



DIGGING IN TO BEST PRACTICES

HOW TO FIND A MEMBER'S CONTACT INFORMATION ON A LOCATE STATUS

You may need to **contact a Member/Utility** or their Locate Service Providers for multiple reasons, including:

- a) Renegotiate a locate to a later time
- b) Give additional instructions
- c) Questions about locate timeline, including late locates. **If your locate is late, please contact the Member or the Member designate first.**

Here's how to find their contact information:

1) **Log into the web portal** and use the search bar to look for your locate request. You can log in [here](#).

2) Once you found the request, open it and click on **“Locate Status”**. The Locate Service Providers and the owners of the buried pipes and cables will be listed under “Member Name”. On the same row, you will find the Station Code and Status.



Step 1: Contact Information Step 2: Dig Location Step 3: Dig Location Information Additional Information **Locate Status** Request for Clarification Members Notified History

Locate Status

Member Name	Station Code	Status	Re	Action
G-TEL FOR HYDRO ONE (H1OW01)	H1OW01	COMPLETED		View History
MUNICIPALITY OF MORRIS TURNBERRY - STORM SEWER (MRTSS01)	MRTSS01	COMPLETED		View History
G-TEL FOR BELL ALIANT (BAOW01)	BAOW01	COMPLETED		View History

If the status is “completed or cleared”, please check the email you provided in the locate request, you should have received the necessary paperwork. If not, please contact the LSP or the Member.





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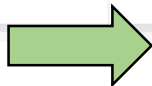
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3) **Scroll to the right** using the bar at the bottom of the locate status section to find the Member contact information. You will find it in the **“Contact”** column.

Step 1: Contact Information Step 2: Dig Location Step 3: Dig Location Information Additional Information Locate Status Request for Clarification Members Notified History

Locate Status

	Status	Renegotiated	Closed	Updated	Contact	Notes	Action
	COMPLETED		07/13/2022 12:17	07/13/2022 13:24	555-555-5555		View History
	CLEARED		07/13/2022 12:17	07/13/2022 13:24	555-555-5555		View History
	CLEARED	05/19/2022	07/13/2022 10:00	07/13/2022 13:25	555-555-5555		View History
101	COMPLETED		05/14/2022 00:00	05/16/2022 12:31	555-555-5555	-81.269169 42.946512 NB_SEG	View History
	COMPLETED		07/13/2022 13:24	07/13/2022 13:24	555-555-5555		View History



Please note: if you are experiencing issues with the web portal, please reach out to Solutions@OntarioOneCall.ca

**CLICK
BEFORE
YOU DIG**
FOR ANY SIZE
PROJECT

Available 24/7

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