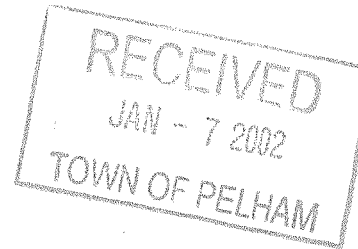


Ontario One Call



January 2, 2002

JAMIE HODGE
TOWN OF PELHAM
P.O. BOX 400
20 PELHAM TOWN SQUARE
FONTHILL, ON
L0S 1E0



Dear Sir:

Re: Ontario One Call Service Agreement

We are writing you this letter to confirm the extension of the above agreement, pursuant to which you are receiving service from the Call Centre of Ontario One Call, through the contracted operator, One Call Concepts Locating Services of Canada Inc.

This agreement is being renewed and extended for a further term of one (1) year, commencing March 17, 2002 and ending March 16, 2003, subject to our receipt of your written confirmation as set forth below.

Please note that the existing agreement shall remain in full force and effect during the renewal term, subject to the following changes and amendments:

a) Price (Exhibit B): Effective April 1, 2002, the cost per notification shall increase from \$1.50 to \$1.60; the price of follow up telephone calls (\$2.75 per call) and 'All Clears', (\$0.50) shall remain unchanged;

b) Specifications & Performance Standards (Exhibit C): see attached changes to paragraphs 24, 26 and 33. These changes reflect the price change and the recently introduced one-week interval for a Standard excavator locate request; if you have any questions, contact Bill Roberts as soon as possible.

We trust you will find these changes to be acceptable. There are two copies of this letter enclosed. One is signed by Ontario One Call, please sign and retain it for your records. Kindly return our copy of the letter duly signed by you by mail in the enclosed envelope, on or before January 31, 2002.

December 18, 2001

ONTARIO ONE CALL LTD.

per: Burt Henry

We hereby acknowledge receipt of this letter and agree to be bound by all of the terms and conditions set forth above.

(Member}

Name:

L. JAMES HODGE - TOWN OF PELHAM

Signature:

[Signature]

Date:

Jan 7/02

Sincerely,

Bill Roberts
Administrator, Ontario One Call

Tel: 1 888 251-9521

Fax: 1 888 251-9625

E-mail w.roberts@sympatico.ca

Exhibit "B" – Pricing Structure for Ontario One Call

Cost per notification (*effective April 1, 2002*) **\$1.60 \$1.50**
(includes service charge to Ontario One Call Ltd.)

Additional cost per notification for a follow-up **\$2.75**
phone call (where requested by Member)

Cost per "All Clear" (screened/cleared through **\$0.50**
Selective Sending or Depth Selective Sending)
provided by Ontario One Call to the excavator on
behalf of the Member

21) EXCAVATOR PLANNED PROJECTS

In cases of excavator planned project work such as municipal tree planting programs, 911 signs and similar types of work, the regular excavator locate request format may be replaced by a single excavator locate request indicating the defined territorial limits of the project. A description of the work will be found under the remarks section. Also noted will be how the excavator plans on giving further details to the involved utilities, e.g. how to obtain plans and if a site meets as requested.

22) CONTRACTOR FILE - EXCAVATOR ID

The Contractor File - Excavator ID will allow for a personalised five (5) digit number to be entered as the Operator is taking the call. This ID will automatically generate the contractor's name, address, name of caller, the caller's phone number, etc.

23) REMOTE TICKET ENTRY (RTE)

Remote entry of text based tickets is available to any qualified user with a PC and a compatible communication program. Call Centre personnel will be made available to provide basic support in the installation and use of this program. This functionality will be made available free of charge.

24) FAX-A-LOCATE

The Call Centre will accept excavator locate requests by fax for Standard notification requests only, with a minimum of *one week's* ~~three (3) full business days~~ notice. All incoming excavator locate requests received by fax ~~before midnight~~ will be transmitted as notifications to the appropriate Members *within 24 hours of receipt by the Centre* ~~by 08:00 of the following calendar day~~. The Operator also automatically returns a copy of the notification to the excavator at the time it is delivered to the Members. This permits verification of the entered information by the excavator and allows the excavator to contact the Call Centre for any changes.

25) LOCATION REQUEST NUMBER

The Operator will utilise a 10-digit request numbering system that is Year 2000 compliant. The Operator will assign a request number to the excavator locate request and inform the excavator. Each notification of an excavator locate request will have a time stamp denoting the time the excavator locate request was received and a time stamp denoting when the notification was transmitted to the Member.

