

PROPOSALS FOR THE IMPLEMENTATION OF THE ONTARIO UNDERGROUND INFRASTRUCTURE NOTIFICATION SYSTEM ACT, 2012

FOR COMMENT

**Ontario Ministry of Consumer Services
February 7, 2013**

Purpose of this consultation

The Ministry of Consumer Services (MCS), in cooperation with Ontario One Call (ON1Call), is seeking input on proposals related to the implementation of the *Ontario Underground Infrastructure Notification System Act, 2012* (the Act). The purpose of this consultation paper is to invite comments from all stakeholders, including excavators and underground infrastructure owners and operators, on key implementation issues related to administration and oversight.

You are invited to comment on this paper and/or propose alternative suggestions for consideration. We encourage you to explain, in detail, any proposals you suggest, as this will help MCS to assess feedback and develop recommendations.

More information about how to provide input is provided at the end of this paper. Responses must be received no later than March 25, 2013 in order to receive full consideration.

Context

The Act:

The Act was introduced on November 24, 2011 and passed by the Ontario Legislature on June 14, 2012. It came into force on June 19, 2012.

The Act's objective is to reduce strikes and damage to underground infrastructure by establishing a single organization to route all underground utility locate requests in Ontario. Excavators must call ON1Call to request the location of all underground infrastructure that may be affected by a planned excavation. The Act, which converted ON1Call into a statutory not-for-profit corporation, requires underground infrastructure owners and operators to become members of ON1Call within specific time frames.

The Act applies to ON1Call, underground infrastructure owners and excavators. MCS has been assigned responsibility for the Act, which includes policy and regulatory development, and oversight of ON1Call's performance. To support appropriate

oversight, MCS and ON1Call will enter into an accountability agreement which will elaborate on their respective roles and responsibilities and include setting performance expectations and monitoring/reporting requirements.

ON1Call

ON1Call is responsible for day-to-day administration of the Act, including:

- operating a call system to receive excavator requests for the location of underground infrastructure in Ontario;
- identifying (for excavators) whether infrastructure is located in the vicinity of a proposed excavation or dig site;
- notifying a member of proposed excavations or digs that may affect the member's infrastructure;
- raising public awareness of ON1Call and the need for safe digging; and
- establishing a call centre in Northern Ontario.

Related legislation

The Act is complementary to three other Ontario pieces of legislation that require excavators to obtain locates prior to excavation:

- 1) *Electricity Act, 1998*, Electrical Distribution Safety Regulation 22/04, Section 10 (3) and (4), requires that before excavating an excavator shall ascertain from the distributor the location of any distribution line that may be interfered with;
- 2) *Technical Standards and Safety Act*, Oil and Gas Pipeline Systems Regulation 210/01 Section 9 and 10, requires that no person shall excavate without first ascertaining from the license holder the location of any pipelines; and
- 3) *Occupational Health and Safety Act*, Construction Projects Regulation 213/91 Section 228, requires that an employer shall ensure services in the area of the excavation are located and marked.

Requirements of the Act

The Act sets out a number of requirements for underground infrastructure owners and excavators. As noted, it establishes that specified underground infrastructure owners become members of ON1Call within specific timelines:

- Non-municipal infrastructure owners are deemed to become members on June 19, 2013. These include operators of electrical distribution systems, Hydro One Inc., Ontario Power Generation Inc., gas distributors and transmitters, persons or entities regulated under the Oil, Gas, and Salt Resources Act, and every person or entity that owns or operates underground infrastructure that crosses a public right of way or is in the vicinity of a public right of way.

- Municipalities that own or operate underground infrastructure are deemed to become members on June 19, 2014. All members are required to provide ON1Call with information about the location of their underground infrastructure when they become a member.

A member who receives a notification from ON1Call that there will be excavation in the vicinity of its infrastructure is required by the Act to provide locates by marking the ground and providing the excavator with written documentation that identifies the location of the underground infrastructure. If the member does not have infrastructure in the vicinity of the excavation, the member must confirm, in writing, that its underground infrastructure will not be affected by the excavation.

