



DIGGING IN TO BEST PRACTICES

NOTICE OF DELAY - Response to Locate Request

What you need to know...

As per [OUINS Act Section 14 \(2\)](#), If a Member or Dedicated Locator becomes aware that there will be a delay in providing a locate, they must notify Ontario One Call of the expected delay **as soon as possible**.

How to do this ...

A Member or its designate (Locate Service Provider) will need to **enter a note in 360 Feedback** for the affected request. The note must state the locate will be late (beyond the legislated timeframe), and when the locate is anticipated on being completed.



Important

Notifying Ontario One Call is **not** a renegotiation* and does not change the legal timeframe to complete a locate, nor does it absolve the Member from Compliance actions for not meeting the legislated frame, or other breaches of the Act.

*Renegotiation involves a written offer and an agreement between the Excavator and Member. To find out more, [click here](#)

