



LATE LOCATE PROTOCOL

COMPLIANCE

If you believe a locate response is unreasonably late, or if the work to begin date, as listed on the request, has past, please do the following:

- Go to the web portal, and check the status of your locate
- If a Member or locate service provider has not responded, contact them directly. Their contact information will be listed in the Web Portal
- If the response received from a Member or locate service provider is unsatisfactory, contact Ontario One Call's compliance department
- When contacting the compliance department, please include the ticket number and any response you have received from a Member or locate service provider

To contact the compliance department:

- Email: Compliance@OntarioOneCall.ca
- Phone: 1-844-257-9490 ext. 8201
- Online: www.OntarioOneCall.ca/ontario-one-call-complaints-form/

Investigators: Robert Matthews, Sarah McKeever



Available 24/7

OntarioOneCall.ca | 1-800-400-2255



Dedicated Locator was one of the five solutions worked on at the Late Locate Symposium

Below you will find a quick overview to define what a Dedicated Locator is and answers to commonly asked questions

What is a Dedicated Locator?

- A Dedicated Locator is a locator that is committed to a specific project.
- Using a Dedicated Locator for a project allows the project to have devoted staff whose job it is to ensure locates (including relocates/remarks, if needed) are completed when and where the Excavator needs them.

Benefits of a Dedicated Locator:

- Improves productivity.
- Reduces downtime as the locates are completed under the direction of the Excavator.
- Promotes damage prevention and safer excavation practices.
- More control – get locates when, where, and as often as your project requires.
- It provides flexibility when unidentified conflicts require project changes.
- It frees up the regular pool of public locate service providers to complete standard locate requests for homeowners and less complex tickets.

How do I set up a Dedicated Locator for my project?

- A Dedicated Locator must be certified through each Utility and/or Municipality with infrastructure in your project area.
 - Depending on the region, there might already be a certified pool of dedicated locators ready to be hired. Alternatively, you may need to work with the Utilities/Municipalities to get someone certified and trained.
- Once you have a Dedicated Locator established the Utilities/Municipalities will need to reach out to Ontario One Call to set-up the profile.
- Once everything is set-up you can make locate requests through Ontario One Call, and your Dedicated Locator will receive the notification in order for them to provide the service.

Who Pays for Dedicated Locator?

- The Infrastructure owner or Excavator is responsible to pay the Dedicated Locator/Locate Service Provider directly.
- Prices could vary, and it will be based on the arrangements you make with the Dedicated Locator.

Have Questions? Reach out to training@OntarioOneCall.ca



In December 2019, twenty-five industry Leaders came together to develop solutions that would positively affect locate delivery times in the province of Ontario.

The Late Locate Symposium consisted of stakeholders representing Excavators, Utilities, Municipalities, Locate Service Providers (LSPs), and Ontario One Call.

As a result, five implementable solutions were developed. Stakeholders within the Ontario industry should expect to see these strategies starting in 2020.

[Read More](#)

DIGGING IN TO BEST PRACTICES

Verifying a Dig Location

What you need to know...

Notification to the underground infrastructure owners (members) is based on the drawing(s) an excavator creates on the aerial map.

The map within the locate request loads based on the information entered into the dig location.

The system may offer suggestions for intersecting streets, allowed address ranges, civic address locations, and/or pin drops however, these are approximate and should be verified for accuracy.

You should reference another map source and/or gather more information from your client if you are not able to identify the dig area on the aerial map.

The web portal's aerial map includes a measuring tool and a street view tool to help you find the correct work location.

Why you want to do this...

Verifying your location is important because you may not have personal knowledge of the area and selecting the wrong location may lead to invalid locates, injury or damage.



Where can you find assistance?

Contact Ontario One Call Client Services to report a mapping issue or for web portal support by email:

Solutions@OntarioOneCall.ca



Our recommended Best Practice for verifying a Dig Location:

- ✓ Try typing the first few letters of the street name and selecting an option from the drop down menu.
- ✓ Confirm the Municipality and/or select a different version of the street name(s) from the menu if the map loads incorrectly.
- ✓ Use the Google street view tool  to familiarize yourself with the location and confirm the approximate pin dropped on the correct civic address.
- ✓ Use the measuring tool  to identify the proper work location for your team and the locators.
- ✓ If you cannot verify the location on the aerial image based on your personal knowledge of the location use another reference such as a Municipal GIS Map, or gather more information from someone who has been onsite.



DIGGING IN TO BEST PRACTICES

Vacuum Excavation

What you need to know...

The Ontario One Call definition of "Hand digging" is using a shovel or spade only. All other tools, including Vac Trucks, are considered machines and must be qualified as such.

