



# 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](mailto: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.





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### Scenario 1:

**Dig location**

Reg./country: NIAGARA

Mun./Twsp: NIAGARA FALLS, NIAGARA

Community:

Address:  Civic #  Lot #

Unit:

Street: CLIFTON HILL

Intersection 1: ONEIDA LANE

Intersection 2: FALLS AVE

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

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./country: WELLINGTON

Mun./Twsp: GUELPH, WELLINGTON

Community:

Address: 108 Civic #  Lot #

Unit:

Street: WATER ST

Intersection 1: MARY ST

Intersection 2: MCCRAE BLVD

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: UNKNOWN

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./country: SUDBURY

Mun./Twsp: GREATER SUDBURY, SUDBURY

Community:

Address: 151 Civic #  Lot #

Unit:

Street: CLAUDIA CRT

Intersection 1: HAWTHORNE DR

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: UNKNOWN

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.

