We are a state of the art information and analytics company. We focus on infrastructure/network protection and damage prevention

Our services include:

- ▶ *Infrastructure/Network Screening (both local distribution and long haul network)*

- ▶ *Relocate Management*

- ▶ *System Clearances*

- ▶ *Damage Reporting*

- ▶ *Dispatch and Employee Monitoring*

- ▶ *Project Management*

- ▶ *Locate Management*

- ▶ *Network Damage Claims Processing*

- ▶ *Analytics and Reporting*

We operate under a simple guiding principle that: "Economics is about choice in the face of scarcity."

1

Superior customized solutions

2

Develop and implement new products and process improvements

3

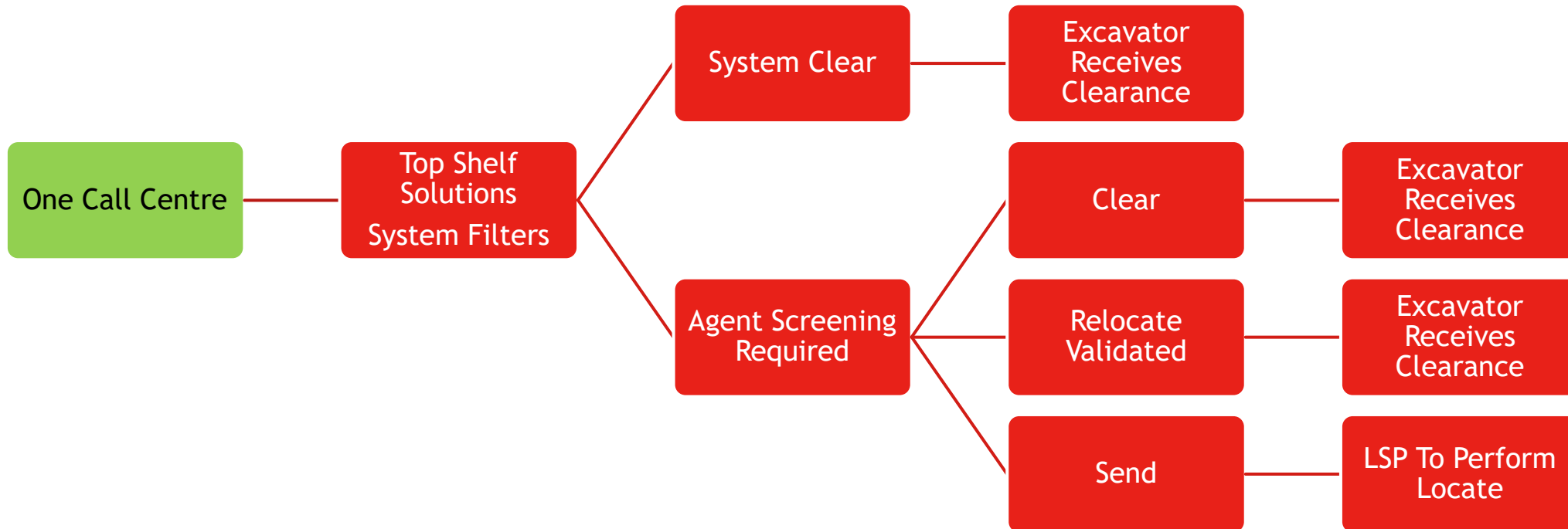*Substantial cost savings and enhanced service delivery*

4

Demand quality and stability in our product delivery while embracing technological change and operational improvements

Expertise is our value added!

The true value of Top Shelf is in its people. We are a well trained and experienced group of damage prevention experts. From our senior management team to our front-line agents, we provide the expertise that is essential to operating our 7/24/365 bilingual centre. Our IT department is second to none in its understanding of the entire damage prevention process and the various software applications being utilized.

Our Screening Center

System filter Clears

One Call centres traditionally offer some system filter capabilities but at Top Shelf Solutions we can maximize your savings by utilizing the system filters available in our Pelican-Teldig Utility software. We can customize these to your preferences and consider various data attributes available from the One Call ticket, including depth, hand digging, and work type. There are additional opportunities to be considered when using the Pelican Screen Access module or the Planview DPRA tool.

Look Up Screening Services

At Top Shelf Solutions we understand that all assets of a network are not created equal. Long haul and fibre networks carry far heavier traffic and as such require extra attention. Local coax distribution cables while important, have a lower assessed risk value assigned to them. We work with you to determine the risk tolerance and the associated business rules for screening. These protocol schedules can in some cases add extra protection to certain network assets and in others allow for increased clearance opportunities.

