

# **Service Area Map Management Manual**

*Georgia UPC EDEN*

*December 18, 2009*



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## Introduction to EDEN

### **Mission Statement**

Utilities Protection Center will be an industry leader in preventing damage to members' facilities and in promoting safety through high quality, efficient and economical notification service; providing education; and encouraging compliance with all applicable laws.

### **Background**

The Utilities Protection Center was formed as a result of a digging incident that occurred in the late 1960's. A contractor was digging near a day care center in the city of Hapeville and snagged a natural gas line. The explosion that followed injured and/or killed some children attending this facility. As a result, a law was passed requiring excavators to call before digging, but there were many exceptions.

In 1974, Atlanta Gas Light, Georgia Power and Bellsouth formed the Utilities Protection Center. It began by serving only the metropolitan Atlanta area. Pipeline companies in the Atlanta area—Plantation, Colonial, and Transcontinental—later became members of the service.

UPC is a not for profit organization funded by our member utilities. The Utilities Protection Center is a communication system established to provide one telephone number for the contractors and the general public to call for notification of their intent to use equipment for excavation, tunneling, grading, demolition, or any similar work. This one call system provides the participating members an opportunity to identify and locate their underground utilities.

Along with the Call Center, UPC also has web users creating their own locate requests following the UPC guidelines.

### **Purpose**

The purpose of this manual is to educate web users on how to use the EDEN (Excavator Digging Event Notification) system. It will give UPC members detailed instructions on how to view, edit and manage their service areas.



## Login to EDEN

1. Go to the EDEN login homepage at <http://eden.gaupc.com>.
2. Or, from the UPC web page [www.gaupc.com](http://www.gaupc.com), click on **EDEN Login** located at the top right-hand corner of the site. This will then take you to the EDEN login homepage.

If you need assistance, you may contact the EDEN System Helpdesk at (770) 476-6055 or email the Helpdesk at [EDENhelpdesk@gaupc.com](mailto:EDENhelpdesk@gaupc.com).



## Welcome to the EDEN (Excavator Digging Event Notification) system.

Please login to create or manage Locate Request Notices.

Remember Login

[Forgot Password?](#)


Your **User Name** and **Password** are assigned to you by our Member Services Department. If there is a problem logging in, then please contact our Member Services Department at 770-623-5786 or [memberservices@gaupc.com](mailto:memberservices@gaupc.com).

3. Enter your **User Name**. This is usually your first and last name typed together with no spaces. The **User Name** field is not case sensitive.
4. Enter your **Password**. The **Password** field is case sensitive.

## Login to EDEN Cont.


**Welcome to the EDEN (Excavator Digging Event Notification) system.**

Please login to create or manage Locate Request Notices.


 Please update your profile before continuing.

---

Name


First Name:  


Middle Name:


Last Name:  


Suffix:

Address


Street:  


City:  

State:  

Postal Code:  

Contact Info


Telephone:  

Email:  

Cell/Mobile:

Fax:

Website:



5. After logging into EDEN, you will be required to provide your contact information. This information is for UPC records only. Please provide as much information as possible so we can keep you informed on EDEN updates and be able to contact you if necessary.

**NOTE: If you have not provided UPC with all of your contact information you will be directed to a page to do so before continuing to login to EDEN.**

6. Click on **Update**.

## Login to EDEN Cont.

# Welcome to the EDEN (Excavator Digging Event Notification) system.

Please login to create or manage Locate Request Notices.



Please update your password before continuing.

🔒 Password Last Changed: Sunday, January 07, 2007

🔒 Password Expires: Password does not Expire

☐ Change Password

In order to change your password, you will need to provide your current password, as well as your new password and a confirmation of your new password.

🔒 Current Password:


🔒 New Password:

🔒 Confirm Password:

 [Change Password](#)

7. The next screen will appear where you will be required to change your **Password**. You will receive an email confirmation with your **User Name** and your **New Password**.
8. Click the **Change Password** button.

### Helpful Hints while Navigating through EDEN

-  If a screen in EDEN has this printer icon at the bottom right hand corner, then you may select the icon to print the page. A new window will pop up with the screen you want to print. Right click on your mouse anywhere in the new window. Select **Print**.
- The scroll feature on your mouse will zoom you in and out of the map as opposed to page up and page down.
- Make sure the Pop-up Blocker is turned off.

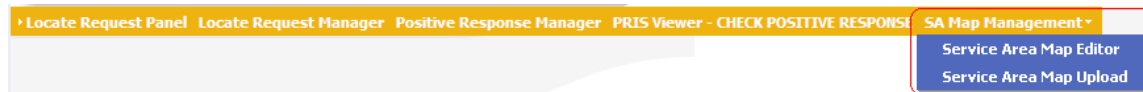
## Service Area Map Management

Creating, maintaining and editing your service area are an important part of UPC membership. For existing members, it is recommended the service area be updated annually. However, if you have any changes to your system or network, updates to your service area should be made when these changes occur.

