

Locate Delivery Performance by Region

How to find and interpret your organization's data

This report shows performance data from an Underground Infrastructure Owner's (UIO) perspective, focusing on notifications by region.

1

UIO Performance

Review how each region manages notifications sent by Ontario One Call (OOC).

2

Notification Performance

- **On Time:** Notifications completed within the legislated timeframe (Single and Advanced requests) presented in volume and percent by region;
- **Late:** Notifications completed outside of the legislated timeframe (Single and Advanced requests) presented in volume and percent by region;
- **No 360 Feedback Response Provided:** Notifications that have not been updated with a status and closed date in 360 Feedback presented in volume and percent by region.

3

Renegotiated Date

The number of notifications that have been renegotiated within the reporting period presented in volume and percent by region.

4

Day to Close Breakdown

The volume and percentage of notifications completed and how many days it takes for the member (UIO) to complete the notification.

- **0-5 Business Days:** Considered On Time for all requests;
- **6-10 Business Days:** On Time for Advanced requests but late for Single-address requests (which must be completed within 5 days);
- **11-15 & 16+ Business Days:** Late

What's included in this report

The report is generated monthly and captures data from the previous reporting period (month prior). It's designed to provide a timely and accurate snapshot of the UIOs locate delivery performance by region.

Included in this report

Includes data for Single requests, and Advanced requests.

Excluded in this report

Excludes data for planning, sewer lateral, emergency, cancel, test, priority 0, and void requests.

Key Definitions

Excavator Perspective

Represents the percentage of locate request packages for which all required UIO locate responses were completed within the prescribed (or renegotiated) timeframe, based on response information provided by UIOs. This reflects the percentage of excavation projects that can proceed on time from the excavator's perspective.

UIO Perspective

Represents the percentage of individual locate responses completed by UIOs within the prescribed (or renegotiated) timeframe, based on completion data submitted by UIOs. This reflects overall locate delivery performance across all participating UIOs.

Underground Infrastructure Owner (UIO) Name

Underground Infrastructure Owner is a Member of Ontario One Call. A person or entity described in one or more of the following paragraphs is a member of the Corporation if the person or entity owns or operates underground infrastructure:

1. Every municipality in Ontario;
2. Hydro One Inc., as defined in the Electricity Act, 1998;
3. Ontario Power Generation Inc., as defined in the Electricity Act, 1998;
4. Every gas distributor and every gas transmitter, as those terms are defined in the Ontario Energy Board Act, 1998;
5. Every Operator of a distribution system, as defined by the Electricity Act, 1998;
6. Every person or entity regulated under the Oil, Gas and Salt Resources Act;
7. Every person or entity that owns or operates underground infrastructure that crosses a public right of way or is in the vicinity of a public right of way.

Renegotiated Data

When the Member (UIO) and the Excavator have mutually agreed in writing to a different due date for a Standard or Advanced locate request, where such renegotiated date:

- a. reflects an actual agreement between the Member (UIO) and the Excavator confirmed in writing during the first five (5) business days (for a Single locate request) or during the first ten (10) business days (for an Advanced locate request) from when the Member (UIO) received notification of the locate request;
- b. is recorded by the Member (UIO) in 360 Feedback or in a manner otherwise expressly permitted by Ontario One Call, by, at a minimum:
 - i. Changing the locate status to "renegotiated"
 - ii. Entering the agreed-upon renegotiated date;
 - iii. Entering details about the renegotiation including, but not limited to, the Member's (UIOs) and the Excavator's representatives, by name, who agreed to the new date, and the actual date the agreement was made.

Locate Delivery Performance by Region

Points to note

- Data shown on pages 1-3 displays performance data combining both Advanced and Single requests.
- Data on pages 4-6 and 7-9 displays the performance data for Advanced and Single requests respectively.
- The report template design has been updated to enhance reporting clarity and user experience. Changes include the addition of a cover page, improved layout and streamlined visualizations. These updates are intended to improve accessibility and provide a more comprehensive overview of the data.
- The new legislative change, Ontario Regulation 136/24, took effect on May 1, 2024. It would have impacted the data starting from the last week of April 2024. Consequently the numbers may not add due to rounding.

