

# Policies for safe excavation near TELUS facilities.

Network Infrastructure Protection & Awareness

[telus.com/damage-prevention](https://telus.com/damage-prevention)  
[infrastructure.protection@telus.com](mailto:infrastructure.protection@telus.com)

Contact your regional 'One Call' Centre to create a locate request.

[ClickBeforeYouDig.com](https://ClickBeforeYouDig.com)

**Click**  
**Before**  
**YouDig**



 **TELUS**  
the future is friendly®

# Introduction

TELUS is Canada's fastest-growing national telecommunications company, with over 18 million customers. TELUS provides a wide range of products and services, including wireless, data, Internet protocol (IP), voice, television, entertainment, Agriculture & Consumer Goods and is Canada's largest healthcare IT provider. TELUS customers rely on uninterrupted service to stay in touch with friends and family, run their businesses, connect to entertainment, and communicate with emergency and medical services. Safe Excavation / Ground Disturbance is very important as damages can be costly to everyone involved. As such, TELUS is committed to safe excavation and working collaboratively with organizations to reduce damage to vital communications infrastructure.

The prevention of damage to buried facilities will have a positive impact on worker safety, public safety, protection of the environment and preservation of the integrity of the underground infrastructure that provides goods and services essential to today's society.

No responsible owner of buried facilities wants to have those facilities damaged and no responsible member of the digging community wants to damage buried facilities. These are common expectations of a damage prevention process that is fair, reasonable, practical, based on best practices and supported and endorsed by the stakeholders. The process is a "work in progress" that has evolved and will continue to improve over time.



# Purpose

These policies have been prepared by the stakeholders to explain the roles, responsibilities and expectations of all parties involved in preventing damage to buried facilities when ground disturbances take place.

It is important to understand that regulatory requirements are minimum standards. These requirements may differ from TELUS's requirements and the policies in this document. In addition, many owners of buried facilities including TELUS may impose stricter requirements on excavators working near their buried facilities.

The information in these policies will be of interest and assistance to anyone planning to excavate or disturb the ground across Canada. It will also be of interest and assistance to any owner of buried facilities in those provinces.

## Responsibilities of owners of buried facilities on receiving a locate request

When the owners of a buried facility receive a locate request they assess the information on the ticket and determine whether or not the proposed ground disturbance will be in conflict with their facilities.

At a minimum, buried facility owners are expected to contact the excavator within the 5 full working days' advance notice period and either advise

the excavator that there is no conflict, dispatch a utility provided locator to mark the locations of the buried facilities or provide a buried facility response package outlining that their utilities are present.

If a facility owner advises an excavator that no locate is required, the excavator should request confirmation in writing for their protection.

Owners of buried facilities or their agents when doing a physical locate should identify and mark the locations of their facilities with paint, stakes or flags at no charge to the excavator and should provide the excavator with documentation of the locate performed.

The above requirements may differ within agreements or contracts required by TELUS and in which case, the requirements in the agreement or contract are to be followed.

# Responsibilities of excavators after locates have been done

Canadian Common Ground Alliance Statement 3-21:  
Requirements for a Valid Locate:

“The primary component of the Locate, except in the case of a clearance or Alternate Locate Agreement (ALA), are the marks on the ground and the corresponding locate report that together correctly identify the position of the underground infrastructure. For locates to be valid the marks must be preserved, protected and be sufficiently observable for their intended purpose. Since it's the owner's responsibility to mark its underground infrastructure and issue appropriate instructions, warnings and limitations to the excavating party, a locate is not considered to be valid unless it has been issued by the owner or a party authorized to act on the owner's behalf. The validity of the Locate expires as stated on the locate report. A locate report must contain sufficient information and instructions so that the parties relying on it will be able to correctly interpret the marks in the field and identify the limits of the located area.”