Some members provide automatic clearances based on the information provided on a locate; therefore, machine dig should be selected when you are proposing to use a Vac Truck.

Our recommended Best Practice for submitting a Vacuum Excavation request:

When you are only using a Vac Truck; select machine dig only, enter the "type of work" as "Vacuum Excavation" or "Vacuum Excavation < 1500 PSI", and include additional work details (i.e. Exposing buried infrastructure) in the description.

Dig Info

Dig size [?]
Length: 0 ft Dir.: Width: 0 ft * Maximum depth: 6 ft

From each box, make at least one selection

Location
☒ Public prop.
☐ Private prop.

Markings by Excavator
☒ Premarked
☐ Area not marked

Method
☒ Machine dig
☐ Hand dig

Optional information
☐ Mark + fax
☐ Site meet req.
☐ Dir. drilling

* Work to begin: 3/9/2020 8:00:00 AM

* Type of work: VACUUM EXCAVATION
* Priority: STANDARD
Request type: REGULAR

* Detailed description of the work:
Details to be included: Distance and direction, side of property, crew onsite information, site meet contact info, description of how area is pre-marked.
LOCATE 1M RADIUS AROUND CURB STOP - N/W CORNER OF PROPERTY AT END OF DRIVEWAY - AREA MARKED WITH WHITE PAINT

Do not include street names or civics that are not identified in the dig location above [?] 141/250

Remarks:
MARK & EMAIL
138/150

When you are using additional methods of excavation; select machine and/or hand dig, enter the most invasive "type of work", and include all other work details in the description.

Dig Info

Dig size [?]
Length: 0 ft Dir.: Width: 0 ft * Maximum depth: 4 ft

From each box, make at least one selection

Location
☒ Public prop.
☐ Private prop.

Markings by Excavator
☒ Premarked
☐ Area not marked

Method
☒ Machine dig
☐ Hand dig

Optional information
☐ Mark + fax
☐ Site meet req.
☐ Dir. drilling

* Work to begin: 3/9/2020 8:00:00 AM

* Type of work: CONDUIT REPAIR
* Priority: STANDARD
Request type: REGULAR

* Detailed description of the work:
Details to be included: Distance and direction, side of property, crew onsite information, site meet contact info, description of how area is pre-marked.
LOCATE CURB LINE TO PROPERTY LINE - USING VAC TRUCK TO EXPOSE CONDUIT - HAND DIGGING NEW TRENCH - AREA MARKED WITH WHITE PAINT

Do not include street names or civics that are not identified in the dig location above [?] 124/250

Remarks:
MARK & EMAIL
138/150

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DIGGING IN TO BEST PRACTICES

Sharing Locates With Subcontractors

What you need to know..

Ontario One Call recommends each company responsible for an excavation has their name associated with the locates that are on-site. If you plan to share your locates with a subcontractor, be sure to include the subcontractor on your request at the time of submission.

You can include additional companies/contacts on an Ontario One Call request within the “Caller Info” section under the “Alternate contact” field. If more room is required, you could put additional contacts into the “Remarks” section. These two fields should provide enough space to ensure that all of the parties working under the locate request are listed on it.

Excavators are required to wait for a written response from each member and to ensure that there is no conflict between the markings provided and the written information. The information provided on the locate request must reflect the most invasive dig parameters as many infrastructure owners issue clearances based on those parameters. Any less invasive work should be included in the detailed description of the excavation.

Please ensure that anyone digging is provided with a complete locate package to keep with them while on-site.

To find out more information on how to share a locate be sure to review the Canadian Common Ground Alliance’s Best Practices section 4-7. In addition, other regulators such as the Ontario Ministry of Labour or the TSSA may have additional rules and regulations in regards to having a subcontractor work under the locates you have requested.

Caller info	
<div><div>Project #:</div><div></div><div></div></div> <div><div>* ID:</div><div>12345</div><div></div></div>	<div><div>Caller</div><div><div>* Caller name:</div><div>OOC Staff</div><div></div><div>Title:</div><div></div></div><div><div>Alternate contact:</div><div>Subcontractor Staff</div><div></div><div>Phone #:</div><div></div></div></div> <div><div>Contractor</div><div><div>* Company name:</div><div>ONTARIO ONE CALL</div><div></div><div>* Address:</div><div>104</div><div>Suite:</div><div>1</div></div><div><div>* Street:</div><div>COOPER</div><div>Street type:</div><div>DRIVE</div><div>Direction:</div><div></div></div><div><div>* City:</div><div>GUELPH</div><div>Province:</div><div>ON</div><div>* Postal code:</div><div>N1C 0A4</div></div><div><div>Type:</div><div>CONTRACTOR</div><div>Add</div><div>Edit</div></div></div>
<div><div>Communication</div><div><div>* Phone #:</div><div>(519) 265-8006</div><div></div><div>Fax #:</div><div></div><div></div></div><div><div>Cell phone #:</div><div></div><div></div></div><div><div>Pager/work #:</div><div>() -</div><div></div></div><div><div>Email:</div><div>solutions@on1call.com</div><div></div></div><div><div>Best time:</div><div>9-5</div><div></div></div><div><div>Working for:</div><div></div><div></div></div><div><div>Same</div></div></div> <td></td>	

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DIGGING IN TO BEST PRACTICES

Relocates

What you need to know..

