

DBYDNEWS

Quarterly News from Australian Dial Before You Dig Services



NEW LOOK—NEW SERVICE

Dial Before You Dig has never looked better.

Our new logo, web address and online service have now well and truly arrived.

It was time to update the look of our **logo** without losing the basics of our old logo – which are well and truly known and trusted throughout the country. We hope you like the result. We are well under way in getting our logo out into the market place - on our website, brochures, advertising and merchandise. As always we look to our customers and Members to help us promote our important service so if you have any Dial Before You Dig collateral with the old logo just let us know. We'll will do our best to ensure it is updated as soon as possible.

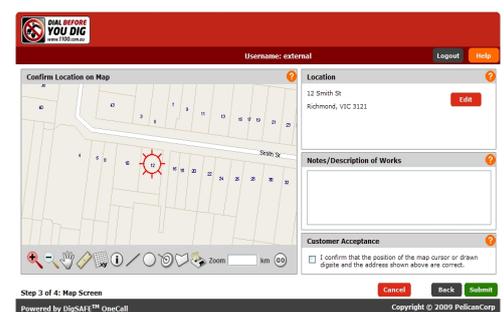
We also needed a new **web address** that was simpler and easier to promote. You'll now find us at **www.1100.com.au**. Make sure you reset your favourites.

Probably most importantly, in terms of our service, the new **online service** was released to the public in late October. From the feedback we have been receiving the new service is very popular as it is faster, far simpler to navigate around and requires less information to be entered. Definitely worth the wait!

Simply login directly from our home page at www.1100.com.au and you'll be able to quickly and easily lodge your next enquiry online. There are less details to complete in the lodgement process so you will be finished in no time. You can also simply review your past enquiries and change your user details. If you haven't yet tried the new online service make sure you give it a go.



Our new logo and online service



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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 DIAL BEFORE YOU DIG WEBSITE
www.1100.com.au

NEED TO SPEAK TO A DIAL BEFORE YOU DIG REPRESENTATIVE IN YOUR STATE?
You'll find our contact details online now.
www.1100.com.au

Queensland News

Membership Update

During this period we have had three new members register their assets in our service, Wide Bay Water, Toowoomba Pipeline Alliance and Allegro Networks. In addition one new Associate member joined our service; Provac Australia Pty Ltd. Provac are located in South East Qld and provides services in locations & vacuum excavation. Logan City Council & Gladstone Regional Council have now extended their DBYD coverage to encompass their entire council regions.

Queensland Board

Gary Searston the Chairman for the past four years stood down from the Qld Board in April this year. Gary had provided strong direction and commitment and had diligently fulfilled his duties on the state and national boards. The new Chairman is Darryl Woodrow from APA Group; Darryl has been a director on the board for the past three years. Telstra has now appointed Keven Allan as its Director on the Board.

CCF Awards Dinner

This year DBYDQ was a major sponsor at the prestigious Training & Industry Leaders Awards held at the Hilton Hotel in Brisbane. DBYDQ had the naming rights to the Apprentice of the Year in Pipe Laying award. The evening was attended by more than 200 guests from within the civil construction industry as well as the guest speaker John-Paul Langbrook MP Leader of the Opposition. The night was a great success and provided excellent exposure for the DBYD service in the civil construction industry.

Cooloola BMX Sponsorship

The Cooloola BMX Club recently celebrated its 21st Birthday by holding an Open Day at their track in Gympie. The day was a great success with over 200 riders from around the state,

SA/NT News

New Members

It has been great to see a number of new Members join the SA/NT organisation recently. These Members represent a range of public and private organisations looking to protect a range of underground assets.

Both Salisbury and Tea Tree Gully Council have invested heavily in their recycled storm water projects to help deal with the ongoing water issues and ensure the future sustainability of the Council environments. In order to protect the considerable investment in infrastructure required for this project, they have recently registered their underground recycled water pipe networks with Dial Before You Dig. Another Council recently coming on board is Peterborough Council. This regional Council in the State's mid north uses our service not only to protect Council assets, but to keep track of excavation activity within their territory.

Defence SA has recently come on board as a Member registering its pit and pipe network built to house fibre to facilitate the ongoing growth down at the Techport precinct. Alternate energy sources are becoming more and more popular and Pacific Hydro is an Australian company specializing in hydro electric and wind farm projects. They have registered underground cables connecting their Clements Gap Wind Farm in South Australia's Barunga Ranges.

And last but not least Environmental Land Services Pty Ltd and Gannon Lifestyle Group have both registered underground pipe networks that serve residential developments in the Mount Barker and the North Eastern suburbs respectively.

