



# Dedicated Locator BEST PRACTICES

## Project Owner – Dedicated Locator Notice

This information is geared toward **Project Owners** and may not include information for other stakeholders. You may find the applicable [Underground Infrastructure Owner](#) and [Excavator](#) Best Practices on our website <https://ontarioonecall.ca/dl/>.

### What you need to know...

The Dedicated Locator (DL) model is a major change to how large-scale project locates are being delivered in Ontario. The new DL model promotes efficiency and allows Project Owners greater flexibility as the locator works for the Project Owner on their timeline and may reduce unnecessary worker and/or equipment downtimes.

Dedicated Locate Service Providers (DLSPs) must be agreed upon by the affected Underground Infrastructure Owners. DLSPs may be required to meet specific criteria as defined by the high-risk infrastructure owners such as specialized training, quality assurance audits, reporting, insurance liability, ticket management systems, etc.

A Dedicated Locator Request Notice (DL Notice), Project or Regional, is required to be submitted **90 days prior** to the commencement of the work to set up a Dedicated Locator project as per the legislation and should be submitted to Ontario One Call via email to [DL@OntarioOneCall.ca](mailto:DL@OntarioOneCall.ca) by the Project Owner.

Valid locate requests must be submitted using the unique DL ID assigned to the Project by Ontario One Call.

There is a fee for using this service. For more information, please view the [Dedicated Locator Request Policy](#).

### Where can you find resources?

Dedicated Locator updates are on our website: [Dedicated Locator Resources – Project Owner](#)

[Ontario Underground Infrastructure Notification System Act, 2012](#) (OUINS Act).

[Non-LAC Locator Framework to Qualify for Dedicated Locator](#)

The Ontario One Call Dedicated Locator team is committed to liaison between Owners of Underground Infrastructure, Dedicated Locate Service Providers and Project Owners. Contact the DL team at [DL@OntarioOneCall.ca](mailto:DL@OntarioOneCall.ca) or 1-844-257-9490 Ext. 8221.

Click [here](#) to Subscribe to the Dedicated Locator Newsletter.





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### Benefits of Dedicated Locator for the Project Owner

The new DL model gives you control over locate delivery to have locates completed where and how you require them. It promotes efficiency when the described work is time sensitive, spans a large area or will take a long time to complete.

90 Days of Notice provides the affected Underground Infrastructure Owners and the DLSP ample time to train, gather resources, collect mapping and ensure they can meet the standards necessary to complete locates.

### Our recommended Best Practice:

- ✓ Ensure your project has approval (i.e. design and planning, budget approval, permits, etc.)
- ✓ Contract an approved DLSP and discuss the project in advance of submitting the DL Notice to Ontario One Call.
- ✓ Fill out and submit the required DL Notice and the [Dedicated Locator Billing Form](#) to Ontario One Call **90 days prior** to the commencement of the described work.
- ✓ Include a map outlining the project area.
- ✓ Schedule an onboarding meeting with Ontario One Call and the DLSP to discuss the project set-up and your responsibilities and expectations as a Project Owner.
- ✓ Review the Next Steps document and Member List that Ontario One Call provides.
- ✓ Agree on a DLSP in writing with the affected Underground Infrastructure Owners within 10 business days. The Project Owner and Underground Infrastructure Owner can negotiate in writing on an alternate timeline should it be required past the 10 business days.
- ✓ To identify special requests and notify exempted transmission infrastructure, ensure valid locate requests are submitted 10 business days prior to the commencement of the described work.
- ✓ Keep an open line of communication with Ontario One Call, Underground Infrastructure Owners, Excavator(s) and the DLSP.
- ✓ Provide updates to Ontario One Call every 90 days and advise when the project is completed.

