



NCHCA – YOUR QUESTIONS ANSWERED



1) Locates are late

Excavators

Do your part:

- Request only when you are going to dig in 30 days
- Premark excavation zones in white in Spring, Summer and Fall
- Share locates when agreeable
- Do your best to optimize requests and have a plan to accomplish your work



1) Locates are late

Members

Do your part:

- Use past experience to inform your Damage Prevention needs
- Use existing relationships to understand workload pressures
- Employ your resources to protect your existing infrastructure
- Have a plan if things get busier than expected



2) Locates expire at different times

First Stage Complete:

- A law governing locate expiration has just been passed

Next Stage (**NOT YET CONSIDERED**):

- A law that says a locate request expires when the last locate delivered expires.



Recommendation: Use a coversheet on locate packages being sent to the field to better communicate when locates expire

3) Inaccurate Locates



Hand dig cautiously within 1m as measured horizontally from the field markings to avoid damaging the underground utilities. If you damage the plant, you may be held liable.



Complaints should be sent to:

TSSA – Gas

customerservices@tssa.org

ESA – Electrical Distribution

esa.Cambridge@electricalsafety.on.ca

MOL – All else

OR

Flag the Utility/Municipality/LSP

4) Requests suspended without notice

24 Hr turnaround on Suspend requests

Tip:

In the review stage, check if the intersecting streets (and everything else on the request) are correct. If not, click the Edit button

Tip:

Limit your request to one street at most



5) Phone wait times are long



While we are making efforts to improve service, please try to make use of our online training material:

- YouTube (Search for Ontario One Call)
- Best Practices (found under Resources)
- Professional Locate Administrator Course
15% Discount for NCHCA
members



6) Inability to reach an individual

Jeff Hitchcock

jhitchcock@OntarioOneCall.ca

844-257-9490 ext 8806



7) Unclear policies or procedures

Governance Documents:

OntarioOneCall.ca > About Us > Our Governance

See the new Bylaw 3

Watch for communications on changes



8) Unclear escalation procedure

Escalation through Compliance:

