



Submitting a Locate Request Ticket

Information Checklist

i.e. Information a BC 1 Call Agent will need to complete a Call-in Locate Request Ticket for you. Make it easy on yourself: have this information ready when you call.

These details are required to help our members provide instructions you will use to avoid inadvertently damaging underground infrastructure.

If you need clarification of any instruction, please contact the member directly.

LOCATE REQUEST TICKET INFORMATION REQUIRED:

1.	ID #	Assigned to a first-time caller by a BC 1 Call agent. Retain to facilitate follow-on support, if needed.
2.	NAME	of the person submitting the locate request and who will receive instructions from our members:
3.	COMPANY	Not applicable for a homeowner placing their own request on their home property. Skip to #4.
4.	PHONE	Home: Cell:
5.	EMAIL	Ensure the email is monitored daily for an immediate confirmation of your request from BC 1 Call, and for member responses within 3 business days with instructions for avoiding damage to infrastructure. You must not begin digging until you have received responses from <u>all</u> those

Click or call **before** you dig.

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		mentioned in our confirmation email. <i>Please check spam and junk folders if e-mail is not in your inbox.</i>
6.	TYPE OF WORK <i>Eg. Digging holes, exposing building foundations or leveling the yard</i>	What sort of ground disturbance or digging will you be doing?
7.	ACTIVITY <i>Eg. Fence installation, tree planting or building a retaining wall)</i>	What is the project or purpose of your digging?
8.	EXCAVATION METHOD	How will you be digging? Using a Machine / By Hand / Both Methods
9.	DEPTH	How deep will you be digging?
10.	WORK TO BEGIN DATE/TIME	BC 1 Call members will get back to you within 3 business days, so the start date must be at least 3 full business days after the date your request is received.
11.	WORKING ON BEHALF OF	Applicable for contractors only. Homeowners can skip to #13. <input type="checkbox"/> Local Government

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		<input type="checkbox"/> Utility <input type="checkbox"/> Private <input type="checkbox"/> Other
12.	UTILITY/AUTHORITY	If you checked that you are working on behalf of someone in #11, what type of services or infrastructure are you contracted to work on? (e.g. water, sewer, gas, telecommunications, energy, oil, construction, landscaping, etc.). Homeowners can skip to #13.
13.	ONSITE CONTACT NAME	Only applicable for Emergency Locate Request Tickets. If not applicable, skip to #15
14.	ONSITE CONTACT NUMBER	Only applicable for Emergency Locate Request Tickets. If not applicable, skip to #15.
15.	PUBLIC PROPERTY	Are you digging on Public Property? Yes / No If No, skip to #16. If Yes, what type of Public Property are you digging on: Road / Shoulder. / Boulevard / Green Space
16.	PRIVATE PROPERTY	Where on the property are you digging? When facing the front of the house or property: Front / Rear / Left Side. / Right Side
17.	DIG AREA MARKING	Has your specific dig site been marked or defined

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		<p>by visual aids? Yes / No If yes, what type of Marking is it?</p> <p>Paint / Small Flags. / Posts / Other</p>
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LOCATION DETAILS:

18.	STREET ADDRESS/ INTERSECTION	
19.	NEAREST CROSS STREET	
20.	ADDITIONAL HELPFUL INFORMATION about where you will be digging or how to get a hold of you	<p>Is there any other information that would help our members know more exactly where on your property you will be digging (to help them match your dig site with their underground infrastructure), or how or when to reach you?</p>

THANK YOU FOR TAKING THE TIME TO PREPARE FOR YOUR CALL TO BC 1 CALL!

NOTES:

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