



## UPDATE

### Locate Request Response due to COVID-19 (Coronavirus)

March 17, 2020

## REQUESTING A LOCATE

Alberta One-Call (AOC) capacity to provide services for Alberta, Saskatchewan and Manitoba is not impacted by the COVID-19 virus at this time; however, in an effort to optimize effectiveness, **AOC is urging all parties to submit locate requests online** (with the exception of emergency locate requests) via [ClickBeforeYouDig.com](https://www.clickbeforeyoudig.com). Click on the province where you are working and begin the locate request process. If you require assistance while placing your online request, please use the Chat or HELP button and one of our Support Agents will assist you through the process.

## RESPONSE TO LOCATE REQUESTS – EXPECT DELAYS

Our members are making every effort to respond to locate requests in a timely manner; however, as a result of the COVID-19 pandemic, our members' capacity to respond to locate requests could be affected and delays are possible.

| Your Responsibility   | AOC Responsibility  | Our Members' Responsibility   |
|---|---|---|
| Request a Locate via <a href="https://www.clickbeforeyoudig.com">ClickBeforeYouDig.com</a> prior to every ground disturbance. | <ul style="list-style-type: none"><li>Receive and process locate requests and notify our members in Alberta, Saskatchewan and Manitoba of the proposed ground disturbance in the vicinity of their buried assets.</li><li>Provide support and assistance to the digging public.</li></ul> | Respond to notifications of proposed ground disturbance in the vicinity of their buried assets by either locating and marking buried utilities, providing an 'all-clear' to excavate; or, requesting to meet onsite with the excavating party prior to the proposed ground disturbance.<br><br><b>Please note:</b> meeting onsite may or not be impacted due to COVID-19. |

Please share this information with all stakeholders. If you have questions or concerns about AOC's services, please email [info@albertaonecall.com](mailto:info@albertaonecall.com). We reply to all information requests within 24 hours.

Updates will be posted on AOC social media ([Twitter](#), [Facebook](#) & [LinkedIn](#)) and our website [News Page](#).

Thank you,

Mike Sullivan  
PRESIDENT  
ALBERTA ONE-CALL CORPORATION

