

October 16, 2020

Ontario One Call
Attention: Ontario One Call Board of Directors

Please find below Hydro One Distribution's feedback and comments regarding the proposed Ontario One Call by-law changes. Hydro One Distribution agrees with most of the changes in principle and would like to submit the following comments for consideration:

1. The proposed changes do not contain any updates on the responsibility of the locate requestor or excavator, including a definition of what constitutes a reasonable and valid locate request. Also, consideration should be given to making white lining mandatory for certain work types with multiple dig locations, such as bore holes and tree planting. The existing by-laws and schedules speak only to the output side of the equation and does not acknowledge the input, a very critical component of the overall process.
2. We recommend adding language to support exemptions for low risk work performed by utilities on their assets, such as removing earth by hand against the base of a utility pole to inspect for rot at a shallow depth. Arranging ALAs for province-wide low risk work programs is not feasible.
3. Deleting Schedule 4 removes all reference to ORCGA/CCGA Best Practices. Hydro One believes reference to the ORCGA as well as the Best Practices guide should be maintained somewhere in the by-laws schedules or the by-law itself.
4. Feedback/member consultation period should be a minimum of 30 – 60 days. The tight timelines with the Member Consultation Meeting on September 30, 2020, feedback due by October 16, 2020 do not allow for adequate review to assess the proposed changes and document other items for consideration that were not included. In addition, the rationale for the tight timelines has not been provided which questions why are the changes on such a large scale being rushed.
5. To be fully open and transparent, members should be provided access to feedback received from all stakeholders as well as the information presented to the Board of Directors prior to the membership voting on the changes, to allow members sufficient time to review.
6. Mandatory reporting language should be restricted to mandatory DIRT reporting, and not give Ontario One Call unlimited authorization to request reporting from members.
7. The proposed fee structure change, while we agree in principle, fails to consider or address situations currently faced by members that lead to late locates, such as:

- a. Excavators performing project work that do not allow for a renegotiated date in 360, but are content working closely with LSPs or utilities to achieve a locate schedule agreeable to both parties
- b. Ticket dumping practices where excavators request unreasonably large volumes of locates in a short time frame, despite not being able to start all of the work on the requested work to begin date.
- c. Over-notification, where excavators or Ontario One Call agents produce MSN selections significantly larger than the dig area, or select large areas containing multiple dig areas without defining specific locations that need to be located. For example, multiple bore holes or tree planting work. Without prior white lining or a precise description locate resources are forced to locate unnecessarily large areas.

For this model to be fair the data being used needs to be accurate. Our belief is that 360 does not capture the full picture of locates, partly due to the scenarios mentioned above. We suggest incorporating volume of complaints in relation to overall volume of requests for a member, or using a model that exclusively considers volume of complaints relative to overall volume of requests for a member, as not all locates that appear late are problematic for excavators.

Thank you for the opportunity to provide comments on the proposed by-law changes. We hope that you will review and consider our feedback.

Sincerely,

Bav Mistry
Tyler Chapin
Hydro One Distribution Damage Prevention