



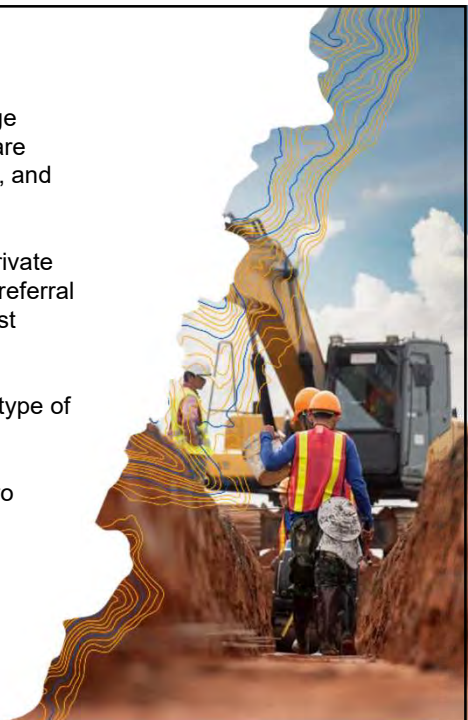

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**Before You Dig Australia (BYDA)** is the leading voice for utility damage prevention in Australia. Through industry advocacy and education, we are dedicated to safeguarding the community by minimising damage, harm, and disruption to our national network of essential utility services.

In partnership with utilities, local councils, government agencies, and private enterprises, we provide free online services including the underground referral service and the above ground planning tool "look up and Live" to request detailed utility plans and vital safety information for any location across Australia.

These free services are an essential first step for anyone planning any type of digging or excavation work near utilities.

We strive to support industry achieve zero damage, zero harm, and zero disruption.

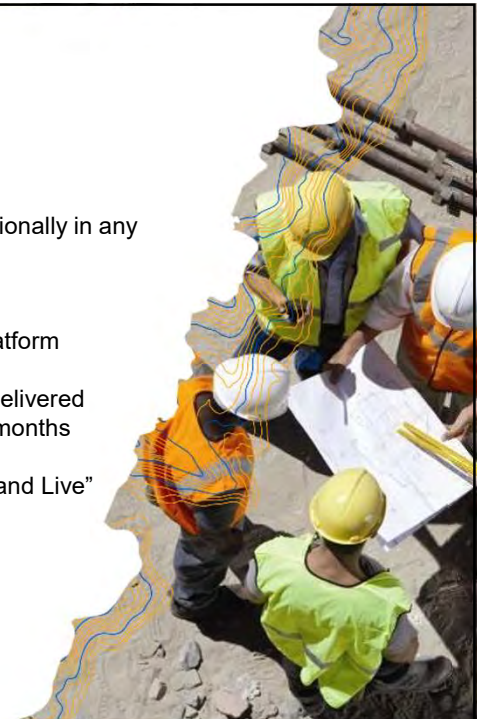
A photograph of a construction site. In the foreground, a large yellow excavator is digging a trench. Several workers in high-visibility safety vests and hard hats are standing near the trench. The background shows a clear blue sky with some clouds. The right side of the image is partially obscured by a map overlay, similar to the one in the first advertisement.The logos for "BEFORE YOU DIG byda.com.au" and "Look up and Live" are repeated at the bottom left of the page.

**Zero damage - Zero harm - Zero disruption**

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### Some Context around who are and what we do:

- 760 members across the utility sector
- Over 300,000 active registered users of our plan request service nationally in any given year
- 2.2 million underground utility plan requests were lodged last year
- resulting in 12.9 million member responses being sent through our platform
- 750 education sessions on utility plan reading and safe excavation delivered to the construction sector reaching 15000 participants in the last 12 months
- We now own and operate the above ground planning tool “Look Up and Live”

