

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

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.

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.

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:

2026-05-08 02:00:35

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

3/1/2026



3/31/2026



Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
ON-West	27,381	93.56%	1,055	3.60%	829	2.83%
Toronto	71,247	93.42%	4,513	5.92%	509	0.67%
London-St. Thomas	13,279	94.57%	455	3.24%	308	2.19%
ON-Southeast	4,914	90.25%	256	4.70%	275	5.05%
GTA-East	16,512	94.21%	802	4.58%	213	1.22%
Chatham-Essex	15,416	94.65%	699	4.29%	172	1.06%
ON-East	21,779	96.01%	765	3.37%	139	0.61%
Grey-Bruce	5,764	94.93%	204	3.36%	104	1.71%
Hamilton-Niagara	42,965	95.77%	1,805	4.02%	93	0.21%
Sarnia	5,540	90.29%	508	8.28%	88	1.43%
ON-North	3,832	91.61%	266	6.36%	85	2.03%
ON-Central	9,227	93.98%	534	5.44%	57	0.58%
ON-Northwest	1,675	88.81%	186	9.86%	25	1.33%
Total	239,531	94.13%	12,048	4.73%	2,897	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	11,685	71.74%	3,946	24.23%	378	2.32%	278	1.71%	16,287
Grey-Bruce	4,406	72.56%	1,390	22.89%	138	2.27%	138	2.27%	6,072
GTA-East	12,913	73.67%	3,723	21.24%	388	2.21%	503	2.87%	17,527
Hamilton-Niagara	33,286	74.19%	10,040	22.38%	896	2.00%	641	1.43%	44,863
London-St. Thomas	9,099	64.80%	4,323	30.79%	199	1.42%	421	3.00%	14,042
ON-Central	7,383	75.20%	1,930	19.66%	209	2.13%	296	3.01%	9,818
ON-East	16,537	72.90%	5,324	23.47%	456	2.01%	366	1.61%	22,683
ON-North	2,948	70.48%	909	21.73%	134	3.20%	192	4.59%	4,183
ON-Northwest	1,462	77.52%	223	11.82%	19	1.01%	182	9.65%	1,886
ON-Southeast	3,652	67.07%	1,352	24.83%	110	2.02%	331	6.08%	5,445
ON-West	21,580	73.74%	6,116	20.90%	440	1.50%	1,129	3.86%	29,265
Sarnia	4,593	74.85%	1,097	17.88%	97	1.58%	349	5.69%	6,136
Toronto	47,858	62.75%	23,796	31.20%	2,347	3.08%	2,268	2.97%	76,269
Total	177,402	69.71%	64,169	25.22%	5,811	2.28%	7,094	2.79%	254,476

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

3/1/2026



3/31/2026



Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	16,287	4,464	27.41%
Grey-Bruce	6,072	1,710	28.16%
GTA-East	17,527	2,391	13.64%
Hamilton-Niagara	44,863	6,199	13.82%
London-St. Thomas	14,042	6,265	44.62%
ON-Central	9,818	1,211	12.33%
ON-East	22,683	362	1.60%
ON-North	4,183	1,291	30.86%
ON-Northwest	1,886	78	4.14%
ON-Southeast	5,445	75	1.38%
ON-West	29,265	7,685	26.26%
Sarnia	6,136	1,580	25.75%
Toronto	76,269	14,358	18.83%
Total	254,476	47,669	18.73%

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

Locate Delivery Performance by Region

Excavator Perspective - Single and Advanced Requests

3/1/2026



3/31/2026



Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Toronto	13,117	84.10%	2,038	13.07%	442	2.83%
Hamilton-Niagara	9,634	91.54%	816	7.75%	74	0.70%
ON-West	5,602	80.59%	573	8.24%	776	11.16%
ON-East	5,027	90.61%	391	7.05%	130	2.34%
GTA-East	4,083	87.13%	394	8.41%	209	4.46%
London-St. Thomas	2,811	82.73%	288	8.48%	299	8.80%
Chatham-Essex	2,701	82.40%	421	12.84%	156	4.76%
ON-Central	2,111	82.98%	379	14.90%	54	2.12%
ON-North	1,493	88.19%	121	7.15%	79	4.67%
Grey-Bruce	1,346	82.48%	184	11.27%	102	6.25%
ON-Southeast	1,312	76.86%	130	7.62%	265	15.52%
Sarnia	1,006	68.11%	384	26.00%	87	5.89%
ON-Northwest	655	76.70%	175	20.49%	24	2.81%
Total	50,898	84.99%	6,294	10.51%	2,697	4.50%