Full statement can be found at: <http://canadiancga.com>



## For Example –

Alberta Common Ground Alliance Statement: Responsibilities of Ground Disturber after locates have been done:

“Notifying Alberta One-Call and the operators of buried facilities who are not members of the One Call Centre is only the first step for the ground disturber in fulfilling his or her responsibilities in the damage prevention process. The locate marks provided by the operators of buried facilities are temporary and if they will be disturbed or destroyed by the ground disturber’s activities, the ground disturber must provide more permanent or offset marks or references that will not be disturbed. Each facility operator is responsible for ensuring that its buried facilities are properly marked. When one facility operator indicates that the proposed work is not in conflict with its facilities this does not mean that other facilities are not in conflict. The ground disturber must ensure that all buried facilities in potential conflict with the ground disturbance have been marked before beginning to disturb the ground. Once the locations of all buried facilities have been marked the ground disturber must not use mechanical excavation equipment within the hand expose zone until **ALL** the buried facilities have been hand exposed and are clearly visible.”

Full statement can be found at:

**<http://albertaonecall.com/about-us/publications/>**

Please refer to the individual Best Practices documents in your province.



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# 1. General Information

This handbook/document is intended to provide guidance for anyone who may be working in the vicinity of buried utilities.

Safe ground disturbance is very important as damage can be costly and cause disruption of vital utility services and infrastructure.

This document contains policies including an overview of standard best practices relative to buried facility damage prevention and is current as of the date created. Each individual utility owner company reserves the right to change their processes and procedures associated to their networks and infrastructure.

Excavators must follow all regulations and legislation applicable to their work together with any agreement or contract with owners. Prior to commencing an excavation, excavators must obtain all municipal approvals, crossing agreements/proximity agreements as may be applicable and utility locate responses. Approvals and locate request documents must be available on site at all time.

## 2. Placing a Locate Request

2.1 As an excavator you must contact your provincial 'One-Call' Centre prior to performing any ground disturbance.

Underground facilities are located through the 'One-Call' process as a free service to the requestor.

Privately owned facilities on private property are typically not covered through the 'One-Call' process and will need to be located through the use of a private Locate Service Provider when/if required.

As all utility companies may not be members of the provincial 'One-Call' Centre, excavators are responsible to contact non-member utilities directly.

2.2 When placing a locate request the excavator should be prepared to provide the following information:

- Contact information including company name, contact name, phone number, email address and alternate contact info as required.
- Specifically identify the area where excavation is to occur during the life of the locate request (as specified on documentation provided by the locator – typically 30 calendar days).
- Any and all information you can provide describing the nature of the work and any site specific conditions that may benefit the locator.
- If possible, provide a site map with the dig area clearly defined and indicate if the dig area has been pre-marked.

2.3 Sufficient notice should be provided in order to allow locate requests to be completed within a reasonable amount of time. The advance notice period advertised by provincial 'One-Call' Centre's should be considered as a guideline with more notice provided during peak construction seasons.

2.4 Excavators must obtain completed locate request documentation and have it available on site prior to and during any excavation.

2.5 Emergency Locate requests must meet certain conditions, and when requested, will be responded to in a timely manner. Excavators are expected to be available on site when the locator arrives.

2.6 The expected timeline to complete a Locate request varies from province to province in Canada. Our objective is to support provincial goals by ensuring one of three things happens prior to the advance notice period expiring (target completion date or 'Planned Excavation Date' as defined on the locate request ticket):

- provide clearance to dig directly from the utility owner
- complete a physical locate request on site and provide supporting documentation
- provide a drawing if the utility owner is not providing a physical locate
- contact the excavator to schedule an agreed to date for the

locate request to be completed IF it can't be completed by  
the original 'Planned Excavation Date'

