



# DIGGING IN TO BEST PRACTICES

## Relocates: A Deeper Look

As the Notification System, Ontario One Call does not schedule, or complete physical locates. Locates and Clearances are sent directly to excavators. Locates are valid at least 60 days but underground infrastructure owners may decide to increase the validity based on their risk tolerance.

### Relocating Single Address Requests

By law, single address requests have to be completed in 5 business days.

To ensure proper notification, Ontario One Call advises excavators to submit a **relocate 5 business days** before the earliest locate expires, based on the validity noted on the locate response.

### Relocating Advanced Requests

An Advanced Request refer to a large excavation or dig site defined as:

- (a) at least two properties or parts of properties, each having its own municipal address, or
- (b) one or more properties or parts of properties, at least one of which has no municipal address.

To ensure proper notification, Ontario One Call advises excavators to submit a **relocate 10 business days** before the earliest locate expires, based on the validity noted on the locate response.

### What you need to know

Providing more accurate information, including a description of the dig area with distance/direction from a geographical reference, improves the efficiency and accuracy of completed locates.

Refer to the locate/clearance paperwork you receive on behalf of each member for the validity and/or expiration. Relocate a request before the earliest locate expires.

You are required to have a copy of the locate request confirmation from Ontario One Call onsite; including the previous locate responses for any member that provided “Existing Locate Still Valid” as the initial status on your current request.

Changes to the dig location/information are not permitted when submitting a relocate. Requesting locates for an area larger than you require may cause delays, as members are not obligated to complete locates when the work is not going to commence, over the entire area you have requested, within 60 days.

Requesting a relocate to try and resolve a late locate issue is not an effective method as it often results in notification issues. If your locates are late, please consult our Compliance and Industry Performance webpage.

### Why you want to do this

Following our recommended best practice ensures the Locate Request Confirmation lists the “Members Notified” when required and shows the “Existing Locate Still Valid” status when applicable.





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When you request a relocate and 'Existing locate still valid' appears in the Initial Status sections of the Locate Request Confirmation, the Member has a Relocate Delay indicating to Ontario One Call that the previous locate they issued is still valid. However, it is your responsibility as an excavator to ensure the locate paperwork you received directly from each Member or their Locate Service Provider (LSP) is in fact still valid.

In the example below, on 1st relocate request of the original locate, the Electrical and Gas members do not have a Relocate Delay and the initial status is 'Notification Sent'. The Communications and Municipal members have a Relocate Delay, and 'Existing Locate still Valid' appears in the initial status.

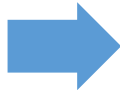
Review the paperwork you received from the member (or LSP) for the 1st Locate to ensure it is valid and include those original locates with the new Ontario One Call Confirmation, which shows the "Existing locate still valid" status. Wait for a response from the Electrical and Gas and add these to the locate package.

### MEMBERS NOTIFIED: The following owners of underground infrastructure in the area of your excavation site have been notified.

Member name	Station Code	Initial Status
PVS FOR CITY OF HAMILTON WATER (HW01)	HW01	Existing locate still valid
MULTIVIEW FOR COGECO CABLE (CPVS2)	CPVS2	Existing locate still valid
PVS FOR ALECTRA UTILITIES-HAMILTON HYDRO (LOCAL HYDRO) (HHP1)	HHP1	Notification Sent
PVS FOR ENBRIDGE GAS (LEGACY UNION GAS) (EN2HN01)	EN2HN01	Notification Sent

Original Locate Request 60 Day Validity: Transmitted Sept 1st

- All members notified



If the locate markings have faded within 50 days of the original transmit date you can request a "Remark"

- No members notified
- Reach out to the Member/LSP directly with the new request number to have the infrastructure remarked



1st Relocate Request submitted 5 or 10 business days prior to the earliest locate set to expire: Transmitted Sept 21st

- Members are notified
- Note some members have a locate validity greater than 60 days.

### Who do you contact with a relocate issue?

Check the list of "Members Notified" on the locate request confirmations and reach out to the member directly to request an extension on the most recent locate this member provided paperwork for. Contact Member and Client Services for further assistance by email: [Solutions@OntarioOneCall.ca](mailto:Solutions@OntarioOneCall.ca)





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## Relocates: Best Practice

### Our recommended Best Practice for managing relocates:

- Request locates that are appropriate for the scope of your work. Consider the size of the project, the length of time it will take your team to complete the work and request a suitable area.
- Include an 'Estimated completion date' on long term projects.
- When your work will not be completed within 60 days, review the most recent responses you received from each member/LSP and 5 (for a Single Address request) or 10 (for an Advanced Request) business days before the earliest locate expires depending on the kind of request (single address or advanced).
- Confirm none of the dig location/information details have changed since the previous request.
- Ensure the contact details are correct; you may change the main contact's name, phone number and email address when requesting a relocate online.
- Review the Locate request confirmation for any Members with an Initial Status of 'Existing locate still valid' and keep the previous locate paperwork onsite to ensure you have a valid response from each member.
- Track late locates separately from Notifications, and action late locates in a timely manner. To submit a complaint for late locates, please consult our Compliance and Industry Performance webpage.
- When a Member has not responded within 5 business days for a standard request or 10 for an Advanced Request, their locates may fall out of sync with the other Members that have responded. When this occurs, please contact the Members directly and ask for an extension on the most recent locate you received to try and synchronize the paperwork moving forward.
- Please contact Member and Client Services for further assistance and web portal support by email: [Solutions@OntarioOneCall.ca](mailto:Solutions@OntarioOneCall.ca)

**CLICK  
BEFORE  
YOU DIG**  
FOR ANY SIZE  
PROJECT

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