When this report is run

The report is generated monthly and captures data from the previous reporting period. It's designed to provide a timely and accurate snapshot of compliance performance. The report was last run on:

2026-05-25 02:00:31

What goes into creating the report

Data for this report is collected from Ontario One Call's 360 Feedback system housing locate information and UIOs self-reported locate delivery responses.

Locate Delivery Performance by Region

UIO Perspective - Single and Advanced Requests

4/1/2026



4/30/2026



Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
ON-West	44,442	93.93%	1,731	3.66%	1,142	2.41%
Toronto	86,967	92.96%	5,731	6.13%	858	0.92%
London-St. Thomas	18,153	95.14%	561	2.94%	366	1.92%
Hamilton-Niagara	52,403	90.08%	5,410	9.30%	364	0.63%
ON-East	48,730	96.74%	1,325	2.63%	318	0.63%
GTA-East	24,315	95.21%	930	3.64%	293	1.15%
Grey-Bruce	11,861	93.33%	568	4.47%	279	2.20%
Chatham-Essex	22,986	93.44%	1,422	5.78%	191	0.78%
ON-North	11,375	89.45%	1,154	9.08%	187	1.47%
ON-Southeast	10,254	94.45%	444	4.09%	159	1.46%
ON-Central	20,783	90.67%	1,989	8.68%	150	0.65%
ON-Northwest	4,008	88.38%	464	10.23%	63	1.39%
Sarnia	6,709	94.57%	334	4.71%	51	0.72%
Total	362,986	93.20%	22,063	5.66%	4,421	1.14%

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	18,737	76.17%	4,705	19.13%	805	3.27%	352	1.43%	24,599
Grey-Bruce	9,074	71.40%	3,002	23.62%	283	2.23%	349	2.75%	12,708
GTA-East	19,977	78.22%	4,607	18.04%	339	1.33%	615	2.41%	25,538
Hamilton-Niagara	41,728	71.73%	12,312	21.16%	2,131	3.66%	2,006	3.45%	58,177
London-St. Thomas	13,572	71.13%	4,736	24.82%	282	1.48%	490	2.57%	19,080
ON-Central	17,245	75.23%	3,935	17.17%	617	2.69%	1,125	4.91%	22,922
ON-East	37,689	74.82%	11,470	22.77%	572	1.14%	642	1.27%	50,373
ON-North	9,186	72.24%	2,543	20.00%	537	4.22%	450	3.54%	12,716
ON-Northwest	3,056	67.39%	994	21.92%	116	2.56%	369	8.14%	4,535
ON-Southeast	8,098	74.59%	2,212	20.37%	198	1.82%	349	3.21%	10,857
ON-West	36,585	77.32%	8,529	18.03%	739	1.56%	1,462	3.09%	47,315
Sarnia	5,662	79.81%	1,131	15.94%	96	1.35%	205	2.89%	7,094
Toronto	63,635	68.02%	24,200	25.87%	3,071	3.28%	2,650	2.83%	93,556
Total	284,244	72.98%	84,376	21.66%	9,786	2.51%	11,064	2.84%	389,470

Data Source: The data is self-reported by Members of Ontario One Call (Underground Infrastructure Owners)

Locate Delivery Performance by Region

UIO Perspective - Single and Advanced Requests

4/1/2026



4/30/2026



Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	24,599	6,380	25.94%
Grey-Bruce	12,708	2,940	23.14%
GTA-East	25,538	2,477	9.70%
Hamilton-Niagara	58,177	6,102	10.49%
London-St. Thomas	19,080	7,888	41.34%
ON-Central	22,922	5,188	22.63%
ON-East	50,373	2,238	4.44%
ON-North	12,716	3,855	30.32%
ON-Northwest	4,535	262	5.78%
ON-Southeast	10,857	359	3.31%
ON-West	47,315	11,646	24.61%
Sarnia	7,094	1,711	24.12%
Toronto	93,556	15,415	16.48%
Total	389,470	66,461	17.06%

