

## DIGGING IN TO BEST PRACTICES

### Verifying a Dig Location

#### What you need to know...

Notification to the underground infrastructure owners (Members) is based on the drawing(s) an excavator creates on the aerial map.

The map within the locate request loads based on the information entered into the Address Search bar.

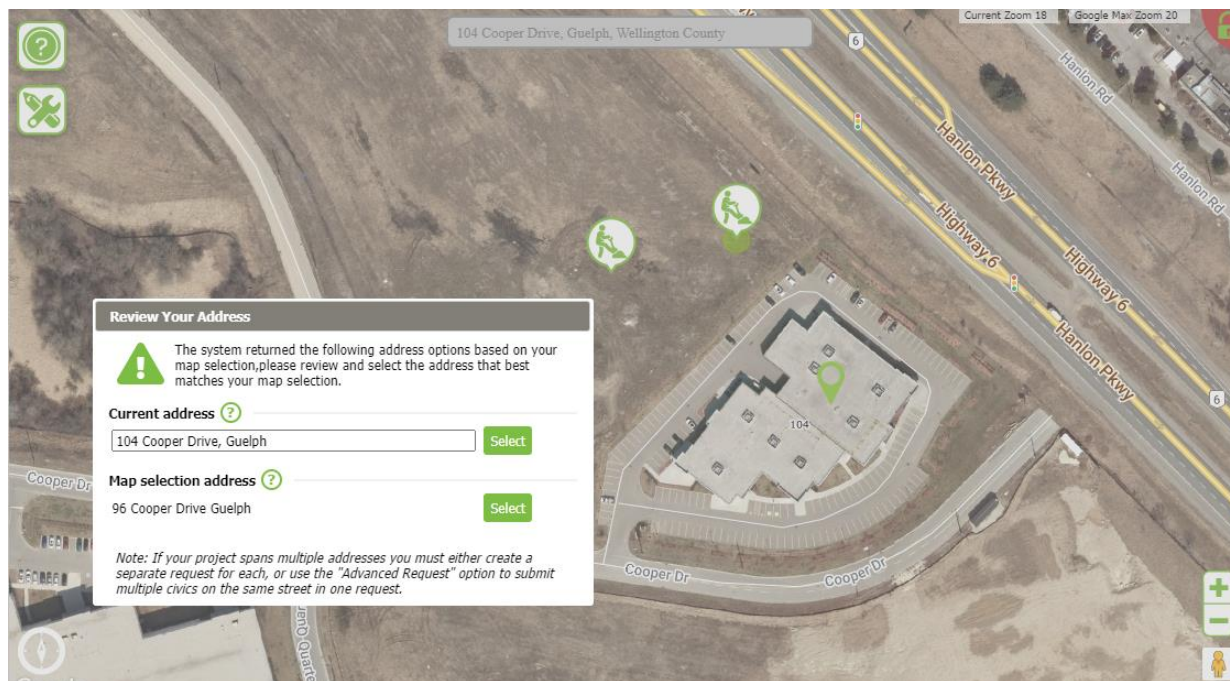
To aid with verifying a location, the system may suggest a civic location using a pin drop and/or civic number on the map however, these are approximate and should be confirmed for accuracy.

The web portal's aerial map includes a measuring tool and a street view tool to help you find the correct work location.

You should reference another map source and/or gather more information from your client if you are not able to confidentially identify the dig area on the aerial map.

The system compares the Address Search information you enter to the map selection(s) created, and when there is a discrepancy you will be asked to "Review Your Address".

**Single Civic Request:** Review Your Address will only allow you to select one address. Confirm your work area and select the correct address. If you find your work is spanning multiple addresses you must submit a separate request for each civic or use the Advanced Request type.



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

Verifying your location is important because you may not have personal knowledge of the area and selecting the wrong location may lead to invalid locates, injury or damage.

