

ONTARIO ONE CALL OPERATIONS COMMITTEE MEETING MINUTES



Meeting Date:	Thursday September 15, 2022
Location:	Teleconference
Time:	9:00 a.m. – 12:00 p.m.
In Attendance:	Michael McGivery (Vice-Chair), Andrew Kottelenberg, Chris Faith, Eric Boere, Jason Meyer, Josie Trapani, Malcolm Robertson, Reza Habibollahi, Terry Hall, Tyler Chapin
Also in Attendance:	Brandon Denton, I. Simpson, Monika Patel (Note Taker)
Absent:	Nectar Tampacopoulos (Chair), Katie Gotsman (Secretary), and Nick DeStefano

The Vice-Chair called the meeting to order at 9:04 AM and confirmed quorum.

The Committee members reviewed and approved the previous minutes.

The Vice-Chair provided an overview of MPBSD Regulations on Compliance. The Ministry will post the draft regulations for a 30-day public consultation by late September. The necessary changes will be incorporated into regulations produced by public consultation. The final MPBSD Regulations on Compliance take effect at the end of November.

Auto Clearances Report of Peel Region - The Vice-Chair expressed that On1Call should increase the use of auto clearances as Compliance has become crucial and reviewed the Peel Region's auto clearances report.

There are two levels of auto clearances filter. There are checkbox clearances and the secondary level screening centre. ON1Call to discontinue screening services in stages. The first stage is October 14th, for all members except Enbridge. The second stage ends December 16, for Enbridge screening services.

On1Call acts as members' outsource service provider that screens the ticket with more detailed mapping. I. Simpson explained the effect of Compliance on types of work. He recommended when using filter clearances, members should assess the locate and make a choice. Filter clearances eliminate notifications.

The late locate penalty process report for Peel Region 2022 records is carried to the next Operations Committee meeting. – A/R. The Vice-Chair provided an overview of the AMA penalty process. The fine ranges from \$150 - \$250 which can cost Enbridge and other utilities millions of dollars. The members can focus on locate delivery, working in the field with LSPs, 360 reporting and working on Teldig system issues.

B. Denton demonstrated the 360 reporting tool feature. The reporting tool allows users to search their locate status using the web portal for a specific period. The report generates up to 31 days of results. The web version of 360 reporting confirms there are updates to the system. The On1Call education team is reaching out to members having issues updating 360 feedback.

Customized report to obtain the percentage of volumes cleared using automated clearances – IT can only generate the automated clearances report for the individual utility owner.

Executive Summary – There are no major variances in the Executive summary from previous months except for the Rogers outage that recovered in a few days. On1Call is growing with increased staff and resources. Pelican is working on two maintenance windows to work on system patches, fix known issues in the web portal, and release new features. There may be an outage with Pelican updates.

Action Register – The Vice Chair review the listing:

- The 360 reporting enhancement recommendation – developments continue with Pelican including modifications to exclude DL from member accountability and include system clears and ALA's.
- The Vice-Chair motioned and seconded by T. Chapin to have further discussion with the Committee Chair regarding the performance based billing and put it forward to the Board Committee to incorporate changes to the fee structure.
- Valid locate Request – There are two ways to validate locates by using white lining and required permits. To discuss further in the next Operations Committee meeting.
- Compliance Regulation – To set up a meeting at the end of October to review the Compliance regulations
- Automated Clearances – Further discussion on automated clearance recommendations.

Round Table

- I. Simpson advised the Committee about the publication of members' performance-based billing reports. The report will include standard locates, notifications received by utilities, and completed locates.
- The Compliance team investigates a ticket only if there is an associated complaint.
- Contact centre agents reviews and corrects suspended tickets if anything is inaccurate or missing.
- The Committee to discuss the action item from the November 2021 meeting about notifying members of digs or excavation
 - A/R

The Vice-Chair closed the meeting at 10:24 AM