



Remarks Frequently Asked Questions

Q: What's the difference between *relocates* and *remarks*?

A: A relocate is a simplified locate request managed through the Ontario One Call (OOC) portal that excavators may use where an existing locate is nearing expiry. A remark, on the other hand, was a request that excavators could make through the OOC portal to have locate markings (i.e., paint) refreshed when no longer visible. In keeping with legislative changes made in 2022, remarks are no longer a request type offered by OOC.

Q: If surface markings are removed during a dig, is the locate still valid?

A: Locates remain valid if some of the original markings are still visible, such as offsets or markings in less disturbed areas like site boundaries, or when maintained in accordance with UIO instructions.

Q: What happens if locate markings have faded to the point where they're no longer visible (e.g. due to weather, removal of asphalt)?

A: If markings have faded to the extent that they are no longer visible, the locate is considered expired. In this case, a new locate request must be submitted before any excavation can continue.

Q: How are Excavators allowed to preserve markings?

A: Excavators may maintain markings if the original markings have remained visible, the validity period of the locate has not expired, and they have been maintained in accordance with instructions provided by the UIO.

Q: What is the order of precedence between locate documentation/paperwork and markings (e.g. paint and/or flags)?

A: Both are equally important. A valid locate requires *both* ground markings, including paint and/or flags, as well as the corresponding paperwork, are provided to an excavator. If either is missing, the locate is incomplete, and the excavation must not proceed.

There are limited exceptions where markings may not be required such as when an Underground Infrastructure Owner (UIO) issues a written clearance stating that their infrastructure is not affected by the proposed dig.

Q: Are daylighting and placing physical markers on the ground considered maintained markings?

A: Where some of the original markings are still visible, daylighting and placing physical markers on the ground may assist in maintaining the locate markings, provided the validity period of the locate has not expired, and it has been done in accordance with instructions provided by the UIO.





Q: Are UIOs/LSPs expected to visit a site to redo field markings for a relocate or are they just expected to issue updated paperwork?

A: Where a relocate request is made, a response must be provided in accordance with subsection 6 (1) of the Act. This requires that a UIO must do either of the following:

1. Mark on the ground the location of its underground infrastructure and provide a written document containing information respecting the location of its underground infrastructure. Or,
2. State in writing that none of its underground infrastructure will be affected by the excavation or dig.

Q: Do locate markings have to be flags or paint or can excavators request other marking methods?

A: Excavators can request alternative marking methods by noting their preference in the “Additional Information” section of the locate request. However, it's important to understand that UIOs or their Locate Service Providers (LSPs) ultimately determine the marking method.

If you're facing specific challenges on a dig site, whether it's related to markings or locate validity, please don't hesitate to reach out to Ontario One Call. We're here to help find solutions that keep your work moving safely and efficiently. Above all, remember: the safety of workers, communities, and critical infrastructure must always come first. Let's work together to protect what matters most.