### 3. The Locate Request









- 3.1 The excavator is responsible for reviewing the locate request field markings and the locate request document to verify the information provided covers the planned excavation area.
- 3.2 If there is a discrepancy between the locate request field markings and the locate request document or visible facilities that are not identified on the locate request, the excavator must contact the Locate Service Provider as identified on the locate request document and obtain clarification prior to commencing excavation.
- 3.3 Excavators must maintain the completed Locate request sheet on site prior to and during excavation.
- 3.4 The Locate Service Provider will mark buried telecom utilities at the site at regular intervals with orange paint, flags and/or stakes.
- 3.5 The Locate Service Provider will issue a completed Locate report which will include a sketch showing where the horizontal alignment of the buried utilities exists in relation to the planned excavation area. The sketch will also include:
  - linear measurements from buried utilities to fixed objects where possible
  - location of proposed excavation area including size measurements and linear measurements to fixed objects where possible
  - NOTE: the sketch does not specify the quantity or type of cable, conduit, pipe or line.
- 3.6 As paint marks may fade and flags / stakes may be moved or removed, the excavator is responsible to protect & maintain the Locate request field markings during the life of the Locate request as identified on the locate request document. Please refer to; 'Responsibilities of Excavators after Locate Have Been Done' above.
- 3.7 Excavators are expected to remove flags or stakes from site when the work is completed.
- 3.8 In lieu of a physical response in the field and/or work site, TELUS may issue a Response Package to the Excavator which contains a Response Contract. Based on different provincial rules and best practices, the Excavator may be responsible for or chose to employ an Alternate Locate Provider to perform the locate. This is also the practice when excavators enter into an Alternate Locate Agreement (ALA) with TELUS.

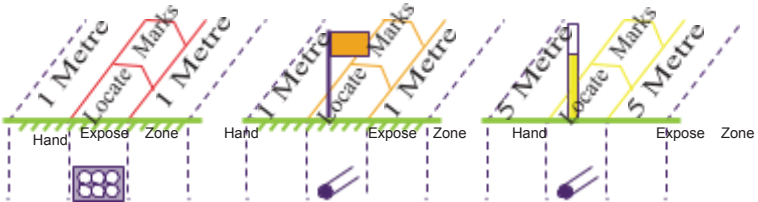
## 4. Locate Request Limits

The excavator shall not work outside the excavation area noted on the locate request document without obtaining an additional locate request that covers the extended area.

If the cable or structure is found within 1 metre on either side of the field marks, this area is recognized as the Tolerance Zone or 'Hand Expose Zone'.

### International colour code for marking buried facilities

|   |   |
|---|---|
|  | White - Proposed excavation   |
|  | Pink - Temporary survey   |
|  | Red - Electric power lines, cable conduit and lighting cables       |
|  | Yellow - Gas, oil, petroleum, and gaseous materials                 |
|  | Orange - Telephone, cable TV, communication, alarm and signal lines |
|  | Blue - Potable water  |
|  | Green - Sanitary sewers, storm, sewers and drain lines              |
|  | Purple - Reclaimed water, irrigation and slurry lines               |



Electronic line locating is not precise and cables can deviate from their marked position. For this reason, the excavator must first fully expose the facilities by hand before using any mechanical excavation equipment within the hand expose zone. If buried facilities are not found within the hand expose zone, the locate service provider noted on the ticket should be contacted immediately so they can revisit the site and verify their markings.

Depth may vary and is not indicated in any way to the excavator.

## 5. Excavation

5.1 Validity of the locate: The validity period of the locate request is stated on the locate report so please refer to the locate documentation for utility specific information and policies.

If an excavator has not started or completed a ground disturbance within the maximum timeframe of the existing locates or 60 calendar days from the date locates were requested, whichever is shorter, the excavator must refresh the locate requests (i.e. One Call Centre).

The person requesting locate request is responsible for preserving the temporary paint markings and protecting the marks from being damaged or destroyed. If the markings are no longer visible and cannot be replicated using the measurements provided on the locate sheet, new locate requests should be performed. Excavators should contact their provincial 'One-Call' Centre and request a Re-Locate.

5.2 Precautions to take before commencing excavation: Never excavate without the locate request document on site. The locate request, along with physical markings on the ground, is required to determine the location and type of Facilities that is within the path of Excavation.

