



Performance Summary Members Perspective

Advanced and Single Address Requests

Percentage of Notifications On Time

Region	On Time	Late	No 360 Feedback Response Provided
Toronto	95.73%	3.06%	1.21%
Sarnia	94.82%	4.08%	1.10%
ON-West	95.95%	2.95%	1.10%
ON-Southeast	96.04%	1.82%	2.14%
ON-Northwest	93.11%	4.96%	1.92%
ON-North	95.34%	3.57%	1.09%
ON-East	96.61%	2.51%	0.88%
ON-Central	96.65%	2.70%	0.64%
London-St. Thomas	96.34%	1.91%	1.76%
Hamilton-Niagara	96.61%	2.39%	1.00%
GTA-East	94.45%	4.36%	1.20%
Grey-Bruce	95.42%	3.45%	1.13%
Chatham-Essex	93.11%	3.98%	2.90%
Total	95.73%	3.01%	1.27%

Volume of Notifications and Renegotiated Due Dates

Region	Notifications	Renegotiated
Chatham-Essex	21,807	3,002
Grey-Bruce	7,964	834
GTA-East	22,921	3,242
Hamilton-Niagara	54,707	16,229
London-St. Thomas	13,954	1,129
ON-Central	15,695	1,000
ON-East	34,534	1,861
ON-North	14,057	591
ON-Northwest	5,301	288
ON-Southeast	9,485	175
ON-West	34,584	2,364
Sarnia	5,911	196
Toronto	88,130	16,321
Total	329,050	47,232

Percentage of Notifications by Days to Close

Region	0-5	6-10	11-15	16+
Chatham-Essex	71.21%	23.05%	2.49%	3.25%
Grey-Bruce	73.19%	23.57%	1.95%	1.29%
GTA-East	73.09%	22.49%	1.88%	2.55%
Hamilton-Niagara	74.72%	22.48%	1.38%	1.42%
London-St. Thomas	68.23%	28.69%	0.97%	2.11%
ON-Central	83.64%	13.66%	1.06%	1.63%
ON-East	77.22%	19.97%	1.15%	1.65%
ON-North	77.98%	18.70%	1.37%	1.95%
ON-Northwest	75.55%	19.11%	1.62%	3.72%
ON-Southeast	73.24%	23.21%	0.71%	2.85%
ON-West	76.63%	20.54%	1.38%	1.45%
Sarnia	78.24%	17.56%	1.96%	2.23%
Toronto	72.33%	23.63%	0.89%	3.16%
Total	74.48%	21.94%	1.31%	2.27%

Data Source: The data is self-reported by Underground Infrastructure Owners (UIOs).

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Performance Summary Members Perspective

Advanced and Single Address Requests

Number of Notifications On Time

Region	On Time	Late	No 360 Feedback Response Provided	Total
Chatham-Essex	20,305	869	633	21,807
Grey-Bruce	7,599	275	90	7,964
GTA-East	21,648	999	274	22,921
Hamilton-Niagara	52,852	1,309	546	54,707
London-St. Thomas	13,443	266	245	13,954
ON-Central	15,170	424	101	15,695
ON-East	33,362	868	304	34,534
ON-North	13,402	502	153	14,057
ON-Northwest	4,936	263	102	5,301
ON-Southeast	9,109	173	203	9,485
ON-West	33,184	1,019	381	34,584
Sarnia	5,605	241	65	5,911
Toronto	84,369	2,695	1,066	88,130
Total	314,984	9,903	4,163	329,050

Volume of Notifications and Renegotiated Due dates

Region	Notifications	Renegotiated
Chatham-Essex	21,807	3,002
Grey-Bruce	7,964	834
GTA-East	22,921	3,242
Hamilton-Niagara	54,707	16,229
London-St. Thomas	13,954	1,129
ON-Central	15,695	1,000
ON-East	34,534	1,861
ON-North	14,057	591
ON-Northwest	5,301	288
ON-Southeast	9,485	175
ON-West	34,584	2,364
Sarnia	5,911	196
Toronto	88,130	16,321
Total	329,050	47,232

