



Ontario One Call (ON1Call) Interpretation Bulletin – March 2017

Ontario Underground Infrastructure Notification System Act, 2012 (the Act)

This bulletin explains changes to the categorization of certain types of work from **emergency requests** to **priority requests**, effective April 24, 2017. These types of work are drain repairs, foundation repairs, sanitary repairs, sewer repairs, water service repairs, well repairs, tank removal drain tile and septic service repairs. These are typically private contractors working on private infrastructure on private property. Please note that this **does not** impact the sewer safety programs offered by a number of utilities – those requests will continue to be handled like emergencies.

EMERGENCY LOCATE REQUEST DEFINITION

Loss of service by a utility that in the circumstances would be considered essential, so that absence of the service can reasonably be expected to result in an imminent or significant safety or environmental hazard, or imminent threat to the person or the public. Excavation crew is either on site or been dispatched. The circumstances therefore require, facility owners to take all reasonable steps to complete a locate response (clear or locate), within 2 hours from its receipt on the system that the member has designated for those purposes as required under Section 16 of Part 1 below. (By-Law II, Schedule II)

Why is ON1Call categorizing certain types of work from emergency to priority requests?

Some contractors involved in certain types of work are using emergency locate requests in non-emergency situations. As such, they delay Members in attending to legitimate emergencies. ON1Call Compliance has reviewed emergency locate requests for the past three years and conducted ongoing site investigations. Based on these observations it has been determined that a number of specific types of work do not meet the standard of emergency as defined under the Act.

What types of work have been identified as not meeting the standard of emergencies under the Act?

Drain repairs, foundation repairs, sanitary repairs, sewer repairs, water service repairs, well repairs, tank removal drain tile and septic service repairs. This is typically private contractors working on private infrastructure on private property. Please note that this **does not** impact the sewer safety programs offered by a number of utilities – those requests will continue to be handled like emergencies.





Would this categorizing of work type include Members?

Members would not be impacted by this change. Member emergencies typically occur in the public right of way, which has a broader impact on traffic, pedestrians and emergency services. Certain types of Member infrastructure also present greater safety concerns. Authorized sub-contractors working on the Members infrastructure would not be included.

What can a contractor do if the situation is extremely urgent or if they believe their dig is a legitimate emergency?

The contractor, when requesting the locate, should ask the ON1Call agent to include all relevant details within the remarks of the locate request. The contractor should also contact the Member/LSP(s) on the ticket directly, explaining the circumstances and request the Member/LSP to address the locate in a mutual agreeable time frame.

Why are you making this change at this time?

While many contractors were diligent in not requesting emergencies in non-emergency situations, other contractors have abused the process, using emergencies for regular daily work. This policy will create a level playing field for all contractors for the 2017 construction season.

Will the categorizing of emergency locates be all across Ontario?

Yes, this will encompass the entire province.

What time and date would categorization of types of work start?

April 24, 2017

How will Members assist in this process?

In order to have categorizing of emergency requests a success, we are requesting Members and their LSP's action Priority 0 requests within the same business day.

