

## Alberta One-Call – Online Request Process

A convenient way to request a routine locate request is through Alberta One-Call's web portal. Simply submit the locate information online and a ticket confirmation will be emailed to you once it has been processed by Alberta One-Call.

**If you are requesting an emergency locate, you must call Alberta One-Call directly at 1-800-242-3447 and speak with an agent.**

Below are instructions to help you with your online locate request. Contact Alberta One-Call at [info@albertaonecall.com](mailto:info@albertaonecall.com) if you require additional information or want to arrange a Web Portal Training session for your team. Our online chat feature is available for additional guidance while using the web portal.

\*Please note, as of April 2017 it is mandatory to draw the location of your work area on the provided map when submitting a locate request online.

1. Go To: [www.AlbertaOneCall.com](http://www.AlbertaOneCall.com)

Click the [Submit A Locate Request](#) button in the centre of the page.



## 2. Accept Disclaimer

After reading the Alberta One-Call disclaimer, click [I have read and accept the above disclaimer](#) button to proceed.

# SUBMIT A LOCATE REQUEST

QUESTIONS ABOUT OUR NEW WEBSITE FORMS? PLEASE EMAIL US [HERE](#)

FOR DETAILED INSTRUCTIONS ON PROCESSING YOUR LOCATE REQUEST ONLINE CLICK [HERE](#)

### Please Read This Page Carefully

A locate request submitted from this site is not considered processed until you have received, from Alberta One-Call, an email containing a Ticket Number and a list of utility owners we have notified on your behalf.

**You are not clear to excavate until all utilities have been located. It is the excavator's responsibility to make sure there is no damage to the located utilities during excavation, and placing a request with Alberta One-Call Centre does not remove that responsibility.**

A **Minimum of Two Full Working Days Notice** is required in order for facility owners to respond to your request. Locate completion times can vary.

Alberta One-Call reserves the right, in its absolute discretion, to reject a locate request placed through this site if it deems that request unacceptable.

Alberta One-Call Corporation will not be liable or responsible for lost, misdirected or unprocessed requests submitted from this site.

To start your request, please click below.

[I have read and accept the above disclaimer.](#)

Please note that Internet Explorer 9 or greater, Google Chrome or Firefox are required for this website

## 3. Login or Select Client Type

After accepting the disclaimer a new window will open. Ensure you are selecting the appropriate request type.

Homeowner or one-time locate request?

[Request a locate](#)

Contractor, or make frequent locate requests?

Register for an account [here](#)

or

Already registered? Log in below

Login

User name (email):

Password:

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[Log in](#)

[Forgot your password?](#)

- If you have previously set up an account, type in your User name (email) and Password to login.

- b) If you are a **New User** (contractor), click the [Register for an account here](#) link to set up a new account. Enter your email address and follow the link you receive by email to enter your requested password.

Create an account

Please type in your email address. A message with registration instructions will automatically be sent to your email address.

Email:

Registration

Please make sure your password is at least 8 characters in length and contains at least 1 digit, 1 upper case letter and 1 lower case letter.

User name:

Password:

Confirm password:

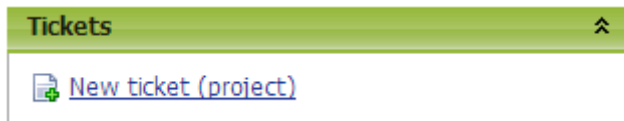
You will then be brought to a new screen to enter your contractor information. Once entered, select [New Ticket](#) at the next screen to begin your ticket creation process.

