



Alternate Locate Provider Program

Damage and Near Miss Notification Requirements

General Instructions on This Document

As part of the Alternate Locate Provider (ALP) Program, a registered Alternate Locate Service Provider (ALSP) works directly for a Project Owner and must be registered for participation. ALP locates involve various stakeholders including excavators, ALSPs, and utility owners. In the event of an incident on site, each party has responsibilities in terms of site containment, safety, notification, investigation and corrective actions. This document will clarify the role each party has in the event of either a near miss or damage.

Stakeholder Damage Response Requirements Overview

For ease of reference, below is a summary table of the key items each stakeholder is responsible for. Please ensure all items in the detailed step-by-step processes to follow are also obeyed.

	 Excavator	 ALSP	 Facility Owner
Contain Site and Ensure Safety of Personnel	✓		
Notify Impacted Facility Owner(s) & ALP	✓	✓	
Notify ALSP	✓		
Investigation and Data Collection	✓	✓	✓
Complete Facility Repairs and/or Clear Excavator to Work			✓
Submit Damage Investigation Findings to Facility Owner(s)	✓	✓	
Follow up on Corrective Actions with Facility Owner(s)	✓	✓	



Registration Instructions to ALSP Applicants



Excavator Damage Response Requirements

ALP locates are distinctive in that they do not follow a similar notification process to traditional locate requests. As a result, there are unique requirements for excavators to be aware of including a few core actions called out below. A detailed step-by-step process follows below.

Key Responsibilities:

- 1** Secure Site & Personnel Safety First
- 2** Notify Facility Owner(s), ALSP, ALP (and 911)
- 3** Repairs Only Done by Facility Owner(s)
- 4** Investigate, Document, Share Findings

Excavator Step-by-Step Responsibilities:

Step 1: Stop Work Immediately. Shut down equipment and leave in place. Do not attempt any repairs on damaged facilities.

Step 2: Ensure Site Safety First. Evacuate workers, control ignition sources, establish an exclusion zone. If fire, explosion, gas release, exposed electrical, injury, or imminent danger occurs: Call 911 and submit a Damage Information Notification (DIN) request with USP if you are unsure which utilities to contact.

Step 3: Notify the Facility Owner(s) Immediately. Contact the utility owner(s) listed on the locate ticket(s) using emergency numbers. Report ALL types of contact: breaks, punctures, leaks, damaged cable/insulation, coating scrapes, exposed or unsupported lines. Do not rely on USP to notify owners.

Step 4: Follow Company Procedures. Ensure supervisors and other stakeholders are contacted per your company's internal procedures.

Step 5: Secure and Preserve the Site. Do not disturb equipment, infrastructure, locate markings, soil or other key areas of the site. Take photos only if safe.

Step 6: Notify the ALSP. The ALSP will only be aware of the incident if contacted by the excavator. It is extremely important they are made aware so they can investigate and capture information required and aid you in the investigation.

Step 7: Wait for Utility Owner Response and Site Visits. The impacted facility owner(s) must inspect, isolate, repair, or declare the area safe. Repairs can only be done per their instructions, either by the excavator or another qualified contractor.



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Step 8: Resume Work Only When Cleared by the Facility Owner(s). This requires updated locates by an ALSP to confirm underground infrastructure.

Step 9: Investigate, Document and Review Findings. Complete incident documents per your Company's internal procedures and ensure full participation in any investigations by Facility Owners and/or ALSP. Share investigation findings with Facility Owner(s) and USP's ALP contact to ensure proper follow up including review of locates, photos, and other documentation.



Locator (ALSP) Damage Response Requirements

There are unique requirements for ALSPs to be aware of regarding the damage response process. Unlike traditional locate requests, ALSPs are not automatically notified of a damage, so it is important that you ensure clear lines of communication with excavators and remind them of their requirement to notify the ALSP. Below are a few key items an ALSP must be aware of, followed by a detailed step-by-step process below.

Key Responsibilities:



ALSP Step-by-Step Responsibilities:

Step 1: Continually Inform Excavators of Notification Requirements. This is best practice to ensure any excavator an ALSP is working for is aware of their responsibilities for damage notification.

