

LOCATED AREA

1 BEAUFIELD AVE

1/2" PE GS

1/2" PE GS INSERTED IN 1" PE CASING

4.6M

1.0M

1.0M

GM

GM

GM

EBL

W.BL

BEAUF

E.F.C

1. Promark System Improvements
2. Industry Challenges
3. Expectations for 2023
4. Communication
5. Escalation Process

LOCATES PRESENTATION

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4/26/2023

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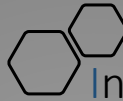
Promark System Improvements

1. Moved the Admin Support team from GTA to our local Ottawa Office.
2. Hired a Supervisor experienced in locates to oversee the office dept.
3. Hired Additional Support Staff for the locators.
4. Hiring a Lead Supervisor to assist with complaints & compliance.
5. Hired 30 more locators this year.
6. Focusing on conducting different pilot projects to help stay ahead of workloads

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Industry Challenges



1. Bill 93/Dedicated locator model.

- Every time another utility is added to a ticket it slows down productivity as the locator must learn and mark it accordingly to best practices and utility requirements. No visibility to the number of dedicated requests.

2. Industry Forecast/Volumes

- Volumes not provided. Can't plan for the capacity needed to meet ticket demands.

3. Late Locates

- Keeping up with 5-day requests when 70% of them in 2022 were project work (full streets kms long).

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4. Training/Retention

- Support training while keeping up with ticket loads, try to keep as many as we can.

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Industry Challenges



5. Locate Requests- how you can help Promark get your tickets in a timely fashion.

- Only call in work you plan to dig on within 30days of the request.
- Doing site meets and marking out the beginning and ending parameters in the field or providing a detailed sketch of the work area. Areas are becoming too vague.
- Only calling in what is needed, ex. Changing out 3 culverts on a road, however the request is for 3km worth of roadway instead of just requesting each culvert separately.
- Avoid requesting an area as a "just in case scenario" or a "might" need to dig.
- Contractors not responding to requests of site-meets/more info needed/clarification. Tickets placed on hold.
- Issues with work area being called in by an off-site worker who's we're finding aren't willing to work with the locator
- Locators give different limits then requested but still gave enough area. For example.
- Utility rules change, contractors think tickets aren't valid because they are used to seeing the paperwork a certain way
For example: Clears verbiage only, no need for drawing.
- Large tickets "project or dedicated work" expected in 5 days and called in as 1 ticket (see example on next page)- Promark request-Breaking up the work areas into separate tickets or requesting only the area that is needed.

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Industry Challenges



Problem:

DIXXON a contractor calls their 8th relocate for the purpose of water and sewer in a new subdivision. At this point about half of the locate area now has Enbridge plant installed and plans for proposed Hydro Ottawa. The locator emails the contractor to negotiate the requested area. The caller claims as per her foreman the entire area is still required and refused to alter the locate area.

Solution:

Our Supervisor called Enbridge DPI and asked to meet him on site. Once onsite the DPI spoke to the operator who advised him to speak with their site foreman,. The next day both the supervisor and DPI met the foreman who had plans showing the locate areas that were required, shrinking the locate by 90%. This info was passed on to the locator who is now in direct contact with foreman and working together on the locate request.

Benefit to Promark & the industry

No compliance complaint

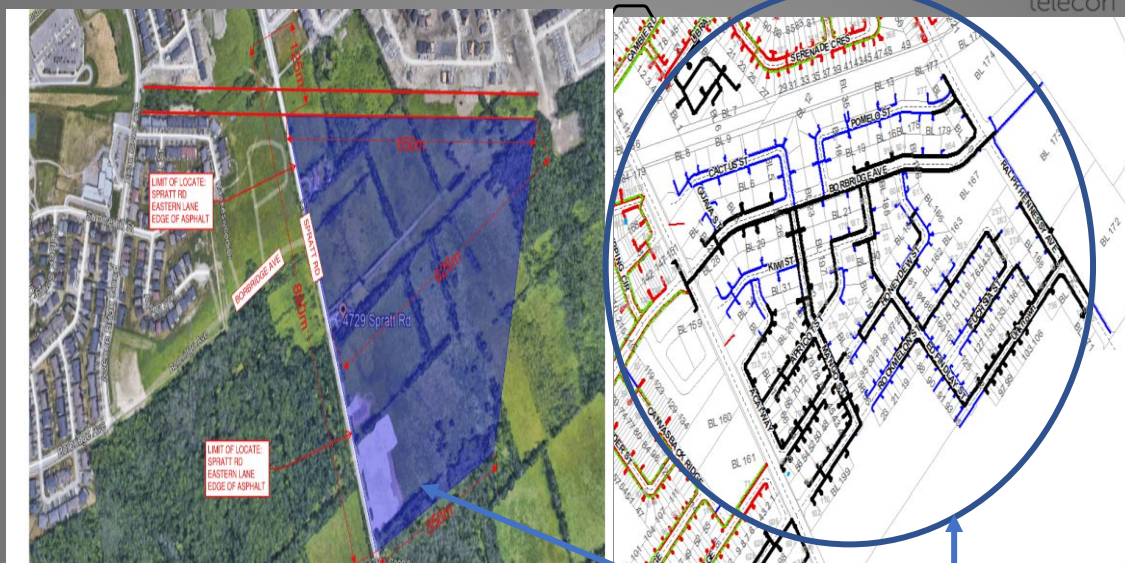
Area shrunk by 90%, saving time

New relationship made with eastern Ottawa’s site foreman for DIXXON

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Original request reduced by 90%

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Expectations for 2023

Ottawa Stats for 2022

Completed locate requests	121, 000
Locate Errors (Less than 0.13 damages/per 1000 segments)	0.10 damages/per 1000 segments(230,000)
Total damages	23 at fault (54 in 2021 at fault)
Overall, on Time average for the year	82% (lowest was 60% & highest was 94%)
Overall, Quality	99% (98% is a pass)
EH & S	96% (98% is a pass)
Renegotiated tickets	4.8% average (needs to be under 20%)

Peak Staff for 2023

160 on public load	8 Supervisors
60 on dedicated load	4 QA Specialists
10 on private load	3 office support staff
230 locators at peak** approx.	



- Try our best to stay ahead of the workload. Certain pilots are running for efficiency
- Build connections have better communication with contractors. Hiring a Lead Supervisor
- Compliance program

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Communication

Promark wants to create connections, understand what the contractor needs are and how we can help better serve the industry.

- Looking for better communication between all parties involved in the industry. Any feedback is welcomed.
- Looking to collaborate on getting the job done safely and in timely manner.
- Cancelled tickets, Wrong address, Locator has reached out for clarification or requested a site meet , dangerous situations and safety concerns, assistance needed,(records issues) Design work will be cancelled.
- Call us, we want to help and hear from you. Give us the opportunity to rectify the situation.



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Escalation Process



1. Contact Us.- Inquiries and/or Escalations can be made to Promark by emailing our office.

- [EMAIL:ottescalations@promark-telecon.ca](mailto:ottescalations@promark-telecon.ca)

2. If you haven't received a response through our email, (Our response time varies between 2hrs to 24hrs) then please call our office #number.

- [OFFICE# 613-723-9888](tel:613-723-9888)

3. If your matter is urgent, or you'd like to make a complaint.

- Please ask to speak to our Admin Supervisor or our Lead Field Supervisor

4. More info:

- [Website: https://promark-telecon.com/](https://promark-telecon.com/)
- [Ottawa Office Address: 2726 Carp Road, Carp ON](#)
- Tyler.griffin@promark-telecon.ca Manager for Promark Ottawa Locates division

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Q & A



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