Good Growth for the Year

SA/NT continues to see really positive levels of growth in enquiry numbers. Over the last 12 months the number of enquiries lodged has been well and truly up on the corresponding period of previous years. The 08/09 financial year saw a growth rate of almost 5% at a time when many aspects of the economy were struggling. The months of this financial year are exceeding those growth levels. These figures are noteworthy because they demonstrate the increased awareness of our service and a better understanding of the consequences of not using the service. Excavators, whether commercial or domestic, are realising that in this day and age, damaging any underground asset can be a very time consuming and costly business.

Awareness Presentations

Over the years we have conducted many awareness presentations to a range of organisations and often they have been done in conjunction with some of our Members. Telstra, Epic Energy, SeaGas and APA all provide presentations about working around their assets and recognizing the danger that can be associated with damaging their pipes and cables. And they are always looking to do more. If you would like your team to find out more about working around Telstra assets or gas pipelines (in the case of Epic, APA and SeaGas) just let Nigel March know on 8468 5306.

competing from under 7 through to the open age group. DBYD was one of the many sponsors who supported this local community event in a region where we are yet to secure the local council as members of DBYD.

Ergon Energy Supporting DBYD

Continual support has been received from Ergon Energy in their latest advertising campaign which has been targeted at The Urban Development Institute of Australia, which is

distributed out to over 3,500 members. If there are any of our members who are interested in running campaigns that promote the DBYD service via co-branding please call Paul Newman on 3394 8374 to discuss further.



Cooloola BMX



Xmas operating hours

As always all of the team throughout Australia from Dial Before You Dig wish you and your families a Merry Christmas and a happy and safe New Year. Our call centre will operate throughout the Christmas and New Year period with the exception of the public holidays.

Of course you can lodge your enquiries online at any time throughout the festive season. Just be mindful to plan ahead as some utilities may take a little longer to respond to requests at this time of year. Thanks again to all of you for using the service in 2009 and supporting safe excavation.

User Kit now available

Dial Before You Dig now has a great resource which can be used for educating people on how to use the Dial Before You Dig service. The User Kit has been developed to provide extensive information on what our service is all about, how to lodge your online enquiries, safe excavation tips and a range of answers to commonly asked questions. The comprehensive colour booklet can be made available for your team members and training sessions. It is also available on the home page of our website. If you would like some copies do not hesitate to contact your State Manager.

Quote – User of New Online Service

“Congratulations on your new web page it is brilliant and a pleasure to use. Wow what a change from the old one, so quick and no being timed out which happened to me on many occasions so I returned to phoning in my requests. Well done”. October 2009

Corflute Signs available

Many of our supporters have displayed our famous Dial Before You Dig corflute signs and they are displayed in all sorts of prominent locations around the country. We now have delivery of the new signs displaying the updated logo. Make sure you speak to your State Manager and grab some signs to emphasise the importance of safe excavation in your workplace.

WEST AUSTRALIA NEWS

New Members in WA during 2008/2009

Ordinary Members

AARNet Pty Ltd
Defence Materiel Organisation
EDL Group Operations Pty Ltd
Geraldton Port Authority
GM Builders Pty Ltd
Parliamentary Services Dept
St John Ambulance

Associate Members

JWA Locating Service
Mini Excavators Pty Ltd
National Trust of Australia (WA)
Shire of Plantagenet
Shire of Roebourne
Telstra Country Wide Central (WA)

Welcome aboard one and all.

Several members in WA have started to roll out their dual branding programs. Some of these are the Water Corporation, Western Power and Westnet Energy. The dual branded signs are popping up everywhere – keep an eye out.

Since the last newsletter the activities to further this service has seen displays at the Master Plumbers events at Albany, Bunbury, Margaret River, Perth and Karratha, a display at the Tradesman’s Expo at Burswood, the Customer/Member Forum at the new venue at the Willetton Sports Club, working with the National Electrical & Communications Association, sponsorship presentations to the Civil Contractor’s Federation WA Trainee of Year Certificate 3 – Levi Hunter and Certificate 4 – Dave Smith at the Earth Awards, Local Government Supervisor’s Expo at the Vines, Dowerin Field Days with Telstra Network Integrity and Telstra Country Wide, meetings with the Institute of Public Works Engineering Australia and the Utility Providers Services Committee plus visits to many Local Government councils in the Perth, Albany, Bunbury, Geraldton, Kalgoorlie, Karratha and Merredin regions to name a few.

Promotion has also been conducted through GWN TV for the country region and Channel 7 for the metropolitan region. The feedback on these events has been good. This has been well supported by the activities of many of our members in their continued drive to maintain the awareness of the service with the groups they interact with.