Number of Notifications by Days to Close

Region	0-5	6-10	11-15	16+	Total
Chatham-Essex	15,529	5,027	542	709	21,807
Grey-Bruce	5,829	1,877	155	103	7,964
GTA-East	16,752	5,154	430	585	22,921
Hamilton-Niagara	40,877	12,300	755	775	54,707
London-St. Thomas	9,521	4,004	135	294	13,954
ON-Central	13,128	2,144	167	256	15,695
ON-East	26,668	6,898	397	571	34,534
ON-North	10,962	2,629	192	274	14,057
ON-Northwest	4,005	1,013	86	197	5,301
ON-Southeast	6,947	2,201	67	270	9,485
ON-West	26,500	7,104	477	503	34,584
Sarnia	4,625	1,038	116	132	5,911
Toronto	63,741	20,821	784	2,784	88,130
Total	245,084	72,210	4,303	7,453	329,050

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Performance Summary Excavators Perspective YTD

Advanced and Single Address Requests

Percentage of Requests On Time

Region	On Time	Late	No 360 Feedback Response Provided
Chatham-Essex	78.63%	9.91%	11.46%
Grey-Bruce	85.83%	10.20%	3.97%
GTA-East	86.86%	8.77%	4.37%
Hamilton-Niagara	92.13%	3.74%	4.13%
London-St. Thomas	89.14%	4.28%	6.58%
ON-Central	89.92%	8.32%	1.76%
ON-East	91.37%	5.74%	2.89%
ON-North	88.06%	8.73%	3.21%
ON-Northwest	81.68%	12.72%	5.61%
ON-Southeast	88.09%	4.99%	6.92%
ON-West	87.35%	8.36%	4.29%
Sarnia	84.49%	10.83%	4.68%
Toronto	87.82%	7.94%	4.24%
Total	88.17%	7.29%	4.54%

Percentage of Requests by Days to close

Region	0-5	6-10	11-15	16+
Chatham-Essex	48.21%	33.37%	6.46%	11.96%
Grey-Bruce	55.33%	34.79%	5.58%	4.29%
GTA-East	57.29%	32.20%	3.10%	7.41%
Hamilton-Niagara	64.06%	29.17%	1.90%	4.87%
London-St. Thomas	55.42%	35.25%	1.71%	7.62%
ON-Central	66.88%	25.31%	3.00%	4.81%
ON-East	60.22%	32.59%	2.28%	4.91%
ON-North	60.68%	30.51%	3.19%	5.62%
ON-Northwest	60.17%	25.43%	3.64%	10.75%
ON-Southeast	61.00%	28.30%	1.89%	8.81%
ON-West	58.64%	32.24%	3.61%	5.52%
Sarnia	64.01%	23.41%	4.46%	8.12%
Toronto	57.66%	30.74%	1.55%	10.05%
Total	59.22%	30.78%	2.66%	7.34%

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Performance Summary Excavators Perspective YTD

Advanced and Single Address Requests

Number of Requests On Time

Region	On Time	Late	No 360 Feedback Response Provided	Total
Chatham-Essex	3,650	460	532	4,642
Grey-Bruce	1,860	221	86	2,167
GTA-East	5,346	540	269	6,155
Hamilton-Niagara	11,855	481	532	12,868
London-St. Thomas	2,913	140	215	3,268
ON-Central	3,720	344	73	4,137
ON-East	7,906	497	250	8,653
ON-North	4,027	399	147	4,573
ON-Northwest	1,413	220	97	1,730
ON-Southeast	2,559	145	201	2,905
ON-West	7,283	697	358	8,338
Sarnia	1,155	148	64	1,367
Toronto	19,144	1,730	924	21,798
Total	72,831	6,022	3,748	82,601

Number of Requests by Days to Close

Region	0-5	6-10	11-15	16+	Total
Chatham-Essex	2,238	1,549	300	555	4,642
Grey-Bruce	1,199	754	121	93	2,167
GTA-East	3,526	1,982	191	456	6,155
Hamilton-Niagara	8,243	3,753	245	627	12,868
London-St. Thomas	1,811	1,152	56	249	3,268
ON-Central	2,767	1,047	124	199	4,137
ON-East	5,211	2,820	197	425	8,653
ON-North	2,775	1,395	146	257	4,573
ON-Northwest	1,041	440	63	186	1,730
ON-Southeast	1,772	822	55	256	2,905
ON-West	4,889	2,688	301	460	8,338
Sarnia	875	320	61	111	1,367
Toronto	12,569	6,701	337	2,191	21,798
Total	48,916	25,423	2,197	6,065	82,601

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Performance Summary Members Perspective