Providing more accurate information, including a description of the dig area with distance/direction from a geographical reference, improves efficiency and accuracy of completed locates.

Refer to the locate/clearance paperwork you receive on behalf of each member for the validity and/or expiration. Relocate a request 5 business days before the earliest locate expires.

You are required to have a copy of the locate request confirmation from Ontario One Call onsite; including the previous locate responses for any member that provided "Existing Locate Still Valid" as the initial status on your current request.

Changes to the dig location/information are not permitted when submitting a relocate.

Requesting locates for an area larger than you require may cause delays, as members are not obligated to complete locates when the work is not going to commence, over the entire area you have requested, within 30 days.

Requesting a relocate to try and resolve a late locate issue is not an effective method as it often results in notification issues. Follow the Late Locate Protocol found here: <https://www.ontarioonecall.ca/wp-content/uploads/Late-LocateProtocol-2020.pdf>

Why you want to do this...

Following our recommended best practice ensures the Locate Request Confirmation lists the "Members Notified" when required and shows the "Existing Locate Still Valid" status when applicable.

Who do you contact with a relocate issue?

Check the list of "Members Notified" on the locate request confirmations and reach out to the member directly to request an extension on the most recent locate this member provided paperwork for. Contact Client Services for further assistance by email: Solutions@OntarioOneCall.ca

Our recommended Best Practice for managing relocates:

- Request locates that are appropriate for the scope of your work. Consider the size of the project, the length of time it will take your team to complete the work, and request a suitable area.
- Include an 'Estimated completion date' on long term projects.
- When your work will not be completed within 30 days, review the most recent responses you received from each member/LSP and relocate 5 business day before the earliest locate expires.
- Confirm none of the dig location/information details have changed since the previous request.
- Ensure the contact details are correct; you may change the main contact name, phone number and email address when requesting a relocate online.
- Review the Locate request confirmation for any Members with an Initial Status of 'Existing locate still valid' and keep the previous locate paperwork onsite to ensure you have a valid response from each member.
- Track late locates separately from Notification, and action late locates in a timely manner. Please follow the Late Locate Protocol; reach out to our Compliance department by email: Compliance@OntarioOneCall.ca or phone 1-844-257-9490 Ext. 8201 for further information.
- When a Member has not responded within 5 business days, their locates may fall out of sync with the other Members that have responded. When this occurs, please contact the Members directly and ask for an extension on the most recent locate you received to try and synchronize the paperwork moving forward.
- Please contact Client Services for further assistance and web portal support by email: Solutions@OntarioOneCall.ca





DIGGING IN TO BEST PRACTICES

Relocates: A Deeper Look

As the Notification System, Ontario One Call does not schedule or complete physical locates.

Locates and Clearances are sent directly to excavators. Each owner of underground infrastructure (member) decides their locate validity based on their risk tolerance.

To ensure proper notification, Ontario One Call advises excavators to submit a relocate 5 business days before the earliest locate expires, based on the validity noted on the locate response.

What you need to know..

Providing more accurate information, including a description of the dig area with distance/direction from a geographical reference, improves efficiency and accuracy of completed locates.

Refer to the locate/clearance paperwork you receive on behalf of each member for the validity and/or expiration. Relocate a request 5 business days before the earliest locate expires.

You are required to have a copy of the locate request confirmation from Ontario One Call onsite; including the previous locate responses for any member that provided “Existing Locate Still Valid” as the initial status on your current request.

Changes to the dig location/information are not permitted when submitting a relocate.

Requesting locates for an area larger than you require may cause delays, as members are not obligated to complete locates when the work is not going to commence, over the entire area you have requested, within 30 days.

Requesting a relocate to try and resolve a late locate issue is not an effective method as it often results in notification issues. Follow the Late Locate Protocol found here: <https://www.ontarioonecall.ca/wp-content/uploads/Late-Locate-Protocol-2020.pdf>

Why you want to do this...

Following our recommended best practice ensures the Locate Request Confirmation lists the “Members Notified” when required and shows the “Existing Locate Still Valid” status when applicable.

Who do you contact with a relocate issue?