**Please ensure that all entered information is correct.**

<p><b>Contractor</b></p> <p>* Excavator code: <input style="width: 100%;" type="text"/></p> <p>* Contractor name: <input style="width: 100%;" type="text"/></p> <p>Address: <input style="width: 40%;" type="text"/> Suite: <input style="width: 20%;" type="text"/></p> <p>Street: <input style="width: 100%;" type="text"/></p> <p>Street type: <input style="width: 30%;" type="text"/> <input style="width: 15px;" type="button" value="v"/> Direction: <input style="width: 20%;" type="text"/> <input style="width: 15px;" type="button" value="v"/></p> <p>City: <input style="width: 100%;" type="text"/></p> <p>Province: <input style="width: 30%;" type="text"/> <input style="width: 15px;" type="button" value="v"/> Postal code: <input style="width: 20%;" type="text"/></p>	<p><b>Communication</b></p> <p>* Phone #: <input style="width: 100%;" type="text"/></p> <p>Fax #: <input style="width: 100%;" type="text"/></p> <p>Cell phone #: <input style="width: 100%;" type="text"/></p> <p>* Email: <input style="width: 100%; background-color: #92d050;" type="text"/></p> <p>Call back: <input style="width: 100%;" type="text"/></p>
<p><b>Contact and alternate contact</b></p> <p>* Contact name: <input style="width: 45%;" type="text"/> Title: <input style="width: 35%;" type="text"/></p> <p>2nd contact name: <input style="width: 45%;" type="text"/> 2nd contact phone #: <input style="width: 35%;" type="text"/></p>	



- c) If you are a **Homeowner**, click Request a locate above the login box to create a ticket. Simply enter your phone number and email, and click Continue. Select New Ticket at the next screen to begin your ticket creation process.

A screenshot of a 'Contact information' form. The form has a green header with the text 'Contact information'. Below the header is a white box with the text 'Please provide your contact information and click the Continue button to access the website.' There are two input fields: 'Phone #' and 'Email'. Below the fields is a green 'Continue' button.

#### 4. Caller Information

Fill in ALL required information as indicated with the red asterisk (\*).

Ticket Information will only be discussed with those indicated on the request. If you are a contractor, use the pull-down menu to select who you are doing the work for.

A screenshot of an 'Excavator information' form. The form has a green header with the text 'Excavator information'. It is divided into three sections: 'Contact information', 'Excavator', and 'Company information'. The 'Contact information' section has fields for 'Primary Ph#', 'Secondary Ph#', 'Alt. Contact Ph#', and 'Email'. The 'Excavator' section has fields for 'Primary contact' and 'Alternate contact'. The 'Company information' section has fields for 'Company name' and 'Type'. Red asterisks indicate required fields.

## 5. Dig Location

Type in the name of the city where you will be working. It will likely show up in the drop down menu where you can manually select it. If you are working in a rural area, type or select "Rural". **See step 7 for further information about rural sites.**

**Dig location**

MD / County:

\* Place name or "Rural":  ?

Place name or "Rural"	County	Subdivision
CALAHOO ,STURGEON COUNTY	STURGEON COUNTY	
CALLING LAKE ,MD OPPORTUN	MD OPPORTUNITY NC	
CITY OF CALGARY ,CITY OF CA	CITY OF CALGARY	
KIRKCALDY ,VULCAN COUNTY	VULCAN COUNTY	
SHEPARD ,CITY OF CALGARY	CITY OF CALGARY	
TOWN OF CALMAR ,LEDUC COU	LEDUC COUNTY	

\* Address:

\* Street:

\* Intersection 1:

Intersection 2:

*Please note that you must enter an intersection if you do not specify an address.*

If you are digging in a city or town, type the numerical address of the site you are working at in Address, and the street name in Street. If you are digging at or from an intersection, add the intersecting street(s) in the Intersection 1 & 2 fields.

\* Address:  ?

\* Street:  ?

Intersection 1:  ?

Intersection 2:  ?

