



# DIGGING IN TO BEST PRACTICES

## Relocates

### What you need to know..

Providing more accurate information, including a description of the dig area with distance/direction from a geographical reference, improves efficiency and accuracy of completed locates.

Refer to the locate/clearance paperwork you receive on behalf of each member for the validity and/or expiration. Relocate a request 5 business days before the earliest locate expires.

You are required to have a copy of the locate request confirmation from Ontario One Call onsite; including the previous locate responses for any member that provided "Existing Locate Still Valid" as the initial status on your current request.

### Changes to the dig location/information are not permitted when submitting a relocate.

Requesting locates for an area larger than you require may cause delays, as members are not obligated to complete locates when the work is not going to commence, over the entire area you have requested, within 30 days.

Requesting a relocate to try and resolve a late locate issue is not an effective method as it often results in notification issues. Follow the Late Locate Protocol found here: <https://www.ontarioonecall.ca/wp-content/uploads/Late-LocateProtocol-2020.pdf>

### Why you want to do this...

Following our recommended best practice ensures the Locate Request Confirmation lists the "Members Notified" when required and shows the "Existing Locate Still Valid" status when applicable.

### Who do you contact with a relocate issue?

Check the list of "Members Notified" on the locate request confirmations and reach out to the member directly to request an extension on the most recent locate this member provided paperwork for. Contact Client Services for further assistance by email: [Solutions@OntarioOneCall.ca](mailto:Solutions@OntarioOneCall.ca)

### Our recommended Best Practice for managing relocates:

- Request locates that are appropriate for the scope of your work. Consider the size of the project, the length of time it will take your team to complete the work, and request a suitable area.
- Include an 'Estimated completion date' on long term projects.
- When your work will not be completed within 30 days, review the most recent responses you received from each member/LSP and relocate 5 business day before the earliest locate expires.
- Confirm none of the dig location/information details have changed since the previous request.
- Ensure the contact details are correct; you may change the main contact name, phone number and email address when requesting a relocate online.
- Review the Locate request confirmation for any Members with an Initial Status of 'Existing locate still valid' and keep the previous locate paperwork onsite to ensure you have a valid response from each member.
- Track late locates separately from Notification, and action late locates in a timely manner. Please follow the Late Locate Protocol; reach out to our Compliance department by email: [Compliance@OntarioOneCall.ca](mailto:Compliance@OntarioOneCall.ca) or phone 1-844-257-9490 Ext. 8201 for further information.
- When a Member has not responded within 5 business days, their locates may fall out of sync with the other Members that have responded. When this occurs, please contact the Members directly and ask for an extension on the most recent locate you received to try and synchronize the paperwork moving forward.
- Please contact Client Services for further assistance and web portal support by email: [Solutions@OntarioOneCall.ca](mailto:Solutions@OntarioOneCall.ca)

