



DIGGING IN TO BEST PRACTICES

Multiple Civic Advanced Requests

What you need to know...

You must select the “Advanced Request” type if you have more than one civic. Selecting the “Single Address request” type will result in the request suspending for review and you will be asked to create a new “Advanced Request” type.

When digging directly on multiple lots with unique civic addresses associated to them, you should include each civic number in the “Address Search” bar.

The System provided civic pin drop locations on the map are estimations only. You should use the available street view tool and reference another mapping resource to verify the location.

The System compares the Map Selection(s) you create to the “Address Search” information used to load the map; you may be required to “Review your Address” and “Confirm your Dig Location” if the information does not verify.

Why you want to do this...

Improving communication with locators increases the accuracy and efficiency of the entire locate process. Following our best practices reduces the amount of requests and clarification emails.

Where can you find resources..?

Contact Ontario One Call’s Client Services Team for web portal support by email: Solutions@OntarioOneCall.ca

Our recommended Best Practice for Multiple Civic Requests:

- Select the “Advanced Request” type.
- Combine multiple civics on the same street into one request; include each address in instances where you propose to work on private property.
- List all of the civic addresses in the “Address Search” bar – separate each civic with a comma (i.e. 101,103,105 Ontario St).
- You can include civic addresses for work that will occur in the roadway between opposite curb faces in the “Additional Information” as long as it helps the locate service provider understand the area of excavation.
- Do not include civic addresses when they are irrelevant to your area of excavation. For example, do not add a civic in the “Address search” bar if the excavation is not occurring directly on the associated lot. If you would like to reference a civic for proximity, do so in the ‘Additional Information’ portion of the request.
- When required:
 - “Review Your Address” and Edit or Select all civic addresses where the proposed work will be occurring directly on the lot(s) associated with the civic(s), including any instance where the work is going from the public/private property line to the curb face or, if there is no curb, the road edge.
 - “Confirm your Dig Location” and ensure the information is correct. Your map selections should be on or parallel to the “Dig Street” and the map selection(s) should be between the two closest intersecting streets provided





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Pink Selection: No civics are listed in the address bar as the proposed work is not occurring on the private property of a civic. If you would like to reference a civic for proximity, do so in the 'additional information' section.

Green Selection: All of the civic addresses are listed in the address search bar as the proposed work will be occurring directly on the lots associated with those civics.

Review your Address: Select or Edit Civics to ensure the addresses match your Map Selection.

Confirm your Dig Location: Ensure the information is correct. Please note, this step may not appear when the location verifies.

Review Your Address

! The system returned the following address options based on your map selection, please review and select the address that best matches your map selection.

Current address ?
 Select

Map selection address ?
 Select

Multiple civics address ?
 Select

[Edit Civics](#) ▲

+ -

522

526

524

Add or remove civic numbers from the list. All civic numbers must be on the same street

Confirm your dig location ?

The information provided in the map selection could not be validated by our system, please help us by completing any incorrect or missing information:

*Municipality/Township
 🔍

Civic # ? Add

Lot # Add

Civic # 522

Remove

*Dig Street
 🔍

*1st Closest Intersecting Street 🔍

2nd Closest Intersecting Street 🔍



Please ensure you are referencing the most recent version of this document. Version 3.0