The Act requires members to make all reasonable attempts to respond to a notification within five (5) business days, provided that the excavation is reasonably expected to start within 30 days. There are some exceptions to this time limit, for example if the member and excavator have agreed to a different time limit or if regulations set out a different time limit in specified circumstances.

The Act defines an excavator as “any individual, partnership, corporation, public agency or other person or entity that digs, bores, trenches, grades, excavates, moves or breaks earth, rock or the materials in the ground”. Excavators are required to contact ON1Call to request locates before an excavation and are not to excavate until locates have been properly provided.

The Act also places a general duty on an excavator to not excavate or dig in a manner that the excavator knows or ought to know would damage or interfere with any underground infrastructure.

Why is MCS considering regulations?

Although the Act is in effect now without any regulations, it is necessary to consider what regulations may be advisable to effectively implement and administer the requirements of the Act. MCS is therefore considering areas that may require regulations to support ON1Call’s effective administration of the Act and MCS’s oversight of the Act and ON1Call. Depending on feedback received through this consultation, regulations may be necessary to achieve one or more of the objectives outlined below. As well, MCS is open to receiving feedback on any other issues of interest to stakeholders which could impact implementation, administration and oversight.

ON1Call’s governance model

ON1Call was established in 1996 as a for-profit corporation by its then three shareholders, Bell, Union Gas and Enbridge Gas. In August 2011, ON1Call became a not-for-profit corporation. A list of its current members can be found on its website at www.on1call.com. In June 2012, ON1Call elected a board of 12 directors who represent

municipal, electrical, telecommunication and oil and gas/pipeline sectors.

With the passage of the Act, ON1Call was converted into a not-for-profit statutory corporation. Consequently, ON1Call reviewed its governance model in light of the requirements of the Act. The description below outlines the new governance model ON1Call intends to implement in coordination with potential regulations. Additional information about ON1Call's intended governance model can be found on its website at <http://on1call.com/index.php/resource-centre/latest-news>.

Open governance model

In order to strengthen transparency and accountability to its new members, ON1Call's board of directors has approved changing ON1Call's current corporate governance model from restricted membership (i.e., where the board of directors are the only voting members) to an "open" membership model. This will make each member of ON1Call a voting member.

Under ON1Call's open governance model, members will identify a sector category to which they belong and will be entitled to vote for board candidates within that category (e.g., municipal members would vote for municipal representatives to the board of directors).

Member rights

The member rights regarding ON1Call as a corporation will include:

- (a) statutory rights under the present *Corporations Act* (Ontario) and the *Not-for-profit Corporations Act* should it come into effect;
- (b) the right to elect the board of directors;
- (c) the right to appoint auditors;
- (d) the right to approve by-law changes;
- (e) the right to approve fundamental changes as permitted at law;
- (f) the right to attend annual meetings and to call special general meetings if required; and
- (g) the right to review financial statements.

ON1Call has a Member's Bill of Rights which includes many of the above rights and outlines its commitment to addressing specific questions, comments, suggestions and complaints from members which is available online at <http://on1call.com/index.php/resource-centre/latest-news>. ON1Call will maintain an updated Member's Bill of Rights as it updates its by-laws.

ON1Call also intends to create advisory councils made up of representatives from stakeholder groups who will provide information and advice to ON1Call staff and the board.

Board of directors

Under the new governance model ON1Call will increase its current board from the current 12 directors to 15 by June 2014. Members will elect directors to represent them in the following five sectors:

- 1) Electrical
- 2) Oil and Gas/Pipelines
- 3) Telecommunications
- 4) Municipalities
- 5) Other non-utility infrastructure owners

ON1Call currently has one-year terms for directors. They can be re-elected. If re-elected, directors can serve multiple terms, up to a limit of six (6) years in total, provided they continue to meet the criteria established in the by-laws which are set by ON1Call's board. This will continue to be the case under the new model.

