



DIGGING IN TO BEST PRACTICES

DESIGN AND PLANNING REQUESTS

What you need to know...

Ontario One Call offers a Planning option for excavators who are not digging within 30 calendar days.

Who responds?

Ontario One Call Members participate on a voluntary basis as this is not a requirement under the Act. Members that do not take part may be contacted directly for more information.

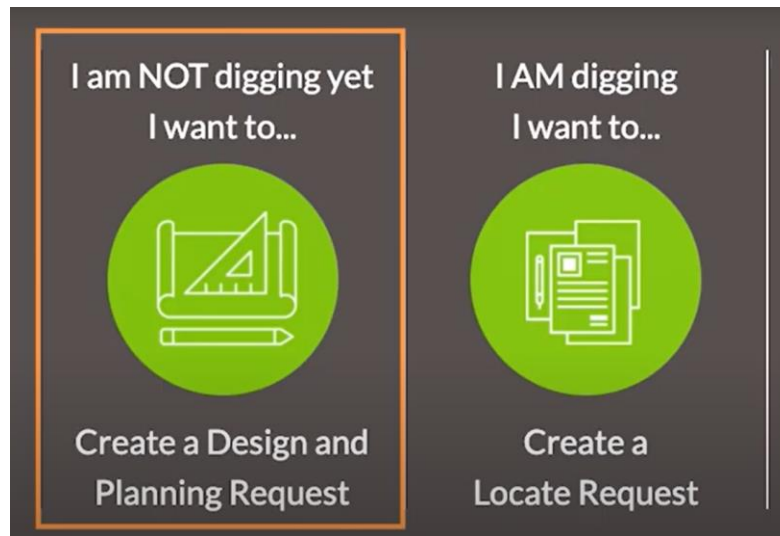
Why you want to do this...

Planning saves time and money. Use properly submitted planning requests to organize the physical locates.

Where can you find assistance?

Ontario One Call Client Services email:

Solutions@OntarioOneCall.ca and watch our How To Video: Design and Planning <https://youtu.be/UC3miWAZyk0>



Our recommended Best Practices for Design and Planning Requests:

- ✓ Select “Create a Design and Planning Request” from the homepage.
- ✓ Enter the civic address(es), intersection, or coordinates into the “Address Search”.
- ✓ Create a map selection. You may only request one street per planning request.
- ✓ 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. If you find a discrepancy during the “Next Step: Review” section you should select “Edit My Request” and make the required changes.
- ✓ Include “Your Additional Sketches” showing specific details and/or the scope of the project.
- ✓ Provide detailed information in the “Additional Information” section about your future excavation including; approximate start time, approximate length of excavation, depth, type of work, etc.

