



DIGGING INTO BEST PRACTICES

Advanced Requests

What you need to know...

As per new regulation effective May 1, 2024, Ontario One Call is differentiating between single address locates and advanced requests (large excavations or dig sites).

Single Address locates will continue to have the deadline of 5 Business days, whereas advanced requests locates will have a deadline of 10 business days.

What is considered a large excavation...

A large excavation of a dig site is defined as:

- at least two properties or parts of properties, each having its own municipal address, or
- one or more properties or parts of properties, at least one of which has no municipal address.

How do I place a large excavation request...

If your work falls within the definition of a large excavation or dig site, click on Advanced Request. The request process remains the same.

Our Recommended Best Practices:

- Select the "Advanced Request" type when your proposed work will be occurring on at least two properties or parts of properties, each having its own municipal address, or one or more properties or parts of properties, at least one of which has no municipal address.
- Submit your Advanced Request at least 10 full business days prior to your intended start date of your proposed excavation as the web portal will now default to a minimum of 10 business days from your submission date.
- When making a map selection on a single address request, excavators are encouraged to be as precise as possible as Single Address Requests are now limited to a single frame of the aerial imagery. If your map selection is too big for a single address request, a popup advising you of this will appear. You can either change your map selection or try making an advanced request.
- When submitting an Advanced Request, excavators are able to create multiple map selections over multiple frames of aerial imagery to provide more detail of their large project.
- Your request may be subject to delays if Ontario One Call discovers locates requested in the incorrect category. You may also receive emails asking for clarification of the scope of your work. Ensure you either make the changes necessary for Ontario One Call to process your locate request or, contact us to discuss the request for clarification as soon as possible.

Select the request type



Single Address Request: This is a standard request that you must select if your excavation work involves a **SINGLE** address (civic). This request will provide infrastructure owners with 5 business days to complete the Locate.

If your request does not meet this criteria, it will be suspended for review by a Specialist, which may delay your locate request.

Advanced Request: This is a standard request that you must select if any or all of the criteria below are met. This (large locate) request will provide infrastructure owners with 10 business days to complete the Locate.

"large excavation or dig site" means an excavation or dig site that is comprised of,

- (a) at least two properties or parts of properties, each having its own municipal address, or
- (b) one or more properties or parts of properties, at least one of which has no municipal address.

Single Address Request

Advanced Request

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

Available 24/7

OntarioOneCall.ca