

# Ontario One Call

www.on1call.com

1-800-400-2255



## our mission

Ontario One Call represents over 130 facility owners across Ontario. Formed in 1996, Ontario One Call was designed to provide a more efficient method of obtaining utility locates by being the single point of contact for excavators.

The Ontario One Call service is simple and helps to reduce accidents and prevent damages to underground infrastructure. Most importantly it helps to protect public and worker safety throughout the province. Our members include utilities such as hydro, natural gas, telephone and cable, fibre optics, and municipalities. All have a presence underground and need to be located whether you are trenching, gardening, installing a fence, pool or completing any other type of excavation.

To avoid delays, it is imperative that your request information is accurate and detailed. Excavators are also encouraged to outline the dig area with white paint and provide at least one week's notice before beginning the work.

It's easy! Go ahead and **Call Before You Dig** or do it yourself and **Click Before You Dig** at [www.on1call.com](http://www.on1call.com)!

To reduce damages to underground facilities and promote safe excavation practices through the operation of a state of the art One Call Centre for all stakeholders in Ontario.

We will accomplish our mission by:

- Increasing membership and understanding our members unique needs
- Maintaining a mutually healthy relationship with our service providers
- Focus on providing a cost-effective and high quality service to stakeholders
- Promoting damage prevention initiatives in Ontario and industry wide
- Providing an open and dependable communication channel for all stakeholders
- Enhance call centre operational excellence through consistent, repeatable processes
- Adopt Best Practices

## benefits

- Decreasing the number of calls excavators are required to make will, in turn, decrease the number of utilities that could remain un-notified
- Align with industry damage prevention measures by having a true "one call" centre
- Available 24 hours a day, 365 days a year
- Requesting utility locates is a free service
- Save time by requesting locates online
- Electronic confirmations keep documents organized and reduce paper usage

If the type of work qualifies as a loss of service and/or danger to the public with a crew ready on site, the locate request may be treated as an emergency.

For more information visit our website at [www.on1call.com](http://www.on1call.com)

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