ON1Call's officers (i.e., Chair, Vice-Chair and Treasurer) are and will continue to be elected by the board, not by the general membership. The board's Chair and Vice-Chair positions will be held in rotation by Bell, Union Gas and Enbridge Gas until 2015-2016. After 2015-2016, these positions could be held by a director representing any sector, and will be elected by the board annually.

Overview of Key Topics

Three key topic areas must be addressed for the effective implementation, administration and oversight of the Act. Proposals are provided for each topic.

1. Compliance
2. Fee Setting
3. Reporting Requirements

1. Compliance

Objective: To promote compliance with the requirements of the Act, using appropriate compliance tools.

Proposal: Provide ON1Call with a range of enforcement tools to promote compliance with the Act by:

- a) enabling a by-law enforcement model which is binding on ON1Call's members and subject to penalties for non-compliance; and
- b) establishing fines under the Act.

a) By-law enforcement model

ON1Call is proposing to establish a by-law enforcement model and a Compliance Committee to promote compliance with the Act's requirements.

Prior to the Act's passage, if a member did not comply with the requirements set out in the service agreement with ON1Call, ON1Call could withhold delivery of its services in routing locate requests. Now that membership is mandatory under the Act and ON1Call must provide routing locate request services to members, ON1Call cannot withhold services to enforce compliance.

Under the by-law enforcement model, the Compliance Committee would be authorized to enforce ON1Call's by-laws against its members, and financial sanctions would exist for members who do not meet the requirements of the by-laws.

Key features of the proposed by-law include the need for members to provide ON1Call with current and accurate information about the member's infrastructure and service area, to pay ON1Call for services rendered, and to provide locates within specified timeframes. A copy of proposed member terms and conditions under the proposed by-law is attached in Appendix A.

ON1Call proposes that the Compliance Committee would include a number of board directors who represent different sectors, representatives from the general membership who meet established competency criteria, and subject matter experts. The Compliance Committee will also include excavator representation to enable all entities affected by the operation of the Act to be represented.

ON1Call's proposed by-laws would also establish a financial sanction that would be imposed on members for breaches of the terms and conditions under the by-laws. The proposed by-law would authorize the Compliance Committee to exercise discretion regarding the amount of the financial sanction. There would be an upper limit or maximum amount that the Compliance Committee could impose of \$10,000 per infraction.

The by-laws would also establish that the Compliance Committee could consider alternatives to a financial sanction such as requiring the member to complete safety training, or staff training.

b) Establishing fines under the Act

The Act provides for enforcement of some of the Act's requirements through prosecution. It is proposed that fines be established under the Act to enable ON1Call to promote compliance. It should be noted that the Compliance Committee model described above is limited to action against members who do not comply with by-laws.

Section 8 of the Act provides that a person commits an offence if they fail to comply with

sections 5, 6 or 7. Sections 5, 6, and 7 set out membership requirements, member responses to notification requests by ON1Call and provision of locates, and excavator duties, respectively. Section 8 applies to members of ON1Call as well as any other person or entity that fails to comply with those sections.

If no fine amount is prescribed, an offence under the Act cannot be established. In order to ensure that ON1Call has the appropriate enforcement tools to implement the Act, MCS is seeking input on the amount of the maximum fine.

In considering the maximum amount of fines that could be imposed by a court of law, it is useful to consider fines found in similar legislation of other jurisdictions. In Alberta, a jurisdiction which requires every pipeline operator licensee to register with Alberta One-Call service, the Pipeline Act sets out potential fines of up to \$10,000 for a corporation and \$5,000 for an individual. Depending on whether it is an individual or a corporation, a person who is found guilty of a continuing offence, may be subject to additional fines of between \$2,500 and \$5,000 for each subsequent day during which the offence continues. In the United States, Virginia may impose a civil penalty not exceeding \$2,500 for each violation.

