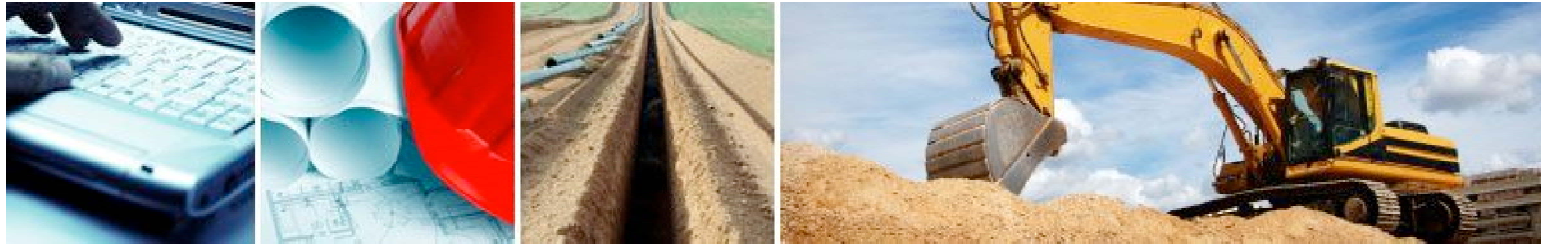


DBYDNEWS

Quarterly News from Australian Dial Before You Dig Services



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



Remember, It's Just the First Step!

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DBYD—The First Step

Map Updates

Online Assistance

All the news from around Australia

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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BEFORE YOU DIG WEBSITE
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NEED TO SPEAK TO A DIAL
BEFORE YOU DIG
REPRESENTATIVE IN YOUR
STATE?
You'll find our contact details
online now.
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More and more people continue to use the Dial Before You Dig service. Over the last 12 months in particular we have seen astonishing levels of growth in the number of enquiries lodged around Australia. This confirms that more and more people understand the importance of our service.

So awareness has never been higher. But what about a true understanding of safe excavation?

With so many people lodging enquiries, including potentially many new users, it may be timely to emphasise the importance of following **ALL** the steps required to ensure underground assets are not damaged. Lodging an enquiry through Dial Before You Dig is only the first step. Firstly the plans you receive from the utilities only indicate the presence of assets in the area and cannot be relied upon to show the exact location. That means you need to locate the assets by either potholing (hand digging to expose the assets) or using the services of an experienced locator. Study the plans, make sure you understand them and if you need any assistance at all use the contact numbers provided by the utilities on the paperwork.

We have always emphasised the 4 P's of safe excavation.

- Plan** – start off by using the Dial Before You Dig service, study the plans, use the contact numbers provide and ask for assistance
- Pothole** – located the assets detailed on the plans. Pot hole every few metres to make sure you understand the depth and alignment of the asset
- Protect** – once you have found the assets protect and support them to make sure they are not damaged while you are working
- Proceed** – only when all of the above steps have been carried out do you begin your job.

Damaging underground assets can be costly and fraught with danger and it is great that Australia is embracing the Dial Before You Dig service. But just don't make the mistake of thinking that once you have used our service the job is done.

ONGOING MAP UPDATES

As part of our ongoing commitment in ensuring our online service has the latest data, we have just updated our online maps which will now show more property boundaries, roads, streets, rivers and parks.

This will assist users in locating their dig sites in some of the new sub-divisions throughout the nation.

Dial Before You Dig understands that incomplete maps do have an impact on our customers and therefore will always endeavour to acquire the latest updates that are compatible to our systems.

Queensland News

Water Reform in South East Qld

As many of you would be well aware come the 1st July, 2010 the Queensland Water Commission has initiated new arrangements, supported by the Queensland Government, which entails all the supply of water & sewage assets are under the control of three new entities.

These are the new entities and the council's that are impacted by the reform;

- **Qld Urban Utilities** – BCC, Ipswich, Scenic Rim, Lockyer Valley & Somerset
- **Allconnex Water** – Gold Coast, Logan & Redlands
- **Unity Water** – Sunshine Coast & Moreton Bay

From a DBYD perspective the Water Reform looks to be a positive move in securing all the water & sewage infrastructure into the DBYD service as the Queensland Water Commission is very supportive of our service. As it currently stands we have all the above councils as members except for Gold Coast City Council, Redlands & Somerset.

APA Group DBYD Award

Late last year at the Australian Pipeline Industry Association Convention held in Cairns, the APA Group took out the Safety Award for 2009 for its automated response system for Dial Before You Dig referral's.

This system was developed by Mipela GIS. The committee chose the Dial Before You Dig automated response system because "it not only improves the safety of pipeline industry employees and the public in general, but will clearly change behavioural patterns by reducing monotonous activity by people, and therefore, complacency or unforeseen errors".

