

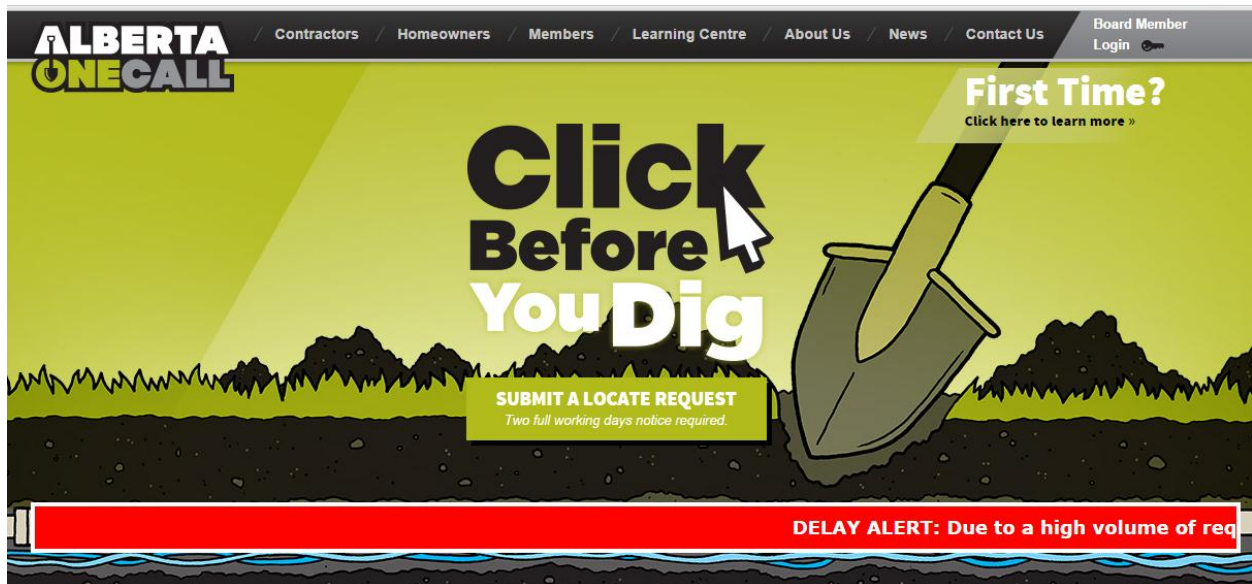
Alberta One-Call – Online Request Process

Requesting routine locates online is a convenient way for excavators to submit their request at their convenience. Ticket confirmations are sent via email once processed. **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.**

Here are instructions to help you with submitting your requests online. Please call Alberta One-Call directly if you require additional guidance.

- Go To: www.AlbertaOneCall.com

Click the “**Submit A Locate Request**” button in the centre of the page.



- Accept Disclaimer

After reading the Alberta One-Call disclaimer, click the “***I have read and accept the above disclaimer***” button to proceed.

SUBMIT A LOCATE REQUEST

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.

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.

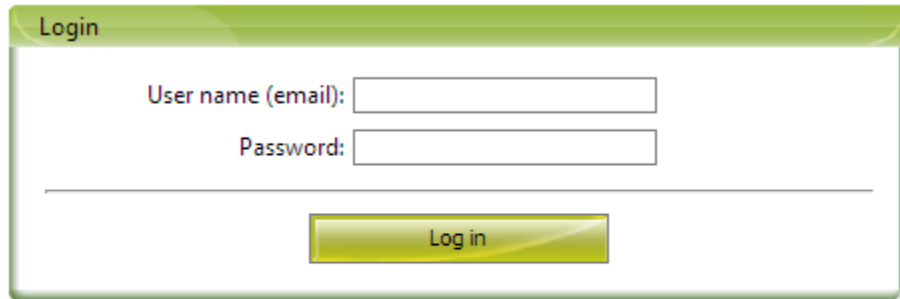
Alberta One-Call Corporation will not be liable or responsible for lost, misdirected or unprocessed requests submitted from this site.