Check the list of “Members Notified” on the locate request confirmations and reach out to the member directly to request an extension on the most recent locate this member provided paperwork for. Contact Client Services for further assistance by email: Solutions@OntarioOneCall.ca





DIGGING IN TO BEST PRACTICES

Relocates: Example of a Three Month Project

When you request a relocate and 'Existing locate still valid' appears in the Initial Status section's of the Locate Request Confirmation, the Member has a Relocate Delay indicating to Ontario One Call that the previous locate they issued is still valid. However, it is your responsibility as an excavator to ensure the locate paperwork you received directly from each Member or their Locate Service Provider (LSP) is in fact still valid.

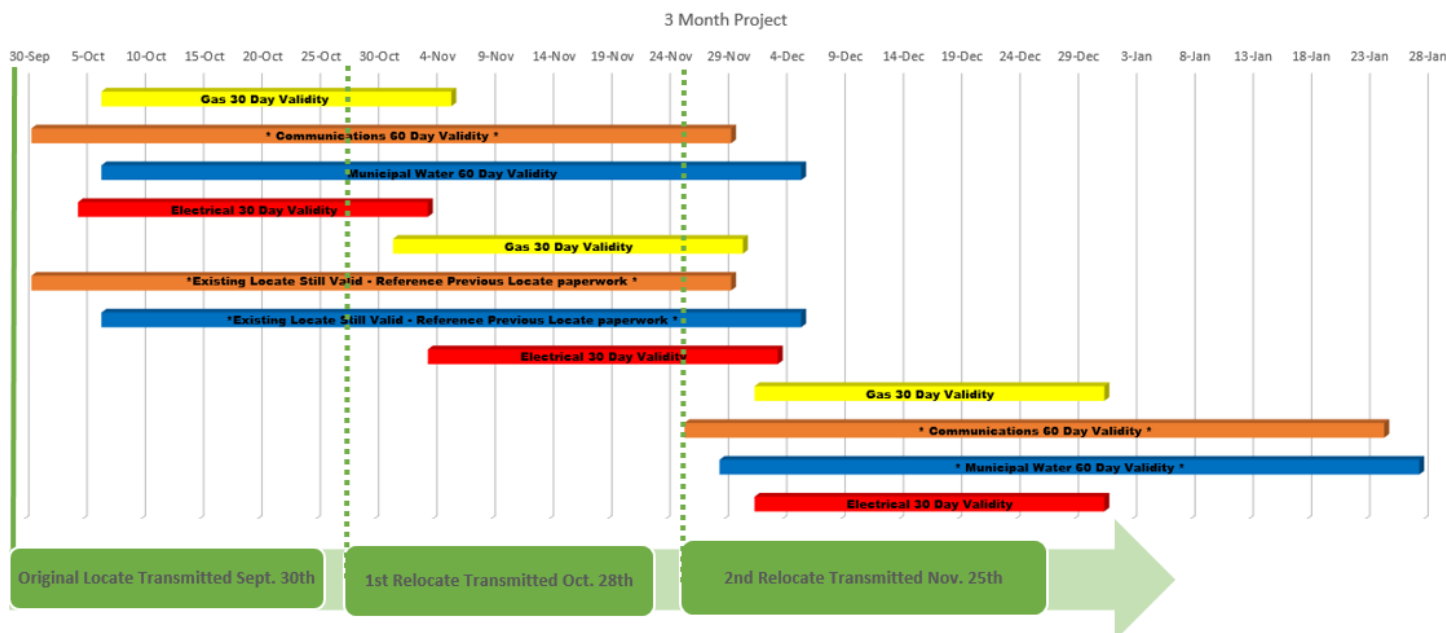
In the 3 month project example below, on 1st relocate request of the original locate, the Electrical and Gas members do not have a Relocate Delay and the initial status is 'Notification Sent'. The Communications and Municipal members have a Relocate Delay, and 'Existing Locate still Valid' appears in the initial status.

Review the paperwork you received from the member (or LSP) for the 1st Locate to ensure it is valid and include those original locates with the new Ontario One Call Confirmation, which shows the "Existing locate still valid" status. Wait for a response from the Electrical and Gas and add these to the locate package.

The 2nd relocate, will notify all four Members and begin the cycle again.

MEMBERS NOTIFIED: The following owners of underground infrastructure in the area of your excavation site have been notified.

