



# DIGGING IN TO BEST PRACTICES

## Relocates

The minimum locate validity length is 30 days, for this reason we recommend excavators relocate a request when their work will not be completed within 30 days.

As the Notification System, Ontario One Call does not schedule or complete physical locates. Each owner of underground infrastructure (member) decides locate validity based on their own risk tolerance.

To ensure proper notification, Ontario One Call advises excavators to only relocate a request 25 calendar days after the previous request was transmitted. Please see the example below showing the 'Transmit date'.



## LOCATE REQUEST CONFIRMATION

TICKET #: 2018240001

REQUEST PRIORITY: STANDARD

REQUEST TYPE: REGULAR

WORK TO BEGIN DATE: 06/18/2018

Update of Ticket #

Project #

Transmit date: 06/11/2018 08:52:04 AM

Members with locates valid for greater than 30 days will display a -R in the Station Code and 'Existing locate still valid' in the Initial Status section's of the Locate Request Confirmation.

### MEMBERS NOTIFIED: The following owners of underground infrastructure in the area of your excavation site have been notified.

Member name	Station Code	Initial Status
PROMARK FOR ENBRIDGE GAS (ENOE01)	ENOE01 PROMARK FOR ENBRIDGE	Sent to Locator
CLI FOR ROGERS (ROGOTT01)	ROGOTT01 -R CLI FOR ROGERS (ROGO)	Existing locate still valid
CITY OF OTTAWA WATER/SEWER (OTWAWS01)	OTWAWS01 -R CITY OF OTTAWA WATER	Existing locate still valid
BLACK AND MC DONALD FOR CITY OF OTTAWA STREET LIGHTS (OTWASL01)	OTWASL01 -R BLACK AND MC DONALD	Existing locate still valid
PROMARK FOR HYDRO ONE (H4OE01)	H4OE01 -R PROMARK FOR HYDRO ON	Existing locate still valid



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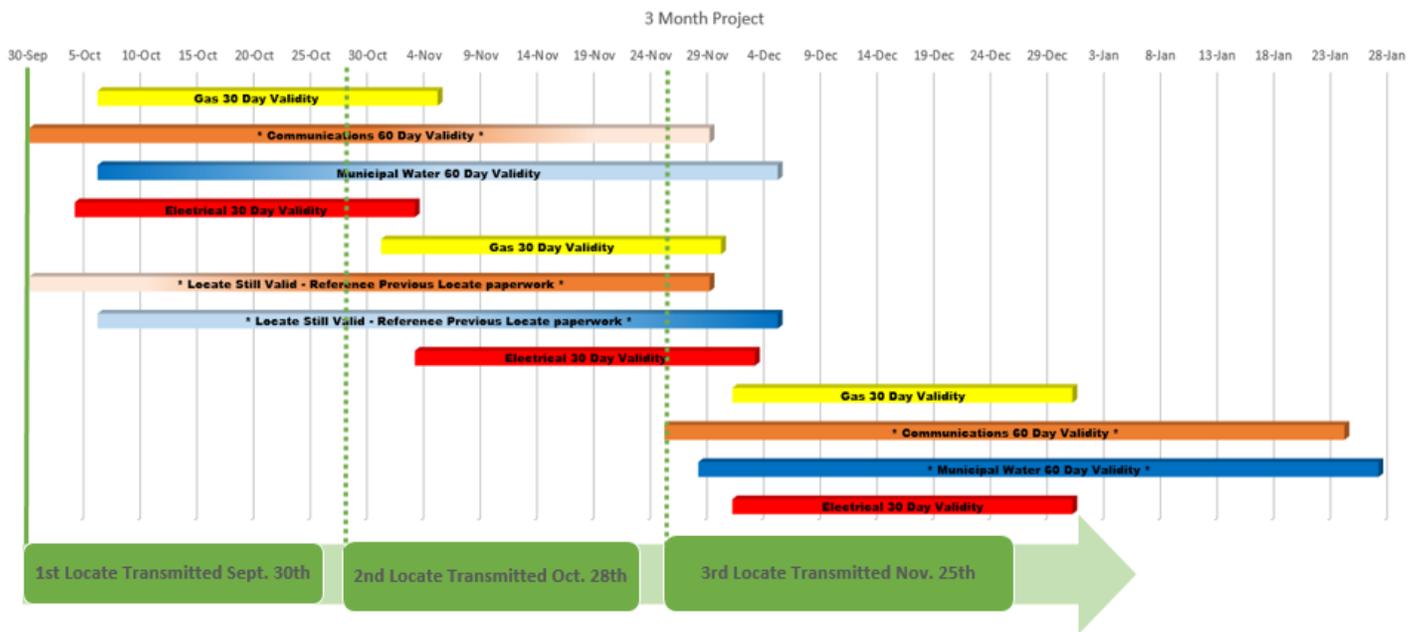


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When you receive an 'Existing locate still valid' status, the Member has indicated to Ontario One Call that the previous locate they issued is still valid however, it is your responsibility as an excavator to ensure the locate paperwork you received directly from each Member or their Locate Service Provider (LSP) is valid.

A Member with a 60 day validity will not be notified on an Ontario One Call locate request until after 50 calendar days have past. Follow the 25-day schedule, do not count the day you submit the request, and members will be notified approximately 5 days before their paperwork expires.



In the above example Communications, Electrical and Municipal provided an 'Existing Locate still Valid' status for the 2nd Locate.

Review the previous paperwork you received for the 1st Locate to ensure it is valid, and include the 1st Locate from these Members with Ontario One Call Confirmation and the 2nd Locate paperwork onsite.

The 3rd Locate will notify all four Members and begin the cycle again.





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### What you need to know..

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

Requesting locates for a larger area than you require may cause delays. 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.

The minimum locate validity is 30 days however, locate validity is determined by each member and can be set for longer time periods. Refer to the locate/clearance paperwork you receive on behalf of each owner for the validity.

Only relocate a request after 25 calendar days have passed since the 'Transmit date' on the previous request. Important: Do not count the day you submit the request.

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

Requesting a relocate to try and manage a late locate issue is not an effective method.

### 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.



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### 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.
- Follow the 25 calendar day relocate schedule, and request from the 'Transmit date' listed on the current request #. Do not count the day you requested the locate as requesting a relocate sooner will prevent notification to all members with a delay.
- Ensure that none of the dig location/information details have changed since the previous request.
- 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. For further assistance with late locates please reach out to our Compliance department by email: [Compliance@OntarioOneCall.ca](mailto:Compliance@OntarioOneCall.ca) or phone 1-844-257-9490 Ext. 8201.
- 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)



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