



# Dedicated Locator BEST PRACTICES

## Underground Infrastructure Owner – Dedicated Locator Notice

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

### What you need to know...

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

Project Owners are required to submit a Dedicated Locator Request Notice to Ontario One Call at least 90 Days before commencement of the work. However, DLSPs and Project Owners may approach UIOs for preliminary discussions to determine their criteria before submitting a Notice to Ontario One Call.

UIOs can monitor DL Locate requests that have their public station codes suppressed. Click [here](#) to review a how-to guide.

As per subsection 7 (7) of the [Ontario Underground Infrastructure Notification System Act, 2012](#), (OUINS Act) the following steps should be completed within 10 business days of receiving a DL Notice:

*(a) the affected members and the project owner shall agree in writing on a locator who will respond to all notifications made by the Corporation under clause (9.1) (a) in respect of the project; and*

*(b) the affected members shall give to the dedicated locator mapping information, such as the location of the member's underground infrastructure, and any other information that the dedicated locator considers necessary. 2022, c. 9, Sched. 2, s. 6 (1); 2024, c. 1, s. 9 (2).*

If you receive a DL Notice and have concerns regarding the preferred DLSP, Underground Infrastructure Owners should notify Ontario One Call **immediately**.



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### Recommended steps to take before you receive a DL Notice:

- ✓ Ensure your organization's DL Contact listed on your Notification Instructions Form is current.
- ✓ Review the [OUINS Act](#) and know your requirements as an Underground Infrastructure Owner in this process.
- ✓ Ensure your mapping is up to date and able to be shared with a DLSP within 10 business days of receiving a DL Notice.
- ✓ Although not required under the OUINS Act, Ontario One Call recommends Underground Infrastructure Owners enter into an agreement with third-party companies performing locates on their behalf. Contact [DL@OntarioOneCall.ca](mailto:DL@OntarioOneCall.ca) for more information.
- ✓ Know the requirements for locating your infrastructure and develop a utility-specific manual that can be shared with DLSPs.
- ✓ Establish an escalation process for working with DLSPs.

### Recommended steps to take after you receive a DL Notice:

- ✓ Review the DL Notice including the project scope of work and map of the affected area.
- ✓ **Steps required within 10 business days of receiving a DL Notice:**
  - (a) Agree in writing with the project owner upon the locator who will respond to all locate requests.
  - (b) Provide mapping of infrastructure and any other information considered necessary to the DLSP
- ✓ Ensure that you have completed the above requirements and confirm completion of this by selecting “Written Agreement Obtained” in the Web Portal
- ✓ If you do not own underground infrastructure within the vicinity of the proposed work area and will not be affected, contact [DL@OntarioOneCall.ca](mailto:DL@OntarioOneCall.ca) for the next steps.
- ✓ Keep an open line of communication with Ontario One Call, the Project Owner, and the DLSP.
- ✓ Ensure DLSPs receive mapping updates when required.



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### Where can you find resources?

Ontario One Call hosts regular Q&A webinars to go through the legal concept of Dedicated Locator, the requirements, and processes. If you wish to take part in the Members Q&A webinars, please contact us at [DL@OntarioOneCall.ca](mailto:DL@OntarioOneCall.ca).

The Ontario One Call Dedicated Locator team is committed to liaison between Underground Infrastructure Owners, 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.

Non-Locate Alliance Consortium (Non-LAC) Locator Framework to qualify for Dedicated Locator (click [here](#)).

Dedicated Locator updates are on our website: [Dedicated Locator Resources – Underground Infrastructure Owners](#)

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

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

### Benefits of Dedicated Locator for the Underground Infrastructure Owner

The Dedicated Locator model removes project requests from the public stream which frees up your resources to complete standard locates within 5 or 10 business days.

Underground Infrastructure Owners suggest the DL model promotes a safer dig/work site as the DL model supports efficient and safe delivery of locates and remarks when and where they are required.

Underground Infrastructure Owners may take this opportunity to improve mapping by reallocating the funds normally spent on providing locates into mapping improvements.