### Accessing Service Area

You must have an EDEN profile that allows you access to **SA Map Management** from the top panel. If you do not have proper access, please contact our Member Services Department at 770-623-5786 or [memberservices@gaupc.com](mailto:memberservices@gaupc.com).

Once logged into EDEN, you will have two options via the **SA Map Management** dropdown: **Service Area Map Editor** and **Service Area Map Upload**.



**Service Area Map Editor:** Select this option if you want to manually view and/or edit your service area.

**Service Area Map Upload:** Select this option to import a map shape file.

## View Service Area

Locate Request Panel Locate Request Manager Positive Response Manager PRIS Viewer - CHECK POSITIVE RESPONSE SA Map Management

Service Area Map Editor

Service Area Map Upload

1. Select the **Service Area Map Editor** option from the top panel to view your service area.

Please read and choose your answer:

UPC will notify its Members based solely on the Service Area Registration entered by the Member and/or its representative (User). The User importing, creating, adjusting or saving their Service Area Registration assumes full responsibility that the information is entered properly and accurately. UPC does not verify the accuracy, or assume any responsibility for the Service Area Registration information entered by the User. The User importing, creating, adjusting or saving their Service Area Registration agrees to hold UPC harmless from, and against, any and all claims or damages arising out of the Service Area Registration information entered by the User. Should a User generate Service Area Registration changes, it shall remain in a pending state until approved by the approving authority. Once it has been Approved, UPC will process the approved changes and will take effect within 1 hr of approval.

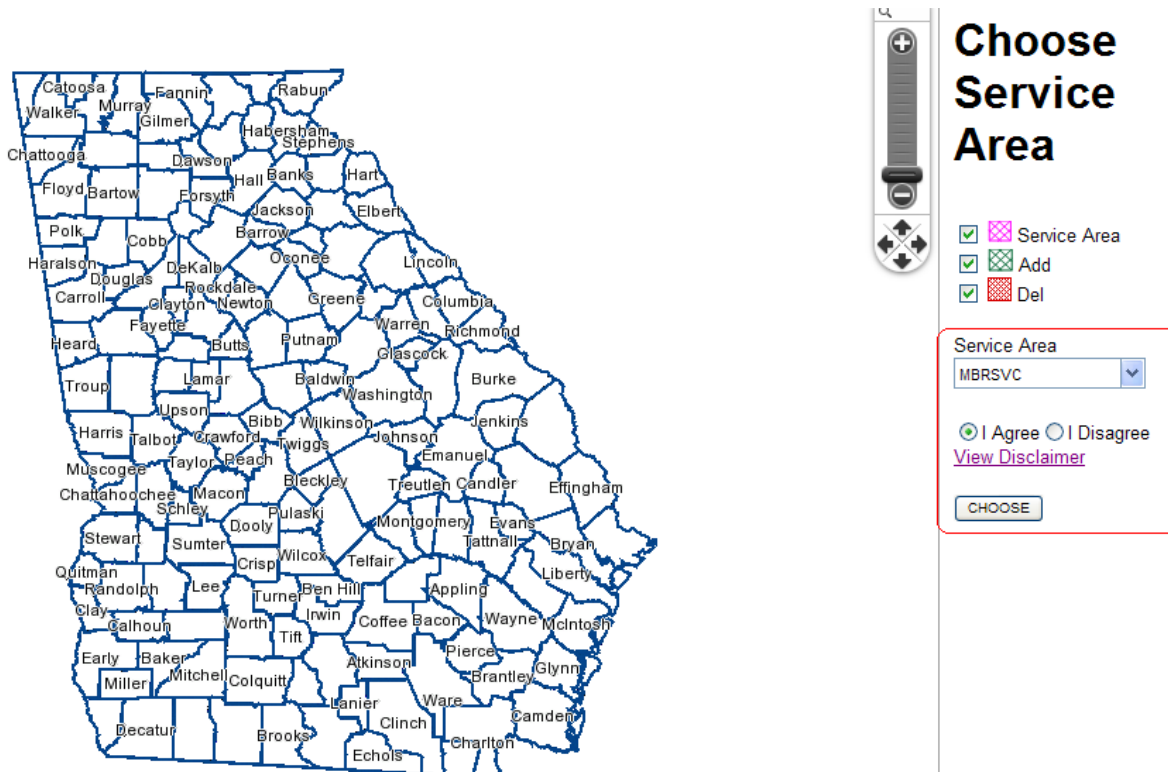
If you have any further questions concerning this, please contact our Member Services department at MemberServices@gaupo.com or call 770.623.5788

I Agree  I Disagree




2. Read the disclaimer on the right side of the page and select **I Agree**.
3. From the mapping tool bar located above the map, select the **Choose Service Area** tool to view the service area dropdown list.



