



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. 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.

Project Owners are required to submit a Dedicated Locator Request Notice (DL Notice), Project or Regional, to Ontario One Call via email to DL@OntarioOneCall.ca at least 90 Days before the commencement of a DL Project. DLSPs and Project Owners may approach Underground Infrastructure Owners for preliminary talks before submitting a DL Notice to Ontario One Call.

Underground Infrastructure Owners and Project Owners have 10 business days from receiving a DL Notice to agree upon the selected DLSP in writing and provide mapping. The Project Owner and Underground Infrastructure Owner can negotiate an alternate timeline in writing should it be required past the 10 business days.

Ontario One Call assigns a Member Authorization (MA) Form and DL # to each Dedicated Locator Request Notice.

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

Where can you find resources?

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 or 1-844-257-9490 Ext. 8221.

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.



Version 2.1

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

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OntarioOneCall.ca



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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.

Owners of Underground Infrastructure 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.

Our recommended Best Practice:

- ✓ Ensure your organization's DL Contact is up to date on your Notification Instructions Form.
- ✓ Review the OUINS Act and know your requirements as an Underground Infrastructure Owner in this process.
- ✓ Agree in writing with the Project Owner on the Dedicated Locator within 10 business days of receiving a DL Notice. The Project Owner and Underground Infrastructure Owner can negotiate in writing on an alternate timeline should it be required past the 10 business days.
- ✓ Ensure your mapping is up to date and able to be shared with the DLSP.
- ✓ Know the requirements for locating your infrastructure.
- ✓ 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.
- ✓ Work with the DLSP to develop an escalation process and include specifics in your agreement.
- ✓ Keep an open line of communication with Ontario One Call, the Project Owner, and the DLSP.
- ✓ Include the Ontario One Call Dedicated Locator team (cc: DL@OntarioOneCall.ca) when you:
 - Agree upon a DLSP with a Project Owner in writing
 - Provide mapping to the DLSP
 - When the DLSP is ready to locate on your behalf, return the signed MA form permitting the suppression of your affected station code(s)