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	1,743	53.17%	1,394	42.53%	62	1.89%	79	2.41%	3,278
Grey-Bruce	798	48.90%	679	41.61%	82	5.02%	73	4.47%	1,632
GTA-East	2,656	56.68%	1,697	36.21%	97	2.07%	236	5.04%	4,686
Hamilton-Niagara	6,695	63.62%	3,489	33.15%	142	1.35%	198	1.88%	10,524
London-St. Thomas	1,658	48.79%	1,491	43.88%	42	1.24%	207	6.09%	3,398
ON-Central	1,461	57.43%	949	37.30%	35	1.38%	99	3.89%	2,544
ON-East	2,826	50.94%	2,434	43.87%	135	2.43%	153	2.76%	5,548
ON-North	1,105	65.27%	484	28.59%	35	2.07%	69	4.08%	1,693
ON-Northwest	548	64.17%	149	17.45%	15	1.76%	142	16.63%	854
ON-Southeast	838	49.09%	644	37.73%	28	1.64%	197	11.54%	1,707
ON-West	3,679	52.93%	2,687	38.66%	109	1.57%	476	6.85%	6,951
Sarnia	750	50.78%	513	34.73%	18	1.22%	196	13.27%	1,477
Toronto	6,627	42.49%	8,212	52.65%	316	2.03%	442	2.83%	15,597
Total	31,384	52.40%	24,822	41.45%	1,116	1.86%	2,567	4.29%	59,889

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

3/1/2026



3/31/2026



Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	8,238	93.33%	437	4.95%	152	1.72%
Grey-Bruce	4,126	94.57%	156	3.58%	81	1.86%
GTA-East	10,238	92.72%	634	5.74%	170	1.54%
Hamilton-Niagara	21,948	94.12%	1,306	5.60%	64	0.27%
London-St. Thomas	8,216	94.61%	273	3.14%	195	2.25%
ON-Central	5,663	92.61%	400	6.54%	52	0.85%
ON-East	15,509	95.34%	650	4.00%	108	0.66%
ON-North	2,656	90.16%	225	7.64%	65	2.21%
ON-Northwest	1,204	87.63%	157	11.43%	13	0.95%
ON-Southeast	2,886	91.18%	144	4.55%	135	4.27%
ON-West	13,737	93.15%	615	4.17%	395	2.68%
Sarnia	2,647	87.59%	308	10.19%	67	2.22%
Toronto	53,896	92.74%	3,756	6.46%	466	0.80%
Total	150,964	93.19%	9,061	5.59%	1,963	1.21%

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	4,507	51.06%	3,731	42.27%	366	4.15%	223	2.53%	8,827
Grey-Bruce	2,768	63.44%	1,358	31.13%	132	3.03%	105	2.41%	4,363
GTA-East	6,639	60.12%	3,599	32.59%	379	3.43%	425	3.85%	11,042
Hamilton-Niagara	12,269	52.62%	9,679	41.51%	845	3.62%	525	2.25%	23,318
London-St. Thomas	4,036	46.48%	4,180	48.13%	186	2.14%	282	3.25%	8,684
ON-Central	3,819	62.45%	1,844	30.16%	193	3.16%	259	4.24%	6,115
ON-East	10,267	63.12%	5,242	32.22%	450	2.77%	308	1.89%	16,267
ON-North	1,772	60.15%	884	30.01%	123	4.18%	167	5.67%	2,946
ON-Northwest	991	72.13%	213	15.50%	16	1.16%	154	11.21%	1,374
ON-Southeast	1,624	51.31%	1,262	39.87%	101	3.19%	178	5.62%	3,165
ON-West	7,936	53.81%	5,801	39.34%	372	2.52%	638	4.33%	14,747
Sarnia	1,700	56.25%	947	31.34%	88	2.91%	287	9.50%	3,022
Toronto	30,507	52.49%	23,389	40.24%	2,232	3.84%	1,990	3.42%	58,118
Total	88,835	54.84%	62,129	38.35%	5,483	3.38%	5,541	3.42%	161,988

