



Compliance Department Year in Review 2021

COMPLIANCE SUMMARY

Review of the complaints Compliance received as they relate to the Ontario Underground Infrastructure Notification System Act, 2012 and the corresponding regulations.

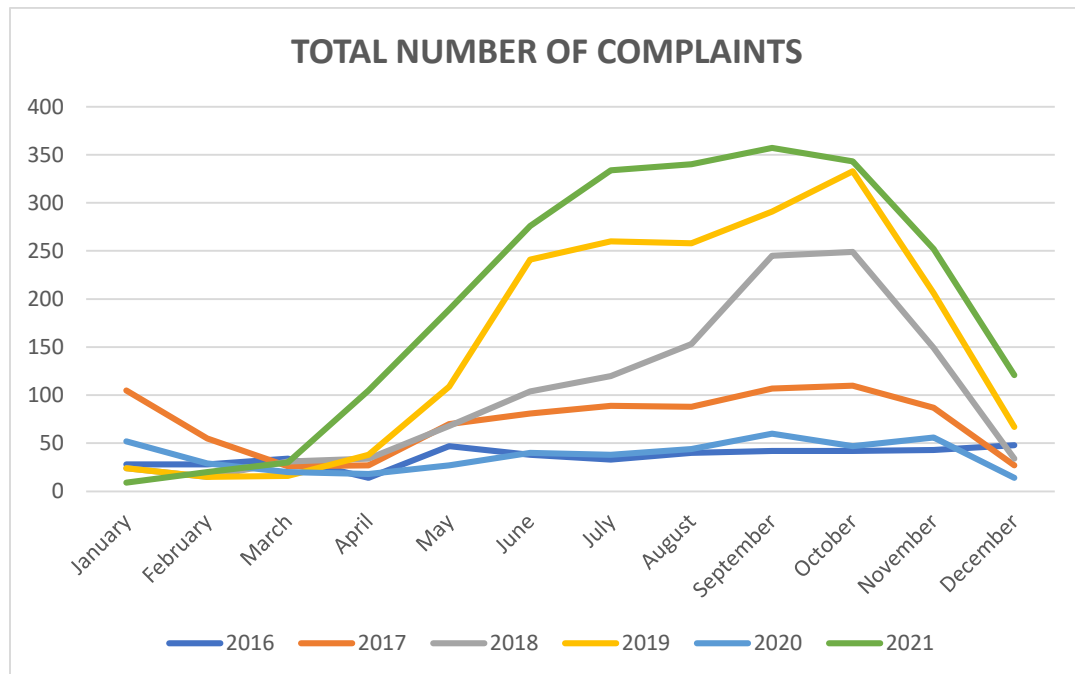
Overall Complaints in 2021 as they relate to the below stakeholders:

Complaints against Members: **2,376**

Complaints against Excavators: **0**

Complaints against Ontario One Call: **25**

Year Over Year Comparison of the Total Number of Complaints 2016 – 2021





Complaints are broken down into offence and validity groups

MEMBERS	Valid Total	Invalid Total
LATE LOCATES	2,303	7
FALSE RENEGOTIATED DATE	39	0
DELINQUENT ACCOUNT	8	0
INCOMPLETE LOCATES	8	0
DEFICIENT CLEARANCE	7	0
EMERGENCY ABUSE	5	0
EXCAVATION WITHOUT LOCATES	3	0
OTHER	2	0

Late locates may consist of multiple members, and/or multiple request numbers. In 2021 the total number of requests involved in late locate complaints was 5,967.

FORMAL LATE LOCATE COMPLAINT NOTIFICATIONS SENT BY SECTOR	
TELECOMMUNICATIONS	1,965
GAS/OIL/PIPELINE	1,845
ELECTRICAL	1,518
MUNICIPAL	626
OTHER	13

As is consistent with most years late locates are the most frequent complaint type. 2021 saw a dramatic increase in late locate complaint volumes compared to 2020, and is the highest of any year on record.

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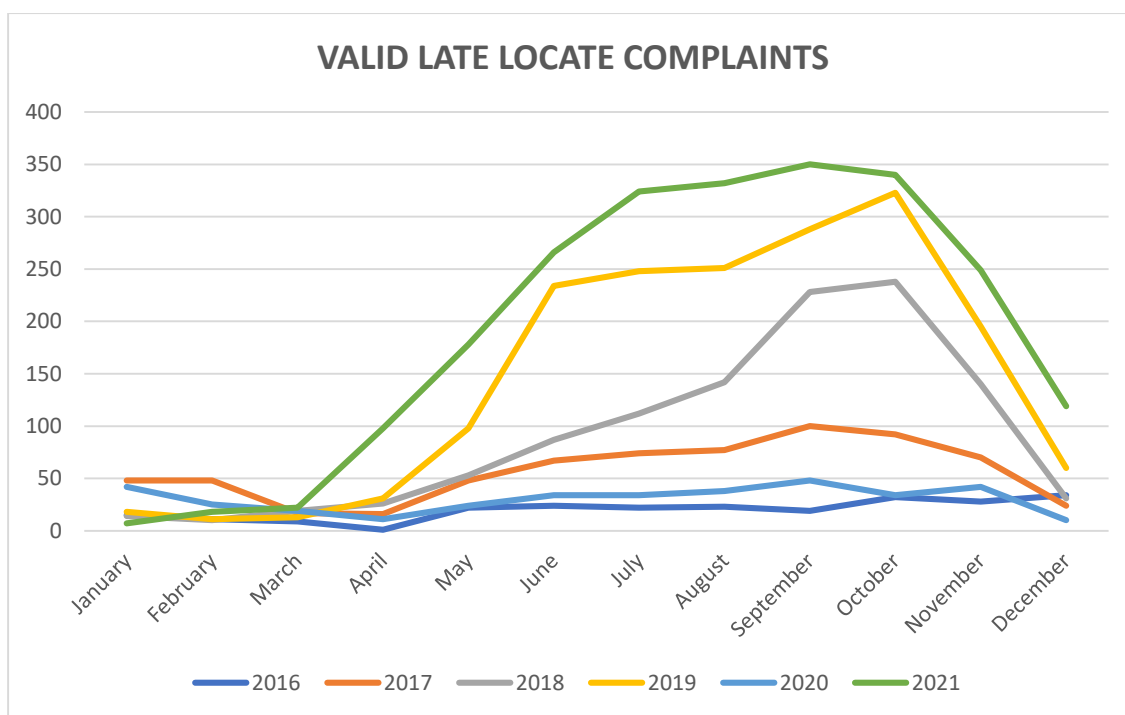
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t. 844-257-9490
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Complaints by Geographic Area



AREA	2016	2017	2018	2019	2020	2021
Chatham-Essex	10	19	64	57	10	125
Grey-Bruce	4	6	14	42	13	153
GTA-East	12	68	58	52	18	88
Hamilton-Niagara	14	65	195	589	46	321
London-St. Thomas	11	12	16	63	16	173
ON-Central	31	49	38	62	37	152
ON-East	16	50	20	148	19	107
ON-North	10	19	30	171	24	73
ON-Northwest	5	6	3	3	7	14
ON-Southeast	8	11	2	7	7	9
ON-West	35	35	90	339	55	617
Sarnia	3	7	1	4	3	31
Toronto	278	525	593	321	190	513

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