Setting the total fine amounts under the legislation is an expression of legislative intent that reflects the seriousness of the offence. However, imposing a fine for an offence under the Act would ultimately be decided by a sentencing court, and each sentence would be addressed by the court on its own facts. Generally speaking, courts would look at a number of mitigating and aggravating factors to arrive at a just sentence (i.e., a fine) and would generally reserve the highest fine amounts for the most egregious cases.

The following are proposed as the fine amounts for particular offences:

- 1) An offence under Section 5 of the Act involves failure of a member to provide ON1Call with certain information necessary to fulfill its objects. The maximum fine amount proposed for an offence under Section 5 is \$10,000.
- 2) An offence under Section 6 involves failure of a member to provide a locate within the timeframes established in the Act (i.e. within five (5) days unless an exception to that time period applies), or failure to state in writing that infrastructure will not be affected by an excavation. The maximum proposed fine for an offence under Section 6 is \$10,000.

- 3) Section 7 creates obligations on persons who are not members of ON1Call and involves duties placed on excavators to commence an excavation or dig only after a locate has been requested. Once a locate has been provided by the infrastructure owner, the excavator must also first ensure that the locate markings do not conflict with the written information provided by the infrastructure owner. In addition, Section 7 creates a general obligation to not excavate or dig in a manner that the excavator knows, or ought to know, would damage or interfere with underground infrastructure.

Unlike the offence provisions noted in relation to sections 5 and 6, the duties on excavators under Section 7 are similar to existing provincial legal requirements. The Technical Standards and Safety Act provides a maximum fine amount of \$50,000 for individuals and up to \$1,000,000 for a corporation. Part VIII of the Electricity Act, provides a maximum fine amount in the same amounts. The Occupational Health and Safety Act provides that an individual is subject to a maximum fine amount of \$25,000 and that a corporation can be subject to a maximum fine of \$500,000. In light of these comparators, the maximum fine amount proposed for an offence under Section 7 of the Act is \$1,000,000.

ON1Call will be responsible for the investigation of alleged offences under the Act, and for bringing any regulatory offence proceeding under the Act where appropriate.

Your input will assist MCS in considering the maximum amount of a fine that should be established by regulation.

2. Fee Setting

Objective: To ensure that members have input into the fees set by ON1Call through an open consultation process.

Proposal: To require ON1Call to establish a fee-setting process.

ON1Call does not and will not receive any provincial government funding. Under the Act, ON1Call is completely funded by its members and cannot charge excavators for locate requests. It must be financially viable based on the revenue derived from its members. Similar to the approach of other not-for-profit statutory corporations, it is appropriate that ON1Call, rather than MCS, set its fee amounts in consultation with its members. ON1Call's current pricing schedule is attached as Appendix B.

As part of its role in overseeing the Act and ON1Call, it is proposed that ON1Call establish a clear fee-setting process that is understood by all stakeholders. This process would require ON1Call to consult all members about any fee changes and give members advance notice of all fee changes approved by the board.

3. Reporting Requirements

Objective: To promote compliance and monitor the effectiveness of the Act.

Proposal: To require members to:

- a) notify ON1Call of the date and time that locates have been completed; and,
- b) report to ON1Call any damages to underground infrastructure due to excavation.

a) Completion of locates

It is proposed that members must advise ON1Call, either electronically or by telephone, of a completed locate, with the date and time of its completion.

This information is necessary so that ON1Call can monitor and enforce compliance. Under the Act, locates must be performed within a set time (i.e., generally within five (5) days unless an exception to that time period applies). This information is also necessary for ON1Call to measure and report to the public that the requirements of the Act have been met.

b) Damage-reporting by members

There is no comprehensive baseline data currently available regarding the number and cause of strikes, and the resulting damage to Ontario's underground infrastructure.

The Ontario Regional Common Ground Alliance (ORCGA) publishes an annual Damage Information Reporting Tool (DIRT) report which gathers, on a voluntary basis, strike data from some, but not all, infrastructure owners. It is a useful tool which reports on the root cause of how damage occurs, but it does not provide a complete picture of damage occurrence in Ontario.