Advanced Requests

Percentage of Notifications On Time

Region	On Time	Late	No 360 Feedback Response Provided
Chatham-Essex	90.84%	4.89%	4.27%
Grey-Bruce	94.86%	3.79%	1.35%
GTA-East	93.68%	4.85%	1.48%
Hamilton-Niagara	95.72%	3.04%	1.24%
London-St. Thomas	95.43%	2.05%	2.52%
ON-Central	95.94%	3.11%	0.96%
ON-East	96.09%	2.82%	1.09%
ON-North	95.59%	3.36%	1.05%
ON-Northwest	90.90%	6.29%	2.81%
ON-Southeast	95.20%	2.41%	2.39%
ON-West	95.91%	2.98%	1.11%
Sarnia	92.91%	6.09%	1.00%
Toronto	94.71%	3.82%	1.47%
Total	94.87%	3.56%	1.57%

Volume of Notifications and Renegotiated Due Dates

Region	Notifications	Renegotiated
Chatham-Essex	12,262	2,363
Grey-Bruce	4,378	640
GTA-East	14,033	2,127
Hamilton-Niagara	30,415	13,300
London-St. Thomas	7,896	933
ON-Central	9,005	498
ON-East	20,691	1,349
ON-North	8,093	498
ON-Northwest	2,384	225
ON-Southeast	4,729	133
ON-West	17,156	1,647
Sarnia	2,298	61
Toronto	59,572	11,524
Total	192,912	35,298

Percentage of Notifications by Days to Close

Region	0-5	6-10	11-15	16+
Chatham-Essex	51.89%	38.95%	4.31%	4.85%
Grey-Bruce	54.43%	40.43%	3.47%	1.67%
GTA-East	58.79%	34.89%	2.98%	3.34%
Hamilton-Niagara	56.35%	39.37%	2.35%	1.93%
London-St. Thomas	45.76%	49.67%	1.62%	2.95%
ON-Central	73.26%	22.68%	1.60%	2.47%
ON-East	63.74%	32.35%	1.74%	2.16%
ON-North	65.44%	30.15%	2.24%	2.17%
ON-Northwest	51.85%	39.05%	3.40%	5.70%
ON-Southeast	49.48%	45.72%	1.23%	3.57%
ON-West	56.95%	38.96%	2.55%	1.54%
Sarnia	50.26%	42.65%	3.96%	3.13%
Toronto	60.08%	34.63%	1.26%	4.03%
Total	58.64%	36.23%	2.10%	3.03%

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Performance Summary Members Perspective

Advanced Requests

Request Submission Date

10/1/2024



10/31/2024



Number of Notifications On Time

Volume of Notifications and Renegotiated Due dates

Number of Notifications by Days to Close

Region	On Time	Late	No 360 Feedback Response Provided	Total
Chatham-Essex	11,139	600	523	12,262
Grey-Bruce	4,153	166	59	4,378
GTA-East	13,146	680	207	14,033
Hamilton-Niagara	29,113	926	376	30,415
London-St. Thomas	7,535	162	199	7,896
ON-Central	8,639	280	86	9,005
ON-East	19,883	583	225	20,691
ON-North	7,736	272	85	8,093
ON-Northwest	2,167	150	67	2,384
ON-Southeast	4,502	114	113	4,729
ON-West	16,454	511	191	17,156
Sarnia	2,135	140	23	2,298
Toronto	56,421	2,276	875	59,572
Total	183,023	6,860	3,029	192,912

Region	Notifications	Renegotiated
Chatham-Essex	12,262	2,363
Grey-Bruce	4,378	640
GTA-East	14,033	2,127
Hamilton-Niagara	30,415	13,300
London-St. Thomas	7,896	933
ON-Central	9,005	498
ON-East	20,691	1,349
ON-North	8,093	498
ON-Northwest	2,384	225
ON-Southeast	4,729	133
ON-West	17,156	1,647
Sarnia	2,298	61
Toronto	59,572	11,524
Total	192,912	35,298

Region	0-5	6-10	11-15	16+	Total
Chatham-Essex	6,363	4,776	528	595	12,262
Grey-Bruce	2,383	1,770	152	73	4,378
GTA-East	8,250	4,896	418	469	14,033
Hamilton-Niagara	17,138	11,975	715	587	30,415
London-St. Thomas	3,613	3,922	128	233	7,896
ON-Central	6,597	2,042	144	222	9,005
ON-East	13,189	6,694	361	447	20,691
ON-North	5,296	2,440	181	176	8,093
ON-Northwest	1,236	931	81	136	2,384
ON-Southeast	2,340	2,162	58	169	4,729
ON-West	9,770	6,684	438	264	17,156
Sarnia	1,155	980	91	72	2,298
Toronto	35,793	20,628	751	2,400	59,572
Total	113,123	69,900	4,046	5,843	192,912

