

Removal of Priorities 1 through 4

When an excavator contacts Ontario One Call with requests with less than 5 business days notice, Ontario One Call flags those requests to Members with a specific Priority Level and work to begin date.

Effective August 2018, Ontario One Call is removing the least used Priority levels: Priority Levels 1, 2, 3, and 4. Any requests with a work to begin date of less than 5 days, which would have fallen within any of these levels, will remain as a "Standard" priority level.

We are keeping *Emergency* locates, *Design and Planning* requests and *Sewer Safety Inspections* the same.

Ontario One Call is making these changes to simplify the system for everyone. The priorities being removed are rarely used and there was no legal requirement for members to meet the timelines in these requests.

As always, proper planning and providing advanced notice of your digging activity is the best way to prepare for this change.

If your excavation activity still falls within these limited time frames, Ontario One Call may note the requested work to begin date in the Remarks section of a given locate request. Note, though, that the Priority Level will remain as Standard.

For a chart on what is changing, please visit ON1Call.com