PLANET UNDERGROUND.TV at CGA Common Ground Alliance

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THE ROUNDTABLE hosted by CGA Common Ground Alliance

2025 The Stakeholder Roundtable

SESSION TOPICS

Session 1: 811 Centers Offer Contractors Premium Services

- Two provinces in Canada have tweaked their 811 system to offer premium locate services that contractors can pay for. If 811 centers would offer a menu of premium, paid services such as pre-design locating, SUE, private locating, expedited locating, and supplying utility maps, how would this begin to align the interests of the Members, the Locators, and the Contractor? Would it shake up the system too much for this to ever happen?

Session 2: SUE Success Stories and ROI

- A good number of cases have proven SUE to result in an over 400% ROI by reducing project delays, utility relocations and damages. So, why hasn't SUE grown faster, and what are the biggest barriers for expansion? Any personal experiences or success stories? Can SUE and 811 exist in a shared space?

Session 3: Private Locating-Better Alignment of Interests

- One can argue that there is a big misalignment of interests between the contractors and 811 locators. The utility perspective: contractors pay nothing into the system and are, by definition, not our customer. Therefore, we aren't responsible for their purported downtime for a service that we're paying 100% of the costs of, and we are paying 0%. The contractor perspective: our downtime/delays are not valued by the owners at all, and we alone suffer from late locates with little to no recourse. One can argue, if a contractor hires a private locator, these problems are mostly alleviated. Do you agree? How do we get a better alignment of interest in the current system?

Session 4: Technology Providers Mapping Utilities

- Today, technology providers offer various utility mapping products for Members, 811 Centers, Locators, Designer/Engineers, and even Contractors. However, there is little to no evidence that the data these products produce are being incorporated into Members' mapping systems. Google Maps, Amazon Logistics, Uber and a host of other companies have reshaped entire industries through their new and efficient technology almost overnight, so why hasn't this happened in our industry yet? Assuming current trends continue, one-call centers' data will soon be surpassed by other products. Is a "one consolidated base map of all public utilities" needed to maximize damage prevention efforts? If so, how long will it take for adoption?