#### Where can you find assistance?

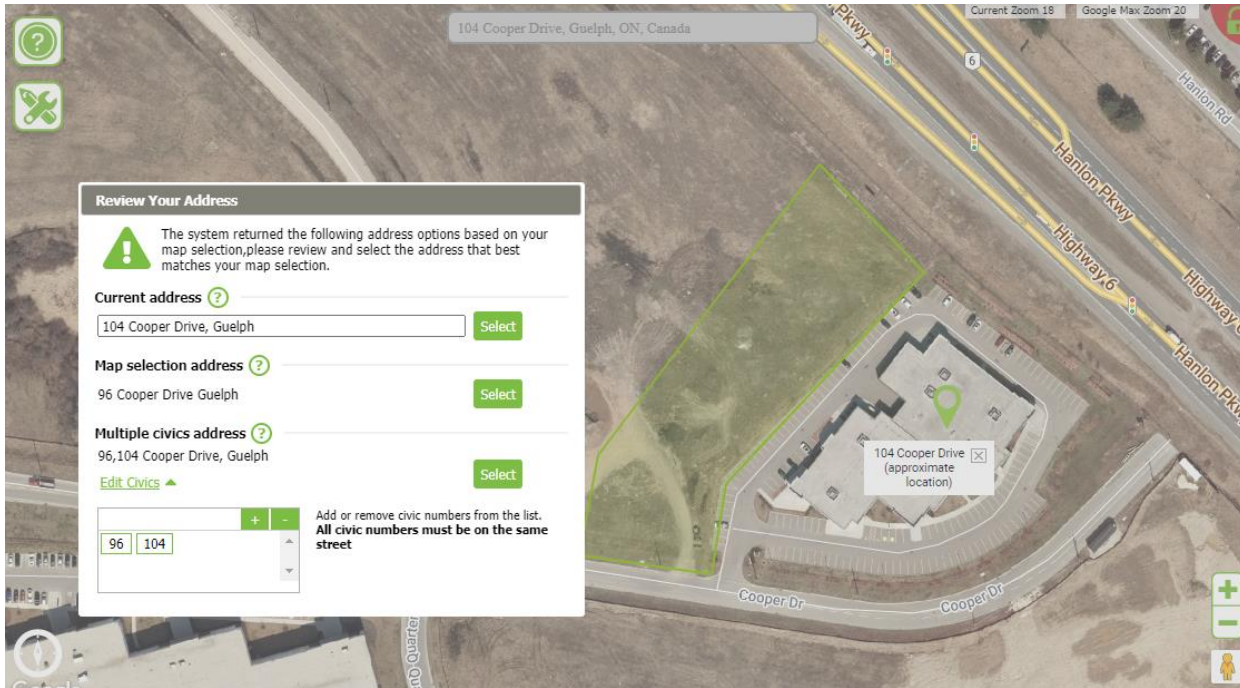
Contact Ontario One Call Client Services to report a mapping issue or for web portal support by email:

[Solutions@OntarioOneCall.ca](mailto:Solutions@OntarioOneCall.ca)



# DIGGING IN TO BEST PRACTICES

## Verifying a Dig Location

**Advanced Request:** Review Your Address will allow you to select one or more addresses. Confirm your work area and select the correct option; current address, map selection address, Multiple civic address, or Edit Civics which allows you to add or remove civics.



### Our recommended Best Practice for verifying a Dig Location:

- ✓ Select Single Civic Request or Advanced Request. Please note, if you select Single Civic Request and your work spans more than one civic, the request will suspend for review and you will be asked to create a new “Advanced Request” type.
- ✓ Start typing the civic addresses and/or Street name (for Advanced Request only) into the Address Search and carefully select an option from the menu.
- ✓ Use the Google street view tool  to familiarize yourself with the location and confirm the approximate pin dropped on the correct civic address provided.
- ✓ Use the measuring tool  to identify the proper work location for your team and the locators.
- ✓ If you cannot verify the location on the aerial image based on your personal knowledge of the location use another reference such as a Municipal GIS Map, or gather more information from someone who has been onsite.
- ✓ When required:
  - “Review Your Address” and select all civic addresses where the proposed work will be occurring directly on the lot(s) associated with the civic(s).
  - “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