Go to OntarioOneCall.ca and fill out the Complaint form

Escalation during an Emergency Locate

Call 1-800-400-2255 and follow the emergency locate prompts





LAW CHANGES and HOW THEY AFFECT MEMBERS & EXCAVATORS

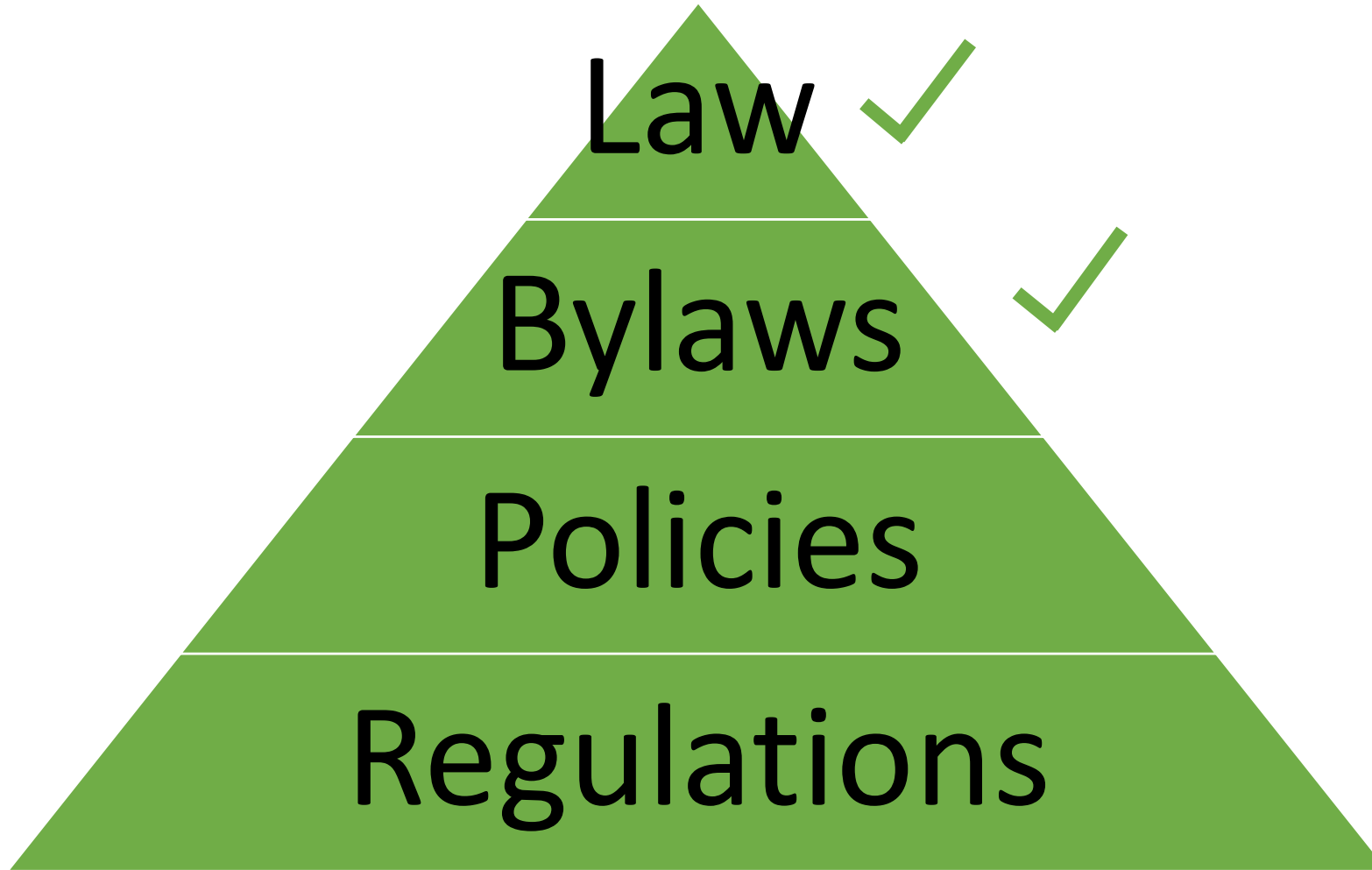
WHAT YOU NEED TO KNOW





STATUS Snapshot

GETTING ONTARIO CONNECTED ACT



EXCAVATOR

LAW CHANGES



GET THE DIRT
ON ALL DIGS



REQUEST ONLY 30 DAYS BEFORE

SECTION 12(1) of the Act



Excavator must only request a locate to be delivered if they have the intention of digging within 30 days





SHARING LOCATES

SECTION 11(a) & (b)

Sharing Locates is allowed.

Must:

- a) Include other excavator contact info on request
- b) Share contact info with Ontario One Call*



*Until further notice, store excavator contact info on a document. Present to Ontario One Call, or other regulator, when asked



DIGGING WITHOUT LOCATES

SECTION 10(1) & (2) and SECTION 8 (3)

To dig in Ontario all Excavators are required to have valid locates

1. Locates must be requested through Ontario One Call
2. **All** Locates must be completed
 - all Members Notified on a request have cleared or completed
3. Excavator confirms paperwork does not conflict with locate markings
4. Locates have not expired*



***IF LOCATES ARE NO LONGER VISIBLE, THEY ARE
CONSIDERED EXPIRED**



TIMELINES

LOCATE DELIVERY





LOCATE TIMELINES OVERVIEW

STANDARD LOCATE REQUEST – SECTION 6 (3)

5

Business Days

Members are required to complete a locate response within 5 business days of receiving a standard locate notification.
S.6 (3) of the Act

CHANGE – REASONABLE ATTEMPTS HAS BEEN REMOVED.
MEMBERS MUST COMPLETE IN 5 BUSINESS DAYS



LOCATE TIMELINES OVERVIEW

EMERGENCY LOCATE REQUEST – SECTION 6 (4)

2

Hours

Members are required to have a person onsite, or provide a clearance within 2 hours.

S. 6 (4) of the Act

CHANGE – ONSITE IN 2 HOURS, NOT COMPLETE IN 2 HOURS.



