

## Schedule "C" Member Information Form

The information in this form is used to communicate with your organization.

**Legal Company Name:**

**Mailing Address:**

**Station Code(s):**

Note: Companies can split their registration into multiple stations, each with its own unique database and station code. Enter 'ALL' if the contact information in this form applies to all station codes.

**Type of Facility Registered:**

Please select all that apply

<input type="checkbox"/> Oil & Gas Pipeline*	<input type="checkbox"/> Gas Distribution
<input type="checkbox"/> Water	<input type="checkbox"/> Sewer
<input type="checkbox"/> Electric	<input type="checkbox"/> Communications/Fibre
<input type="checkbox"/> Other (Please specify):	

\*If you are a licensee with the AER, please provide your BA Code:

### Administrative Contact Information

**Invoicing Contact**

Name:		Title:	
Email:		Phone:	
Invoicing Email:		PO Number:	
Mailing Address (if different than above):			

**Database Contact**

The individual responsible for maintaining the locations of your company's infrastructure in the database. These locations are used to determine when you will be notified of ground disturbance.

Name:		Phone:	
Email:		Phone:	
Company Name (if using a third party):			

**General Contact**

Contact person for general inquiries about locate requests, complaints, notices, etc.

Name:		Phone:	
Email:		Phone:	

**IT Contact**

Contact person for transmission issues, system testing, etc.

Name:		Phone:	
Email:		Phone:	

### Ticket Notification Contact Information

Notifications are classified into different ticket types. Each ticket type can be directed to different email addresses or FTP addresses. If a single ticket type is sent to multiple email addresses/FTP addresses, your company will receive multiple charges for that notification.

### Preferred Notification Format

Ticket notifications can be sent in various formats. Check the box beside the format(s) you would like to receive. Ticket details are listed in the body of the email except when PDF attachments are included.

	PDF – all ticket information and map image in a readable PDF file attachment
	XML – ticket information in text designed to be consumed by parsing software
	GML – spatial object of the dig site polygon which can be transferred to internal asset maps as an overlay (requires projection information from your system to display correctly – default is WGS 84 Lat/Long)
	GIF – an image of the dig site polygon on the map

### Locate Request Notifications

These ticket types are a request for locates prior to ground disturbance. Check the box under the ticket types to be sent to the corresponding email / FTP address. Descriptions of each ticket type are at the end of the form.

Email or FTP (incl. username and password with FTP address)	Regular	Project	Large Project	Priority	Emerg

### Damaged (or Exposed) Information Notifications (DINs)

A notification that the excavator has reported damage or exposure of unidentified facilities. DINs are not a request for locates.

Email or FTP:	
Email or FTP:	

### Planning and Design Notifications

A request for information for planning purposes only. Not a locate request for digging purposes. Some companies respond by sending maps and/or plans of the facilities within the proposed work area.

Email or FTP:	
Email or FTP:	

### Positive Response Reminders

A message sent through the system by the excavator when a locate response has not been received within the notice period. This is not a ticket, but an alert for a previously transmitted notification.

Email:	
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### Nightly Audit Messages

An email listing the notifications from that day. Audits can be sent every day, even if no tickets were transmitted, or only sent on days when tickets were transmitted. Check the box under the setting you prefer.

Email	Every day	Only when tickets were sent

### Phone Contacts

Urgent notifications can also be reported by phone. If you are monitoring for urgent notification emails, you may not require a phone call. Enter N/A below if you do not require a phone call.

Phone for after-hours priority tickets:		Alternate:	
Phone for after-hours emergency tickets:		Alternate:	
Phone for after-hours DIN ticket:		Alternate:	
Phone for DIN tickets during business hours:		Alternate:	

### Business Hours

Urgent notifications can also be reported by phone. Your business hours are used to determine when the urgent notification should be reported to you by phone.

	Open	Close
Sunday		
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		

#### Operating Time Zone

MST	
Other:	

**Name of person who completed this form**

**Signature of person who completed this form**

**Date of form submission**

## Ticket Types

### Locate Request Notifications

- Regular: Any locate request which does not have a dig area larger than 1,000 square meters. This ticket has a lead time of 3 business days.
- Project: Any locate request larger than a regular ticket, meeting the below defined scope. This ticket has a lead time of 3 business days.
  - Inside a municipal boundary the dig area is between 1,000 square meters and 60,000 square meters.
  - In rural areas outside of a municipal boundary the dig area is between 1,000 square meters and 800,000 square meters.
- Large Project: A locate request for large jobs that continue over a significant area and length of time. This ticket has a lead time of 5 business days.
  - Inside a municipal boundary the dig area is between 60,000 square meters and 800,000 square meters.
  - In rural areas outside of a municipal boundary the dig area is between 800,000 square meters and 4.2 square kilometers.
- Priority: A locate request for work taking place to correct a condition that poses a potential threat to life, health, or property. This ticket has a lead time of more than 2 hours, but less than 3 business days.
- Emergency: A locate request for work taking place to correct a condition that poses an immediate threat to life, health, or property. This ticket has a lead time of less than 2 hours in rural areas or less than 1 hour in urban areas.

### Additional Notifications

- Damaged (or Exposed) Information Notification (DIN): A notification to the facility owner that the excavator has reported damage or exposure of underground facilities. **DINs are not a request for locates.**
- Planning and Design: A request for information for planning purposes only. **Not a locate request for digging purposes.**