Member name	Station Code	Initial Status
PVS FOR CITY OF HAMILTON WATER (HW01)	HW01	Existing locate still valid
MULTIVIEW FOR COGECO CABLE (CPVS2)	CPVS2	Existing locate still valid
PVS FOR ALECTRA UTILITIES-HAMILTON HYDRO (LOCAL HYDRO) (HHP1)	HHP1	Notification Sent
PVS FOR ENBRIDGE GAS (LEGACY UNION GAS) (EN2HN01)	EN2HN01	Notification Sent



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DIGGING IN TO BEST PRACTICES

Relocates: Best Practice

Our recommended Best Practice for managing relocates:

- Request locates that are appropriate for the scope of your work. Consider the size of the project, the length of time it will take your team to complete the work, and request a suitable area.
- Include an 'Estimated completion date' on long term projects.
- When your work will not be completed within 30 days, review the most recent responses you received from each member/LSP and relocate 5 business day before the earliest locate expires.
- Confirm none of the dig location/information details have changed since the previous request.
- Ensure the contact details are correct; you may change the main contact name, phone number and email address when requesting a relocate online.
- Review the Locate request confirmation for any Members with an Initial Status of 'Existing locate still valid' and keep the previous locate paperwork onsite to ensure you have a valid response from each member.
- Track late locates separately from Notification, and action late locates in a timely manner. Please follow the Late Locate Protocol; reach out to our Compliance department by email: Compliance@OntarioOneCall.ca or phone 1-844-257-9490 Ext. 8201 for further information.
- When a Member has not responded within 5 business days, their locates may fall out of sync with the other Members that have responded. When this occurs, please contact the Members directly and ask for an extension on the most recent locate you received to try and synchronize the paperwork moving forward.
- Please contact Client Services for further assistance and web portal support by email: Solutions@OntarioOneCall.ca



DIGGING IN TO BEST PRACTICES

NEW SUBDIVISIONS

What you need to know..

Certain locations require a detailed description explaining the distance and direction to the dig area from the nearest visible or existing intersection. Your request will suspend when there is a discrepancy or incomplete information such as; incorrectly or un-labeled streets, the satellite map shows an empty field and/or the new street name does not populate within the pop-up menu list.

Why you want to do this...

You know the proposed work area best! Our Contact Centre team reviews suspended requests to compare the “Dig Location”, map selection and detailed description submitted. If an agent finds a discrepancy they will send a clarification email from donotreply@On1Call.com requesting more information and/or a change to ensure you have valid locate paperwork.

Who can help fix mapping issues?

We are continuously making improvements to our online service and value your feedback. If you have any questions or would like to provide us with mapping feedback for streets that do not populate in the pop-up menu, appear on our maps, or you have found an error, please send an email to Solutions@OntarioOneCall.ca and include any GIS maps or Developer Site Plans you may have.

Where can you find resources?

- Local Municipality GIS maps
- Developer's plans
- Your crew onsite!
- Ontario One Call Client Services

Our recommended Best Practice when a street does not appear on the satellite map:

- Reference the local Municipal GIS map
- Use the web portal measuring tool, approximate civic pin drop, and street view tool to aid with creating an accurate map selection
- If the “street” name is not available in the pop-up menu, enter the closest known intersection (or “block”) to your proposed dig area into the “Dig Location”; this will load the satellite map
- Draw a shape around your proposed dig area; you may need to draw a larger map selection depending on the information you have
- Include a label of the “new” street name you are working on
- Attach your map selection
- ****IMPORTANT STEP**** Go back up to the “Dig Location” section and ensure the information is correct; please ensure that your map selections are on or parallel to the street you identified in the Dig Location section and the map selections fall between the two cross streets you provided – use the new “street” and “intersection” names where the excavation is actually taking place
- ****IMPORTANT STEP**** Include a description indicating this is a new subdivision (i.e. New street located N of Ontario Rd and E of One Call St.)
- Provide the members/locate service providers with more information by attaching any new subdivision site/developer plans you may have in the “Sketches and other attachments”

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DIGGING IN TO BEST PRACTICES

Multiple Civic Requests

What you need to know...

A locate request is considered valid when the dig location, detailed description and map selection (used to generate notification) convey the same area.

The dig location only requires a civic address to be listed when you are working directly on a lot that has a civic address associated to it.

When you are working across multiple lots with unique civic addresses associated to them, use the “add” feature to include each of the civic addresses in the dig location.

The system provided intersecting cross streets and approximate civic pin drop locations on the map are suggestions only. You should use the available street view tool and reference another mapping resource to verify the location.

Why you want to do this...

Improving communication with locators increases the accuracy and efficiency of the entire locate process. Following our best practices reduces the amount of requests and clarification emails.

Where can you find resources..?

