



## DIGGING IN TO BEST PRACTICES

### NOTICE OF DELAY - Response to Locate Request

#### What you need to know...

As per [OUINS Act Section 14 \(2\)](#), If a Member or Dedicated Locator becomes aware that there will be a delay in providing a locate, they must notify Ontario One Call of the expected delay **as soon as possible**.

#### How to do this ...

A Member or its designate (Locate Service Provider) will need to **enter a note in 360 Feedback** for the affected request. The note must state the locate will be late (beyond the legislated timeframe), and when the locate is anticipated on being completed.



#### Important

Notifying Ontario One Call is **not** a renegotiation\* and does not change the legal timeframe to complete a locate, nor does it absolve the Member from Compliance actions for not meeting the legislated frame, or other breaches of the Act.

\*Renegotiation involves a written offer and an agreement between the Excavator and Member. To find out more, [click here](#)