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

3/1/2026



3/31/2026



Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	8,827	2,614	29.61%
Grey-Bruce	4,363	1,291	29.59%
GTA-East	11,042	1,749	15.84%
Hamilton-Niagara	23,318	3,654	15.67%
London-St. Thomas	8,684	4,282	49.31%
ON-Central	6,115	677	11.07%
ON-East	16,267	324	1.99%
ON-North	2,946	837	28.41%
ON-Northwest	1,374	43	3.13%
ON-Southeast	3,165	50	1.58%
ON-West	14,747	4,109	27.86%
Sarnia	3,022	929	30.74%
Toronto	58,118	11,072	19.05%
Total	161,988	31,631	19.53%

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

Locate Delivery Performance by Region

Excavator Perspective - Advanced Requests

3/1/2026



3/31/2026



Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	1,221	77.92%	209	13.34%	137	8.74%
Grey-Bruce	978	81.43%	144	11.99%	79	6.58%
GTA-East	2,380	83.86%	291	10.25%	167	5.88%
Hamilton-Niagara	4,577	88.82%	531	10.30%	45	0.87%
London-St. Thomas	1,649	82.86%	155	7.79%	186	9.35%
ON-Central	1,211	79.51%	263	17.27%	49	3.22%
ON-East	3,379	89.18%	308	8.13%	102	2.69%
ON-North	1,006	86.95%	90	7.78%	61	5.27%
ON-Northwest	547	76.93%	151	21.24%	13	1.83%
ON-Southeast	812	80.24%	73	7.21%	127	12.55%
ON-West	2,645	79.76%	322	9.71%	349	10.52%
Sarnia	385	58.51%	207	31.46%	66	10.03%
Toronto	9,005	82.58%	1,501	13.76%	399	3.66%
Total	29,795	83.18%	4,245	11.85%	1,780	4.97%

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	263	16.78%	1,222	77.98%	52	3.32%	30	1.91%	1,567
Grey-Bruce	430	35.80%	652	54.29%	76	6.33%	43	3.58%	1,201
GTA-East	953	33.58%	1,626	57.29%	89	3.14%	170	5.99%	2,838
Hamilton-Niagara	1,638	31.79%	3,284	63.73%	113	2.19%	118	2.29%	5,153
London-St. Thomas	496	24.92%	1,374	69.05%	32	1.61%	88	4.42%	1,990
ON-Central	561	36.84%	873	57.32%	24	1.58%	65	4.27%	1,523
ON-East	1,178	31.09%	2,378	62.76%	130	3.43%	103	2.72%	3,789
ON-North	618	53.41%	464	40.10%	27	2.33%	48	4.15%	1,157
ON-Northwest	440	61.88%	139	19.55%	12	1.69%	120	16.88%	711
ON-Southeast	338	33.40%	601	59.39%	23	2.27%	50	4.94%	1,012
ON-West	722	21.77%	2,428	73.22%	71	2.14%	95	2.86%	3,316
Sarnia	129	19.60%	373	56.69%	12	1.82%	144	21.88%	658
Toronto	2,515	23.06%	7,922	72.65%	236	2.16%	232	2.13%	10,905
Total	10,281	28.70%	23,336	65.15%	897	2.50%	1,306	3.65%	35,820

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

3/1/2026



3/31/2026



Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	7,178	96.22%	262	3.51%	20	0.27%
Grey-Bruce	1,638	95.85%	48	2.81%	23	1.35%
GTA-East	6,274	96.75%	168	2.59%	43	0.66%
Hamilton-Niagara	21,017	97.55%	499	2.32%	29	0.13%
London-St. Thomas	5,063	94.49%	182	3.40%	113	2.11%
ON-Central	3,564	96.25%	134	3.62%	5	0.14%
ON-East	6,270	97.72%	115	1.79%	31	0.48%
ON-North	1,176	95.07%	41	3.31%	20	1.62%
ON-Northwest	471	91.99%	29	5.66%	12	2.34%
ON-Southeast	2,028	88.95%	112	4.91%	140	6.14%
ON-West	13,644	93.98%	440	3.03%	434	2.99%
Sarnia	2,893	92.90%	200	6.42%	21	0.67%
Toronto	17,351	95.59%	757	4.17%	43	0.24%
Total	88,567	95.76%	2,987	3.23%	934	1.01%

