



National Joint Utilities Group

CASE STUDY NUMBER 92: LinesearchbeforeUdig – Increasing the Accessibility and Visibility of Utility Assets Through a Single Portal

WINNER OF THE NJUG AVOIDING DAMAGE TO UNDERGROUND ASSETS AWARD 2016

The National Joint Utilities Group (NJUG) is the UK industry association representing utilities solely on street works issues. NJUG represents some 56 utility companies and contractors engaged in the street works sector, and 18 specialist sub-contractors who provide equipment, materials and services supporting street works activities. Our members represent major contributors to economic growth and work to deliver gas, electricity, water and telecommunications to both individual consumers and UK plc. In order to continue this drive for further improvements within the industry - we have developed the NJUG Vision for Street Works, which revolves around seven main principles:

- Safety
- High Quality
- Minimise Disruption
- Keep the Public Fully Informed
- Sustainable Methods and Materials
- Avoid Damage to Underground Assets
- Innovation

This case study is an example of the street works sector delivering on these principles and turning the vision into reality.

Overview

LinesearchbeforeUdig (LSBUD) is a free to use online portal that allows any individual to check their site for the location of assets owned by over 60 LSBUD Members. It helps prevent damage and disruption to the UK pipe and cable networks, processing over 1.7 million enquiries per annum.



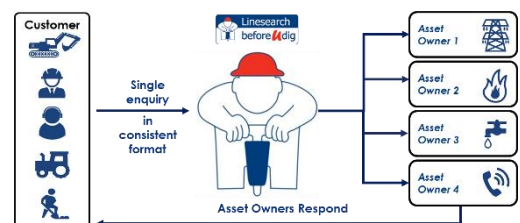
Case Study

Demonstrating excellence in street works by increasing safety and saving time

There are hundreds of owners of assets located in the UK's streets and many different third parties that need to know where they are before they start work. Traditionally asset owners have required individuals to contact them directly in many different ways, meaning that the third party needs to know who to contact and how to contact them. This requires considerable time and resources and generates significant uncertainty. The uncertainty creates a substantial risk of utility strikes which is shared by the individuals, the general public and the asset networks.

LSBUD's free to use online portal provides:

- Plan responses for over 60 asset networks from a single search
- Indicative information on other known asset owners
- A user-friendly service with no specialist knowledge required
- Mapping information regularly updated by the asset owners.

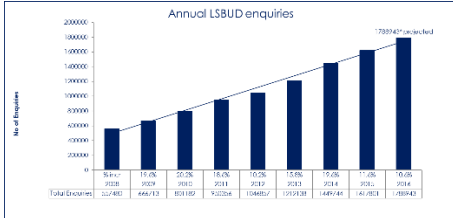




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Continually adapting to third party requirements via advancing innovation

The LSBUD service is available via many different devices. An IOS App has been available for several years and the service is now mobile agnostic, meaning that it can be accessed by any device. Site operatives can use their own physical location as the site for their enquiry at the touch of a button, helping with emergency and reactive works where timescales may not allow desktop searches to be done. This adaptability also allows teams to reduce reliance on paper plans making their work processes more efficient. Enquiry volumes have grown by 10-15% each year, with a new monthly record of more than 171,000 searches processed in November 2016.



Providing responses for increasing numbers of asset owners to those who need them

All asset owners have benefitted from an increase in enquiries in the vicinity of their networks since joining the service. Results have ranged from 40% for a large electricity DNO to over 3000% for an independent asset owner with assets in disparate networks across Great Britain. Using the LSBUD automated software, enquiry responses are sent out within 5 minutes on average; a dramatic reduction from over 10 working days in certain cases.



Measurable benefits for asset owners

By providing plan responses to more users, all of the asset owners' networks are better protected from third party works. This principle established across the World can be seen most effectively in the DIRT Report in the US (based on over 200,000 strikes) where a 'OneCall' enquiry is firmly established as the first step to utility strike avoidance. As well as improving customer service and reducing the risk of asset strikes, LSBUD Members have reduced direct quantifiable costs. Larger scale LSBUD asset owners have even been able to reallocate as many as 7 people's roles that previously managed plan responses, providing considerable cost benefits and allowing those teams to concentrate on other projects.

Measurable benefits for third parties

Third parties receive many responses from a single enquiry, saving time and increasing efficiency. Using an average of 5 minutes per enquiry per asset owner, this **saves 285 minutes per search and 7.6 million man hours per annum**. It also helps to make them aware of assets not previously known. Over 93% of users recently surveyed would recommend the service to a friend and every user (100%) surveyed wanted more asset owners to become Members. Over 90% wanted all types of asset owners to join.

Wider communities all benefit from fewer utility strikes, from shorter road occupation times to a lack of network downtime as well as reducing the obvious safety risks from potentially dangerous assets.