Contact Ontario One Call's Client Services Team for web portal support by email: Solutions@OntarioOneCall.ca

Our recommended Best Practice for Multiple Civic Requests:

- List all of the civic addresses in the dig location when the proposed work will be occurring directly on the lot(s) associated with the civic(s), including any instance where the work is going from the public/private property line to the curb face or, if there is no curb, the road edge. You can include civic addresses for work that will occur in the roadway between opposite curb faces in the detailed description of work as long as it helps the locate service provider understand the area of excavation.
- Do not include civic addresses when they are irrelevant to your area of excavation.
 - For example, do not add a civic in the address field if the excavation is not occurring directly on the associated lot. If you would like to reference a civic for proximity, do so in the 'detailed description of the work'.
- Combine multiple civics on the same street into one request; review the “Allowed address range” and “Add” each address where you propose to work on private property.
- Ensure that your map selections are on or parallel to the dig street you identified in the dig Location, and fall between the two cross streets you provided. If required, you may manually type in the correct street names after you have saved and attached your map selection.



DIGGING IN TO BEST PRACTICES

Multiple Civic Requests

Scenario 1:

Dig location

Reg./county:

* Mun./Twsp:

Community:

Address:

Unit:

* Street:

* Intersection 1:

* Intersection 2:

* Does your excavation involve a corner lot/intersection? If 'yes', please select an intersecting street:

No civic address is required to be listed in the dig location for work that is occurring solely on public property.



Scenario 2:

Dig location

Reg./county:

* Mun./Twsp:

Community:

Address:

Unit:

* Street:

* Intersection 1:

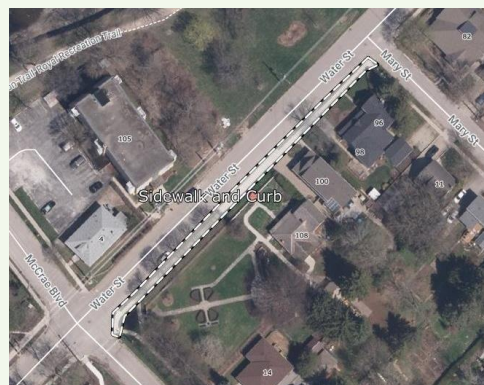
* Intersection 2:

Allowed address range found is [96-108] between MARY ST and MCCRAE BLVD.

* Does your excavation involve a corner lot/intersection? If 'yes', please select an intersecting street:

Civic #96
Civic #98
Civic #100

List all of the civic addresses in the dig location when the proposed work will be occurring on private property. This would include any instance where the work is going from the public/private property line to the curb face or, if there is no curb, the road edge.



Scenario 3:

Dig location

Reg./county:

* Mun./Twsp:

Community:

Address:

Unit:

* Street:

* Intersection 1:

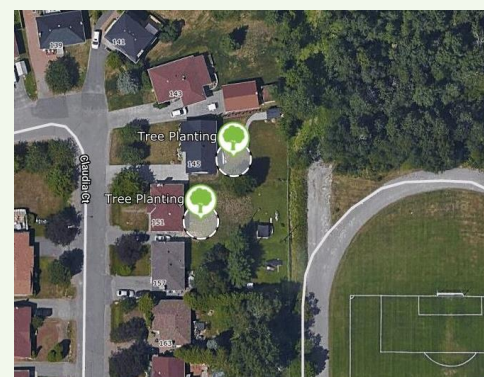
Intersection 2:

Allowed address range found is [2-222]. The only intersection found is HAWTHORNE DR.

* Does your excavation involve a corner lot/intersection? If 'yes', please select an intersecting street:

Civic #145

When you are working across multiple lots with unique civic addresses associated to them, use the "add" feature to include each of the civic addresses in the dig location.





DIGGING IN TO BEST PRACTICES

Managing Locates

What you need to know...

The web portal has search and export functions available to help you organize and track your locate requests.

The “Search engine” can show a list of your locate requests, up to a maximum of 31 days at a time. You may customize the list by adding or removing search parameters; Type of work, Mun./Twsp, street, Caller name, etc.

The “Export” option creates an Excel spreadsheet with a column for each search parameter found in the search engine. You can sort, add, or remove columns in the Excel spreadsheet for your internal office purposes. This can help track long term projects, validity dates, relocates, etc.

Why you want to do this...

Managing locates as a Team can help to organize locates and relocates during vacations and prevent duplicate work.

Where can you find assistance?

Contact Ontario One Call Client Services for web portal support by email: Solutions@OntarioOneCall.ca

Clicking will minimize the search fields

Our recommended Best Practice for managing Locate Requests:

- ✓ Each user should ensure their contact information is correct each time they create a request; if an infrastructure owner (member) or Ontario One Call has a question they are going to call the main contact first.
- ✓ Use a distribution email when your team requires shared access to locate paperwork.
- ✓ Include an “estimated completion date” in the detailed description for long term Projects
- ✓ Follow up with Ontario One Call when you do not receive a locate request confirmation within 24 hours.
- ✓ Keep a record of your locate requests – use the available Search Engine and Export features.
- ✓ Check the Locate status tab on each request and follow up with Members directly when you have not received a response.