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	7,178	96.22%	215	2.88%	12	0.16%	55	0.74%	7,460
Grey-Bruce	1,638	95.85%	32	1.87%	6	0.35%	33	1.93%	1,709
GTA-East	6,274	96.75%	124	1.91%	9	0.14%	78	1.20%	6,485
Hamilton-Niagara	21,017	97.55%	361	1.68%	51	0.24%	116	0.54%	21,545
London-St. Thomas	5,063	94.49%	143	2.67%	13	0.24%	139	2.59%	5,358
ON-Central	3,564	96.25%	86	2.32%	16	0.43%	37	1.00%	3,703
ON-East	6,270	97.72%	82	1.28%	6	0.09%	58	0.90%	6,416
ON-North	1,176	95.07%	25	2.02%	11	0.89%	25	2.02%	1,237
ON-Northwest	471	91.99%	10	1.95%	3	0.59%	28	5.47%	512
ON-Southeast	2,028	88.95%	90	3.95%	9	0.39%	153	6.71%	2,280
ON-West	13,644	93.98%	315	2.17%	68	0.47%	491	3.38%	14,518
Sarnia	2,893	92.90%	150	4.82%	9	0.29%	62	1.99%	3,114
Toronto	17,351	95.59%	407	2.24%	115	0.63%	278	1.53%	18,151
Total	88,567	95.76%	2,040	2.21%	328	0.35%	1,553	1.68%	92,488

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

3/1/2026



3/31/2026



Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	7,460	1,850	24.80%
Grey-Bruce	1,709	419	24.52%
GTA-East	6,485	642	9.90%
Hamilton-Niagara	21,545	2,545	11.81%
London-St. Thomas	5,358	1,983	37.01%
ON-Central	3,703	534	14.42%
ON-East	6,416	38	0.59%
ON-North	1,237	454	36.70%
ON-Northwest	512	35	6.84%
ON-Southeast	2,280	25	1.10%
ON-West	14,518	3,576	24.63%
Sarnia	3,114	651	20.91%
Toronto	18,151	3,286	18.10%
Total	92,488	16,038	17.34%

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

Locate Delivery Performance by Region

Excavator Perspective - Single Requests

3/1/2026



3/31/2026



Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	1,480	86.50%	212	12.39%	19	1.11%
Grey-Bruce	368	85.38%	40	9.28%	23	5.34%
GTA-East	1,703	92.15%	103	5.57%	42	2.27%
Hamilton-Niagara	5,057	94.15%	285	5.31%	29	0.54%
London-St. Thomas	1,162	82.53%	133	9.45%	113	8.03%
ON-Central	900	88.15%	116	11.36%	5	0.49%
ON-East	1,648	93.69%	83	4.72%	28	1.59%
ON-North	487	90.86%	31	5.78%	18	3.36%
ON-Northwest	108	75.52%	24	16.78%	11	7.69%
ON-Southeast	500	71.94%	57	8.20%	138	19.86%
ON-West	2,957	81.35%	251	6.91%	427	11.75%
Sarnia	621	75.82%	177	21.61%	21	2.56%
Toronto	4,112	87.64%	537	11.45%	43	0.92%
Total	21,103	87.68%	2,049	8.51%	917	3.81%

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	1,480	86.50%	172	10.05%	10	0.58%	49	2.86%	1,711
Grey-Bruce	368	85.38%	27	6.26%	6	1.39%	30	6.96%	431
GTA-East	1,703	92.15%	71	3.84%	8	0.43%	66	3.57%	1,848
Hamilton-Niagara	5,057	94.15%	205	3.82%	29	0.54%	80	1.49%	5,371
London-St. Thomas	1,162	82.53%	117	8.31%	10	0.71%	119	8.45%	1,408
ON-Central	900	88.15%	76	7.44%	11	1.08%	34	3.33%	1,021
ON-East	1,648	93.69%	56	3.18%	5	0.28%	50	2.84%	1,759
ON-North	487	90.86%	20	3.73%	8	1.49%	21	3.92%	536
ON-Northwest	108	75.52%	10	6.99%	3	2.10%	22	15.38%	143
ON-Southeast	500	71.94%	43	6.19%	5	0.72%	147	21.15%	695
ON-West	2,957	81.35%	259	7.13%	38	1.05%	381	10.48%	3,635
Sarnia	621	75.82%	140	17.09%	6	0.73%	52	6.35%	819
Toronto	4,112	87.64%	290	6.18%	80	1.71%	210	4.48%	4,692
Total	21,103	87.68%	1,486	6.17%	219	0.91%	1,261	5.24%	24,069

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