Online Service Tips

Did you know you can see the list of the historical enquiries you have lodged with Dial Before You Dig? You firstly need to go to the "Customer Profile" section. From there click on the "User History" option. Then simply fill out any of the search parameters shown in "User History" and press search. A list of your past enquiries and their details will then be displayed.

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

West Australia News

At the start of 2008 Western Australia celebrated 21 years of Dial Before You Dig operation. Growth of the service continues to be excellent.

At this time of the year visits to existing and potential members, support groups and customers are the main focus.

In the coming months the focus will change to the various expos, seminars and field days which is integral with maintaining and growing this business. Coming events are the IPWEA seminar, Life Cycle for CanTeen event, the Civil Contractors Federation golf day, Master Plumbers training days in Albany, Geraldton and Kalgoorlie, Construction and Mining Expo and the Tradesman's Expo which will be supported by radio and TV campaigns as well as many trips to current and potential members.

The need for training, awareness sessions and various educational presentations continue. The support from the various training groups, the T.A.F.E's and Damage Minimization staff from various members is much appreciated as the message regarding the need to use the service and safe digging practices remains a very valid one.

Recent discussions with insurance groups reinforce that there is a greater appreciation of the service regarding the need for safe digging, the outcomes of the damage to infrastructure and how that affects the community. The endeavors by everyone have had a very positive outcome for Western Australia (and Australia as a whole).

Its great to see the continual take up of the online service. It's been a great response and this is already resulting in positive benefits to members.

Recent new members are –

Associate Members – Dampier Bunbury Natural Gas Pipeline, EDL Group Operations, Weldlok Industries P/L
Advisory members- Graham Gath Surveys

A short time ago the Water Corporation, Western Power and WestNet Energy amended their validity periods (the period of time that the maps supplied to the customer remains current and usable) from 14 days to 30 days. Several members have amended their methods of supplying maps and information to the customer by changing to manual email responses with pdf attachments. Several more members are very close to changing to this with the overall aim of automatic 24/7 email responses (for a standard job) sometime next year.