

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, Project or Regional, 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.

- A Project Notice is well suited for long-term projects with a defined location. Affected UIOs are determined by a map selection created in the Notification System.
- A Regional Notice is an option for wide-area projects with multiple locations across a Municipality, Region or DL Zone. UIOs will receive a Regional Notice if their infrastructure is within the Municipality or in proximity to the border.

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 locate requests, and*
- (b) the affected members shall give 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.*

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



Dedicated Locator BEST PRACTICES

Underground Infrastructure Owner – Dedicated Locator Notice

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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 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 attachment including the project scope of work and map of the affected area.
- ✓ Reach out to the additional information/project scope contact if you require more detailed information.
- ✓ **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. Affected UIOs should return a signed copy of the *Preferred DLSP Form* included with the DL Notice.
 - (b) After an affected UIO has given the DLSP mapping and any other information considered necessary, UIO and the dedicated locator will return a signed copy of the *Mapping and Information Form* issued to the DLSP.
- ✓ If you do not own underground infrastructure within the vicinity of the proposed work area and will not be affected, contact DL@OntarioOneCall.ca and request the required *Member Unaffected Form*.
- ✓ 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.

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 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 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.



Version 3.0

Please ensure you are referencing the most recent version of this document available at <https://ontarioonecall.ca/dl>

Available 24/7

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