

ONTARIO ONE CALL OPERATIONS COMMITTEE MEETING MINUTES



Meeting Date: Thursday July 14, 2022
Location: Teleconference
Time: 9:00 a.m. – 12:00 p.m.
In Attendance: Nectar Tampacopoulos (Chair), Katie Gotsman (Secretary), Michael McGivery (Vice-Chair), Andrew Kottelenberg, Bav Mistry, Chris Faith, Eric Boere, Jason Meyer, Malcolm Robertson, Nick DeStefano, Reza Habibollahi, Terry Hall, Tyler Chapin

Also in Attendance: Brandon Denton, Ben Hamilton, Kim Smith & Monika Patel (Note Taker)

Absent: Josie Trapani

The Chair called the meeting to order at 9:03 and confirmed.

The Committee members approved the previous minutes.

The Board approved the request to extend the terms of B. Mistry and M. McGivery. B. Mistry stepped down from the Committee and recommended T. Chapin as her replacement. N. Tampacopoulos motioned T. Chapin to join the Operations Committee and seconded by M. Robertson.

B. Hamilton announced that the Board revised the Operations Committee terms from two, three years terms to three, three years terms. The Board of Directors maintain the same terms.

B. Hamilton commented on the DL program developments. A number of excavators and infrastructure owners from the Ottawa area showed interest in participating in the DL program. The IO (Infrastructure Ontario) projects have begun rolling out. The On1Call DL team are developing the processes to bring interested parties onboard. An increase use of DL model will support Dedicated Locators and utilities, as they will have access to new members and new records.

Update on Compliance – The Ministry of Government and Consumer Services is now MPBSD, The Ministry of Public and Business Service Delivery. Once MPBSD produces the draft Compliance regulations, it is posted to the regulatory registry for a 30-day consultation period.

- The proposed timeline for the consultation period is tentatively set for late August to early September.
- On1Call will hold a webinar to run through the draft regulations.
- The regulations should come into effect on November 2
- In Bill 93, Compliance is based absolute liability and there will be no ranges for financial penalties.
- In the proposed regulations, a late locate is a \$200 AMA with a maximum penalty of \$10,000.
- There is no penalty for locate abuse because there is no specific offense under the Act.
- On1Call delivers a monthly PBB report to the Ministry. The PBB report provides a letter grading system A, B, C, or D to both the Ministry and the Members. The ON1Call Compliance regulations measures the absolute performance similar to the TSSA (Technical Standards and Safety Authority) and ESA (Electrical Safety Authority).
- The money generated from Compliance AMAs will support external legal activities and provide Compliance education to the public.
- The Chair suggested using 2022 late locate records from Peel Region to illustrate the penalty process – **A/R.**
- B. Mistry requested timing for the Ministry to participate in the Operations Committee – **A/R.**
- B. Hamilton recommended that the Operations Committee communicate directly to Ministry during the regulations consultation period and provide a written response as a committee signed by the Chair. The Operations Committee to setup a meeting at the end of August to review the Compliance regulations – **A/R.**

Automated Clearances – The Vice-Chair reviewed Ontario One Call's auto clearances benefits to the Committee. The Vice-Chair agreed to B. Mistry's suggestion to add benefits for excavators to the automated clearance communication. There are different low-risk hydro-vac and hand digging options available in ON1Call software.

B. Mistry requested the percentage of volumes from On1Call cleared in a day or in a year using the automated clearances and influence on Compliance – **A/R.** A member suggested including contact information for excavators to communicate directly with the utility. The Vice-Chair, B. Denton, and K. Gotsman to work on the recommendations provided by B. Mistry and share updates to the Committee – **A/R.**

K. Gotsman advised there are technical issues with the filter of automated clearances. Promoting this feature could increase risk so further discussion is necessary. – A/R.

The Chair to provide the number of clearances from Peel Region to the Operations Committee and ON1Call to analyse and discuss – A/R.

Post Storm – Emergency Request Comparison Report – B. Denton presented the comparison report showing the number of emergency requests from May 8 to June 4. The numbers were high after the storm for a week and then returned to normal volume the following week. B. Denton to share the report with the Committee and Hydro One as requested by B. Mistry – A/R.

Committee Strategic Goals – Further development of the strategic goals is on hold until after the next Board meeting in September.

The Review of the Executive summary – K. Gotsman provided an executive summary update for June. The report used the old methodology that manipulated the results. The correct suspended request turnaround within 24 hours is 100%. The service level metric no longer appears on the report as part of by-law changes. Ninety five percent of suspended requests come through the web portal. On1Call working on changes to the support queue.

The Chair reviewed the Action Registry

- Valid Locate Request – deferred to the next Operations meeting for discussion.
- Automated Clearances Communication – M. McGiverny, K. Gotsman, and B. Denton to provide updates.
- Sharing Member Contact Info – Follow up at the next meeting.
- Reporting Enhancement Recommendations – B. Denton to provide updates on reporting development progress.
- Goals for 2022 – The Chair to reach out to the Board to discuss 5 years strategic plan to align with Ops Committee strategic goals.
- Ministry Invitation – The Chair and Vice Chair to reach out to B. Hamilton to schedule the Ministry's attendance at the Ops meetings.

N. Tampacopoulos closed the meeting at 11:24 am.