Always hand-dig to expose the TELUS Facilities and never use mechanical equipment when crossing the facilities or encroaching within 1 metre on either side of the Locate marks.

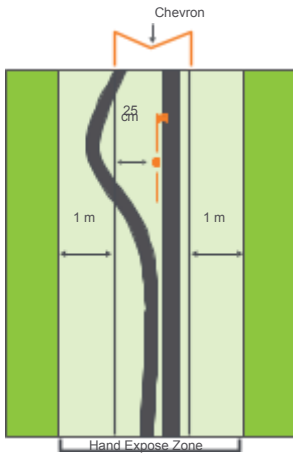
### 5.3 Hand exposing buried facilities

(also see section 5.5 Hydrovac Excavation)

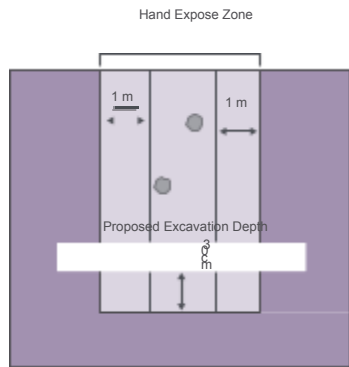
The hand expose zone is defined as the horizontal alignment including 1 metre (or otherwise specifically defined) on either side of the outside edge of the chevron marks. If there are flags/pins only, the hand expose zone extends 1.25 metres on either side of the flag/ pin. In both cases the hand expose zone extends to a vertical depth equal to the excavators plus 0.3m.

Excavators should never assume the depth of buried facilities as the depth may vary even across short distances. The excavator must be prepared to hand-dig the full depth of the excavation exposing the indicated buried facilities.

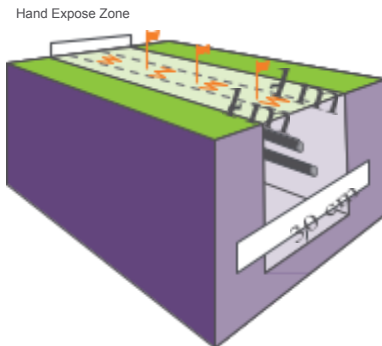
Top View



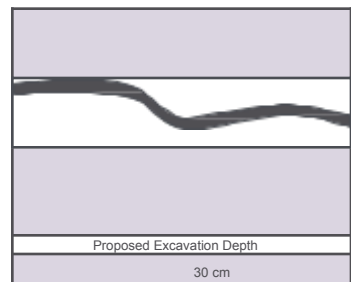
Front View



3/4 View



Side View





Buried facilities must be hand exposed, visible, and positively identified before using mechanical excavation equipment. Hand exposing means exposing a buried facility - the location of which has been marked - using only non-powered tools and equipment (for example, a shovel). There are several things to remember when exposing a facility:

- Excavation with mechanical equipment must not take place in the hand expose zone until the buried facility has been hand exposed and is clearly visible.
- Never probe for buried facilities with pointed tools such as pick axes or pointed bars. Use rounded or dull-edged shovels instead. Take caution if using spade-shaped or newer, sharper spade shovels.
- Do not use your entire body weight on the shovel when digging.
- Use a prying (rather than striking) motion to loosen hard dirt.
- Dig on an angle so that any contact with the facility is a glancing blow instead of a direct hit. Digging from the side helps reduce the chance of damaging the facility.
- Begin the hand exposure process at or near the locate marks. Work down and outward into the hand expose zone until the buried facility is found. If you have tried to hand expose a buried facility but cannot find it, you must immediately contact the facility owner and/or secure the services of a qualified locator.
- After the buried facilities have been hand exposed and are clearly visible, the excavator may use mechanical excavation equipment (unless specified by the facility owner). Use of a toothless bucket is recommended.
- Support and protect exposed facilities. Unsupported exposed facilities may sink and cause cracks or other damage.
- If a facility is hit or damaged, the owner of the facility must be notified without delay by contacting the 'One-Call' Centre (or as otherwise stated on the locate sheet).