More & more of our members are now choosing to adapt automated systems to process referrals. If you would like to be provided with information pertaining to automation please contact your relevant State Manager.

SA/NT News

SafeWork SA

Dial Before You Dig SA/NT is very pleased to announce the beginning of a new association with **SafeWork SA**. SafeWork SA is South Australia's Occupational Health and Safety agency and their primary function is to promote safe, fair and productive working lives for all in our State. They have recognised the importance of Dial Before You Dig in terms of excavation safety and have agreed to formally promote our service on an ongoing basis.

This means that Dial Before You Dig will be promoted by their operators in the Help and Early Intervention centre, will appear on their website, on safety fact sheets and other publications and SafeWork SA field staff and trainers will advocate the use of the service in the community. Dial Before You Dig is very pleased to have the support of such an important industry body as SafeWork SA and we look forward to working with them on an ongoing basis.

New Members

In the last few months Dial Before You Dig SA/NT has had three new asset owner Members come onboard all looking to the service to help protect their valuable infrastructure. **The Creeks Pipeline Company** manages a 110km irrigation pipeline recently constructed to provide the irrigators of the Langhorne and Currency Creek regions with the water they require. Their membership became active in January. **Elgas** provide reticulated LPG to a large range of households and businesses around the country. In South Australia, Elgas have registered a localised reticulated network in the Clare Valley and are likely to add similar networks to their area of interest in the future.

Finally the **City of Playford** in Adelaide's north has registered its network of recycled storm water pipes with us. As recycled storm water becomes more important to the communities around South Australia, so too does the valuable pipe networks designed and constructed to harvest it. For this reason Playford has joined Salisbury and Tea Tree Gully councils in becoming a Member of DBYD and using our service to monitor the activity around their network.



APA right-of-way officer Marg Straka locating the APA asset while General Manager of Dial Before You Dig Queensland Paul Newman and Mipela GIS' Natalie Ashcroft look at the plans produced by the system.

New Members

Post Christmas 2009 we have had four new members in Queensland become a part of the DBYD service. **Country Energy** have a

portion of their assets located in Queensland & have now become members, **Rio Tinto** have registered a caustic ammonia pipeline located in Gladstone, **Transpacific Industrial** have registered an oil waste pipeline also located in Gladstone. **National Utility Locating Contractors Association (NULCA)** are now registered as an associate member & are really focusing on achieving their vision to 'integrate the knowledge of all parties associated with the locating and/or exposure of utilities into a professional national association which abides by a uniform set of standards, guidelines and practices'.

Need help lodging an online enquiry?

It's always available.

- For a quick and easy guide to lodging an enquiry check out our **Online Guide** (pictured below). Its available on our home page and illustrates the 5 easy steps for lodging your enquiry.
- For more information on our service, safe excavation and a huge range of commonly asked questions you need to look at our **User Kit**. The User Kit is also found on our home page and there is also a link to it on all New User and Enquiry Confirmation emails we send to you. It's also available in a high quality booklet which makes a great training resource. Contact your local Manager if you would like some for your team.
- Finally there is also the **help buttons** located throughout the DigSafe software. If you're in the middle of lodging an enquiry and get stuck, just click on the orange "?" buttons for assistance.



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

Growth

Following the Christmas period the use of the service in WA has rebounded to show strong growth. Several aspects of the service, recently improved, have been behind this significant growth along with increased confidence in the work place after the Global Financial Crisis.

Some of these aspects include improved speed in the system when logging a web request (particularly in the country areas), more up to date mapping series in the street directories (when placing a request) as well as the increased support from the members in providing more timely responses.

Improvements have been made with the automatic response (computer generated) systems developed by WA Gas Networks and Telstra. These systems are able to respond very quickly 24/7 on a standard request (where there are no complications). The Water Corporation continues to develop their automatic response system which should be operational during 2010. Investigations are continuing with Western Power into their automatic response system development.

In the meantime, from the feedback I have received in the field, the manual processing of requests/maps/information continues to be performed at a very high level.

Presentations

There continues to be a real need for Dial Before You Dig awareness and utility plan reading presentations. Recently a very successful group of presentations were included in and jointly supported by the Institute of Public Works Engineering Australia Expo in Fremantle. Presenters were from Dial Before You Dig, Water Corporation, WA Gas Networks and Telstra.



Kevin Drumm from the Water Corporation presents

For information on FREE Dial Before You Dig awareness presentations, call the WA Manager on 9424 8116.

Future Releases

The Utility Providers Services Committee Code of Practice review is nearing completion which will be released in several Road Shows around WA in the near future.