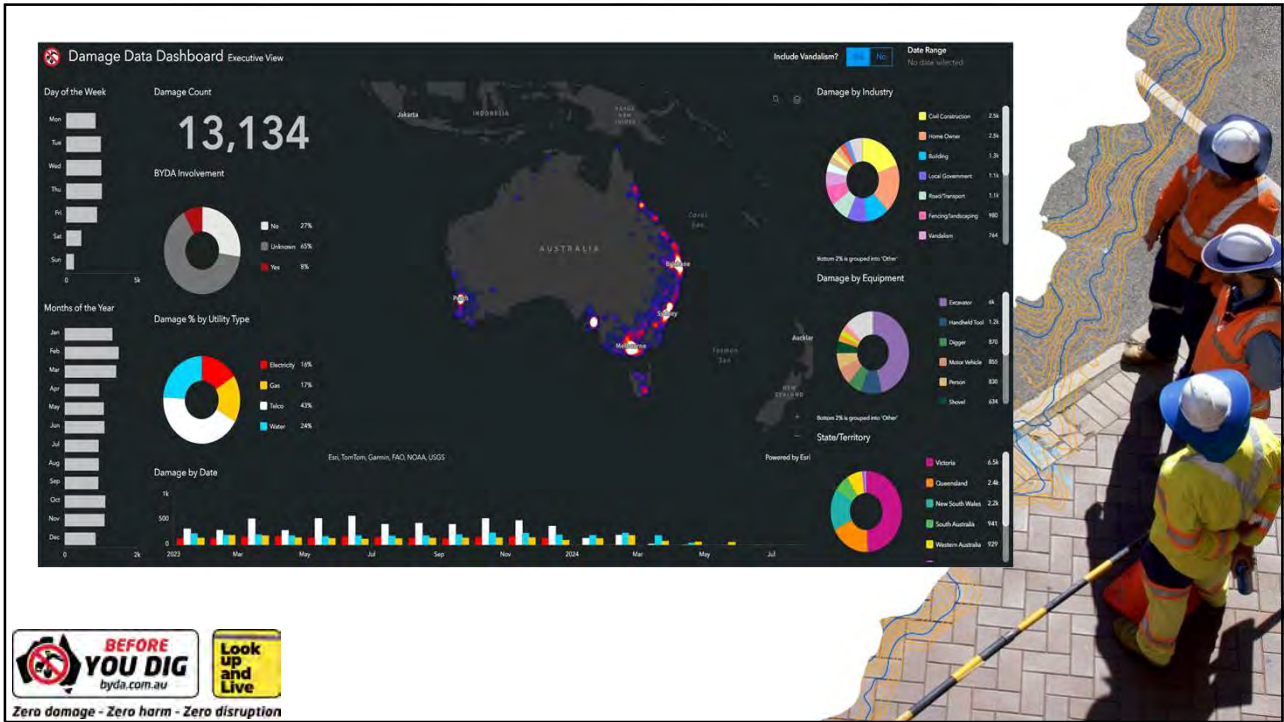


### Damage Data – a developing space

Let start with a quick survey of the room..

How many strikes do you think are happening on Australia’s utility network, including water annually?





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## Damage Data – a developing space

Let put some context to this... its far worse than it looks

The data in our dashboard is currently from 15 network operators...and only represents the data where they have actively reported recoverable damage costs - where they were able invoice the contractor responsible for the repairs. The true number is closer to 3 times what they have reported.

