



ON1Call 2016 Complaints Summary

Complaints about Members	379
Complaints about Excavators	50
Complaints about ON1Call	8
Total	437

Types of Complaints about Members

Late Locates Matters (includes improper re-negotiation)	275
Failure to Respond to Request	40
Unsafe Excavation Practices	40
Emergency Locate Abuse	24
Delinquent Accounts	10
No 360 Response	10
Excavation Without Locates	8
Incomplete Locates	5
Failure to Register Certain Infrastructure	5
Deficient Clearance Practices	2
Total	419

Some complaints had multiple items

Types of Complaints about Excavators

Excavation Without Locates	25
Emergency Locate Abuse	9
Relocate Abuse	3
Unsafe Excavation Practices	1
Other	12
Total	50

Types of Complaints about ON1Call

Agent Issue	6
Service Levels	2
Total	8

By Geographic Region

Toronto - Peel - York	278
ON West: Brant-Huron-Oxford-Perth-Waterloo-Wellington	35
ON Central: Dufferin-Simcoe	31
GTA East: Durham-Kawartha-Northumberland-Peterborough	16
Hamilton - Niagara	14
ON East: Ottawa-Prescott-Russell-SDG	12
London - Elgin - Middlesex	11
ON North: Muskoka-Nipissing-Sudbury-Cochrane	10
Chatham - Kent - Essex	10
ON Southeast: Frontenac-Hastings-Leeds & Grenville-Prince Ed	8
ON Northwest: Kenora-Rainy River-Thunder Bay	5
Bruce-Grey	4
Sarnia-Lambton	3
Total	437