

ACT OFFENSES

MEMBER

1. **Late Locate(s)** - a Member has not completed a standard locate request within five business days or on an agreed time, as per Section 6 (3) of the Act.
2. **Late Emergency Response** - a Member was not onsite to complete the emergency locate or did not provide a clearance within 2 hours, as per Section 6 (4) of the Act
3. **Inaccurate Locate** - a Member of Ontario One Call has not provided a proper locate: markings, written document, clearances, or accuracy - Section 6 (1) of the Act and Section 30 & 31 of By-Law 3, Schedule 1
4. **Failed to Register or Provide Information** – A Member refused to register or provide information necessary for Ontario One Call to fulfill its objects, as per Section 5 (1) & (2) of the Act
5. **Did not respond to 360 Feedback** - a Member did not respond with a completed status (cleared or completed) within 3 business days, as per Section 14(1) of the Act
6. **False Renegotiation** – A Member changed the legal due date of a locate without a written agreement between them and the excavator, as per Section 6(5) & 7(11)
7. **Dedicated Locator Refusal** – Member refuses to participate in dedicated locator, or agree to a dedicated locator, or provide mapping and other information to the dedicated locator within the legislated time frame, as per Section 7 (7)
8. **Locate Validity Period** – Member did not provide a minimum of a 60 day expiry for their locate, as per Section 8 (1) of the Act
9. **Failure to Provide Change of Information After a Locate** – Member Failed to notify Ontario One Call and the Excavator, or Ontario One Call, Project Owner, and Dedicated Locator of a change in information before the end of a validity period in respect of a locate within 2 business days, as per Section 9 (1)
10. **Failed to Notify of a Delay** – a Member failed to notify Ontario One Call of a locate delay, as per Section 14 (2)
11. **Deficient Clearance** – a Member did not meet its obligation to mark on the ground the location of its underground infrastructure and provide written documentation, as per Section 6, 1 (1) of the Act

EXCAVATOR

1. **Locate Abuse** - an excavator submitted a locate request without the expectation of commencing an excavation within 30 days, Section 12 (1) of the Act.

2. **Digging without a Locate** - an excavator has not contacted Ontario One Call for a locate prior to digging, or has begun an excavation or dig without a valid locate as per Section 10 (1) & (2) of the Act.
3. **Excavation in an unsafe manner** – An excavator dug in a manner that they know or reasonably ought to know would damage or otherwise interfere with any underground infrastructure, as per Section 13 of the Act
4. **Emergency Abuse** – an excavator submitted an emergency request whereby the excavator knows or ought to know that the request does not satisfy the description set out in paragraph 2 of subsection 6 (2), as per Section 12 (2) of the Act.
5. **Failure to Utilize Dedicated Locator when required** – an excavator placed a request under the standard or emergency request process (did not use the dedicated locator process) despite being engaged in a certain excavation or dig project as described under section:
 - 7 (1) 1. A designated broadband project or
 2. An excavation or dig project that satisfies such criteria as may be prescribed by the Minister

DEDICATED LOCATOR

1. **Incomplete Locate / Late Locate** - a Dedicated Locator has not completed a dedicated locate request within 10 business days or on an agreed time, as per Section 7 (10) & (11) of the Act.

BY-LAW OFFENSES

MEMBER

1. **Failed to Respond to an Information Request / Update** – a Member failed to respond to an information request from Ontario One Call within 7 Business Days, as per Section 8 of By-Law 3, Schedule 1
2. **Failed to Pay Fees** – a Member failed to pay the fees for services in accordance with the fee model used by the Corporation, as per Section 9 of By-Law 3, Schedule 1
3. **Failed to Meet Mapping and Notification Requirements** - a Member failed to provide accurate and up-to-date mapping, or information on how the Member will receive notifications 24 /7, as per Section 17 of By-Law 3, Schedule 1
4. **Failed to Maintain Proper Receiving Equipment** - a Member failed to supply proper receiving equipment including, but not limited to, a proper back-up system, and

adequate staff to monitor and respond to locate requests, as required by Ontario One Call for the transmission of Locate Requests, as per Section 18 of By-Law 3, Schedule 1

5. **Failed to Implement Direction of Ontario One Call** – a Member or Excavator failed to implement directions made by Ontario One Call arising out of complaints or non-compliance, as per Section 36 of By-Law 3, Schedule 1