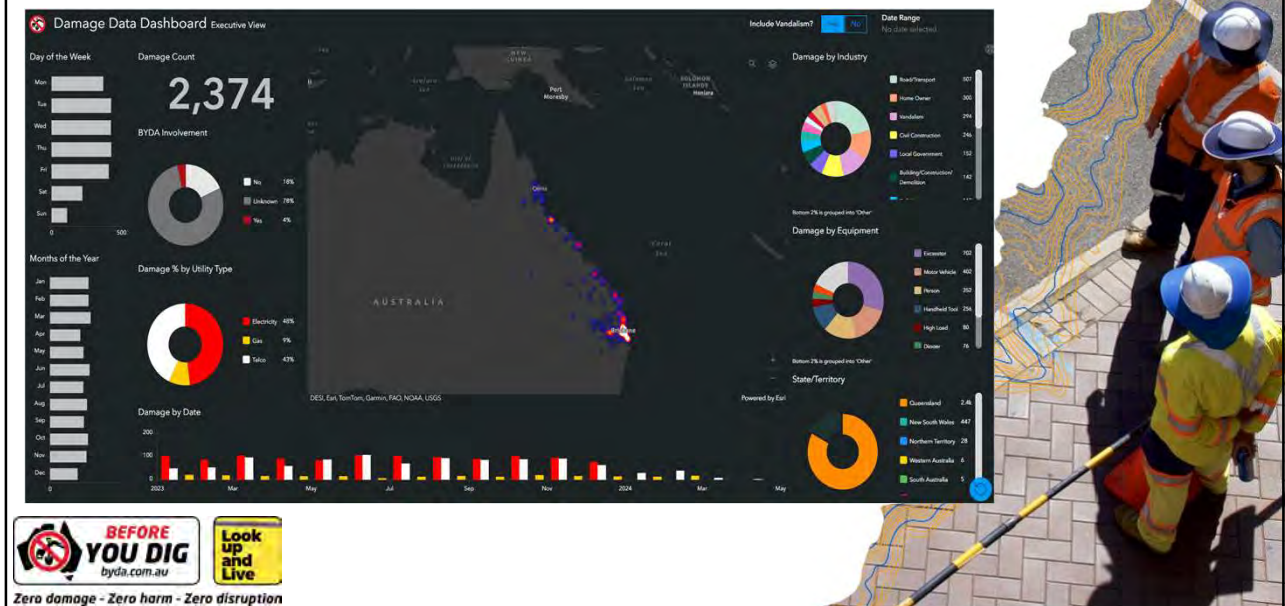
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Look up and Live

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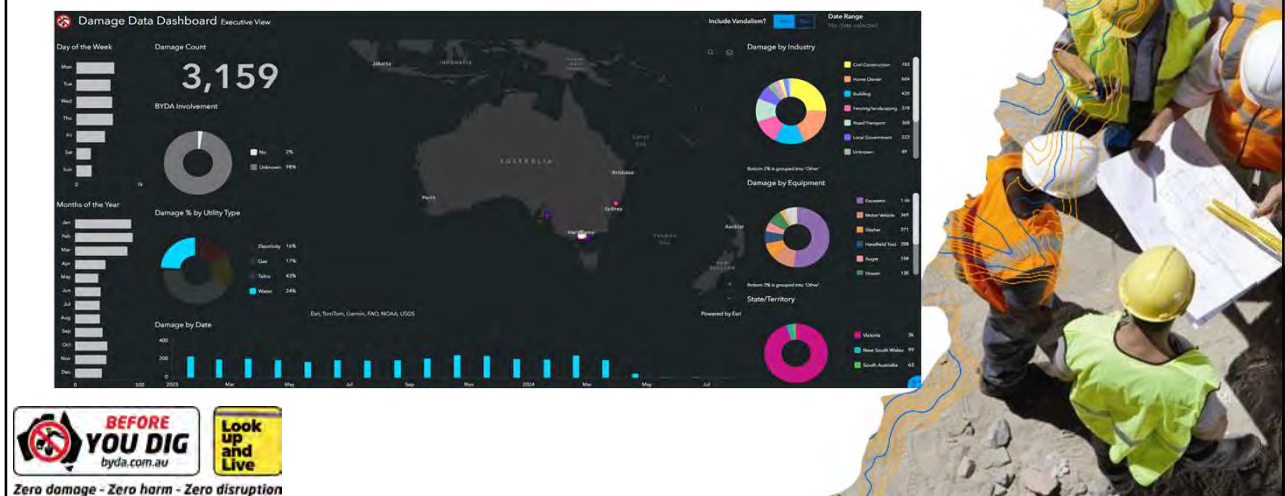
# What's missing from the QLD data?