At no time is an excavator allowed to reposition, dismantle or tamper with any buried Facilities in any way.

5.4 Commencing Excavation: Once Hand Exposure efforts are complete and buried facilities exposed, excavation with mechanical equipment can take place in accordance with the following procedures:

- Mechanical Excavation Equipment should only be used in parallel to the exposed buried utilities and must not be used closer than 0.3 metres (1 foot) of any direction from the exposed Facilities.
- The excavator must exercise extreme caution when working around High Pressure Gas Lines, F.O.T.S (Fibre Optic Transmission System) or Power Cable.
- All excavation within 2 metre of ANY visible utility infrastructure (i.e. pole, pedestal, riser, cc valve, vault etc.) MUST use a non-destructive method.
- Small, hand-held jackhammers or other hand tools may be used to break concrete or asphalt on road or sidewalk surfaces as long as they are used carefully. Concrete below the road surface layers should be removed with extreme caution. On occasion buried utilities may be encased in the roadbed, road base, expansion joints in sidewalks and curbs or underlying materials
- Road saws should not be used to cut across locate request field marks as the depth of the facilities may vary even across short distances. Saw cuts must be made outside the Tolerance Zone and the excavator can then hand tunnel from the side toward the Locate request field marks to determine the location and depth of the Facilities
- Mechanical Excavation Equipment should only be used with extreme caution to remove broken asphalt or concrete

5.5 Hydrovac Excavation: Locate requests must be obtained prior to commencing any ground disturbance including Hydrovac excavation. This equipment can only be used by qualified operators who are trained in its safe use in the vicinity of the TELUS Facilities.

Approved Hydrovac excavation may be used as an alternative to hand-digging.

- The maximum water pressure to be used in the vicinity of buried TELUS Facilities during Excavation shall be 17,250 kPa (2,500 psi). Within the Tolerance Zone the water pressure shall be

reduced to a maximum of 10,350 kPa (1,500 psi)

- The wand shall never remain motionless during excavation.

- Aiming directly at the Facilities must be avoided at all times. A distance of 20 cm (8") shall be maintained between the end of the pressure wand nozzle, the Facilities, and/or the subsoil
- All pressure measurements are to be taken at the Hydrovac excavation machine, truck or pump
- The nozzle must never be inserted into the subsoil while excavating above the facilities
- Only use Hydrovac excavation equipment that has been specifically designed for use around buried utilities
- An alternating multi-streaming neoprene tipped nozzle must be used with the Hydrovac excavation unit to ensure that a concentrated stream of water is not directed at the buried TELUS facility
- A device capable of stopping the excavation on demand, such as a trigger or valve, must be installed on the wand
- If heated water is used during excavation, the temperature of the water shall never exceed 115F (45C)
- The use of high pressure water equipment in an occupied duct is not permitted

5.6 Directional Bores and Torpedoes: Directional bores and torpedoes are excellent excavation tools but working with them involves certain risks. Because the equipment operator cannot visually follow the progress of the tools, excavators are required to:

- Dig test pits to the full depth of the excavation plus 0.3m to expose all of the utilities in the path of boring/torpedoing equipment
- Expose the top and sides and then hand tunnel underneath to ensure that there are no conflicts with the work operation
- Leave all test pits open to monitor the equipment's progress
- Backfill once the boring or torpedoing work is finished

TELUS recommends the following safety precautions for crossing a TELUS facility:

- Daylight/hand expose the full width of the locate mark, inclusive of the 1 metre buffer zone on either side of the locate mark, down to a depth of 0.3m (0.3m minimum requirement, 1 metre is ideal) deeper than the target path of the drill shot, pipe push, open trench, etc.

