



June 22, 2021

The Honourable Ross Romano  
Minister of Government and Consumer Services  
777 Bay Street  
College Park, 5th Floor  
Toronto, ON M7A 2J3

*Sent electronically*

Dear Minister Romano,

Congratulations on your recent appointment as Minister of Government and Consumer Services.

As you may know, the Residential and Civil Construction Alliance of Ontario (RCCAO) is a unique alliance of key labour and management stakeholders derived from the residential and civil construction sectors. A primary RCCAO focus since our inception has been the importance of investing in core public works – from transit and water systems to roads and bridges –and doing so smartly and efficiently for taxpayers and daily users of infrastructure.

RCCAO commissions independent research into the issues facing not only our industry, but Ontario society. We have commissioned 58 reports to date, which seek evidence-based solutions on infrastructure topics such [improving Ontario's One Call System](#), [modernizing the municipal class environmental assessment process](#), and [improving water distribution systems](#).

One of your ministry's file that is of particular importance to us is the One Call System, which is a mandatory system under the *Ontario Underground Infrastructure Notification System Act, 2012*. The system allows homeowners, construction contractors, developers, builders and other excavators to make one locate request to a call centre instead of the previous practice of separate calls to each of the utilities. Ontario has a legislated deadline of five business days for a response to locate requests. Unfortunately, industry has faced chronic issues in terms of long days for utility companies to provide markings of where their underground services are located. It is estimated that 85 percent of locate requests are late.

Although there have been some recent efforts to update ON1 Call by-laws and compliance policies, much more work is necessary on this file to ensure that infrastructure work across Ontario is not unnecessarily held up while awaiting utility locates markings. Without receiving these locates, most of the work on site cannot



proceed and our members are reporting significant, consistent, and costly delays because of this. As an example of the serious consequences of delayed locates, standby time runs at about \$1,000/hour in the sewer and watermain sector.

Given the important role the infrastructure and construction sectors will play in Ontario's economic recovery, this is an issue that needs urgent attention. We would appreciate the opportunity to meet with you and discuss the matter in more detail as well as some of the solutions we believe are necessary to improve the current system.

Sincerely,

A handwritten signature in black ink that reads 'Nadia Todorova'.

Nadia Todorova  
Executive Director

A handwritten signature in blue ink that reads 'Peter Smith'.

Peter Smith  
RCCAO Board Chair

Copy to:  
Benjamin Levitt, Director, Stakeholder Relations  
Greater Toronto Sewer and Watermain Contractors Association  
Joint Residential Construction Council  
LiUNA Local 183  
Ontario Formwork Association  
Toronto and Area Road Builders Association