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Offboarding Policy	SDBS-001	July 24, 2026
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Service Delivery and Business Solutions	1.1	October 01, 2026
Business Owner	**Approver**	**Effective Date**
Vice-President, Service Delivery and Business Solutions	Board of Directors	October 02, 2026

Ontario Dig Authority
Offboarding Policy

Review History

Version	Date of Review	Key Revisions (if applicable)
1.0	August 11, 2026	Initial Version was approved by Executive Committee and to be ratified by Board of Directors on October 1, 2026
1.1	October 01, 2026	Content is identical to 1.0 version, but this version is in accordance with the Ontario Dig Authority branded policy template
(2.0)	October 01, 2029	(Next scheduled review)

1. Introduction

Section 5 of the *Ontario Underground Infrastructure Notification System Act, 2012* (the **"Act"**) specifies who is a Member of Ontario One Call, operating as Ontario Dig Authority (**"ODA"** or **"the Corporation"**). To fulfill its obligations under the Act, ODA maintains a list of Members to whom notifications are provided when a locate request is submitted by an Excavator.

This Policy describes the principles by which ODA will offboard Members when they no longer meet the Membership conditions.

The Policy creates a framework to offboard underground infrastructure owners from their Membership in the Corporation when the Member ceases to meet the criteria for Membership. It seeks to balance the burden on Excavators that arises when Members stop responding to locate requests by providing a mechanism to offboard Members in defined circumstances.

2. Scope of this Document

This Policy applies to all current Members and all former Members who were offboarded under this Policy.

Where conflicts exist between this Policy and the Act or other governance documents, the Act and its regulations, the Corporation by-laws and the Corporation Rules for Underground Infrastructure Owners and Excavators in this order shall take precedence over this Policy.

Nothing in this Policy limits ODA's ability to undertake any of the actions provided in the Act, Regulations, or the Corporation Rules.

Capitalized terms have the same meaning as in the Act or the Rules.

3. Definitions

Term	Definition
Act	Means the *Ontario Underground Infrastructure Notification System Act, 2012* as amended or replaced from time to time and includes the regulations made under it.
Condition(s) for Termination	Means, in accordance with section 5.05 of the Corporation By-Law 1, one of the following: (a) the Corporate Member is legally bankrupt, dissolved or wound-up, or otherwise legally ceases to exist; (b) an Individual Member (where the Underground Infrastructure is owned by a single person) dies without an heir for the underground infrastructure or becomes legally incapacitated without a person assuming legal power of attorney for the incapacitated Member; (c) the Member ceases to own or operate underground infrastructure; or (d) the Member has removed or decommissioned the infrastructure from the ground to the satisfaction of ODA.
Corporate Member	Means an underground infrastructure owner that is incorporated under the *Ontario Business Corporations Act*, the *Canada Business Corporations Act*, the *Extra-Provincial Corporations Act*, the Canada or Ontario *Not-for-Profit Corporations Act*, or pursuant to a special act of the Ontario Legislature or the Canadian Parliament.
Decommissioned	Means: (a) in accordance with all applicable laws, the Member has permanently removed the underground infrastructure from active service, including without limitation, disconnected it from an active network, purged it of hazardous materials, and secured it to eliminate structural, environmental and public safety hazards; and

Term	Definition
	(b) the Member has, through a third party professional, confirmed in writing that the Decommissioned underground infrastructure meets all of the criteria in section (a).
Individual Member(s)	Means an underground infrastructure owner that is a natural person (including a deceased Individual Member's heirs) or a group of natural persons practicing as a partnership or through any other non-incorporated entity.
Member	Means, in accordance with section 5 of the Act, a person or entity described in one or more of the following paragraphs: (a) Every municipality in Ontario. (b) Hydro One Inc., as defined in the *Electricity Act, 1998*. (c) Ontario Power Generation Inc., as defined in the *Electricity Act, 1998*. (d) Every gas distributor and every gas transmitter, as those terms are defined in the *Ontario Energy Board Act, 1998*. (e) Every operator of a distribution system, as defined in the *Electricity Act, 1998*. (f) Every person or entity regulated under the *Oil, Gas and Salt Resources Act*. (g) Every person or entity that owns or operates underground infrastructure, including Abandoned Underground Infrastructure, that crosses a public right of way or is in the vicinity of a public right of way.
Membership	Means a Member's status with the Corporation under the Act.
Notice of Intention to Terminate Membership	Means the ODA notice that specifies ODA's intention to terminate the Member's Membership, identifies any Condition(s) for Termination, and provides the Member with a Notice Period to respond to the Notice.
Notice Period	Means the number of days specified in the Notice of Intention to Terminate Membership by which the Member must provide a response to ODA.
Offboarding	Means the process described in this Policy to terminate a Member's Membership in ODA.
Offboarding Condition(s)	Means a condition imposed by ODA, that ODA deems necessary and in the interests of other Members, Excavators or the public, that must be satisfied before offboarding the Member.
Ontario Dig Authority **("ODA" or "the Corporation")**	Means the operating name of Ontario One Call, the Corporation without share capital continued under subsection 2(1) of the Act.
Release and Indemnity	Means a document signed by the Member, as the releasor, which is binding on the Member's legal successors, in favour of ODA and its employees, as releasees, releasing and indemnifying ODA for potential future claims or damages that may be connected in any way whatsoever, directly or indirectly, with the Member's underground infrastructure or the fact that the Member was offboarded under this Policy.

4. Principles

4.1 **Clarity** – The grounds for offboarding are clearly defined, documented, and communicated. Transparent decision-making is supported by clear rationale to reduce ambiguity and build trust among Members.

4.2 **Fairness** – Offboarding decisions are applied uniformly to reinforce ODA's credibility. We are committed to treating all Members equitably and impartially.