- Ensure the drill head is visible as it passes through the sight holes and watch that it does not contact any found facilities
- In many cross sections TELUS has multiple facilities within the same alignment

TELUS recommends the following safety precautions for paralleling a TELUS facility:

- At the beginning of a horizontal directional drilling shot daylight/hand expose all types of marked facilities (noting the quantity of specific facilities are not stated on the locate sheet).
- At the end of the drill shot daylight/hand expose all types of marked facilities (the quantity of specific facilities are not stated on the locate sheet).
- At the specified intervals below, daylight/hand exposing the hand expose buffer zone is only required along the intended drill path.
  - Within 1 metre of the existing TELUS alignment:
    - Daylight/hand expose TELUS facilities, at minimum, every 5 metres thereafter; congested areas may require more.
      - Ensure  
to daylight down to the depth of the new facility placement, plus 0.3m
    - In essence, this effort confirms accuracy of the locate process through the length of the drill shot
  - Excavator WILL be held accountable for any damaged facilities within 1 meter either side of the buffer zone/locate chevron
- Excess of 1 metre of the TELUS alignment:
  - Daylight/hand expose TELUS facilities, at minimum, every 50 metres thereafter; congested areas may require more.
    - Ensure  
to daylight down to the depth of the new facility placement, plus 0.3m
  - In essence, this effort confirms accuracy of the locate process through the length of the drill shot
- Excavator WILL be held accountable for any damaged facilities within 1 metre either side of the buffer zone/locate chevron



5.7 Supporting Underground Structures: Never undermine the buried facilities as they may be encased in heavy concrete or clay tile structures and the unsupported weight of these may cause the utilities to collapse or slide down into the excavation site.

- Engage a Structural Engineer to determine the best method of support when undermining a utility or infrastructure
- When trenching parallel and in proximity to buried facilities, the excavator is required to place supports along the entire length of the excavation area to prevent the facilities from collapsing.

5.8 Backfilling: Excavation where the buried facilities are exposed must be backfilled with clean fill or granular material.

- Always backfill to provide support under the buried facilities
- Never leave sharp materials near the buried facilities as this could eventually wear through any protective coating or outer layer and cause damages to the utility
- Backfilling should be performed without using tamping equipment directly on the exposed Facilities

5.9 Delays or Revised Projects: Not sure what to do if activity or weather disturbs the temporary paint markings and/or flags?

The person requesting Locate request is responsible for preserving the temporary paint markings and protecting the marks from being damaged or destroyed. If the markings are no longer visible and cannot be replicated using the measurements provided on the locate sheet, new Locate Requests should be performed. Excavators should contact their provincial 'One-Call' Centre and request a Re-Locate.

Provincial Locate Requests are typically valid for 30 calendar days from when locates were completed or depending on the province (BC), when they were requested. Locate request documents will clearly identify provincial policies for the validity period for the Life of a Locate Request.

If your project is delayed or extends beyond the expiry date of your Locate Request, excavators should contact their provincial 'One-Call' Centre and request a Re-Locate Request.

Should your work area be modified so it extends further than what is identified on the original locate request, a new locate request must be submitted.

## 6. Personal and Public Safety

Members of the excavating community have the greatest responsibility to ensure their own safety and that of the public. When working around any buried utilities, it is important to understand and recognize any potential risk and act accordingly.

Any damaged facility should remain exposed; however, the pit should be securely covered and barricaded to ensure the safety of the public while work is in progress or if a site is left unattended. This will ensure that no one handles the damaged facility and more importantly, that no one falls into the pit.

### 6.1 Cable Hazards:

- Copper Cable Hazards

- Copper is usually bigger in size and more flexible
- Cables may transmit DC voltage (48v, 90v, +/-190v)
- Some cables may have DC current of up to **10mA**
  - o Caution required as sever shock and loss of muscle control can occur

| Electrical Shock Effects on Human Body |  |
|--|--|
| Current Levels (Milliamps)             | Probable Effect on Human Body  |
| 1mA                                    | Slight tingling sensation. (Still dangerous under some conditions.)  |
| 5mA                                    | Slight shock felt. Disturbing but not painful. Average person can let go.                                  |
| 6mA – 16mA                             | Painful shock causing some loss of muscle control. Commonly termed "let go" range or freezing current.     |
| 17mA- 99mA                             | Extreme pain, respiratory arrest, severe muscle contractions, individual cannot let go. Death is possible. |
| 100mA – 2000mA                         | Ventricular fibrillation, muscular contraction and nerve damage. Death is likely.                          |
| Over 2000mA                            | Cardiac arrest, Internal organ damage and severe burns. Death is probable.                                 |