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We currently have no QLD data on Water strikes and I would like to work with you to change that..

So lets look at the data we do have for water from interstate contributors, Victoria, NSW and SA



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## Why should you care?

Those 3,000 strikes have cost those water utilities over 3 million dollars to repair

60% was able to be recovered from those responsible for the damage

But wait there's more...

That repair bill was the direct cost to the utility for materials and time..

But that's not the true cost in regard to community disruption, injury, reputation, environment, project delays...



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## Still not sure you care?



In the UK, a study by the University of Birmingham found that for every dollar of direct damage, the other economic costs were 29x higher



If replicated in Australia, the total economic impact of Utility Strikes would be \$3B+



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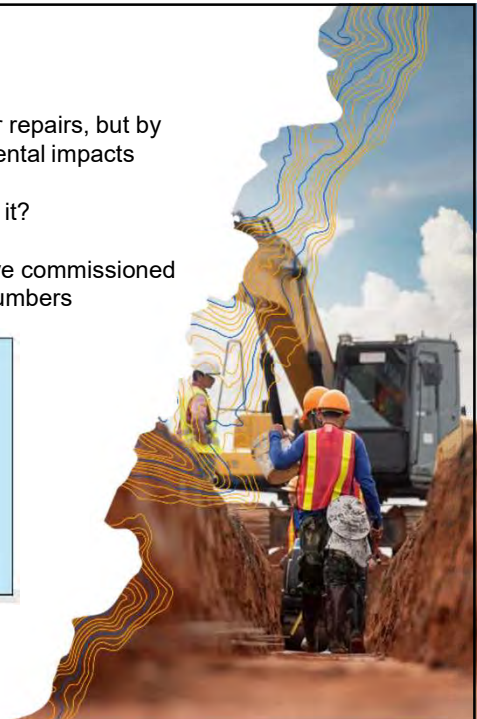


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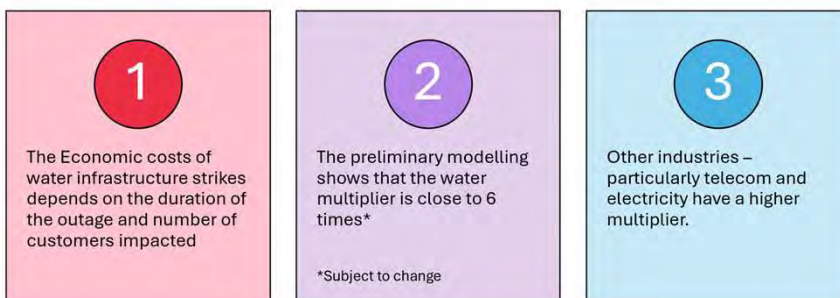
3 Billion dollars every year, paid not only by you as utility operators for repairs, but by the community, in regard to utility costs, disruption, injuries, environmental impacts

As an industry, do we really think this is ok? Why have we normalised it?

BYDA wants to start the conversation on change, and as such we have commissioned an independent economic research paper to validate the Australian numbers

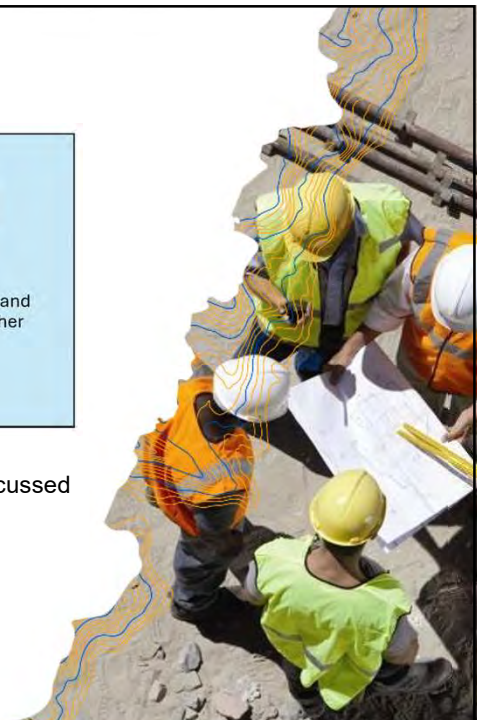


What do we know so far..