The Act's primary objective is to reduce strikes to underground infrastructure. It is necessary to have an established baseline and annual tabulation of strikes and infrastructure damage, to assess whether the Act met this objective.

It is proposed that members be required to report strike data to ON1Call on damage to their underground infrastructure. This requirement would not replace any other obligations (under other legislation) that infrastructure owners may have to report damage. For example, provincially regulated gas companies would continue to be required to report pipeline strikes to the Technical Standards and Safety Authority.

Will MCS be considering regulations in any other areas than those described in this paper?

There are other areas in which MCS has regulation-making authority as set out in the Act including establishing what underground infrastructure crosses, or is "in the vicinity of a public right of way" and establishing shorter or longer time limits for locates. The

Government of Ontario may consider regulations under the Act in these areas. This would occur after any necessary further consultation with impacted stakeholders.

MCS welcomes comment on any stakeholder issues which may be addressed by the regulation-making authority outlined in Section 9 of the Act.

Your advice is important to us

Please provide the Ministry of Consumer Services with your comments no later than March 25, 2013.

Please e-mail your response with “One Call to Dig Consultation” in the subject line to:

onecalltodig@ontario.ca

You may also mail a response to:

One Call to Dig Consultation
Public Safety Branch
Ministry of Consumer Services
5th Floor, 777 Bay Street
Toronto, ON M7A 2J3

Thank you for taking the time to review these proposals. We look forward to your feedback.

Appendix A - ON1Call Member Terms and Conditions

Appendix B - ON1Call's Pricing Schedule

Privacy Statement

Please note that unless requested and agreed otherwise by the Ministry of Consumer Services, all materials or comments received from organizations in response to this consultation will be considered public information and may be used and disclosed by the ministry to assist the ministry in evaluating and revising the proposed regulatory amendments. This may involve disclosing materials or comments, or summaries of them, to other interested parties during and after the request for public comment process.

An individual who provides materials or comments and who indicates an affiliation with an organization will be considered to have submitted those comments or materials on behalf of the organization so identified. Materials or comments received from individuals who do not indicate an affiliation with an organization will not be considered public information unless expressly stated otherwise by the individual. However, materials or comments by individuals may be used and disclosed by the ministry to assist in evaluating and revising the proposed regulatory amendments.

Personal information of those who do not specify an organizational affiliation, such as an individual's name and contact details, will not be disclosed by the ministry without the individual's consent unless required by law. If you have any questions about the collection of this information, please contact vanessa.rae@ontario.ca.

French translation:

Veillez noter que, à moins qu'une demande ne soit formulée au ministère des Services aux consommateurs et acceptée, tout le matériel et tous les commentaires reçus des organisations en réponse à cette consultation seront considérés comme de l'information publique et pourront être utilisés et divulgués par le Ministère pour aider celui-ci à évaluer et réviser les propositions de modifications de la réglementation. Ceci pourrait comprendre la divulgation de matériel ou de commentaires ou de sommaires de ceux-ci à d'autres parties intéressées pendant ou après la demande pour un processus de commentaires publics.

Un individu qui fournit du matériel et des commentaires et qui indique son affiliation avec une organisation sera considéré comme ayant soumis ces commentaires ou ce matériel au nom de l'organisation mentionnée. Le matériel ou les commentaires reçus d'individus qui n'indiquent pas d'affiliation avec une organisation ne seront pas considérés comme de l'information publique à moins que l'individu n'indique expressément le contraire. Cependant, le matériel ou les commentaires des individus pourront être utilisés et être divulgués par le Ministère pour aider à évaluer et réviser les propositions de modifications de la réglementation.

Les renseignements personnels de ceux qui ne mentionnent pas une affiliation organisationnelle, comme le nom d'un individu ou des coordonnées, ne seront pas divulgués par le Ministère sans le consentement de l'individu, à moins que la loi ne l'exige. Si vous avez des questions quant à la collecte de ces renseignements, veuillez communiquer avec vanessa.rae@ontario.ca.