- o
- Wear gloves, protective eyewear and handle with care

- Fibre Cable Hazards

- Broken fibre will create small glass fragments that can injure eyes and penetrate skin causing serious irritation or internal damage
- Live fibre can have lasers that may not be visible and can cause permanent eye damage
- Fibre is usually smaller in size and less flexible
- Never look directly into the cable.
- Wear gloves, protective eyewear and handle with care

## 7. When Damage Occurs

If during excavation you come in contact with a buried facility, stop work immediately and contact your provincial 'One-Call' Centre to report the damage (or as otherwise specified on the locate sheet). They will create a 'Dig Up' ticket and report it to utility owner company. Be prepared to provide your current locate request ticket number and specifics about your job site, the damaged facility, etc. This process applies to BC, AB, SK & MB only. In ON, contact the utility owner directly; for TELUS please dial 1-800-980-0030 to report the damage.

- NEVER bury the damaged Facilities no matter how minor the damage may appear
- NEVER leave the Excavation open to the public. Place barricades and protective plates as required
- Do NOT handle the damaged facility

7.1 Process performance: TELUS reserves the right to assess all excavators for compliance to these policies. Failure to diligently adhere to these policies may result in additional administrative requirements to receive TELUS 'approval to proceed'. As an example: crossing/proximity agreements, fines, stop work orders.

The excavator may be restricted from encroaching on TELUS facilities without a TELUS representative on-site to approve of the excavation methodology. The excavator may be required to pay for standby representatives as well as any other associated costs and any other regulatory remedies that may be available.

Furthermore, excavators that are performing activities on behalf of TELUS and fail to adhere to these policies may result in termination of contract, stop work orders and/or other remedies as outlined in any Services Contract').

## 8. Definitions

**Dig Area or Excavation Area** - the area identified by the excavator in which the work operation will take place. Specifically, the north, south, east and west geographical boundaries of the planned Excavation Area

as identified on the Locate request document. Excavators wishing to work outside these boundaries must contact their provincial 'One-Call' Centre and request a new Locate Request.

**Dig Up** - Facility has been found damaged or has been damaged during Excavation. Please report immediately to your provincial 'One-Call' Centre. Refer to item 7 above.

**Easement** - is the right to cross private property or to construct works for the benefit of adjacent property.

**Emergency** - any abnormal condition that poses an immediate risk to health, life, property, or environment which either:

- has already caused loss of life, health detriments, property damage, or environmental damage; or
- has a probability of escalating to cause danger to life, health, property, or environment.

**Excavation or Ground Disturbance** - any work, operation or activity in which earth, rock, or other material in the ground is moved, removed, or otherwise displaced by hand digging, mechanized equipment or tools

of any kind. This may include (but is not limited to) excavating, digging, trenching, plowing, drilling (horizontal and vertical), boring, tunneling, auguring, backfilling, blasting, topsoil stripping, land leveling, quarrying, clearing or grading.

**Excavator** - an individual, company, corporation, partnership, public agency or other entity that digs, bores, trenches, grades, excavates or breaks ground with mechanical equipment, explosives or hand tools.

**Buried Facilities** - cables, conduits (aka duct structures), service wires, valves, curb cock, manholes, pedestals, hand-wells, cross connect box's, poles, transformers, pipes, culverts, wire, tanks, catch basin, etc.

