



DIGGING IN TO BEST PRACTICES

Confirming your Dig Location

What you need to know..

The system compares the information you enter into the "Address Search" to the map selection(s) created.


If you find a discrepancy during the "Next Step: Review" section, you should select "Edit My Request" and make the required changes.

Why you want to do this...

You know the proposed work area best! Our Contact Centre team reviews suspended requests to compare the "Dig Location", map selection, and Additional Information submitted. If an agent finds a discrepancy they will send a clarification email from donotreply@On1Call.com requesting more information and/or a change to ensure you have valid locate paperwork.

Our recommended Best Practice for confirming your Dig Location:

- Enter the Address, Intersection or coordinates into the "Address Search".
- Carefully select the location in the correct Municipality. You may need to search for a different version of the street name or search using a number (i.e. Line Road 4 instead of Fourth Line).
- ****IMPORTANT STEP**** After clicking "Next Step: Review" Carefully go over the details of your request including the "Confirm your dig location" section to ensure the information is accurate. Your map selections should be on or parallel to the "Dig Street" and the map selection(s) should be between the two closest intersecting streets provided.
- ****IMPORTANT STEP**** If you find a discrepancy click on "Edit My Request" and make the necessary changes.


Looks good! 

[Edit My Request](#) [Submit My Request](#)

Confirm your dig location

Please take a moment to review the information below, correct or complete the fields as required:

Municipality/Township
GUELPH, WELLINGTON

Civic #
104 

Lot #

Dig Street
COOPER DR

1st Closest Intersecting Street
QUARTERMAN RD

2nd Closest Intersecting Street
PHELAN CRT

Why we are asking for this information:

The information from your map selection and our internal system didn't match up perfectly.

We just need you to confirm that we got it right! If we didn't, please help us out and fill out or correct the information in the fields under "Confirm your dig location".

This section will also appear if you choose to Edit your request from the Review Page, to give you the chance to correct information.