Appendix A

EXPLANATORY NOTE: This is a draft schedule to the proposed by-law which sets out the terms and conditions of membership and the proposed financial sanctions for members who do not comply with these terms.

Terms and Conditions

Being Schedule A, to By-Law No. [●] of

Ontario One Call (the “Corporation”)

Definitions

2. In these by-laws,

“**Act**” means the *Ontario Underground Infrastructure Notification System Act, 2012*, S.O. 2012, Chapter 4;

“**By-laws**” means By-law No. [●] of the Corporation enacted ●, 2013;

“**Call Centre**” means the call centre operated by the Corporation, for the purpose of transmitting Locate Requests from excavators to Members, capable of providing service to all areas within the Province of Ontario and designated adjacent municipalities in Quebec;

“**Corporation**” means Ontario One Call, continued pursuant to subsection 2(1) of the Act;

“**Excavator**” is to be broadly interpreted and its meaning shall include, but not be limited to, a person, an individual company or corporation, a municipal corporation, trust, government agency or department, Crown corporation, utility, unincorporated association, partnership, limited partnership, or other entity known at law who intends to do or has begun the Proposed Work;

“**Excavator Locate Request**” means notification by an Excavator of Proposed Work to the Call Centre, to be by way of facsimile, telephone, hand delivery, electronic transmission by computer, or such other means as the Corporation and the Member may agree upon from time to time;

“**Member**” means any person or entity described in section 5 of the Act and admitted as a Member pursuant to the By-laws;

“**Member’s Plant**” means the Member’s underground facilities in existence at any time;

“Notification of Locate Request” means the communication to the Member of an Excavator Locate Request received by the Call Centre;

“Primary Telephone Number” means the telephone number designated by the Corporation from time to time to enable an Excavator to make an Excavator Locate Request by telephone, facsimile or such other means of communication which requires the use of a telephone number;

“Proposed Work” means any actual or intended excavation, demolition, drilling, blasting and includes, without limitation, any disturbance of the surface and/or subsurface of the earth by an Excavator;

“Service” means the Call Centre’s receipt, processing and recording of an Excavator Locate Request and communication of a related Notification of Locate Request to the Member for the Member’s Service Area;

“Service Area” means the geographical area in which a Member operates;

“The Specifications” means the Corporation’s performance standards and specifications, which shall be delivered by the Corporation to the Member along with these terms and conditions.

Application

3. These terms and conditions shall apply to all Members.

Limitation of Liability

4. Each Member shall be solely responsible for the accuracy and adequacy of their locates, and any information provided by it to the Corporation.
5. The Corporation shall not be responsible for ensuring the accuracy of locates, nor shall be held liable for any injury or damage as a result of excavation performed using a locate provided by any Member or any Member’s contractor or subcontractor.
6. The Corporation shall not be liable to the Member for any special, indirect or consequential damages, including but not limited to, loss of profit, loss of revenue, failure to realize expected savings or other commercial or economic losses or damages of any kind caused by the Member’s failure to meet the obligations as set forth in this Schedule, the By-laws, and the Act.

Categories of Locate Requests

7. Locate Requests shall be defined as being one of the following levels of priority:
 - (a) Emergency Locate Request, is defined as a loss of essential service by a utility and an excavator work crew is on site or has been dispatched, or there is an imminent safety hazard requiring a locate response by Members within two (2) hours. Emergency Locate Requests are transmitted to the Member within fifteen (15) minutes of completion by the Call Centre's staff;
 - (b) Priority Locate Request, is defined as an emergent situation and a locate is required to be completed in less than five (5) business days. Priority Locate Requests are transmitted to the Member within twelve (12) hours of completion by the Call Centre's staff;
 - (c) Standard Locate Request, is defined as planned work and a locate is required to be completed with a minimum notification period of five (5) business days. Standard Locate Requests are transmitted to the Member within twenty-four (24) hours of completion by the Call Centre's staff.

