



## **IMPORTANT INFORMATION FOR THE ALBERTA DIGGING COMMUNITY**

**Due to circumstances resulting from the COVID-19 pandemic, infrastructure owners in parts of Alberta are taking an average of 10 BUSINESS DAYS to respond to locate requests.**

Infrastructure owners in the province have provided this information to Alberta One-Call and the digging community:

“Locate vendors are experiencing very high call volumes. In some parts of the province, we have seen a significant increase in locate requests.

Spring training classes to bring on new locators were cancelled. With the economy slowly opening, we are working with the locate vendors to hold training sessions in the near future.

AOC’s protocol is to tell people minimum response time is three business days, but due to the increase in calls, we are averaging around 10 business days.

Locate delays will continue for the upcoming weeks. Currently, our locate vendors will send out automated emails confirming the locate and stating any delays.”

### **Please do not start your digging project before you get your locates.**

If you contact an underground utility while digging, it can cause service outages to your home and neighbourhood, and can cause serious injury.

If you do not get your locates within 10 days of placing your request, please contact [info@albertaonecall.com](mailto:info@albertaonecall.com) and we will investigate and escalate on your behalf.

### **Background:**

Alberta One-Call (AOC) processes requests for the marking of the location of buried facilities before a ground disturbance takes place. After AOC transmits the request to infrastructure owners in the dig site area, a number of contracted locate vendors respond to the locate requests on behalf of the utility companies.