**Hand Expose Zone or Tolerance Zone** - a corridor created on either side of the Locate request field marks or flags/pins. 1 metre on each side of the Locate request marks, 1.25 metres from any flag/stakes or 1.25 metres from any measured objects on the locate sketch within which excavation. Excavation with mechanical equipment must not take place until all buried facilities have been hand exposed and are clearly visible.

**Hand Exposure** - efforts to expose buried Facilities by breaking ground using a shovel or spade with a wooden or insulated handle,

not including picks, bars, metal stakes or other earth piercing devices.

Hydrovac or Vacuum Excavation - an excavation method that uses high pressure water and vacuum, also known as soft digging.

Locate request - a Locate request is the physical identification of all utilities within a specified Dig or Excavation Area. It consists of two parts - physical markings on the ground (paint and/or stakes) as well as a Locate request document that clearly identifies all types of utility facilities marked, including linear measurements to fixed objects.

Mechanical Excavation Equipment - any powered excavator, earthmover, and earth piercing equipment including hand-held augers, picks, bars, metal stakes, pins or any other device used to disturb, displace, or break the ground.

Privately Owned Buried Utilities - One of the current challenges to the damage prevention process is the issue of privately owned facilities. Privately owned facilities are best described as those that have been designed and installed and are maintained by a landowner or the landowner's agent solely for that landowner's benefit.

Response Package - Response Package consist of an Email Notification to the Excavator, Response Contract, PDF Map Package, and the TELUS Policies for safe excavation near TELUS facilities document.

Response Contract - In the event where TELUS doesn't send out one of its contracted Locate Service Provider and the excavator is responsible to either Self Locate or hire a Third Party Locator, the Response Contract contains information such as Terms, Conditions, Waivers, Disclaimers, Indemnity and Insurance information.

Landowners, in this sense, include homeowners, farmers, ranchers, schools, colleges, universities, shopping centres, office parks, trailer parks, condominium and townhouse complexes, hospitals, military bases, exhibition parks, manufacturing complexes and other privately owned developments.

Many of these developments have their own internal sewer, water, telephone, cable TV, communication, electric and gas distribution systems, which, although ultimately connected to the various "utility" systems, are not considered the responsibility of those "utilities". The "utilities" refer to these as customer owned facilities.

Homeowners, for example, may have lawn sprinkler systems or telephone or electric lines running from the main building supplied by the "utilities" to other buildings such as garages or sheds. Sewer and water services from the property line to a residential building are owned by the landowner, not the agency that supplies water or collects sewage.

In some rural areas, landowners may have private sewage disposal

systems, which might include septic tanks and tile beds, and water wells, which might include a significant amount of buried piping. These too are privately owned facilities.

Stakeholders - are the owners of Buried Facilities

## 9. Contacts

For more information regarding provincial best practices or policies for safe excavation, please refer to your local Common Ground Alliance site. They can be sourced by going to URL links listed in Section 10.

To create your Locate request prior to excavating, please contact your provincial 'One-Call' Centre as follows:

- ClickBeforeYouDig.com
- British Columbia @ Bc1c.ca or 1-800-474-6886
- Alberta @ UtilitySafety.ca or 1-800-242-3447
- Saskatchewan @ Sask1stCall.com or 1-866-828-4888
- Manitoba @ ClickBeforeYouDigMB.com or 1-800-940-3447
- Ontario @ ON1Call.com or 1-800-4002255
- Quebec @ info-ex.com or 1-800-663-9228

## 10. Common URL Links

- Canadian Common Ground Alliance - <http://canadiancga.com/>
- Utility Safety Partners - <http://www.utilitysafety.ca>
- British Columbia Common Ground Alliance - <http://www.commongroundbc.ca/>
- Saskatchewan Common Ground Alliance - <https://scga.ca/>
- Manitoba Common Ground Alliance - <http://www.manitobacga.com/>
- Ontario Common Ground Alliance - <http://orcga.com/>

**Please Remember:  
Personal Safety Starts  
With You, Public  
Safety Depends On  
You!**



**Notes:**



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