Locate Delivery Performance by Region

Excavator Perspective - Single and Advanced Requests

4/1/2026



4/30/2026



Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Toronto	19,329	84.90%	2,712	11.91%	726	3.19%
Hamilton-Niagara	11,513	80.24%	2,489	17.35%	347	2.42%
ON-East	11,209	91.52%	733	5.99%	305	2.49%
ON-West	9,410	81.67%	1,048	9.10%	1,064	9.23%
GTA-East	5,997	87.69%	551	8.06%	291	4.26%
Chatham-Essex	4,915	85.27%	664	11.52%	185	3.21%
ON-Central	4,223	74.01%	1,341	23.50%	142	2.49%
London-St. Thomas	4,005	85.18%	348	7.40%	349	7.42%
ON-North	3,778	82.63%	617	13.50%	177	3.87%
ON-Southeast	3,046	88.03%	261	7.54%	153	4.42%
Grey-Bruce	2,802	78.60%	490	13.74%	273	7.66%
Sarnia	1,503	84.39%	227	12.75%	51	2.86%
ON-Northwest	1,075	69.71%	404	26.20%	63	4.09%
Total	82,805	83.80%	11,885	12.03%	4,126	4.18%

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	3,656	63.43%	1,826	31.68%	131	2.27%	151	2.62%	5,764
Grey-Bruce	1,732	48.58%	1,540	43.20%	101	2.83%	192	5.39%	3,565
GTA-East	4,381	64.06%	2,050	29.98%	83	1.21%	325	4.75%	6,839
Hamilton-Niagara	8,416	58.65%	4,917	34.27%	438	3.05%	578	4.03%	14,349
London-St. Thomas	2,667	56.72%	1,757	37.37%	53	1.13%	225	4.79%	4,702
ON-Central	3,278	57.45%	1,936	33.93%	141	2.47%	351	6.15%	5,706
ON-East	7,152	58.40%	4,667	38.11%	104	0.85%	324	2.65%	12,247
ON-North	2,765	60.48%	1,439	31.47%	170	3.72%	198	4.33%	4,572
ON-Northwest	759	49.22%	546	35.41%	28	1.82%	209	13.55%	1,542
ON-Southeast	2,206	63.76%	1,025	29.62%	55	1.59%	174	5.03%	3,460
ON-West	6,745	58.54%	3,859	33.49%	173	1.50%	745	6.47%	11,522
Sarnia	1,170	65.69%	487	27.34%	16	0.90%	108	6.06%	1,781
Toronto	12,659	55.60%	8,928	39.21%	571	2.51%	609	2.67%	22,767
Total	57,586	58.28%	34,977	35.40%	2,064	2.09%	4,189	4.24%	98,816

Data Source: The data is self-reported by Members of Ontario One Call (Underground Infrastructure Owners)

Locate Delivery Performance by Region

UIO Perspective - Advanced Requests

4/1/2026



4/30/2026



Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	8,034	88.94%	917	10.15%	82	0.91%
Grey-Bruce	6,601	93.37%	293	4.14%	176	2.49%
GTA-East	12,048	94.24%	529	4.14%	207	1.62%
Hamilton-Niagara	22,278	88.17%	2,782	11.01%	206	0.82%
London-St. Thomas	8,825	93.97%	342	3.64%	224	2.39%
ON-Central	8,980	86.61%	1,287	12.41%	101	0.97%
ON-East	24,244	96.03%	820	3.25%	181	0.72%
ON-North	5,825	87.55%	710	10.67%	118	1.77%
ON-Northwest	2,237	83.38%	395	14.72%	51	1.90%
ON-Southeast	4,382	90.93%	348	7.22%	89	1.85%
ON-West	16,749	93.78%	704	3.94%	406	2.27%
Sarnia	2,531	92.41%	180	6.57%	28	1.02%
Toronto	53,148	91.19%	4,398	7.55%	738	1.27%
Total	175,882	91.51%	13,705	7.13%	2,607	1.36%