The Water Corporation is developing a web site to guide people on safe digging requirements around Water Corporation assets, clear map reading information and other useful information. More information to come in due course.

VIC/TAS NEWS

21st Birthday Extravaganza

21 today, 21 today. That's right. Dial Before You Dig Vic/Tas has been operating for 21 years. Starting as MOCS (Melbourne One Call Service) in 1989, we changed our name during the 90's to Dial Before You Dig. From 4 founding Members (Telecom, MMBW, Gas & Fuel and the SEC) we now have over 180 Members spread throughout Victoria and Tasmania.

The decision to celebrate Dial Before You Dig Vic / Tas turning 21 was to bring together and create a time capsule of how we came to fruition, how we achieved all we have and also to showcase the future direction of the organisation moving ahead. The event was held on a balmy evening on Thursday March 4th at Leonda on the Yarra and showcased elements from the past, present and future of DBYD Vic/Tas. Hosted by Ash Williams, a radio personality from Nova100, the evening was interspersed with film footage from the first chair of DBYD (Tom Rado) and the first manager (Don Fenwick) as well as many others key to the success of the business in the past and present. Not only was it a great evening to catch up on some familiar faces from the past, we also previewed the new TV ad we have been working on (more to come on this soon).



21st Birthday Celebrations

Conferences / Expos:

Civil Works Expo 2010, Warragul – Lardner Park, 19/02/10 – 21/02/10

A great event held in Warragul that showcased all that landscaping and earthmoving has to offer. We sponsored the industry lunch held on the day with John Blackman introducing our business to the crowd.

Upcoming events include:

King of the Beach - Beach Volleyball

St Kilda Beach - April 4th

Safety in Action

Melbourne Exhibition Centre—April 20th—22nd

Municipal Association of Victoria and Institute of Public Works Asset Management Conference—May 13th and 14th.

Tradesman's Expo

Melbourne Showgrounds - June 4th—6th

New Members

Victorian Arts Centre: The Arts Centre site has always been associated with arts and entertainment and has previously been home to circus, theatre, roller and ice skating, cinema and dance. After World War II it was decided that Melbourne needed a cultural centre and in 1960, plans were made with the Arts Centre emerging as the precinct incorporating the Theatres Building, Hamer Hall and The Sidney Myer Music Bowl.

Country Energy: Country Energy is one of Australia's largest energy providers and operator of Australia's largest electricity network. Around 200,000 kilometres of powerlines and 1.4 million power poles spanning diverse terrain and climatic conditions from subtropics to alps and plains.

Orica Australia : Orica is one of the leading publicly-owned companies and also one of the few truly global Australian-based companies, with operations in around 50 countries having evolved from a supplier of explosives to the Victorian gold fields into a multi-billion dollar company.

AMCOM: Amcom Telecommunications Limited operates two principal divisions: the Fibre Division that provides a range of services over its extensive fibre optic network and the Amnet Division which targets the SME market and principally offers DSL and voice services.

NSW/ACT NEWS

It's the LAW in NSW

The NSW Government is drafting Regulations to give effect to the changes to the Electricity Supply and Gas Supply Acts passed in 2009.

Here are some of the details of the latest draft of the Regulations:

- Plans and information obtained through an Enquiry must not be more than 20 business days old before excavation work starts.
- Excavation is defined as using earth moving machinery to a depth of 150 mm or more, mechanical ploughing for agricultural purposes in rural areas to a depth of 250mm or more, or hand excavation to a depth of 300mm or more. Works conducted solely by Vacuum extraction are not considered to be excavation.
- Damage to underground electricity and gas lines should immediately be notified to the Network Operator using their emergency contact number. Emergency work does not diminish the responsibility to do everything reasonable and practical to avoid damaging underground electricity and gas lines.

These draft Regulations may change. Future editions of this newsletter will have updates.

New Members

New member organisations in NSW and the ACT are signing up to Dial Before You Dig. The following have signed up in the last three months:

- **The University of Western Sydney** operates 10 separate sites in six campuses across western Sydney.
- **Golder Associates** is an international ground engineering and environmental services company founded in Canada in 1960. Golder has listed monitoring cables laid across two private properties near Byron Bay.
- **Downer EDI** has the contract to maintain State roads in the northern sector of Sydney for the Roads and Traffic Authority.
- **The Kloster Group** retails new and used cars in Newcastle. The Kloster Group operates a private data cable that links its various operations.
- **Veolia** operates internationally in the areas of energy, water, transport and environmental services. The Earthpower facility at Rosehill has been listed with Dial Before You Dig.

McCorkindale burns up the track

Dial Before You Dig sprintcar driver Jon McCorkindale has been impressing experts in his first season in the top ranks.

In December 2009 Jon recorded his first top ten finish at Parramatta City Raceway.