4.3 **Legality** – ODA's Members would only be offboarded in compliance with relevant legislation, by-laws and formal processes, for the protection of Members' rights.

5. Rules

5.1 Non-Offboarded Members' Obligations

5.1.1 Unless a Member has been offboarded in compliance with this Policy, the Member remains legally responsible for its obligations under the Act, the Regulations, and the Corporation Rules and may be subject to, among other things, compliance investigations, administrative penalties, or prosecution for non-compliance.

5.2 Who May Initiate Membership Termination

5.2.1 A Member who, in good faith, believes it satisfies a Condition for Termination, may initiate membership offboarding process in accordance with this Policy.

5.2.2 ODA may initiate Membership offboarding where ODA believes that a Member satisfies a Condition for Termination. Nothing in this Policy obligates ODA to initiate membership offboarding for any Member at any time.

5.3 Termination Initiated by a Member

5.3.1 Member may request offboarding by emailing ODA at offboarding@OntarioDigAuthority.ca.

5.3.2 The Member, or the Member's legal representative, shall provide legal documentation to ODA verifying that the Member satisfies a Condition for Termination.

5.3.3 ODA shall have the sole right and discretion to determine whether the Member satisfies a Condition for Termination.

5.4 Termination Initiated by ODA

5.4.1 ODA may, but is not obliged to, initiate offboarding a Member who ODA believes may satisfy a Condition for Termination.

5.4.2 ODA will notify the Member of its intention and seek information from the Member, and/or from other publicly verifiable sources, to determine whether the Member satisfies a Condition for Termination.

5.4.3 ODA shall have the sole right and discretion to determine whether the Member satisfies a Condition for Termination.

5.5 Other Provisions that Apply to Member-Initiated and ODA-Initiated Termination

5.5.1 As a condition of offboarding a Member who satisfies a Condition for Termination, ODA may impose such Offboarding Condition(s) as it deems appropriate and in the public interest, including but not limited to:

(i) requiring the Member to remove the underground infrastructure from the ground or Decommission the underground infrastructure, to the satisfaction of ODA, at the sole expense of the Member;
(ii) requiring the Member to update its Mapping;

(iii) requiring the Member to provide a Release and Indemnity in favour of ODA and the Member's consent to an order enforcing the Release and Indemnity should it become necessary to do so in the future;
(iv) requiring the Member to pay any outstanding Membership Fees that have accrued or will accrue during the next 12-month period;
(v) declining to offboard the Member until such time as it has transferred ownership or operational responsibility to another person, where that other person confirms that it shall become a Member in place of the Offboarding Member in relation to the Offboarding Member's underground infrastructure; and/or
(vi) requiring the Member to provide its irrevocable consent to ODA to retain and disclose the Offboarded Member's Mapping Information to third parties where an excavation is in the vicinity of the Offboarded Member's underground infrastructure.

5.5.2 The President and Chief Executive Officer of ODA shall have the sole authority within the Corporation to confirm whether a member meets the Conditions for Termination on the advice and analysis of Vice President, Legislative, Regulatory and Industry Affairs and Vice President, Service Delivery and Business Solutions.

5.5.3 Once all of the applicable steps have been completed to the satisfaction of ODA, in its sole discretion:

(i) ODA will issue Notice of Intention to Terminate Membership specifying the Notice Period for a response.

(ii) The "Notice of Intention to Terminate Membership" is deemed served on the day it is given, if it is given by personal service; on the day it is sent by email, if it is sent by email; or on the third day after it is mailed, if it is sent by registered mail.

(iii) During the Notice Period, ODA reserves the right to withdraw the Notice of Intention to Terminate Membership if it concludes that the Member does not satisfy a Condition for Termination or the Member has not complied with the Offboarding Condition(s) to the satisfaction of ODA.

5.5.4 Following the Notice Period, where the Member has successfully completed the Condition(s) for Termination, ODA will issue either:

(i) a final Notice of Termination, with or without further Condition(s) for Termination that must be satisfied before it takes effect, or

(ii) a notice indicating that the Member's Membership has not been terminated and the reason why.

In either case, ODA's decision is final.

5.5.5 Upon the completion of the offboarding process, ODA will update the Membership list, Mapping and other information, as applicable, to reflect this change.

5.6 Post Termination of Former Members

5.6.1 ODA shall ensure that all offboarded former Member's financial and regulatory obligations are processed within 12 months after offboarding. After a Member has been offboarded, if ODA learns that the offboarded former Member failed to satisfy an Offboarding Condition(s) or no longer meets a Condition of Termination, ODA will provide notice to that person that it is a Member.

5.6.2 ODA will use reasonable efforts to issue an advisory to Excavators who intend to dig near a former Member's underground infrastructure. Under no circumstances whatsoever, shall ODA be liable for:

(i) any damage caused to the former Member's underground infrastructure,

(ii) any damage to the Excavator or its equipment, or

(iii) any damage to the public.

6. Training, Communication, Oversight & Audit

ODA shall ensure training, communication and compliance is maintained with the rules contained in this Policy.

7. Evaluation & Review

This Policy document shall follow the regular schedule of review with at least one policy review occurring every three years.

8. Associated Documents

- *Ontario Underground Infrastructure Notification System Act*
- *Not-for-Profit Corporations Act* (ONCA)
- The Corporation's By-laws
- The Corporation's Rules for Underground Infrastructure Owners and Excavators

9. Approval

This Policy was approved by Executive Committee on August 11, 2026 and ratified by Board of Directors on October 1, 2026. For any concerns or questions about this Policy, please contact Infrastructure Account Services team at offboarding@OntarioDigAuthority.ca.