

Look-Up Centre

Ontario One Call provides a secondary service to our members. This cost-effective service expedites the locate process by generating office clearances when a field locate is not required. This is accomplished by comparing the details provided on the excavator's locate request to the member's plant information and maps. If the Look-Up Centre determines that the dig location and extent of work does not interfere with the member's plant, a clearance is issued and a field locate will not be required. If the locate request cannot be safely cleared, the ticket is sent to the member or their locate service provider (LSP) to complete a field locate.

This service has saved time and money for contractors and facility owners by reducing the number of field locates.

Look-Up Centre: 1-866-308-6588








Damage Repair

We accept damage repair calls for participating members. To report a damage;

- call 1-800-400-2255
- Select 1 for Emergency
- Select 2 for Report Damage

Universal Colour Codes

- **These colour codes are used by the industry to mark the location and identify the type of utility. Damage Prevention Technicians will follow this code when completing locate requests.**

	Electric
	Gas-Oil-Steam
	Communication CATV
	Water
	Sewer
	Temporary Survey Markings
	Proposed Excavation

Submitting a Locate Request

Excavators can register with Ontario One Call to receive a Contractor ID number. This facilitates the locate notification process for future locate requests. Ontario One Call can receive your request for a locate through three convenient ways:



Online

www.on1call.com

Web tickets can be generated online once a user ID and password have been created. To register for your password, call us at 1-800-400-2255. Please note that it takes 24 hours for your password to be activated.



Fax

1-800-400-8876

Our fax form is available from our website; www.on1call.com. Once submitted, a fax request form is processed within 24 hours. Please be advised that any locate requests being submitted by fax should allow 5 business days for locate completion (weekends and holidays excluded).



Phone

1-800-400-2255

Our toll free lines are open 24 hours a day, 365 days a year. We recommend calling outside of peak hours (avoid Monday mornings and try calling after 4:00 PM) to avoid waiting time during peak season. If you prefer not having the waivers read to you each time you call, ask our representatives for our "Waiver Sign Off" form.



Ontario One Call

www.on1call.com
1-800-400-2255



Who is Ontario One Call?

We are a utility member-driven call centre, servicing the excavating industry across Ontario. Our call centre is open 24 hours a day, 365 days a year to process excavator locator requests and notify our members that have buried plant in the vicinity of the dig area.

Why You Need to "Call Before You Dig"

- Help maintain public safety
- Prevent damage to utility plant (repairs can be expensive)
- Avoid loss of essential services (hospitals, emergency services)
- Avoid poor planning (do not cut corners at the expense of safety)

Safety - It Starts with You!

We all have a role to play, but safe excavation practices start with all excavators informing utility members of their intention to dig. Construction alterations, relocations, additions and natural erosion can make even a familiar site unsafe to dig. Calling for a locate in every situation prevents damage and promotes safe excavation practices.

What's Buried Under the Ground?

All utilities have plant buried beneath the ground that you can't see. Natural gas, hydro, telephone and cable, fibre optics, water and sewer connections, all have a presence underground and need to be identified before you dig.

What You Can't See CAN Hurt You!

Damage to underground services can have serious consequences. Personal injury and the chance of creating a safety risk for others, not to mention the loss of essential services, are all important considerations. In addition, damage to underground services can be expensive to repair and can result in legal action.

Help Us Help You!

To process your request efficiently, we need the following information about your dig site:

- Municipality and Township or village/town
- Dig Street and at least one intersecting street
- Civic or lot number of property
- Type of excavation (as specific as possible)
- Special instructions that may make the Damage Prevention Technician's (DPT) job easier, (i.e. exactly where the excavation is on the property); whether special entry is required to the property; if the area is "white lined"

What is White Lining?

Outlining the area you plan to excavate with white paint or flags is the practice called White Lining. Benefits to this practice include:

- Locating crews will know exactly where to mark, avoiding confusion and project delays
- Utility DPTs spend less time locating at each site
- Excavation crews can identify the work area at the site quicker
- Excavation damage is reduced due to more accurate utility markings

Tips for Locate Requests

- Allow 5 business days for required locates
- Include all required information
- Provide maps/sketches if available in fax requests
- Be specific with the type of work and the depth of excavation; the work may qualify for an office clearance, which means you will not have to wait for a field locate
- Know the location of the dig, whether it is public or private, and where on the property the dig is located

Alternate Locates and Suppressions

An Alternate Locate ID is created based on an agreement between the member utility and excavator. The physical locate portion of the request is not required due to predetermined parameters of the project and specific type of work. An "Alternate Locate" notification will be generated for record purposes.

A Suppression ID is created when the excavator is doing the work for a member utility and is able to conduct self-locates. This ID identifies the excavator as an acting locator for the utility member on that request. A suppression notification is generated but physical locates will not be completed by the contracted locate service provider (LSP) in that geographic territory.

Note: Alternate Locate and Suppression IDs require contracts to be signed by the excavator and the utility member.

Help Desk

If you have any questions about Ontario One Call and our services, please call our Help Desk at **1-800-466-7613**. We offer assistance to all users of our service 24 hours a day. All forms are available to our website www.on1call.com. Please note the Help Desk cannot process locate requests. The focus of this service is to handle escalated and more complex issues that arise.