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Performance Summary Excavators Perspective

Advanced Requests

Request Submission Date

10/1/2024



10/31/2024



Percentage of Requests On Time

Region	On Time	Late	No 360 Feedback Response Provided
Chatham-Essex	70.20%	12.55%	17.25%
Grey-Bruce	85.89%	9.82%	4.29%
GTA-East	85.90%	8.60%	5.50%
Hamilton-Niagara	90.35%	4.38%	5.27%
London-St. Thomas	86.33%	4.11%	9.56%
ON-Central	88.02%	9.40%	2.58%
ON-East	90.44%	6.02%	3.54%
ON-North	89.46%	7.75%	2.80%
ON-Northwest	78.36%	14.27%	7.37%
ON-Southeast	86.34%	6.23%	7.43%
ON-West	87.48%	8.14%	4.38%
Sarnia	80.43%	14.57%	5.00%
Toronto	83.81%	10.58%	5.61%
Total	85.93%	8.36%	5.70%

Percentage of Requests by Days to close

Region	0-5	6-10	11-15	16+
Chatham-Essex	12.47%	57.73%	11.69%	18.11%
Grey-Bruce	34.37%	51.52%	9.20%	4.91%
GTA-East	37.30%	48.60%	4.81%	9.29%
Hamilton-Niagara	38.30%	52.05%	3.17%	6.48%
London-St. Thomas	24.35%	61.98%	2.92%	10.74%
ON-Central	47.10%	40.92%	4.72%	7.26%
ON-East	38.29%	52.15%	3.42%	6.13%
ON-North	45.15%	44.30%	4.81%	5.73%
ON-Northwest	34.85%	43.51%	6.78%	14.85%
ON-Southeast	33.62%	52.71%	3.22%	10.45%
ON-West	26.93%	60.55%	6.75%	5.77%
Sarnia	19.57%	60.87%	8.26%	11.30%
Toronto	34.77%	49.05%	2.36%	13.83%
Total	34.71%	51.23%	4.30%	9.77%

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Performance Summary Excavators Perspective YTD

Advanced Requests

Request Submission Date

10/1/2024



10/31/2024



Number of Requests On Time

Region	On Time	Late	No 360 Feedback Response Provided	Total
Chatham-Essex	1,717	307	422	2,446
Grey-Bruce	1,102	126	55	1,283
GTA-East	3,217	322	206	3,745
Hamilton-Niagara	6,270	304	366	6,940
London-St. Thomas	1,535	73	170	1,778
ON-Central	2,050	219	60	2,329
ON-East	4,674	311	183	5,168
ON-North	2,528	219	79	2,826
ON-Northwest	670	122	63	855
ON-Southeast	1,289	93	111	1,493
ON-West	3,459	322	173	3,954
Sarnia	370	67	23	460
Toronto	11,236	1,418	752	13,406
Total	40,117	3,903	2,663	46,683

Number of Requests by Days to Close

Region	0-5	6-10	11-15	16+	Total
Chatham-Essex	305	1,412	286	443	2,446
Grey-Bruce	441	661	118	63	1,283
GTA-East	1,397	1,820	180	348	3,745
Hamilton-Niagara	2,658	3,612	220	450	6,940
London-St. Thomas	433	1,102	52	191	1,778
ON-Central	1,097	953	110	169	2,329
ON-East	1,979	2,695	177	317	5,168
ON-North	1,276	1,252	136	162	2,826
ON-Northwest	298	372	58	127	855
ON-Southeast	502	787	48	156	1,493
ON-West	1,065	2,394	267	228	3,954
Sarnia	90	280	38	52	460
Toronto	4,661	6,575	316	1,854	13,406
Total	16,202	23,915	2,006	4,560	46,683

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Performance Summary Members Perspective

Single Address

Request Submission Date

10/1/2024



10/31/2024



Percentage of Notifications On Time

Region	On Time	Late	No 360 Feedback Response Provided
Chatham-Essex	96.03%	2.82%	1.15%
Grey-Bruce	96.10%	3.04%	0.86%
GTA-East	95.66%	3.59%	0.75%
Hamilton-Niagara	97.72%	1.58%	0.70%
London-St. Thomas	97.52%	1.72%	0.76%
ON-Central	97.62%	2.15%	0.22%
ON-East	97.37%	2.06%	0.57%
ON-North	95.00%	3.86%	1.14%
ON-Northwest	94.93%	3.87%	1.20%
ON-Southeast	96.87%	1.24%	1.89%
ON-West	95.99%	2.91%	1.09%
Sarnia	96.04%	2.80%	1.16%
Toronto	97.86%	1.47%	0.67%
Total	96.93%	2.24%	0.83%

