



Digging in to Best Practices New Subdivisions

What you need to know..

Certain locations require a detailed description explaining the distance and direction to the dig area from the nearest visible or existing intersection. Your request will suspend when there is a discrepancy or incomplete information such as; incorrectly or un-labeled streets, the satellite map shows an empty field and/or the new street name does not populate within the pop-up menu list.

Why you want to do this...

You know the proposed work area best! Our Contact Centre team reviews suspended requests to compare the “Dig Location”, map selection and detailed description submitted. If an agent finds a discrepancy they will send a clarification email from donotreply@On1Call.com requesting more information and/or a change to ensure you have valid locate paperwork.

Who can help fix mapping issues?

We are continuously making improvements to our online service and value your feedback. If you have any questions or would like to provide us with mapping feedback for streets that do not populate in the pop-up menu, appear on our maps, or you have found an error, please send an email to solutions@On1Call.com and include any GIS maps or Developer Site Plans you may have.

Where can you find resources?

Local Municipality GIS maps, Developer plans, Ontario One Call Client Services, your crew onsite!

Email Solutions@On1Call.com for further assistance.

Our recommended Best Practice when a street does not appear on the satellite map:

- Reference the local Municipal GIS map
- Use the web portal measuring tool, approximate civic pin drop, and street view tool to aid with creating an accurate map selection
- If the “street” name is not available in the pop-up menu, enter the closest known intersection (or “block”) to your proposed dig area into the “Dig Location”; this will load the satellite map
- Draw a shape around your proposed dig area; you may need to draw a larger map selection depending on the information you have
- Include a label of the “new” street name you are working on
- Attach your map selection
- ****Important Step**** Go back up to the “Dig Location” section and ensure the information is correct; please ensure that your map selections are on or parallel to the street you identified in the Dig Location section and the map selections fall between the two cross streets you provided – use the new “street” and “intersection” names where the excavation is actually taking place
- ****Important Step**** Include a description indicating this is a new subdivision (i.e. New street located N of Ontario Rd and E of One Call St.)
- Provide the members/locate service providers with more information by attaching any new subdivision site/developer plans you may have in the “Sketches and other attachments”