DIGGING IN TO BEST PRACTICES

Drawing Tools – Creating an Accurate Map Selection

What you need to know...

A locate request is considered valid when the dig location, detailed description and map selection (used to generate notification) convey the same area.

There are three drawing tool options made available when you click on the Tools menu;

- Area drawing creates shapes and shades in the area.
- Line drawing creates line(s) and let's you change the width from 3Ft (default) to 10 M.
- Additional drawing options create 10 M radius circles for trees, boreholes, poles, and other types.

The Measuring tool can be used to help identify a precise work area and the Annotation tool is useful for adding additional notes to the map.


You can draw multiple dig area's on one image creating a detailed map; or when working on a larger project, you can re-load the map and attach multiple images, using the previous drawing overlay, to ensure a continuous map selection drawing.

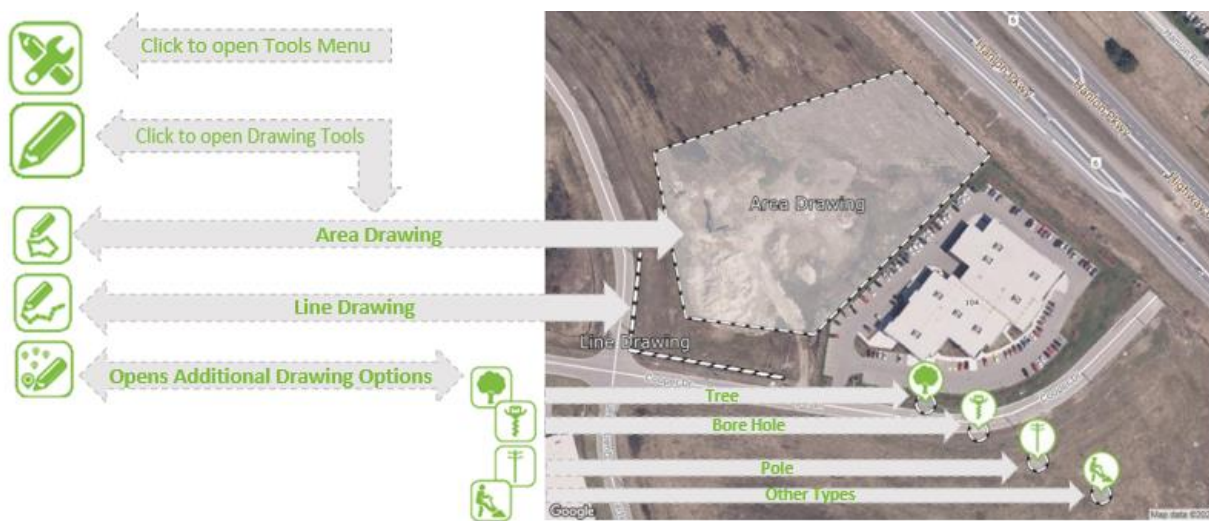
Why you want to do this...

Notification to the Members is based on the drawing(s) an excavator creates on the aerial image. Drawings created by excavators are expected to accurately represent the proposed dig area.

Where can you find assistance?

Contact Ontario One Call Client Services for web portal support by email: Solutions@OntarioOneCall.ca

Click  on the aerial map to start the mapping Tutorial.



Our recommended Best Practice for drawing an Accurate Map Selection:

- ✓ Select a draw tool that represents your dig area.
- ✓ Draw where you are digging!
- ✓ Ensure the area where you propose to dig is highlighted on the map.



DIGGING IN TO BEST PRACTICES

DESIGN AND PLANNING REQUESTS

What you need to know...

Ontario One Call offers a Planning option for excavators who are not digging within 30 days.

Who responds?

Ontario One Call Members participate on a voluntary basis as this is not a requirement under the Act. Members that do not take part may be contacted directly for more information.

Why you want to do this...

Planning saves time and money. Use properly submitted planning requests to organize the physical locates.

Where can you find assistance?

Ontario One call Client Services email:
Solutions@OntarioOneCall.ca

Dig info

Dig size [?]

Length: 0 ft Dir.: Width: 0 ft Maximum depth: 0 ft

From each box, make at least one selection

*** Location**

☐ Public prop.
☐ Private prop.

*** Markings by Excavator**

☐ Premarked
☐ Area not marked

*** Method**

☐ Machine dig
☐ Hand dig

Optional information

☐ Mark + fax
☐ Site meet req.
☐ Dir. drilling

*** Work to begin:** 12/10/2018

*** Type of work:** DESIGN AND PLANNING

*** Priority:** PLANNING

*** Detailed description of the work:**

Details to be included: Distance and direction, side of property, crew onsite information, site meet contact info, description of how area is pre-marked.

