



MEMBER BULLETIN

March 22, 2017

New Late Locate Delivery Protocol

Ontario One Call has put in place a new “Late Locate Delivery Protocol,” which includes an online complaint process. This process should help to more easily track the utility companies and locate service providers (LSP) who are consistently delivering late locates. OSWCA encourages all members to follow the below protocol and file complaints for late locate delivery (or any other locate issue) when it is warranted. Filing formal complaints will help One Call and the Ministry of Government and Consumer Services better understand the scope of the problem and identify where, and with whom, changes need to be made.

One Call Late Locate Protocol:

If your locates are unreasonably late (past the Work to Begin Date, as stated on the ticket), you should follow the below protocol:

- Check the One Call 360 Feedback system to find the last status of your locate.
- If there is no information in the 360 system, call the member or LSP that has not responded directly. Their contact information is listed in the 360 system or you can ask for assistance from Ontario One Call.
- Should the response you receive from the utility or locate service provider be unsatisfactory, contact the Compliance Department of Ontario One Call (Steve Waugh, Investigations and Compliance Manager, SWaugh@ON1Call.com; or Rob Matthews, Compliance Investigator, RMatthews@ON1Call.com – 519-265-8006 ext. 8201).
- Advise Compliance of the locate ticket number and the response you received. Often, communication from Compliance to the utility or LSP will resolve the issue.

How to Register a Formal Complaint:

Visit the One Call Complaint for Non-Compliance website to register a formal complaint: <http://www.on1call.com/compliance/reporting-non-compliance/> and fill out the requested information.