The usual interest of many groups requesting the FREE Dial Before You Dig awareness presentations has seen the WA Manager very busy. In this he has been supported, at times, by various members, particularly in the reading of maps as supplied by Telstra, WestNet Energy, Water Corporation and Western Power.

The Utility Providers Services Committee Code of Practice is currently under review to which draft amendments/developments have been received and are being investigated for inclusion in the Code. The reviewed Code is due for release in 2010.

VIC TAS NEWS

Advertising

Look up in the sky, is it a bird...is it a plane...no its the new DBYD billboard. We are currently in the midst of an advertising campaign and we would love your feedback on all the outlets we've been trying. Have you heard our ads featured on Radio on stations such as Fox FM, MMM, SEN and Vega? Have you heard our sponsorship of the traffic reports through the Australian Traffic Network? If so send Spiro an email on spiro@dialbeforeyoudig.com.au and let him know when you do!

And do you tweet? Have you told someone to Facebook you in the last month? Or do you prefer to be LinkedIn? Social networking is the new buzz around town and as such DBYD VIC/TAS is looking at ways to utilise these tools for business effectiveness and information flow. Send us your opinions on the matter or send your request for our facebook/twitter accounts to Spiro@dialbeforeyoudig.com.au

TARGA TASMANIA

Congratulations REX & DUANE!

Victorian Rex Broadbent has made it a hat-trick of wins in the classic category, taking his 1974 Porsche 911 RS to a clear win over the similar car of Bill Pye.

In the classic competition, Rex Broadbent's dominant display in wet conditions on day four proved pivotal in securing his third straight win. Despite suffering from a head cold early in the event, Broadbent was clearly the class of the classic field and took a commanding one minute 54 second victory, with congratulations also going out to Duane Rodgers who finished 2nd in his category class and 12th in the overall Standings.

DBYD supported our sponsorship of the teams competing, by placing advertising in the program guide and newspaper features for the race, advertising running on TV and radio, and coordinated access to the teams for interviews on radio and TV.

Service Guidelines Launch

New safety guidelines to help protect the lives of Victorians and prevent damage to essential underground services were launched by Energy and Resources Minister Peter Batchelor.

"Careless excavation threatens lives and livelihoods and can result in millions of dollars worth of damage to services, such as gas and water pipes, electricity and communication cables," Mr Batchelor said. These new Dial Before You Dig Service Guidelines, endorsed by Energy Safe Victoria and WorkSafe Victoria, will assist excavators to make informed decisions before they begin to dig and reduce the risk of injury, damage or disruption."

Mr Batchelor said the guidelines outlined:

- The responsibilities of people and companies planning to dig, including excavators, planners and engineers;
- The responsibilities of asset owners, including water, gas and electricity companies; and
- Information about Dial Before You Dig in Victoria and the service it provides.

New Members

We have two new members, The Shire of Campaspe and Nulca.

Shire of Campaspe: The Shire of Campaspe is a [Local Government Area](#) located in the northern part of the state. It includes the towns of [Girgarre](#), [Echuca](#), [Kyabram](#), [Rochester](#), [Tongala](#) and [Rushworth](#).

NULCA: The mission of the National Utility Locating Contractors Association (NULCA) is to establish work standard and competencies which will assist in providing a safer work environment for the general public, excavators, and all people in the civil works and underground service locating industry.

NSW/ACT NEWS

Dial Before You Dig - it's the LAW in NSW

Changes to the Electricity Supply and Gas Supply Acts in NSW mean it is now more important than ever to dial before you dig.

If you are working near gas or electricity networks in NSW, the law now says:

- Dial Before You Dig is compulsory
- Network owners can recover the cost of damage if you are at fault
- Network owners can take out injunctions where their networks are in danger
- There are now criminal penalties for negligent damage to networks

You must notify any cable damages to the network owner.

Welcome on board Country Energy

On 8 December 2009 Country Energy Electricity's south and south-eastern regions began responding to Dial Before You Dig inquiries.

All eight of Country Energy Electricity's regions are now participating in the Dial Before You Dig service.

Country Energy's automated plan response will email a plan for anywhere in country NSW within hours of a Dial Before You Dig inquiry being registered.

Telstra's automated system is also emailing standard plans out on the same day.

So even if you are excavating at the back of Bourke, a Dial Before You Dig inquiry will now mean you get plans for Country Energy and Telstra within hours.

Hello Chivo

The final round of the National Saloon Car series was run at Sandown in November.

This season we welcomed Ian "Chivo" Chivas into the Dial Before You Dig Race Team. When not racing, Chivo is a plumber in the northern suburbs of Sydney.

Chivo has joined the Primmer Race Team, winners of the 2009 National Saloon Car Team Award.