LOCATE TIMELINES OVERVIEW

DEDICATED LOCATE REQUEST - SECTION 7 (10)

10

Business Days

The Dedicated Locator is required to complete a locate within 10 business days of receiving the Dedicated locate notification.

S.7 (10) of the Act

NEW

360 FEEDBACK OBLIGATIONS

SECTION 14(1) of the Act

3

Business
days

Upon completing a locate response a Member or their LSP must update 360 Feedback within **three (3) Business Days**.

Dedicated Locators are responsible to update in 360 Feedback within 3 days for Dedicated Requests

RENEGOTIATION

SECTION 6(5) & 7(11) of the Act

Allowed to change the legal due date of locate delivery, but there must be a written agreement between the Member & Excavator



AGREEMENT = OFFER + ACCEPTANCE

PLUS, BOTH PARTIES MUST UNDERSTAND THE INTENTION

It's best to negotiate prior to the 5 business day (standard) timeframe, and 360 Feedback must be updated with notes after written agreement is made

MEMBER

LAW CHANGE

GET THE DIRT
ON ALL DIGS



60 DAY VALIDITY

SECTION 8(1) of the Act

All Members must have a minimum locate validity of

A large graphic with the text "60+ days" in white on a green background. The "60" is in a bold, sans-serif font, followed by a plus sign and the word "days" in a script font. Surrounding the text are white line-art icons: a clock face, an hourglass, and two flags on poles to the left; and a calendar, a clock face, and a pencil to the right. The entire graphic has a long, dark green shadow cast to the right.

60+ days

This is for all locates delivered – no exception - unless stated otherwise in a regulation



NOTIFICATION OF DELAY

SECTION 14(2) of the Act

If a Member, or Dedicated Locator, is going to be late in delivering a locate they must Notify Ontario One Call.

How?

In the notes section on 360 Feedback, for the applicable request number



Important Notifying Ontario One Call of a delay is not a renegotiation and does not change the legal timeframe to complete a locate.



CHANGE IN INFORMATION AFTER LOCATE

Section 6 (1)(3) and Section 7 (10)

If a Member has provided a locate, and the locate information has changed, they must notify the following parties within **2 business days**:

- 1. Ontario One Call, and**
- 2. The Excavator**, if the information was provided for a standard locate or;
- 3. The Project Owner AND the Dedicated Locator** if the information was provided for a project involving a Dedicated Locator

DEDICATED LOCATOR

Section 7 (1) to (14)

1. All Members must participate, except transmission lines
2. Project Owner pays for service
3. Project Owner and affected Members choose Dedicated Locator
4. Minimum 90 day notice period for dedicated project
5. Project Owner and Members must agree to Dedicated Locator in 10 business days*
6. Dedicated Locator must complete locate in 10 business days, and upload completion into 360 feedback in 3 business days*



RECOURSE

FINANCIAL COMPENSATION



GET THE DIRT
ON SMALL DIGS



MEMBER & EXCAVATOR RECOURSE

Section 16 (1) to (4) & Section 17 (1) to (4)

Who Can Seek Compensation ...

Excavators from Members

[Section 17 \(1\)](#)

- If the Member has failed to provide accurate locates; or
- has provided locates outside of the legislated timeframe; or
- incorrectly provided a clearance

Members from Excavators

[Section 16 \(1\)](#)

- If an Excavator requests a locate to be delivered without the intention of starting excavation within 30 days; or
- the Excavator digs in a manner where they reasonable ought to know would damage or interfere with underground infrastructure



MEMBER & EXCAVATOR RECOURSE

Section 16 (1) to (4) & Section 17 (1) to (4)

Step #1

Members or Excavators seeking compensation should first attempt to work out financial compensation with each other

[Section 16 \(3\) and Section 17 \(3\)](#)

Step #2

If an agreement can not be reached, the Ontario Land Tribunal (OLT) can make a determination

[Section 16 \(4\) and Section 17 \(4\)](#)



THANK YOU!!

ANY QUESTIONS?

Training@OntarioOneCall.ca