To start your request, please click below.

I have read and accept the above disclaimer.

- Login or Select Client Type

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

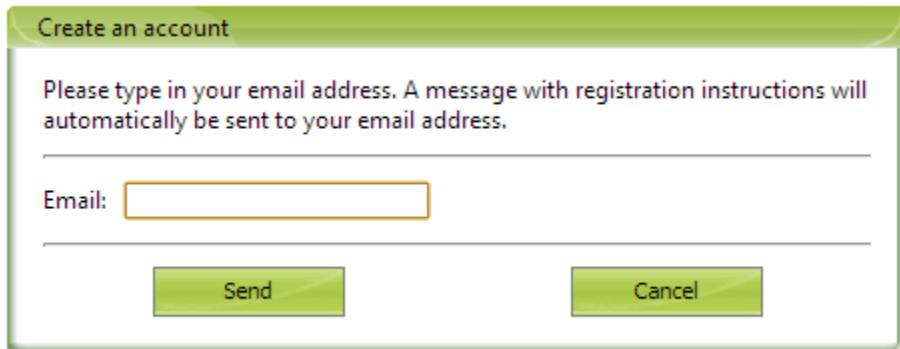


The 'Login' window features a title bar with the text 'Login'. Below the title bar, there are two input fields: 'User name (email):' and 'Password:'. A 'Log in' button is positioned below the input fields. A horizontal line separates the input fields from the button.

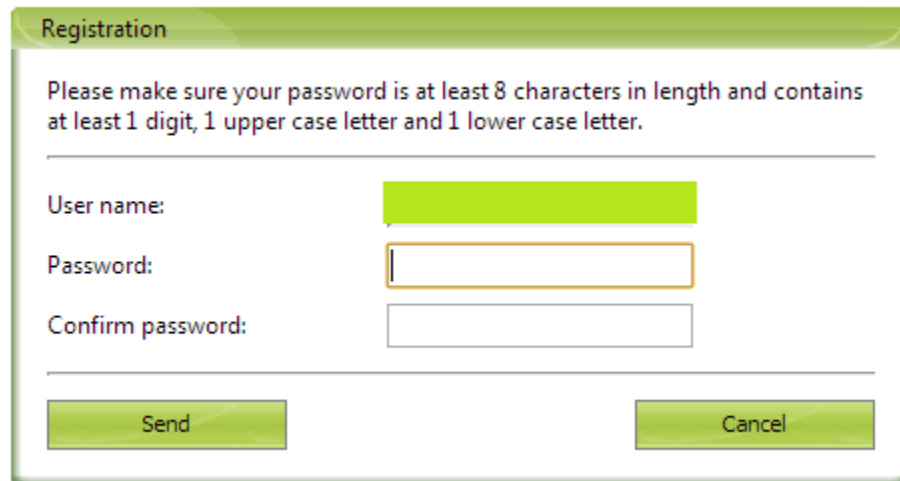
[Forgot your password?](#)

[New user?](#)
[Homeowner login](#) ?

1. If you have previously set up an account, type in your User name (email) and Password to login.
2. If you are a **New User** (contractor), click the "New user?" link to set up a new account. Enter your email to request an account be made automatically, and follow the link you receive by email to enter your requested password.



The 'Create an account' window has a title bar with the text 'Create an account'. Below the title bar, there is a message: 'Please type in your email address. A message with registration instructions will automatically be sent to your email address.' Below the message is an 'Email:' label and an input field. At the bottom, there are 'Send' and 'Cancel' buttons.



The 'Registration' window has a title bar with the text 'Registration'. Below the title bar, there is a message: '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.' Below the message are three input fields: 'User name:', 'Password:', and 'Confirm password:'. At the bottom, there are 'Send' and 'Cancel' buttons.

You will then be brought to a new screen to enter your contactor information. Once entered, select "New Ticket" at the next screen to begin your ticket creation process.

Please ensure that all entered information is correct.