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	3,785	41.90%	4,249	47.04%	767	8.49%	232	2.57%	9,033
Grey-Bruce	3,814	53.95%	2,787	39.42%	247	3.49%	222	3.14%	7,070
GTA-East	7,710	60.31%	4,338	33.93%	293	2.29%	443	3.47%	12,784
Hamilton-Niagara	11,603	45.92%	10,675	42.25%	1,794	7.10%	1,194	4.73%	25,266
London-St. Thomas	4,244	45.19%	4,581	48.78%	251	2.67%	315	3.35%	9,391
ON-Central	5,442	52.49%	3,538	34.12%	552	5.32%	836	8.06%	10,368
ON-East	13,203	52.30%	11,041	43.74%	549	2.17%	452	1.79%	25,245
ON-North	3,636	54.65%	2,189	32.90%	475	7.14%	353	5.31%	6,653
ON-Northwest	1,285	47.89%	952	35.48%	113	4.21%	333	12.41%	2,683
ON-Southeast	2,226	46.19%	2,156	44.74%	190	3.94%	247	5.13%	4,819
ON-West	8,892	49.79%	7,857	43.99%	510	2.86%	600	3.36%	17,859
Sarnia	1,484	54.18%	1,047	38.23%	80	2.92%	128	4.67%	2,739
Toronto	29,816	51.16%	23,332	40.03%	2,858	4.90%	2,278	3.91%	58,284
Total	97,140	50.54%	78,742	40.97%	8,679	4.52%	7,633	3.97%	192,194

Data Source: The data is self-reported by Members of Ontario One Call (Underground Infrastructure Owners)

Locate Delivery Performance by Region

UIO Perspective - Advanced Requests

4/1/2026



4/30/2026



Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	9,033	2,403	26.60%
Grey-Bruce	7,070	1,838	26.00%
GTA-East	12,784	1,875	14.67%
Hamilton-Niagara	25,266	3,129	12.38%
London-St. Thomas	9,391	3,956	42.13%
ON-Central	10,368	2,283	22.02%
ON-East	25,245	1,364	5.40%
ON-North	6,653	1,804	27.12%
ON-Northwest	2,683	181	6.75%
ON-Southeast	4,819	293	6.08%
ON-West	17,859	4,865	27.24%
Sarnia	2,739	709	25.89%
Toronto	58,284	10,783	18.50%
Total	192,194	35,483	18.46%

Locate Delivery Performance by Region

Excavator Perspective - Advanced Requests

4/1/2026



4/30/2026



Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	1,464	76.37%	376	19.61%	77	4.02%
Grey-Bruce	1,622	78.81%	263	12.78%	173	8.41%
GTA-East	2,924	86.36%	257	7.59%	205	6.05%
Hamilton-Niagara	4,603	78.93%	1,037	17.78%	192	3.29%
London-St. Thomas	1,842	82.20%	189	8.43%	210	9.37%
ON-Central	1,497	62.93%	787	33.08%	95	3.99%
ON-East	5,374	90.08%	419	7.02%	173	2.90%
ON-North	1,839	80.20%	342	14.91%	112	4.88%
ON-Northwest	640	61.84%	344	33.24%	51	4.93%
ON-Southeast	1,457	84.61%	178	10.34%	87	5.05%
ON-West	3,376	81.37%	420	10.12%	353	8.51%
Sarnia	492	78.47%	107	17.07%	28	4.47%
Toronto	9,764	80.05%	1,824	14.95%	609	4.99%
Total	36,894	80.55%	6,543	14.29%	2,365	5.16%

