

Requesting Utility Locates



A utility locate is information provided by an underground facility owner or their agent (natural gas, water, sewer, electric and telecommunications companies, for example) in the form of ground surface markings (paint, flags, etc.) and facility location documentation such as drawings or mapping.

In the provinces of Ontario and Quebec, it is the law that you request and obtain complete and valid utility locates from all local underground facility owners before starting any ground disturbance work.

Locates for public utilities can be ordered through [Click Before You Dig](http://clickbeforeyoudig.com) (clickbeforeyoudig.com) or the phone number for each provincial one call service provider.

Locate Request Best Practice

When ordering a utility locate, limit the area boundaries requested to only where you will be completing ground disturbance and place your request at least five business days in advance of your planned start date.

The below figures demonstrates how requesting a larger locate area (white box in Fig.1) than what you require (white box in Fig.2) can result in additional infrastructure being located which can contribute to longer wait times for locates.

A separate private service provider will need to be engaged to provide locates for pre-engineering/design purposes and/or any privately owned facilities (typically any facilities downstream of any meter. Private lines can include anything installed by you, a previous landowner or tenant, or a contractor on the property - such as a gas line from your house to a pool heater or barbecue, or electrical lines to a guest house.

After requesting utility locates, you will receive a confirmation notification from the one call service provider. This confirmation notification will contain your request details, a unique request identifier (your locate request number) and a list of all underground facility owners notified.

This confirmation notification is not the actual utility locate. You must still wait to start any ground disturbance until complete and valid ground surface markings (paint, flags, etc.) and facility location documentation (drawings or maps) for each underground facility are received.

Fig. 1

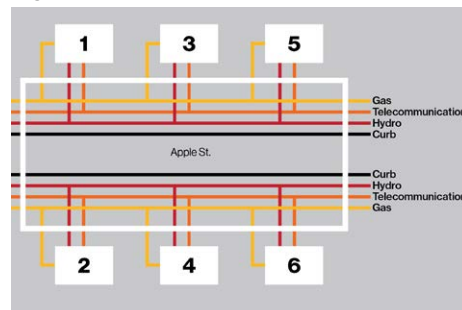


Fig. 2

