

Florence, Italy
30th September – 2nd October 2019

**(2403) Mapping
and Inspection of
Underground
Utilities**

**Damage
Prevention:
OneCall solutions
to protect
underground
utilities**

Paper Ref #
(the paper ref# will be supplied to authors)

Damage Prevention: OneCall solutions to protect underground utilities

Jan-Willem Nijman¹, Jean-Marc Lallemand², Dott. Ing. Matteo Ortalda³, Dott. Ing. Carlo Pilia, PE⁴

^{1,2,3,4} PelicanCorp / BeforeUDig

ABSTRACT: Underground assets are an essential infrastructure in today's mature economies. Striking an electrical or gas line can be dangerous or even fatal for humans who work or live nearby. The impact of a strike to a telecom line may be even greater (although perhaps less dangerous) given the role of communication networks in today's societies...

What about a national free phone number (OneCall) and website (BeforeUDig) that any contractor planning for new utility installations, especially trenchless, could easily reach to inquire about existing underground utilities within his job sites? And what about if, through that one call/contact, the contractor was also able to obtain existing records, plans etc. to better plan his work and avoid damages to existing utilities?

OneCall / BeforeUDig solutions are a reality in many countries worldwide, yet Italy does not have a unified, efficient and well promoted way to put in contact excavating or utility contractors and utility owners. The benefits of a OneCall solutions are clear; more communication, better planning, informed decisions, but most importantly, less utility strikes and damages.

Utility providers have, more than ever, a mission to protect their assets since our society is no longer used to (or willing to accept) interruptions: any large interruption has, potentially, a tremendous impact on society and business and can lead to a level of disruption and net impact/loss on economical growth.

This paper will focus on ready and well tested solutions, already deployed in multiple countries and that fall under the concept of Damage Prevention, such as “OneCall” or “Before You Dig” solutions, aiming at connecting in a timely manner utility owners and contractors. The paper will also present a specific example of a utility owner (Telecom NZ) and their successful story of OneCall ticket management solution implementation.