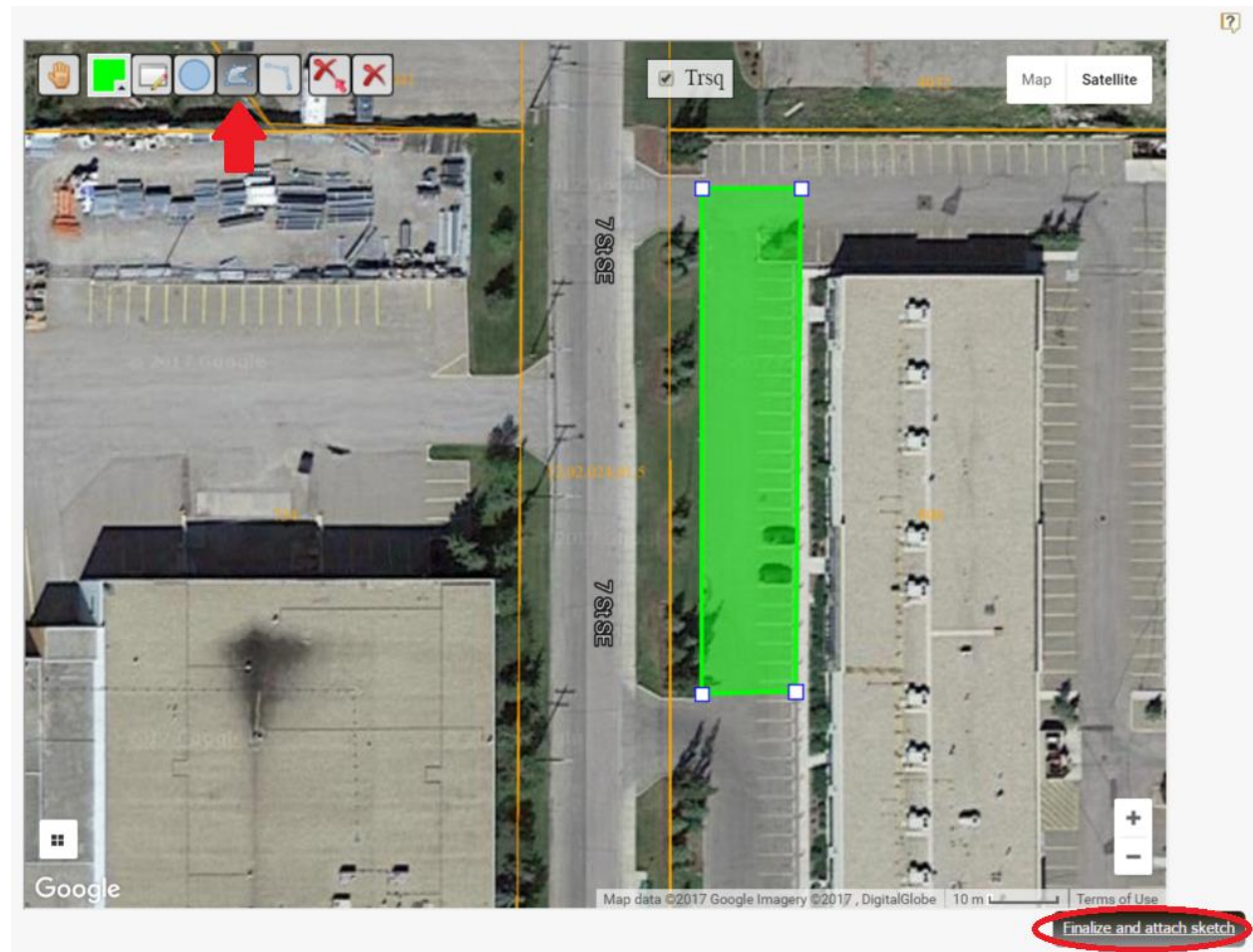
MACLEOD TRAIL SE
MACLEOD TRAIL SW

*Please note that you must enter an intersection if you do not specify an address.*

## 6. Adding a Sketch

Once you have entered an address or an intersection, the map below will populate a view of the work area. You are required to draw a representation of your dig area using the provided tools.