Contractor		Communication	
* Excavator code:	<input type="text"/>	* Phone #:	<input type="text"/>
* Contractor name:	<input type="text"/>	Fax #:	<input type="text"/>
Address:	<input type="text"/>	Suite:	<input type="text"/>
Street:	<input type="text"/>	Cell phone #:	<input type="text"/>
Street type:	<input type="text"/>	* Email:	<input type="text"/>
Direction:	<input type="text"/>	Call back:	<input type="text"/>
City:	<input type="text"/>		
Province:	<input type="text"/>		
Postal code:	<input type="text"/>		

Contact and alternate contact			
* Contact name:	<input type="text"/>	Title:	<input type="text"/>
2nd contact name:	<input type="text"/>	2nd contact phone #:	<input type="text"/>

Tickets

[New ticket \(project\)](#)

- If you are a **Homeowner**, click "Homeowner login" to create a ticket immediately. Simply enter your Phone number and Email, and select "New Ticket" at the next screen to begin your ticket creation process.

Contact information

Please provide your contact information and click the Continue button to access the website.

Phone #:

Email:

Tickets

[New ticket \(project\)](#)

• 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.

Excavator information

Contact information

* Primary Ph#: [?]

Secondary Ph#: [?]

Alt. Contact Ph#: [?]

* Email: [?]

Excavator

* Primary contact: [?]

Alternate contact: [?]

Company information

Company name:

Type:

• Dig Location

Type in the name of the city you are digging in. It will likely show up in the drop down menu, and then you can manually select it. If you are working in a Rural area, type or select "Rural".

Dig location

MD / County:

* Place name or "Rural": [?]

Subdivision	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.

- Adding a Sketch

Once you have entered an Address or an Intersection, the map below will populate with the given information if available. If you choose, you can draw a representation of your dig area using the provided tools. Click **Attach Sketch** once finished to add it to your request.



- Rural Sites

If you are digging in a Rural area, simply type "Rural" into the **Mun./Twsp** field, and the closest roadway in the **Street** field. Then, scroll to the **TRSQ** box. TRSQ stands for "Township, Range, Section, Quarter", also known as an LLD or Legal Land Description. Enter the LLD(s) by clicking the "Add" button.

Note: Meridians must be entered with the direction first and the number second, ie E1 or W1. 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	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](#)

• 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](#) [?](#)

• Dig Information

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

Dig info			
Dig size ?			
Length: 0	m	Dir.: ?	Width: 0
			m
		Depth: 0	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.

- **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, and 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. As well, 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.

- **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)

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

Lot #:

Block #:

Plan #:

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

Click **Save** once all required fields have been completed.

- 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

Click Before You Dig

Confirmation page

Home | Submit

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

Delete all

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

Submit

After clicking **Submit**, you have a **Ticket #** generated, as seen below. If you require another ticket to be made, click **New Ticket**, and if you would like to see your account overview, click **Home**.

Ticket #	Place name or "Rural"	Address	Street	Intersection 1	TRSQ/LSD
Notifications					
2014360587	CITY OF CALGARY, CITY OF CALGARY	Civic #4242	7 STREET SE		

STATUS: Suspended pending processing by Alberta One-Call. Completed ticket will be emailed to you.

New ticket | Home

• 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.

We are unable to complete your locate request for the following reasons :

OTHER
not a real request

Please note that your request will be processed as a new Routine request, once the missing information has been obtained. *If we do not receive the requested information within 3 days, your request will be cancelled.*

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

[Click Here](#)

Thank you.

Manitoba Click Before You Dig

Request Date : [REDACTED]

Request ID : 2739

Ticket Number : 2013510099

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.

REMEMBER:

Alberta One-Call members require a minimum of two full working days notice prior to routine locates.

Locate markings are valid up to 14 DAYS (non-business) after being placed.

There may be companies who have underground facilities in your work area that do not subscribe to Alberta One-Call. You are responsible to notify these parties of your proposed excavation, and also to locate or hire someone to locate any landowner owned (private) facilities in your work area.

**Thank you for your interest in using Alberta One-Call's online request option.
We hope this will assist you with future locate requests.**