



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