ONTARIO DIG AUTHORITY

Ontario Dig Authority Member Fee Assessments Guide

Do Members need to change their payment documentation after the organizational name change?

No. Ontario One Call will continue to appear on billing and legal documentation. However, the organization is now publicly operating as Ontario Dig Authority. Our invoices now say Ontario Dig Authority, but we have included Ontario One Call o/a Ontario Dig Authority towards the bottom of the invoice as well.

How are annual assessments calculated?

Ontario Dig Authority takes all notifications greater than 500 per billing code for December 1 to November 30 of the previous year and calculates a Member's portion of the notifications and bills proportionately. Members are billed for notifications only if they are more than 500 from the previous year.

Please see the calculation below:

$$\frac{\text{Total Number of UIO Billable Notifications}}{\text{Total Number of all UIO Billable Notifications}} \times \text{Total 2027 Assessment}$$

If Members did not previously receive an annual assessment for notifications but do this year, that means their notifications are now above the 500 threshold.

When is the 2.1% increase in total notification fees coming into effect?

January 1, 2027.

What does the 2.1% fee increase mean for an individual Member's total fees?

Member fee assessments are calculated based on each Member's system usage during the previous annual billing period. A 2.1% increase in total notification fees does not mean that an individual Member's fee is going to increase by 2.1% in 2027.

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An individual Member's total notification fees may increase, decrease, or remain unchanged depending on their relative system usage.

When will Ontario Dig Authority share annual assessments for 2027?

Annual assessments for 2027 will be sent in January 2027.

Can monthly bills fluctuate month-to-month?

Yes. Monthly bills may include any combination of notifications, phone calls, reporting or mapping charges based on the usage for that month.

What are the different usage fees?

Usage fees are billed to members as utilized. For more information on the fee structure, please visit: https://ontariodigauthority.ca/about-us/governance-overview/fees/

What happens if an invoice remains unpaid?

If an invoice remains unpaid, Ontario Dig Authority will send multiple reminders and attempt to reach the Member's accounts payable department. If we do not receive a response and invoices become significantly overdue, we will attempt to reach out to other contacts within the Member's organization to obtain new contacts where necessary or resolve any issues.

If invoices continue to become overdue, Ontario Dig Authority has the right to take further actions and remedies on the outstanding invoices, including but not limited to charging interest on overdue amounts.

Who should I contact if I have questions?

Please contact Billing@OntarioDigAuthority.ca. We are here to help.

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