Click the polygon tool at the top of the map. Click around the boundaries of your work area to create a green polygon. The green polygon represents the work area. Click [Finalize and attach sketch](#) under the map to attach the sketch to the ticket.



## 7. Rural Sites

If you are digging in a rural area, simply type "Rural" into the [Place name](#) field. Enter the Legal Land Descriptions by clicking the [Add](#) button under the TRSQ box.

**Dig location**

MD / County: ALBERTA

\* Place name or "Rural": RURAL ,ALBERTA

Subdivision:

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**TRSQ (required if your dig site is in RURAL area, outside of a city/town boundary)**

QS/LSD	Section	Township	Range	Meridian	Delete	Edit
No data to display						

**Add**

**Add a TRSQ**

Quarter:

\* Section:

\* Township:

LSD:

\* Range:

\* Meridian: W

**Add**      **Cancel**

**Note:** Meridians must be entered with the direction first and the number second, ie W4 or W5. As well, the Section, Township and Range fields must contain at minimum 2 digits, ie Section 05, Township 22, Range 03.

**Note:** Please be aware that although you can submit up to 10 legal land descriptions per request, for them all to be included on the same ticket, they must all be adjacent or continuous.

After entering your LLDs, please verify they are all correct.

**TRSQ**

Quarter	Section	TownShip	Range	Meridian	Delete	Edit
NE	12	28	01	W1	Delete	Edit
NW	12	28	01	W1	Delete	Edit
SE	12	28	01	W1	Delete	Edit
SW	12	28	01	W1	Delete	Edit


**Add**

## 8. File Attachments

If you would like to add a PDF or Picture File (.PNG), click [Attach a file](#) and select your file. Please note you are able to submit multiple locations on an attachment.

Sketches and other attachments


File name	File length	Creation date	File source	Download	View	Delete
No data to display						

[Attach a file](#) 

## 9. Dig Information


Firstly, identify the size and depth of your excavation (if known).




Dig info

Excavation dimensions 

Length:  m  Width:  m  m

All tickets are required to have their property type identified. Please check all boxes that apply to your location information.


\* Details (please make sure you select at least one property type) 

<input type="checkbox"/> Public property	<input type="checkbox"/> Private residential	<input type="checkbox"/> Premarked site - white paint 	<input type="checkbox"/> Restricted access to site 
<input type="checkbox"/> Vacant lot	<input type="checkbox"/> Private commercial	<input type="checkbox"/> Premarked site - staked	<input type="checkbox"/> Request to meet locator 

**Reminder: If your locate is an Emergency or Priority, you must call Alberta One-Call directly at 1-800-242-3447 and speak with an Alberta One-Call Damage Prevention Associate.**

## 10. Planned Excavation Date, Locate Response Date, and Work Type


Please select the date you are planning to excavate. Either use the pull-down menu to select a pre-defined type of work, or enter your own work type in the adjacent field. If possible, please estimate the amount of time required for the locator to complete their task.

\* Planned excavation date:  

*AOC members require a minimum of 2 business days' notice.*

Locate response date:

Estimate duration of appt. to complete locates:  Hrs

\* Type of work:  

**Note:** The locators require a **minimum** of two (2) full working days notice before a locate is performed. The cutover is at 12 noon every work day. For example, if a locate is sent on Monday at 9 AM, the estimated locate date will be Wednesday; however, if sent on Monday at 2 PM, the estimated locate date will be Thursday. Requested dates may only be placed up to 14 days in advance from the day of submission.

**Reminder: Generic terms such as “Digging”, “Excavation” and “Holes” will not be accepted as a type of work.**



## 11. Additional Information and Where On The Property

The Where On The Property box should include information regarding the area of excavation. The Additional Info box should mention any dogs, locked gates, hazards that may block a locator from working, or any other important information pertaining to the dig location. If you are digging on *Multiple Addresses* on the same roadway, please place these in the Additional Info as well.