Relocate Management

- ▶ *Locates are valid for a predetermined duration*
- ▶ *These need to be **relocated** on a regular basis*
- ▶ *This creates unnecessary churn and expense*
- ▶ *Utilities can avoid these "contingency locates"*
- ▶ *TSS will manage these relocate requests*
- ▶ *We developed and implemented this program for our clients in 2015*
- ▶ *Results have been impressive with a suppression rate of **97%!***
- ▶ *Saving them of over **$8 million** annually*

Alternate Locate Agreements

Alternate locate agreements are important initiatives that allow excavators to proceed with low-risk work without requiring field locates. Locate requests are still made through On1Call and the participating excavator is still responsible should any damage occur. Managing these agreements requires due diligence to ensure that all conditions are detailed and updated on a regular basis. In addition to managing these agreements on your behalf, we actively seek new partners to participate in this program resulting in more savings.

Year over Year Performance Improvements for our Clients

	2015	2016	2017	2018	2019	2020
Look Up Clear	229,638	241,894	270,399	264,267	262,695	243,281
Look Up Send	472,679	418,154	411,864	376,247	366,697	367,639
Relocate Suppressed	96,021	117,014	157,788	176,620	192,338	140,651
Relocate Send	6,342	2,307	2,346	5,737	4,530	2,723
Filter Clear	111,056	130,887	130,747	136,780	127,081	116,307
Total	915,736	910,256	973,144	959,651	953,341	870,601
Total Dollars Saved	$18,342,192.00	$21,117,939.00	$24,503,765.00	$24,989,330.00	$25,092,966.00	$21,010,038.00

Savings per Ticket Managed

	2015	2016	2017	2018	2019	2020
Savings Per Ticket Managed	$20.03	$23.20	$25.18	$26.04	$26.32	$24.13

Since 2014, we have managed close to 1,000,000 tickets annually on behalf of our clients and have continually improved our performance, year over year. By increasing your clearance rate, we can reduce unnecessary truck rolls resulting in enormous downstream savings. The above table shows the increased savings per ticket handled on an annual basis.

Infrastructure Protection

We have managed over 7 million tickets on behalf of our clients since we began operating in September of 2014 and we have an outstanding performance record. We have delivered enormous savings while ensuring that vital assets are protected. Our at fault damage rate is a miniscule 0.000064%

Let's do the Math!

Cost per Unit	Volume	Reduction by Screening	Total Truck Rolls	Total Spend
$42	400,000		400,000	$16.8 million
$42+2.20=$44.20	400,000	10%	360,000	$15.9 million
$42+2.20=$44.20	400,000	20%	320,000	$14.14 million
$42+2.20=$44.20	400,000	30%	280,000	$12.37 million
$42+2.20=$44.20	400,000	40%	240,000	$10.6 million
$42+2.20=$44.20	400,000	50%	200,000	$8.84 million

An average truck roll per single unit locate is $42.

400,000 locate units would equate to an average spend of $16.8 million annually for locates. By utilizing the services of Top Shelf to analyze ticket requests and eliminate field locates for low risk/no risk digging activities our clients can realize substantial savings.

Performance Management

- ▶ *We utilize multiple tools to help our agents with day-to-day issues such as help desk, our internal FAQ, product manuals, and escalation scripts*

- ▶ *Team leaders and management are available 24/7/365 for urgent issues*

- ▶ *Service levels are constantly monitored*

- ▶ *Employee Quality Audits*

- ▶ *All calls are recorded for quality and liability purposes*

- ▶ *We forecast queues based on historical data and weather*

- ▶ *Our IT team are specialists in this industry and continually educate themselves on the latest related technologies*

- ▶ *Our Business Continuity Plan is reviewed and updated yearly*

Value-Added Services

- ▶ *Damage Reporting*
- ▶ *Emergency Phone Outs*
- ▶ *LOI Creation*
- ▶ *Critical Infrastructure Notification*
- ▶ *Digital Mark-Ups*
- ▶ *Late Locate Management*
- ▶ *OOC Complaints*
- ▶ *Locate Management*
- ▶ *Special Projects*
- ▶ *Municipal Permit Management*

Next Steps:

We can review your current results, assess your existing operation protocols and infrastructure records and then, together we can look for savings and performance enhancement opportunities. Let's get started!