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	205	10.69%	1,562	81.48%	108	5.63%	42	2.19%	1,917
Grey-Bruce	552	26.82%	1,342	65.21%	71	3.45%	93	4.52%	2,058
GTA-East	1,308	38.63%	1,853	54.73%	54	1.59%	171	5.05%	3,386
Hamilton-Niagara	1,506	25.82%	3,863	66.24%	264	4.53%	199	3.41%	5,832
London-St. Thomas	504	22.49%	1,636	73.00%	28	1.25%	73	3.26%	2,241
ON-Central	552	23.20%	1,587	66.71%	88	3.70%	152	6.39%	2,379
ON-East	1,317	22.08%	4,419	74.07%	84	1.41%	146	2.45%	5,966
ON-North	826	36.02%	1,203	52.46%	146	6.37%	118	5.15%	2,293
ON-Northwest	324	31.30%	510	49.28%	25	2.42%	176	17.00%	1,035
ON-Southeast	617	35.83%	974	56.56%	49	2.85%	82	4.76%	1,722
ON-West	711	17.14%	3,276	78.96%	69	1.66%	93	2.24%	4,149
Sarnia	159	25.36%	424	67.62%	4	0.64%	40	6.38%	627
Toronto	3,094	25.37%	8,343	68.40%	425	3.48%	335	2.75%	12,197
Total	11,675	25.49%	30,992	67.67%	1,415	3.09%	1,720	3.76%	45,802

Data Source: The data is self-reported by Members of Ontario One Call (Underground Infrastructure Owners)

Locate Delivery Performance by Region

UIO Perspective - Single Requests

4/1/2026



4/30/2026



Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	14,952	96.06%	505	3.24%	109	0.70%
Grey-Bruce	5,260	93.30%	275	4.88%	103	1.83%
GTA-East	12,267	96.18%	401	3.14%	86	0.67%
Hamilton-Niagara	30,125	91.53%	2,628	7.99%	158	0.48%
London-St. Thomas	9,328	96.27%	219	2.26%	142	1.47%
ON-Central	11,803	94.02%	702	5.59%	49	0.39%
ON-East	24,486	97.45%	505	2.01%	137	0.55%
ON-North	5,550	91.54%	444	7.32%	69	1.14%
ON-Northwest	1,771	95.63%	69	3.73%	12	0.65%
ON-Southeast	5,872	97.25%	96	1.59%	70	1.16%
ON-West	27,693	94.01%	1,027	3.49%	736	2.50%
Sarnia	4,178	95.94%	154	3.54%	23	0.53%
Toronto	33,819	95.88%	1,333	3.78%	120	0.34%
Total	187,104	94.84%	8,358	4.24%	1,814	0.92%

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	14,952	96.06%	456	2.93%	38	0.24%	120	0.77%	15,566
Grey-Bruce	5,260	93.30%	215	3.81%	36	0.64%	127	2.25%	5,638
GTA-East	12,267	96.18%	269	2.11%	46	0.36%	172	1.35%	12,754
Hamilton-Niagara	30,125	91.53%	1,637	4.97%	337	1.02%	812	2.47%	32,911
London-St. Thomas	9,328	96.27%	155	1.60%	31	0.32%	175	1.81%	9,689
ON-Central	11,803	94.02%	397	3.16%	65	0.52%	289	2.30%	12,554
ON-East	24,486	97.45%	429	1.71%	23	0.09%	190	0.76%	25,128
ON-North	5,550	91.54%	354	5.84%	62	1.02%	97	1.60%	6,063
ON-Northwest	1,771	95.63%	42	2.27%	3	0.16%	36	1.94%	1,852
ON-Southeast	5,872	97.25%	56	0.93%	8	0.13%	102	1.69%	6,038
ON-West	27,693	94.01%	672	2.28%	229	0.78%	862	2.93%	29,456
Sarnia	4,178	95.94%	84	1.93%	16	0.37%	77	1.77%	4,355
Toronto	33,819	95.88%	868	2.46%	213	0.60%	372	1.05%	35,272
Total	187,104	94.84%	5,634	2.86%	1,107	0.56%	3,431	1.74%	197,276

