



August 05, 2009

Dear Excavator:

Starting in August, Ontario One Call is taking steps within the excavating community to address a growing concern, abuse of emergency locates.

Your company may have already experienced the myriad of inconveniences associated with “false” emergencies, including but not limited to Ontario One Call members or member representatives delaying a true emergency or pre-scheduled locates to respond to a false emergency.

As you are aware, Ontario One Call can never refuse an emergency locate request from anyone, regardless of whether or not that request is a “true” emergency. However, recent trends emerging from the locating industry indicate that the reasons behind a considerable amount of emergencies are not aligned with what Ontario One Call considers an emergency (a loss of an essential service or a danger to the public). Examples of recently requested emergencies include general landscaping, non-emergent road work, and re-locates of ongoing projects. In all of these instances, emergency requests could have been avoided with more diligent scheduling.

Moving forward all excavators who call Ontario One Call and request an emergency locate will hear the following mandatory automated disclaimer before being routed to a Customer Service Representative:

*“Please note that false or misleading emergencies as deemed to be so by the Ontario One Call Member may be subject to fees by our members.”*

Please be aware that it is entirely at the discretion of the utility or the utility’s representative whether or not fees will be charged to excavators who request emergencies for non-emergent work. Ontario One Call will never comment on a particular member’s procedures or fees and will advise any inquiring excavator to contact the member company directly.

If you have any questions about this new waiver, please contact our Help Desk at 1-866-466-7613.

Thank you for working with us in our continued goals of education, due diligence and accurate Ontario One Call tickets.

Sincerely,

Ontario One Call