Volume of Notifications and Renegotiated Due Dates

Region	Notifications	Renegotiated
Chatham-Essex	9,545	639
Grey-Bruce	3,586	194
GTA-East	8,888	1,115
Hamilton-Niagara	24,292	2,929
London-St. Thomas	6,058	196
ON-Central	6,690	502
ON-East	13,843	512
ON-North	5,964	93
ON-Northwest	2,917	63
ON-Southeast	4,756	42
ON-West	17,428	717
Sarnia	3,613	135
Toronto	28,558	4,797
Total	136,138	11,934

Percentage of Notifications by Days to Close

Region	0-5	6-10	11-15	16+
Chatham-Essex	96.03%	2.63%	0.15%	1.19%
Grey-Bruce	96.10%	2.98%	0.08%	0.84%
GTA-East	95.66%	2.90%	0.14%	1.31%
Hamilton-Niagara	97.72%	1.34%	0.16%	0.77%
London-St. Thomas	97.52%	1.35%	0.12%	1.01%
ON-Central	97.62%	1.52%	0.34%	0.51%
ON-East	97.37%	1.47%	0.26%	0.90%
ON-North	95.00%	3.17%	0.18%	1.64%
ON-Northwest	94.93%	2.81%	0.17%	2.09%
ON-Southeast	96.87%	0.82%	0.19%	2.12%
ON-West	95.99%	2.41%	0.22%	1.37%
Sarnia	96.04%	1.61%	0.69%	1.66%
Toronto	97.86%	0.68%	0.12%	1.34%
Total	96.93%	1.70%	0.19%	1.18%

Data Source: The data is self-reported by Underground Infrastructure Owners (UIOs).

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Legislative Impact: The new legislative change, Ontario Regulation 136/24, which will take effect on May 1, 2024, will impact the data starting from the last week of April 2024. Consequently, numbers may not add due to rounding.

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Performance Summary Members Perspective

Single Address

Request Submission Date

10/1/2024



10/31/2024



Number of Notifications On Time

Volume of Notifications and Renegotiated Due dates

Number of Notifications by Days to Close

Region	On Time	Late	No 360 Feedback Response Provided	Total
Chatham-Essex	9,166	269	110	9,545
Grey-Bruce	3,446	109	31	3,586
GTA-East	8,502	319	67	8,888
Hamilton-Niagara	23,739	383	170	24,292
London-St. Thomas	5,908	104	46	6,058
ON-Central	6,531	144	15	6,690
ON-East	13,479	285	79	13,843
ON-North	5,666	230	68	5,964
ON-Northwest	2,769	113	35	2,917
ON-Southeast	4,607	59	90	4,756
ON-West	16,730	508	190	17,428
Sarnia	3,470	101	42	3,613
Toronto	27,948	419	191	28,558
Total	131,961	3,043	1,134	136,138

Region	Notifications	Renegotiated
Chatham-Essex	9,545	639
Grey-Bruce	3,586	194
GTA-East	8,888	1,115
Hamilton-Niagara	24,292	2,929
London-St. Thomas	6,058	196
ON-Central	6,690	502
ON-East	13,843	512
ON-North	5,964	93
ON-Northwest	2,917	63
ON-Southeast	4,756	42
ON-West	17,428	717
Sarnia	3,613	135
Toronto	28,558	4,797
Total	136,138	11,934

Region	0-5	6-10	11-15	16+	Total
Chatham-Essex	9,166	251	14	114	9,545
Grey-Bruce	3,446	107	3	30	3,586
GTA-East	8,502	258	12	116	8,888
Hamilton-Niagara	23,739	325	40	188	24,292
London-St. Thomas	5,908	82	7	61	6,058
ON-Central	6,531	102	23	34	6,690
ON-East	13,479	204	36	124	13,843
ON-North	5,666	189	11	98	5,964
ON-Northwest	2,769	82	5	61	2,917
ON-Southeast	4,607	39	9	101	4,756
ON-West	16,730	420	39	239	17,428
Sarnia	3,470	58	25	60	3,613
Toronto	27,948	193	33	384	28,558
Total	131,961	2,310	257	1,610	136,138

Data Source: The data is self-reported by Underground Infrastructure Owners (UIOs).

