



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 passed, 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 locate request number and any response you have received from a Member or locate service provider

To contact the compliance department

- Phone: 1-844-257-9490 ext. 8201
- Email: Compliance@OntarioOneCall.ca
- Online: <https://www.ontarioonecall.ca/ontario-one-call-complaints-form/>

Investigators: Robert Matthews, Sarah Burke

