



**Ontario One Call (OOC)
Stakeholder Advisory Council (SAC)
Meeting Minutes – May 12th, 2026**

The following provides meeting minutes from the Stakeholder Advisory Council (SAC) held on May 12th, 2026, at ORBA's offices in Mississauga.

Attendance:

SAC Members -

- Patrick McManus as Chair (OSWCA), Moranne McDonnell as Vice Chair (Promark), Ryan Quesnel (Thomas Cavanagh Construction), Tom Aiken (Infrastructure Ontario), Teresa Sarkesian (Electricity Distributors Association), Enrico Scalera (City of Burlington), Joe Salemi (Landscape Ontario), Grant Roughley (NFTC), Nadia Todorova (RCCAO), Brad Gowan (OEC), Steven Crombie (ORBA)

OOC Officials -

- Mitch Panciuk (President and CEO), Ian Simpson (Interim Vice-President of Communications and Corporate Affairs), Edyta McKay (Vice President, Legislative and Regulatory Affairs), Kristian Kennedy (Manager of Stakeholder Engagement and Education), Natalie Schnarr (Senior Project Manager), Ryan McAfee (Director of Compliance and Legislative Affairs), James Ban (Manager, Legislative and Regulatory Affairs)

Special Guests -

- Mary Beth Fazzari (MPBSDP), Neerajah Raviraj (Enbridge)

Welcome & Opening Remarks

- The Chair opened the meeting with a brief recap of key items from January 2026, where we presented our awareness research survey conducted at the end of 2025. We also shared an update on the new branding being launched in October 2026. Lastly, we spoke about the inaugural SAC annual report.

Renegotiation Project

During the SAC meeting, Ontario One Call facilitated a Process Framework Workshop as part of the Renegotiation Project. The discussion focused on validating current pain points, improving process clarity, strengthening communication and traceability, and identifying opportunities to





create a more consistent and user-friendly renegotiation experience. Stakeholders provided feedback on the need for clearer entry points, defined responsibilities, better guidance, and improved visibility throughout the process. The feedback will be used to refine the future-state process framework and support the next phase of service design and solutioning in collaboration with Compliance, Operations, and Q30 Design.

The discussion centered on ongoing challenges within the renegotiation process, which appear to be driven by frustration across stakeholders and influenced more by working relationships than by formal requirements. Excavators often feel compelled to proceed with renegotiations despite not always being legally required to do so, largely to maintain positive relationships and ensure work can continue. This dynamic has contributed to broader concerns about balance, fairness, and consistency across the process.

Participants also highlighted limited visibility into how renegotiations are managed, particularly when activities occur outside formal systems. This lack of transparency makes it difficult to effectively track issues, manage concerns, and maintain a clear audit trail. In addition, there are indications that current practices may not always provide all parties with equal clarity or opportunity in decision-making, further complicating trust and accountability.

There is a general need to strengthen understanding of the process across the sector, as inconsistencies in how it is interpreted and applied continue to create confusion. At a higher level, there are also operational pressures, including the handling of large volumes of requests, that are adding strain to the system. Overall, the discussion pointed to opportunities to improve visibility, education, and system support to create a more transparent, efficient, and balanced process for all stakeholders.

Rebranding Update

The Interim Vice-President of Communications and Corporate Affairs shared a brief presentation on the status of OOC's new branding strategy, which will be a major initiative in 2026. The new logo was shared, and it was highlighted that SAC members contributed to the selection of the new brand and logo. Updates and next steps were shared alongside a timeline for the 2026 brand rollout. OOC is set to familiarize the industry with the new brand throughout Q2-Q3, leading up to the official launch planned for October 2026.





Legislative Modernization

The session reviewed the evolution and modernization of Ontario One Call (OOC), from its origins as a voluntary coordination body in 1996 to its establishment as the provincially mandated single point of contact under legislation in 2012, and its transition to a delegated administrative authority in 2022 with enhanced accountability, compliance tools, and operational improvements. Participants discussed recent legislative and regulatory updates, including administrative penalties, extended locate validity periods, and process enhancements, as well as OOC's 2025 strategic direction to become a mature, public safety-focused regulator. Building on the workshop discussions, key themes that emerged included the need to strengthen enforcement, particularly around safe digging practices and repeat offenders, while maximizing the effectiveness of existing legislative tools; improving data collection, analysis, and sharing to enable more informed, evidence-based decision-making across the sector; and advancing greater industry standardization in locating and underground infrastructure mapping through collaboration with government and standard-setting bodies. As part of the in-camera session, the council shared that they would like a detailed report from the legislative modernization agenda item which will serve as the foundation for future legislative discussions. This document is forthcoming and will be shared with the council.

Underground Infrastructure Mapping Strategy

The CEO presented an update on its mapping strategy, emphasizing its importance in supporting Ontario's \$210B infrastructure plan by addressing increased excavation risks such as utility strikes, project delays, and safety concerns through a centralized underground mapping solution. The strategy is expected to generate over \$1.3B in economic benefits over 10 years by reducing damages, lowering costs, and improving productivity, while also enabling future advancements like digital permitting and digital twins. OOC highlighted its strong positioning to lead this initiative, citing its high industry adoption, trusted regulatory role, existing statutory authority, and ability to begin implementation without requiring new governance structures, alongside clear demand from stakeholders for improved data visibility. The proposed approach includes a phased 3-year plan to develop and pilot a minimum viable product supported by a standardized provincial data model, leveraging OOC's existing platform to ensure security, reliability, and reduced burden on municipalities and utilities. The strategy has been validated through engagement with global jurisdictions and local technical experts, and has received broad





support from industry associations, utilities and municipalities. Next steps focus on securing funding, establishing accountability through a Transfer Payment Agreement (TPA), procuring a delivery partner, and advancing into implementation with continued stakeholder involvement, positioning OOC to move quickly from strategy to execution.

Summary & Next Steps

Members emphasized the continued importance of SAC as a forum for collaboration and strategic guidance. The Secretariat will:

- Circulate minutes

The Chair adjourned the meeting, followed by an in-camera session.

Next SAC meeting: July 21st, 2026. More details to follow.