**Note:** If your request includes Public Property, you must explicitly explain where, in which direction, and how far you will be working on this property. Failing to properly include this information may cause a delay in processing your request, or the failure to contact critical utilities.

Additional info: (max. 300 characters)

Lot #:

Block #:

Plan #:

\*Lot, Block and Plan information is required if Vacant lot is selected.

\* Where on the property: (max. 44 characters)

Click Save at the bottom of the page once all required fields have been completed.

## 12. Confirmation Page

Finally, review all the ticket information before sending. When data is confirmed, click Submit. If you made a mistake, click Edit.

Welcome Homeowner (Homeowner) | [Help](#) | [Log out](#)

Confirmation page

[Home](#)

Excavator information

Contractor code: 999999

**Excavator**

Primary contact: Test Ticket  
Alternate contact:

**Contact information**

Primary Ph#: (403) 123-4567  
Secondary Ph#: \_\_\_\_\_  
Alt. Contact Ph#: \_\_\_\_\_  
Email: Test@AB.CA

**Company information**

Company name: HOMEOWNER  
Type: HOMEOWNER

Ticket #	Place name or "Rural"	Address	Street	Intersection 1	TRSQ/LSD	Edit
	CITY OF CALGARY, CITY OF CALGARY	Civic #4242	7 STREET SE			<a href="#">Edit</a>

After clicking [Submit](#), you have a **Ticket number** generated, as seen below. Review the information provided to understand the next steps with your ticket. If you require another ticket to be made, click [Place another request](#), and if you would like to see your account overview, click [Finish](#).

**Important information - Please print and keep a copy**  
Your request has been submitted to Alberta One-Call to be processed.

Your submission confirmation number is: 20171403208

Once your request has been processed, you will receive a copy of your Locate Request Ticket via email within the next 2-4 hours.  
Note: After business hours, your ticket will be emailed back to you in the first 2 hours of the next business day.  
Please check your ticket email for errors and send any corrections required to [info@albertaonecall.com](mailto:info@albertaonecall.com) as soon as possible.

Facility owners who are notified of your intent to dig will be listed at the bottom of your Locate Request Ticket. Those facility owners notified will contact you by the Locate Response Date to arrange to mark their underground lines. Facility owners who are registered members of the Alberta One-Call service who are not listed as notified on your Locate Request Ticket do not have a facility registered within your dig area.

Remember that **NOT ALL OWNERS OF UNDERGROUND FACILITIES ARE REGISTERED WITH Alberta One-Call**. You may have to contact some facility owners directly if they are not members of our service and you think they are in your dig area.

[Place another request](#) [Finish](#)

### 13. Rejections

If there are any problems or reasons your ticket cannot be processed as submitted, you will soon after receive a rejection notice by email.

Click [Click Here](#) to be brought back to your Alberta One-Call ticket (you may need to login again), which will be reopened so you can edit it to add the missing information.

**We are unable to complete your locate request for the following reason(s) :**

INCOMPLETE DIG SITE INFO  
please provide a civic address

Please update your ticket with the requested information by clicking the link below:

[Click Here](#)

Your request will be processed as a new ticket once the missing information has been submitted.

***Note: Your request will be cancelled automatically if your ticket is not updated within 3 business days.***

Thank you. Dig Safe

**REMEMBER:**

Alberta One-Call members require a minimum of two full working days notice.

Locate markings are valid up to 30 DAYS (non-business) after being placed.

There may be companies who have underground facilities in your work area who are not members of Alberta One-Call. You are responsible to notify these parties of your proposed excavation.

Facility owners do not locate privately owned utilities. You may have to hire a locator to locate private utilities in your work area.

**Thank you for your interest in using Alberta One-Call's online request option. Contact us at [info@albertaonecall.com](mailto:info@albertaonecall.com) or 1-800-242-3447, option 4 if you require additional guidance.**