Mapping and Notification Requirements

8. Each Member shall at all times provide the Corporation with accurate up-to-date information as required in order to determine and map each Member's Service Area information.
9. Each Member shall provide the Corporation with the Member's Plant location information necessary to maintain and complete the Corporation's mapping system. Each Member shall be solely responsible for maintaining the accuracy of its Plant location information.
10. Each Member shall provide the Corporation with instructions in writing as to how each Member will receive notification of Locate Requests, and update such instructions when necessary or periodically.
11. Each Member shall provide the Corporation with the telephone number(s) of the Member's receiving location or locations to direct and verify notification of Locate Requests to the Member and for verbal transmission in the event of a failure of the Corporation's equipment. Each member shall update this information upon the Corporation's request, or when otherwise necessary or appropriate.

Equipment Specification and Requirements

12. Each member shall supply and maintain, at the Member's sole cost and expense, receiving equipment as required by the Corporation for the transmission of Locate Requests from the Call Centres, including:
 - (a) Paying the cost of installing communication lines of the Member's premises to ensure supply and maintenance of compatible receiving equipment;
 - (b) Paying all costs associated with dedicated communication lines to receive notifications of Locate Requests, if the member so chooses to install such facilities; and
 - (c) Maintain adequate equipment to receive an alarm by the Corporation if an Emergency Locate Request must be transmitted, either through receiving equipment compatible with the Call Centre's software system, or by telephone
13. Each member shall promptly notify the Corporation of any proposed or actual actions to relocate, move or disconnect any of the Member's receiving equipment.
14. In order to improve the quality of service, the Corporation shall be permitted to make updates and changes to its equipment, software, rules of operation and any other procedure. Each Member shall be required to make any necessary changes or modifications in order to comply with such changes or updates.

Care of Property

15. Each Member and the Corporation shall take proper care of any and all property owned by the other which may be in the custody, care, or control of the other party, and shall be responsible for any loss or, or damage to any such property until it is returned to the custody, care, or control of its rightful owner.

Confidentiality

16. Each Member and the Corporation shall keep any information relating to the business affairs of any Member and the Corporation, obtained as a result of Membership, which is of a confidential nature and not publicly available in the strictest confidence. Each Member shall be responsible for ensuring any representative, affiliate, director, officer, employee or agent of the Member or Corporation hold all such information in the strictest confidence.
17. Each Member and the Corporation shall not use any confidential information except as is required for each to perform its legislated requirements.

18. Each Member shall keep all information relating to the Corporation and its services, programs, manuals, procedures, and any documentation relating thereto, strictly confidential unless compelled to disclose by law, in which case the Member shall notify the Corporation and permit it the opportunity to prevent or limit such disclosure.
19. Each Member shall recognize that any breach of the above confidentiality provisions would cause irreparable harm which could not be adequately compensated for with damages, and in the event of a breach, each Member consents to an injunction being issued to prevent disclosure of confidential information.

Insurance

20. Each Member shall maintain a policy of comprehensive general liability insurance with a minimum coverage against bodily injury and property damage caused by the negligence of the Member in an amount of not less than two million dollars (\$2,000,000.00) per occurrence. The Member shall, at the Corporation's request, furnish forthwith to the Corporation a Memorandum of Insurance or an Insurance Certificate setting out the terms and conditions of each policy maintained by the Member in order to satisfy the requirements of this section.

Excusable Delays

21. Neither the Corporation nor the Member shall be responsible for delays or failures to perform resulting from acts beyond its reasonable control. The dates and times for performance (other than for the payment of money) shall, in conformity herewith, be postponed to the extent and for the period of time that the Corporation or the Member, as the case may be, is prevented from meeting them by reason of the above-mentioned causes.

If a party relies on this Section 21 to excuse its delay or failure to perform any of its obligations under these terms and conditions, it shall use commercially reasonable efforts to remedy the situation or remove so far as possible with reasonable dispatch the cause of its delay or inability to perform any of its obligations under these terms and conditions. No party may rely upon this Section 21 to excuse its delay or failure to perform with any of its obligations under these terms and conditions and such reliance continues for a period of more than one (1) day, or for more than three (3) days in aggregate in any period of one hundred eighty (180) successive days.

