

### What you need to know...

Notification to the underground infrastructure owners (members) is based on the drawing(s) an excavator creates on the aerial map.

The map within the locate request loads based on the information entered into the dig location.

The system may offer suggestions for intersecting streets, allowed address ranges, civic address locations, and/or pin drops however, these are approximate and should be verified for accuracy.

You should reference another map source and/or gather more information from your client if you are not able to identify the dig area on the aerial map.

The web portal's aerial map includes a measuring tool and a street view tool to help you find the correct work location.

### Why you want to do this...

Verifying your location is important because you may not have personal knowledge of the area and selecting the wrong location may lead to invalid locates, injury or damage.



### Where can you find assistance?

Contact Ontario One Call Client Services to report a mapping issue or for web portal support by email:

[Solutions@OntarioOneCall.ca](mailto:Solutions@OntarioOneCall.ca)



### Our recommended Best Practice for verifying a Dig Location:

- ✓ Try typing the first few letters of the street name and selecting an option from the drop down menu.
- ✓ Confirm the Municipality and/or select a different version of the street name(s) from the menu if the map loads incorrectly.
- ✓ Use the Google street view tool  to familiarize yourself with the location and confirm the approximate pin dropped on the correct civic address.
- ✓ Use the measuring tool  to identify the proper work location for your team and the locators.
- ✓ If you cannot verify the location on the aerial image based on your personal knowledge of the location use another reference such as a Municipal GIS Map, or gather more information from someone who has been onsite.