



ONE-CALL MANAGEMENT

# How to Know What's Below – Call or Click Before You Dig

Being aware of buried infrastructure is critical to your safety if you are planning any activities that disturb the ground.

Plains Midstream Canada (PMC) works hard to keep people who live and work near our pipeline systems safe. Partnering with One-Call notification centres is one of the ways we prevent individuals from causing damage to pipelines, which could result in injury, death or environmental contamination.

One-Call is a free service to inform PMC and others that you have a project planned that includes disturbing the ground. This simple service is offered in every province where PMC operates.

## One-Call helps you complete your project safely

The One-Call notification centre takes all of your information about a project or ground disturbance and then provides it to member companies like PMC who have registered their buried infrastructure within proximity to the proposed project. These One-Call notification tickets are then reviewed by the companies to determine the impact of the activities to their infrastructure. If required, the company will locate and mark their buried facilities with stakes, flags or paint on the ground to ensure the requestor is able to complete their project safely.

The company will also provide a drawing of the marked location explaining the markings. By following the procedures and instructions closely, damage to pipelines and other critical infrastructure is prevented, avoiding the high costs of environmental and human harm.

**Click  
Before  
YouDig.com**

**Provincial One-Call  
Notification Centres  
contact information**

To place a One-Call in both Canada and the United States, please visit [www.clickbeforeyoudig.com](http://www.clickbeforeyoudig.com)

**Alberta:**  
[albertaonecall.com](http://albertaonecall.com)  
1.800.242.3447

**Manitoba:**  
[clickbeforeyoudigmb.com](http://clickbeforeyoudigmb.com)  
1.800.940.3447

**Ontario:**  
[on1call.com](http://on1call.com)  
1.800.400.2255

**Saskatchewan:**  
[sask1stcall.com](http://sask1stcall.com)  
1.866.828.4888



## ONE-CALL MANAGEMENT



### PMC's One-Call ticket process:

If you are planning a project that will disturb the ground:

#### 1 CONTACT ONE-CALL CENTRE

Call the One-Call notification centre or go to



#### 2 PROVIDE PROJECT DETAILS

Provide the One-Call centre with the type of work, location, timelines and contact information.

#### 3 ONE-CALL TICKET ISSUED

A One-Call notification ticket will be created which will identify and notify owners of buried infrastructure who are members of One-Call with facilities near the proposed work site.

#### 4 PMC SCHEDULES MARKING

If PMC has been identified as an operator near the proposed work site, a representative will contact you or visit the site within two working days (unless alternate arrangements have been made) to mark the location of buried PMC infrastructure (if applicable).

#### 5 PMC MARKS INFRASTRUCTURE

PMC representatives marking buried infrastructure use the CPWA (Canadian Public Works Association) colour code to identify what is below.

#### 6 FOLLOW SAFETY CONDITIONS

When the PMC pipeline has been located and marked and if it is determined that your activity will be in close proximity within the PMC right-of-way or across the pipeline, you will require a written agreement from PMC. This agreement outlines all safety conditions to be followed.

#### 7 PROCEED WITH PROJECT

If no other safety consents are needed, you may now proceed with your project.









#### ! CONTACT WITH PIPELINE

If any contact with the pipeline occurs during the project, leave the site and contact the PMC emergency line as soon as safe to do so.



### Know the code

Operators marking your work site will use this CPWA colour code to identify the different types of buried infrastructure you are working around.

-  Proposed Excavation
-  Temporary Survey Markings
-  Electricity, Cables, Conduit, Lightning Cables
-  Gas, Oil, Steam, Petroleum or Gaseous Materials
-  Communications, Alarm or Signal Lines
-  Potable Water
-  Sewer, Storm Drain
-  Reclaimed Water, Irrigation, Slurry



### What does ground disturbance mean?

Any work, operation or activity on or under the existing surface resulting in a disturbance or displacement of the soil or ground cover is considered a ground disturbance. If you are planning a construction and excavation project, you should contact a One-Call service centre. Projects include:

- Planting a tree
- Installing fence posts
- Landscaping
- Fixing or improving an existing ditch, drain tile or fence
- Ploughing deeper than 30 cm (12 inches)



If you have any questions about any of the information on this or any other PMC fact sheet, please reach out to us at: [publicawareness@plainsmidstream.com](mailto:publicawareness@plainsmidstream.com)



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### 24 HR EMERGENCY NUMBER:

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