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Legislative Impact: The new legislative change, Ontario Regulation 136/24, which will take effect on May 1, 2024, will impact the data starting from the last week of April 2024. Consequently, numbers may not add due to rounding.

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Performance Summary Excavators Perspective

Single Address

Percentage of Requests On Time

Region	On Time	Late	No 360 Feedback Response Provided
Chatham-Essex	88.02%	6.97%	5.01%
Grey-Bruce	85.75%	10.75%	3.51%
GTA-East	88.34%	9.05%	2.61%
Hamilton-Niagara	94.21%	2.99%	2.80%
London-St. Thomas	92.48%	4.50%	3.02%
ON-Central	92.37%	6.91%	0.72%
ON-East	92.74%	5.34%	1.92%
ON-North	85.80%	10.30%	3.89%
ON-Northwest	84.91%	11.20%	3.89%
ON-Southeast	89.94%	3.68%	6.37%
ON-West	87.23%	8.55%	4.22%
Sarnia	86.55%	8.93%	4.52%
Toronto	94.23%	3.72%	2.05%
Total	91.08%	5.90%	3.02%

Percentage of Requests by Days to close

Region	0-5	6-10	11-15	16+
Chatham-Essex	88.02%	6.24%	0.64%	5.10%
Grey-Bruce	85.75%	10.52%	0.34%	3.39%
GTA-East	88.34%	6.72%	0.46%	4.48%
Hamilton-Niagara	94.21%	2.38%	0.42%	2.99%
London-St. Thomas	92.48%	3.36%	0.27%	3.89%
ON-Central	92.37%	5.20%	0.77%	1.66%
ON-East	92.74%	3.59%	0.57%	3.10%
ON-North	85.80%	8.19%	0.57%	5.44%
ON-Northwest	84.91%	7.77%	0.57%	6.74%
ON-Southeast	89.94%	2.48%	0.50%	7.08%
ON-West	87.23%	6.71%	0.78%	5.29%
Sarnia	86.55%	4.41%	2.54%	6.50%
Toronto	94.23%	1.50%	0.25%	4.02%
Total	91.08%	4.20%	0.53%	4.19%

Data Source: The data is self-reported by Underground Infrastructure Owners (UIOs).

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Performance Summary Excavators Perspective YTD

Single Address



Number of Requests On Time

Region	On Time	Late	No 360 Feedback Response Provided	Total
Chatham-Essex	1,933	153	110	2,196
Grey-Bruce	758	95	31	884
GTA-East	2,129	218	63	2,410
Hamilton-Niagara	5,585	177	166	5,928
London-St. Thomas	1,378	67	45	1,490
ON-Central	1,670	125	13	1,808
ON-East	3,232	186	67	3,485
ON-North	1,499	180	68	1,747
ON-Northwest	743	98	34	875
ON-Southeast	1,270	52	90	1,412
ON-West	3,824	375	185	4,384
Sarnia	785	81	41	907
Toronto	7,908	312	172	8,392
Total	32,714	2,119	1,085	35,918

Number of Requests by Days to Close

Region	0-5	6-10	11-15	16+	Total
Chatham-Essex	1,933	137	14	112	2,196
Grey-Bruce	758	93	3	30	884
GTA-East	2,129	162	11	108	2,410
Hamilton-Niagara	5,585	141	25	177	5,928
London-St. Thomas	1,378	50	4	58	1,490
ON-Central	1,670	94	14	30	1,808
ON-East	3,232	125	20	108	3,485
ON-North	1,499	143	10	95	1,747
ON-Northwest	743	68	5	59	875
ON-Southeast	1,270	35	7	100	1,412
ON-West	3,824	294	34	232	4,384
Sarnia	785	40	23	59	907
Toronto	7,908	126	21	337	8,392
Total	32,714	1,508	191	1,505	35,918

Data Source: The data is self-reported by Underground Infrastructure Owners (UIOs).

Exclusions: The report excludes data for Planning, Sewer Lateral, Emergency, Cancel, Test and Void requests. Although efforts were made to include Priority 0 requests in the performance reports starting January 2025, system limitations prevent their inclusion. Since Priority 0 requests account for only a small percentage of total requests, their exclusion has a minimal impact on the overall performance metrics.

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