



### ATTENTION: BEFORE YOU DIG PARTNERS SERVICE USERS

Please refer to the calendar below for our contact centre operating hours during the holiday season. Emergency Requests will be called out to members during the day on December 24 (Christmas Eve) and December 31 (New Year's Eve).

Only days where 'Regular Business Hours' are indicated will be counted as part of the 3- or 5-day business days' notice to members on routine requests.

Online routine requests can be placed 24/7.

We wish all of our safety partners the best of the season.

2021		December		HOLIDAY OPERATING HOURS		
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
20	21	22	23	24	25	26
Regular Business Hours	Regular Business Hours	Regular Business Hours	Regular Business Hours	Routine requests 8am-12pm Emergencies only after 12pm	Emergencies only	Emergencies on
27	28	29	30	31	01	02
Emergencies only	Emergencies only	Regular Business Hours	Regular Business Hours	Routine requests 8am-12pm Emergencies only after 12pm	Emergencies only	Emergencies on
03	04	Notes:				
Emergencies only	Regular Business Hours	Only days with Regular Business Hours are included in the 3 or 5 day minimum notice period to our members.				

