

ON1Call has mandatory fields and timelines within the 360 Feedback process you should be aware of.

Complete details can be found within the Membership Terms and Conditions; an overview can be found below.

On March 31<sup>st</sup> 2014 regulations were passed with respect to the Ontario Underground Infrastructure Notification System Act, 2012. These regulations make it a requirement for members to report the status of locates back to ON1Call.

Based on the act and the by-laws a member in receipt of a notification from ON1Call with respect to a proposed excavation has 5 business days to respond to the excavator; that response may be a "Locate" or "Clear". In addition to those 5 business days the member has an additional 3 business days to update the 360 feedback status. Emergencies must be responded to within 2 hours and still have the additional 3 business days to update 360 feedback.

ON1Call's Terms and Conditions ([click here](#)) define a "Locate" and "Clear" as...

"Clear" means a written statement made by the owner of underground infrastructure indicating that none of its underground infrastructure in the vicinity of a proposed excavation or dig site will be affected by the planned excavation or dig;

"Locate" means markings on the ground made by the owner of underground infrastructure indicating the location of its underground infrastructure; and providing to the excavator a written document containing information respecting the location of the underground infrastructure;

Once one of the above things are true and you should update the status and the closed date on 360 feedback.

The exception to the above is a renegotiated completion date where for one reason or another the member will not be able to complete a locate or clear within the regulated timeframe and has arranged an alternate date with the excavator.

The renegotiated date must be reported via 360 feedback within the original regulated timeframe. *Standard request EX. 5 business days to respond + 3 business days to update 360 feedback.* The member will need to report the status of the actual response again within 3 business days of the renegotiated date, without removing the renegotiated date.

Updates to 360 feedback can be made manually via the web portal or by creating a "link" to ON1Call's system. For more information regarding these systems please contact [memberservices@on1call.com](mailto:memberservices@on1call.com) (519) 265-8006 Ext 8200.