Data Source: The data is self-reported by Members of Ontario One Call (Underground Infrastructure Owners)

Locate Delivery Performance by Region

UIO Perspective - Single Requests

4/1/2026



4/30/2026



Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	15,566	3,977	25.55%
Grey-Bruce	5,638	1,102	19.55%
GTA-East	12,754	602	4.72%
Hamilton-Niagara	32,911	2,973	9.03%
London-St. Thomas	9,689	3,932	40.58%
ON-Central	12,554	2,905	23.14%
ON-East	25,128	874	3.48%
ON-North	6,063	2,051	33.83%
ON-Northwest	1,852	81	4.37%
ON-Southeast	6,038	66	1.09%
ON-West	29,456	6,781	23.02%
Sarnia	4,355	1,002	23.01%
Toronto	35,272	4,632	13.13%
Total	197,276	30,978	15.70%

Locate Delivery Performance by Region

Excavator Perspective - Single Requests

4/1/2026



Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	3,451	89.71%	288	7.49%	108	2.81%
Grey-Bruce	1,180	78.30%	227	15.06%	100	6.64%
GTA-East	3,073	89.00%	294	8.51%	86	2.49%
Hamilton-Niagara	6,910	81.13%	1,452	17.05%	155	1.82%
London-St. Thomas	2,163	87.89%	159	6.46%	139	5.65%
ON-Central	2,726	81.94%	554	16.65%	47	1.41%
ON-East	5,835	92.90%	314	5.00%	132	2.10%
ON-North	1,939	85.08%	275	12.07%	65	2.85%
ON-Northwest	435	85.80%	60	11.83%	12	2.37%
ON-Southeast	1,589	91.43%	83	4.78%	66	3.80%
ON-West	6,034	81.84%	628	8.52%	711	9.64%
Sarnia	1,011	87.61%	120	10.40%	23	1.99%
Toronto	9,565	90.49%	888	8.40%	117	1.11%
Total	45,911	86.60%	5,342	10.08%	1,761	3.32%

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	3,451	89.71%	264	6.86%	23	0.60%	109	2.83%	3,847
Grey-Bruce	1,180	78.30%	198	13.14%	30	1.99%	99	6.57%	1,507
GTA-East	3,073	89.00%	197	5.71%	29	0.84%	154	4.46%	3,453
Hamilton-Niagara	6,910	81.13%	1,054	12.38%	174	2.04%	379	4.45%	8,517
London-St. Thomas	2,163	87.89%	121	4.92%	25	1.02%	152	6.18%	2,461
ON-Central	2,726	81.94%	349	10.49%	53	1.59%	199	5.98%	3,327
ON-East	5,835	92.90%	248	3.95%	20	0.32%	178	2.83%	6,281
ON-North	1,939	85.08%	236	10.36%	24	1.05%	80	3.51%	2,279
ON-Northwest	435	85.80%	36	7.10%	3	0.59%	33	6.51%	507
ON-Southeast	1,589	91.43%	51	2.93%	6	0.35%	92	5.29%	1,738
ON-West	6,034	81.84%	583	7.91%	104	1.41%	652	8.84%	7,373
Sarnia	1,011	87.61%	63	5.46%	12	1.04%	68	5.89%	1,154
Toronto	9,565	90.49%	585	5.53%	146	1.38%	274	2.59%	10,570
Total	45,911	86.60%	3,985	7.52%	649	1.22%	2,469	4.66%	53,014

Data Source: The data is self-reported by Members of Ontario One Call (Underground Infrastructure Owners)