Step 2: Notify the Facility Owner(s) Immediately. Contact the utility owner(s) listed on the locate ticket(s) using emergency numbers once the ALSP is made aware of a damage by the excavator. It is a contractual requirement to notify all impacted Facility Owners.

Step 3: Follow Company Procedures. Ensure you company's internal procedures are followed.

Step 4: Investigate, Document and Review Findings. Complete investigation and data collection including incident documents per your Company's internal procedures. Ensure full participation in any investigations by Facility Owners.

Step 5: Submit Formal Damage Forms to Facility Owner(s) and ALP. Complete the required ALP Damaged Facility Investigation Form and submit to the impacted Facility Owner(s) and USP's ALP contact within 72 hours of a damage along with other supporting investigation data collected.



Registration Instructions to ALSP Applicants



Facility Owner Damage Response Requirements

Facility Owners have the same damage response requirements as they would under the traditional locate request process. This said, Owners rely on excavators and ALSPs to notify them of a damage, so it is important that Facility Owners ensure clear lines of communication with excavators and remind them of their requirement to notify them. Below are a few key items an Owner must be aware of, followed by a detailed step-by-step process below.

Key Responsibilities:

- 1** Respond to Damages with On Site Support
- 2** Lead Investigations and Follow up
- 3** Coordinate Repairs and Site Clearance

Facility Owner Step-by-Step Responsibilities:

Step 1: Continually Inform Excavators of Notification Requirements. This is best practice to ensure any excavator and ALSP is aware of their responsibilities for damage notification.

Step 2: Respond to Damage Notification Immediately. Respond with instructions and site support to any damage notification.

Step 3: Investigate, Document and Review Findings. Lead investigation, audit and data collection. Ensure full participation in any investigations by Excavator and ALSP.

Step 5: Coordinate Site Repairs and Clearance. Manage contractors to facilitate infrastructure repairs and site safety clearance once repairs are completed.

Step 6: Report ALP Damage to ALP. Inform USP's ALP contact that there has been an ALP Damage so they can accurately track ALP line damages.

Further Program and Application Information

Additional documentation and information are also available on the USP Website:

For further ALP program information: utilitysafety.ca/wheres-the-line/alternate-locate-provider-alp/

For ALP questions and support, email USP's ALP contact at: alpauditor@utilitysafety.ca



Appendix: Facility Owner Emergency Contact Information

In the event of a damage, these are the phone numbers to be called depending on the utilities impacted on site. Please refer to the locate report template for the most up-to-date information.

ATCO Electric: Any DAMAGE or SUSPECTED DAMAGE MUST immediately be reported by the ground disturber to Utility Safety Partners (USP) at **1-800-242-3447**

ATCO Gas: Any DAMAGE MUST be reported to ATCO Gas Emergency Dispatch: **1-800-511-3447**

ATCO Pipelines: Any damage to ATCO Pipelines facilities, including minor coating damage must be reported to ATCO Pipelines IMMEDIATELY at **1-877-496-9380**.

City of Edmonton: Any damage must be reported to City of Edmonton Facilities, streetlight, traffic signals or fibre optic infrastructure, must be reported to **311**.

EPCOR Drainage: Damages to the sewer system are to be reported to Drainage Operations at **780-442-6481**.

EPCOR Power: All damages must reported immediately to EPCOR Power Trouble at **780- 412-4500**.

EPCOR Water: Any DAMAGE or SUSPECTED DAMAGE to water lines must be reported immediately to EPCOR Water Trouble at **780 412-4500**. DO NOT attempt to operate a water valve to control flow.

FortisAlberta: Any DAMAGE or SUSPECTED DAMAGE MUST immediately be reported by the ground disturber, to Utility Safety Partners (USP) at **1-800-242-3447** and **310-WIRE**.

TELUS: Any DAMAGE or SUSPECTED DAMAGE MUST immediately be reported by the ground disturber, to Utility Safety Partners (USP) at **1-800-242-3447**.

ROGERS: Any DAMAGE MUST be reported to Rogers Cable Operations Centre: **1-800-265-9501** (Choose option: Service cable cut = option 2, Fibre cable cut = option 3, Distribution cable cut = option 4). *If cable type is unknown, use option #3