26) REQUEST CATEGORIES

Excavator locate requests received by telephone will be prioritised and numbered sequentially when sent to individual Members. The system will process the excavator locate requests as defined by Ontario One Call as an Emergency, a Priority, or a Standard. An Emergency excavator locate request is defined as a loss of essential service by a utility and an excavator work crew is on site or dispatched, or there is an imminent safety hazard requiring a locate response by Members within two (2) hours. A Priority excavator locate request is defined as an emergent situation and a request for a locate is to be completed in less than ~~one week two full business days~~. A Standard excavator locate request is defined as planned work and the excavator locate request is to be completed with a minimum notification period of ~~one week, two full working days when the excavator locate request is received by telephone. When the excavator locate request is received by fax or e-mail the minimum notification period shall be three full working days.~~

27) EMERGENCY LOCATE REQUEST PROCEDURE

Emergency excavator locate requests will only be accepted through a phone call to the Call Centre. Emergency notifications will be automatically sent to the top of the queue for immediate transmission to members. The Call Centre will have the ability to activate a printer alarm at the Member's site, where the Member has provided a compatible printer equipped with this feature. The Call Centre will sound the Member provided alarm at the Member's receiving site during the transmission of an emergency notification. The emergency notification will be followed up with a telephone call to the Member within fifteen (15) minutes of receipt of the excavator locate, if the Member has requested such service, at the cost quoted in the fee schedule attached hereto as Exhibit "B". If the member representative receiving such calls is unavailable or directs the Call Centre to make an additional call to an alternate contact person, an additional fee per follow-up phone call attempted will be charged to the member.

Note: Members who require a follow-up phone call must provide a contact number staffed at all times to receive the information within the 15 minute interval. The Centre requires a minimum of 24 hours notice for changes to the phone call contact information.

Note: Excavators reporting incidents of damage will be instructed by the Call Centre to call the Member directly.

28) MEMBER NOTIFICATION

The Operator will determine the status of each member for each excavator locate request, i.e. whether the Member will receive a notification, or not. The Operator will inform the excavator as to which Members will be notified. The Operator will determine which members with Member Plant within their Member Service Area, will not be notified. Where directed by Ontario One Call and where the Member has signed the appropriate Selective Sending Addendum, the Operator will provide an "All Clear" on behalf of Members who do not need to complete a locate for a particular excavator locate request. The Operator will also inform the excavator that it is their responsibility to contact non-members directly.

33) DUPLICATE NOTIFICATION

A Duplicate notification is the retransmission of a notification without changes, at the request of a Member. There are no changes to the information on the original notification except that the heading "DUPLICATE" will appear on this notification. Members are required to maintain their receiving equipment in proper working order in order to receive notifications from the Centre. If the volume of duplicate notifications requested by a Member is excessive a notification fee will apply for these retransmissions and they will be treated as an original notification for billing purposes. A notification fee of ~~\$1.60~~ \$1.50 per duplicate notification will be imposed after a receiving location exceeds the following thresholds during this contract.

~~Year 1999 (July-Dec.) duplicate notifications exceed 15% of total notifications per receiving location~~

~~Year 2000 annual duplicate notifications exceed 10% of total notifications per receiving location~~

~~Year 2001 annual duplicate notifications exceed 10% of total notifications per receiving location~~

Year 2002-annual duplicate notifications exceed 10% of total notifications per receiving location

Year 2003-annual duplicate notifications exceed 10% of total notifications per receiving location

34) SUBSEQUENT NOTIFICATION CATEGORIES

After an original notification is sent to a Member, the Centre may receive additional information from the excavator that must be communicated to the Member in a subsequent (follow-up) notification. There are three types of subsequent notifications:

Correction: A change of non-critical information to the original request. These revisions do not affect the extent of work field and does not require the centre to redraw the excavation polygon. The request number on the correction remains the same as the original request and the original call time is retained (the sequence number will change in the audit report) "CORRECTION" is typed in the top right field of the ticket. There will be no charge for these notifications.

Update: A change of critical information to original request. These revisions affect the location/extent of work field and require the centre to redraw the excavation polygon. An excavator may also subsequently notify the Centre that they now have an emergency locate request and a change must subsequently be made from a standard or priority to an emergency request category. A new request number is issued and the old request number is referenced. "UPDATE" is typed in the top right field of the ticket. A cancellation is issued for the original request. This will be treated as a new request for billing purposes and a notification fee per Exhibit "B" will apply.

Cancellation: An excavator may cancel a request. The Centre will issue a cancellation of the request. A new request number is not issued for a cancellation "CANCELLATION" is typed in the top right field of the ticket. There will be no charge for Cancellations.