



PERFORMANCE BASED BILLING

HOW ANNUAL MEMBER FEES ARE CALCULATED

Effective: January 1, 2023

What you need to know..

Performance-based billing will use the Members 2022 **locate performance data** based on what the Member self-reports via the 360 Feedback tool.

Performance-based billing uses locate delivery performance **as a way to calculate what Members will pay annually to Ontario One Call.**

Performance-based billing will attribute a point value for every completion category.

How?

Members will be assessed based on their **share of the overall total points**. For example, if Utility Company X's point total at the end of the year is 10,000 and the total points for all Members combined are 100,000, Utility Company X would need to pay 10% of Ontario One Call's assessment amount.

Points Allocation

Standard Locates

Category (Days)	Point Allocation
0 - 5 (Compliant)	1
6 - 10	2
11 - 15	3
15 +	4

Emergency Locates

Category (Days)	Point Allocation
1*	1
2	3
3+	4

*Please note, Members not being onsite within 2 hours of receiving an emergency notification could face compliance action – [Section 6 \(4\)](#)

Notification Avoidance Services

Category	Point Allocation
ALA's	1
Suppressions	1
System Filters	1





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Locate Status – How they work with Standard Locate Notifications

Status	Compliant	Non-Compliant		
	0-5 business days	6-10 business days	11-15 business days	15+ business days
CLEARED	✓	✗	✗	✗
CLEARED BY LOOKUP CENTER	✓	✗	✗	✗
COMPLETED	✓	✗	✗	✗
CONTACT MEMBER	temporary	✗	✗	✗
NOT COMPLETED	temporary	✗	✗	✗
NOTIFICATION SENT	temporary	✗	✗	✗
RENEGOTIATED	temporary	✗	✗	✗
REQUESTOR MUST PROVIDE MORE INFO	temporary	✗	✗	✗
SENT TO LOCATOR	temporary	✗	✗	✗

How 360 Feedback Calculates Compliant Status

The Member or its designate **must change the status** to Cleared or Completed, and input a closed date into [360 Feedback](#).

Renegotiated Status: the locate due date can be changed to a later date only when there is a written agreement to change the legal delivery date between the Member and the Excavator. [Learn more](#)

Performance-Based Billing will provide a point value for each notification based on **when the locate was completed and updated in 360 feedback.**



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Members' Responsibility

- **Tracking and reporting** locate delivery performance.
- **Accuracy:** inputting inaccurate data into [360 Feedback](#) is an offense per our Act and could result in compliance action [Section 14 \(1\)](#).
- **Performance self-evaluation** and adjustment, if needed, to stay in compliance.

Billing

- **12 equal monthly installments.** Final calculation: Jan 2023.
- **Additional services are billed as extras** (dispatches by phone (typically for emergencies), analytical reports, secondary screening, and mapping consultations/GIS assistance beyond a Member's standard allowance)
- **Members who do not receive 500 notifications in 2022 will not be billed in 2023.** Members above that threshold will have a \$500 credit applied against their 2023 assessed amount at the start of the year.

Summary

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How annual Member fees are calculated

