
Builder Dug Excavations – Frequently Asked Questions

Q: What is the Builder Dug Excavations (BDE) program?

A: Apex is offering a new (effective Q1, 2024) opt in program to builders in the Leduc and Beaumont areas applying for new town services. The BDE program allows approved builders to expose and backfill the gas service alignment, along with exposing and backfilling the tie-in location on Apex's gas main.

Q: Why should my company participate?

A: Apex's traditional service installation process requires new service sites to be within 6" of the final grade. Once the site is confirmed at final grade, Apex arranges for the gas service installation, which requires calling for locates and then exposing and backfilling the gas service alignment. The BDE program allows approved builders to expose and backfill the gas service alignment, which reduces how long it takes for a gas service to be installed. This will provide access to natural gas faster.

Q: Why should my company opt in to the BDE program?

A: The BDE program is not for every builder. Although you can voluntarily participate to speed up the gas service installation, there will be additional coordination and work as the builder. Your company does not need to opt in if this is not desired. Your company will continue to receive a gas service under Apex's traditional service installation process.

Q: How long does it take for my company's application to be approved?

A: Apex is committed to streamlining services to our customers. We will aim to review and respond to applicants within ten (10) business days.

Q: My company is new to the BDE program and is getting calls from Apex that my excavation isn't satisfactory. What do we do?

A: We want to work with your company to streamline the service installation process and get you natural gas as quickly as possible. Our excavation requirements are located in our [Terms of Engagement](#), and your company must review them before applying to the BDE program. If the requirements are unmet, we will contact you to discuss the deficiencies and how to resolve them.

Q: What happens if my excavator doesn't meet the BDE site requirements?

A: We want to work with your company to streamline the service installation process and get you natural gas as quickly as possible. If you aren't meeting our [requirements](#), we will contact you to discuss the deficiencies and how to resolve them. However, repeated infractions will result in escalating requirements:

1. Defined corrective actions,

2. Builder-submitted mitigation strategy,
3. Suspension from the program, and
4. Disqualification from the program.

Q: My company has been suspended from the BDE program. What happens now?

A: If Apex's representatives observe more than three (3) onsite deficiencies, we will notify you of the issues and suspend your company's ability to use the BDE program. We will require your company to submit and follow a mitigation strategy to our satisfaction – suspension will be lifted once we are satisfied the strategy is in place and being followed.

Q: My company has been disqualified from the BDE program. Can we re-apply?

A: Apex reserves the right to disqualify builders from the BDE program if our requirements are not followed. Builders may re-apply anytime, but requalification will depend on Apex's confidence that requirements will be met moving forward.

Q: The BDE program is not working for my company. How do we stop using it?

A: The BDE program is an optional and voluntary program. If you no longer wish to participate in the program, please contact us to request removal from the program. You can also opt out of the BDE program (i.e., use the traditional process) for individual services by communicating with the Apex inspector or contacting us.

Q: What if I have more questions?

A: Please submit your questions through our [contact form](#).