Proposing service installation (list all potential types of work) from center of road to front of building (indicate general area). 10 Ft deep. See attached for more details / scope of work

Do not include street names or civics that are not identified in the dig location above [?]

Remarks:

Potential start date: April 2019
Estimated length of entire project: 5 months

Our recommended Best Practices for Design and Planning Requests:

- Request one street per planning request
- Select the entire area on each street where you are planning to dig; ensure your map selection is on or parallel to the street identified in the "Dig Location" and falls within the intersecting cross streets
- Confirm that the "Dig Location", Map Selection and Detailed Description support each other
- Attach "sketches and other attachments" showing specific details and/or the scope of the project
- Select "Design and Planning" as your type of work and "Planning" as the priority
- Provide detailed information about your future excavation including; approximate start time, approximate length of excavation, depth, type of work, etc.





DIGGING IN TO BEST PRACTICES

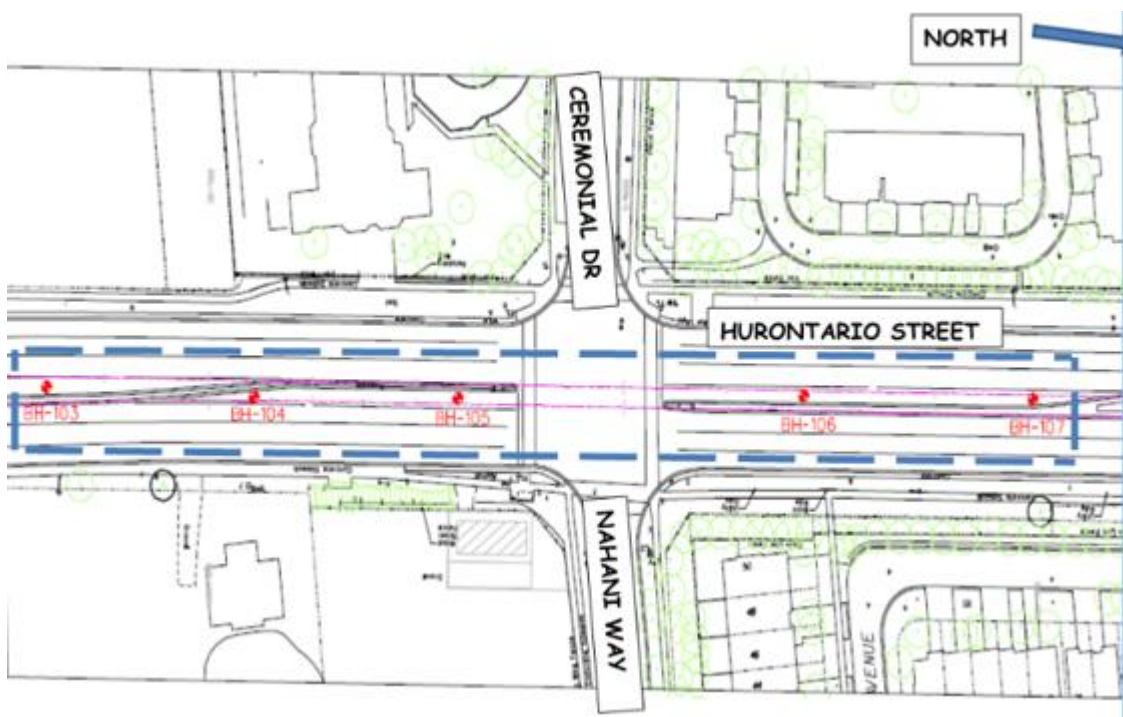
Bore Holes

What you need to know...

Requesting a locate radius, white lining/pre-marking, and providing an additional detailed site plan are the recommended Best Practice.

Why you want to do this...

Communication between excavator and Member/Locate Service Provider is the best avenue to a timely and successful locate.



Our recommended Best Practices for Bore Holes:

Provide a detailed description of your work. Use a geographical reference when a civic address is not available and include distance and direction from the nearest intersection if applicable.

Pre-mark the site with white paint and/or flags. Request a radius around the proposed bore hole location to allow for movement if there is conflicting underground infrastructure.

OR arrange for a site meet. If you are arranging a site meet, try to get everyone together at the same time. That way, if there are any underground conflicts, moving the borehole location is easier.

In addition to the map selection, providing a detailed site plan with your proposed bore hole locations may increase clearances and improve response times.

Please ensure that your map selections are on or parallel to the dig street you identified in the Dig Location section and the map selections fall between the two cross streets you provided. If required, you may override the system by manually typing in the correct street names after you have saved and attached your map selection.