Notwithstanding the foregoing or any other provision in these terms and conditions, the performance of the parties' respective obligations hereunder shall be subject to force majeure, including, but not limited to, insurrections, riots, wars and warlike operations, explosions, governmental acts, epidemics, failure of contractors and subcontractors to perform, strikes, fires, accidents, acts of any public enemy, inability to obtain required materials, qualified labour or

transportation, or any similar occurrence beyond the reasonable control of the party affected (“**Force Majeure**”). Should either party be temporarily excused from performance hereunder by any such circumstances it shall use its best efforts to avoid, remove or cure such circumstances and shall resume performance with utmost dispatch when such circumstances are removed or cured. Where either the Member or the Corporation claims Force Majeure as an excuse for delay in performance, that party so claiming Force Majeure shall give prompt written notice thereof to the other party.

22. Pursuant to S. ● of the By-laws, a Member who fails to comply with these terms and conditions set out in Schedule A to the By-laws may face financial sanctions to be imposed by the Corporation up to a maximum for each such failure of \$10,000.

Pricing

23. Prices to be paid for services to be provided to Members by the Corporation are set out in schedule B to the By-laws.

Billing and Invoicing

24. The Corporation shall invoice the Member for the Service provided during the previous month, on a monthly basis. The Member shall pay the amount set forth in the invoice in full within thirty (30) days from date of receipt of the particular invoice (hereinafter the “**invoice period**”). If there are corrections or inaccuracies in the invoice, it is the obligation of the Member to contact the Corporation.
25. Interest shall be charged and payable by the Member on all amounts remaining unpaid after the invoice period and interest shall be calculated monthly at the rate of 1.5% per month, which is equivalent to an effective annual rate of 19.56% per annum or maximum permitted by law.

Appendix B

Pricing Schedule

**Being Schedule B to By-Law No. [●]
of Ontario One Call (the “Corporation”)**

The following shall be the pricing schedule for all non-municipal Members:

Cost per Notification	\$1.60
Cost per Suppression	\$1.60
Additional cost per notification for a follow-up	
Additional Telephone call notification (where requested by Member)	\$2.75
Cost per “All Clear” (screened/cleared through Selective Sending or Depth Selective Sending or other filtering options) provided by Ontario One Call to the Excavator on behalf of the Member	\$2.10
One Time Set-up Fee	\$1,000.00 + Applicable Taxes
4 hours/year Mapping	FREE
Additional hours	\$65.00 /hour
Customized Reporting	\$55/hour (minimum 1 hour)

The following shall be the pricing schedule for all municipal Members until December 31, 2014:

- (a) All standard service costs are free of charge to municipal Members. The only costs incurred will be for set-up, as indicated below, and any mapping related labour exceeding the 4 hour annual allowance.

Cost per notification	\$0.00
Cost per suppression	\$0.00
Additional cost per notification for a follow-up telephone call notification (where requested by Member)	\$0.00
Cost per "All Clear" (screened/cleared through Selective Sending or Depth Selective Sending or other filtering options) provided by Ontario One Call to the excavator on behalf of the Member	\$0.00
One Time Set-up Fee:	\$0.00
4 hours/year Mapping	FREE
Additional hours	\$65.00/hour
Customized Reporting	\$55/hour (minimum 1 hour)

NB: The above prices do not include applicable sales taxes, which the Member is responsible for paying in addition.

NB: the Corporation may change the Pricing Schedule at any time, so as to continue to recover the full costs of fulfilling the Corporation's objectives and obligations as defined in: the *Ontario Underground Information Notification System Act, 2012* (The "Act"); the Accountability Agreement between the Corporation and the Province of Ontario; all regulations applicable to the Act; all governing federal and provincial Statutes; and the Corporation's bylaws.