So, that means the 3million dollar repair bill for the water utilities we discussed earlier is close to an 18Million dollar impact on community....

Again, I challenge you, as an industry, do we really think this is ok?



## So where to next

A change in culture is needed – BYDA is bringing the industry together for sector-based forums to build trust and share learnings.

Simplified reporting, starting small and hope to build over time – acknowledging that many utilities do not have a thorough internal reporting process for damages.

we are looking at between 15,000 and 20,000 strikes on utility networks in 2023 once the full data set is available... no matter how you look at it – we have a problem, the “what we have always done” approach isn’t working...

We have a choice: continue to work in isolation as sectors, holding onto the beliefs around how the construction sector “should” be managing risks, or we can lean in, and listen to how the sector is and does approach utility risks, and develop the answers to getting this number down together.



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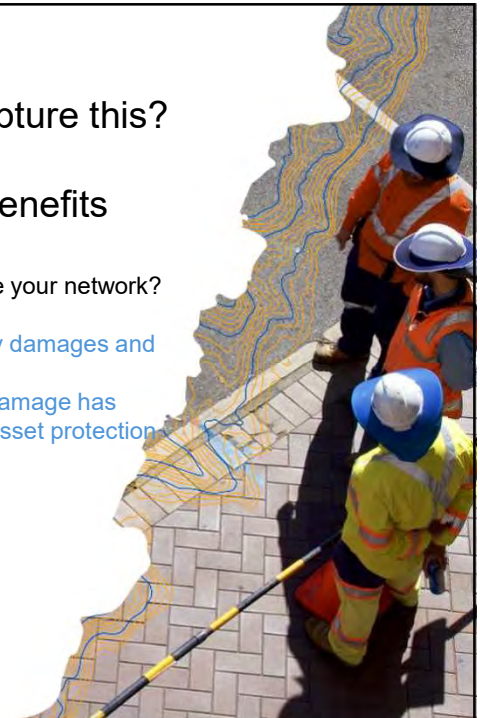
## QLD Water Data, can we work together to capture this?

### South East Water shares their views on the benefits

- What value has reporting third party damages given you to manage your network?
  - South East Water are aware of the costs associated with third party damages and can determine its loss as a result.
  - Aside from costs reporting shows us how, what, when and where damage has occurred and assists in determining where we focus our efforts in asset protection to achieve damage reduction.



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- What challenges did you have implementing reporting/how did you overcome these?
  - Getting accurate, valuable data was the goal. We rely on our contractors to capture the information so educating them was pertinent to success in effective reporting, that was our biggest challenge.
  - South East Water updated the contractor works management system, we have drop down boxes with all possible required information so our contractor can capture it without too much effort. The current contracts include the requirement to fill these out for damages. Once you have the information - reporting's easy.

BYDA has developed a very simple reporting template,

This has been shared with QLD Water to potentially imbed in their reporting templates to make this as easy as possible



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- What advice would you give other water authorities?
  - Reporting is a must! The damages to any asset go far beyond the cost alone including impact to customers and without reporting there's no way to fix the problem.
  - Simplify the data capture process, especially if relying on third party. Capture as much information as you can.
  - The benefits of reporting are there, get everyone educated and on board.



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## So What is BYDA hoping to achieve?

BYDA believes we can get in front of driving damages down, but it's a complex problem requiring a multi sector, multi prong approach:

- Education needs to be improved in the construction sector, including white card, TAFE and university
- Better Policy levers that reinforce network integrity (NSW is the only state where obtaining utility plans is mandatory under the electricity and gas acts)
- Support for the utility sector to invest in and utilise GIS asset Data

**BYDA cannot influence these outcomes alone, so today  
I'm calling on your support.**