## View Service Area Cont.



**Choose Service Area**

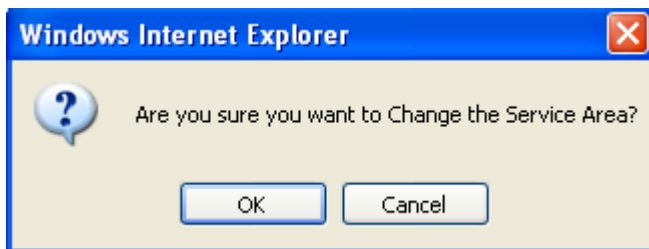
-  Service Area
-  Add
-  Del

Service Area  
 MBR SVC

I Agree  I Disagree  
[View Disclaimer](#)

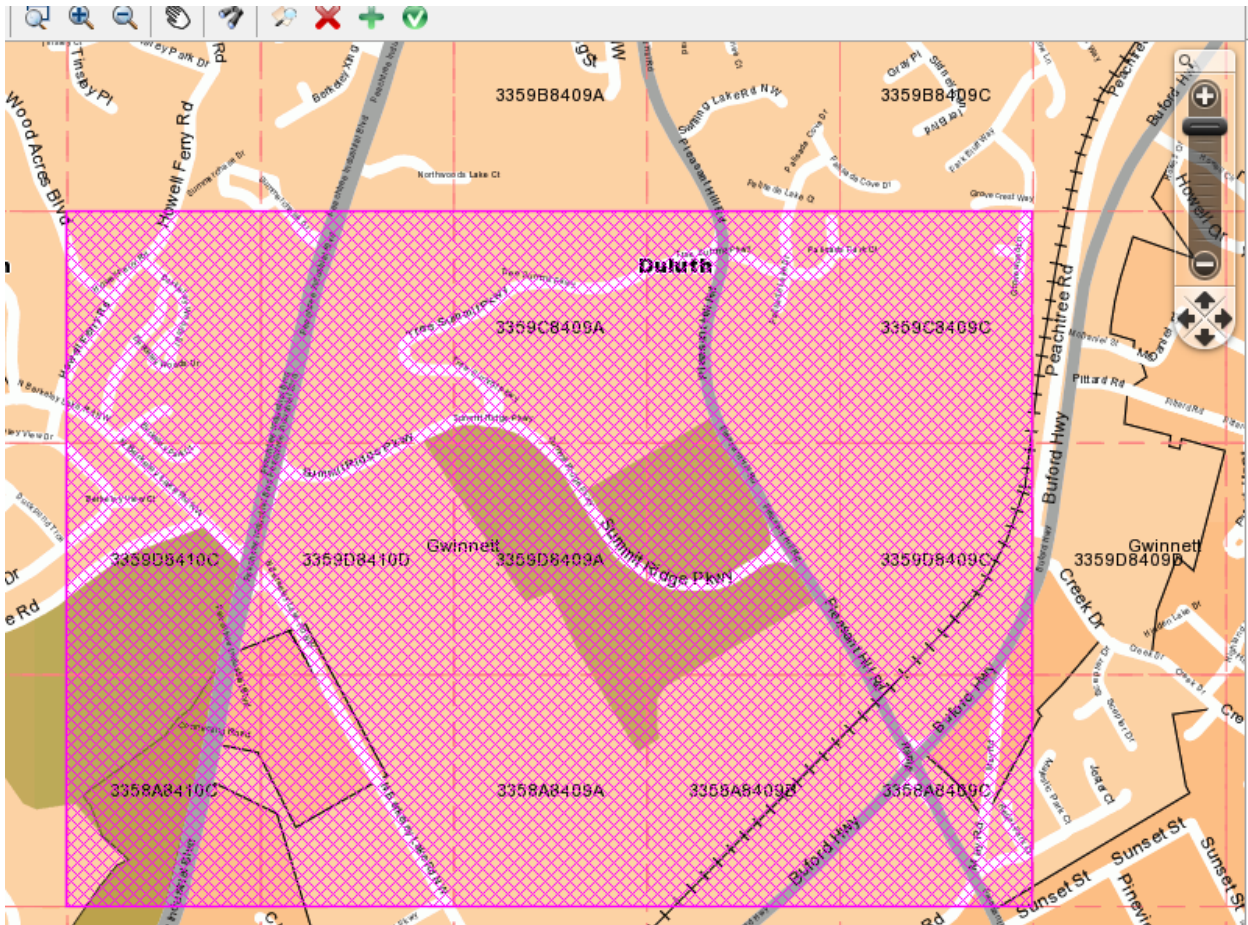
**CHOOSE**

4. Select the appropriate service area code from the dropdown list. If you do not see your service area code in the list, then begin typing it in and select it from the dropdown list provided.
5. Select **I Agree** radio button for the disclaimer.
6. Click on **Choose** button.



7. A dialogue box will appear.
8. Click **OK** to continue.

## View Service Area Cont.



9. Your service area will appear in pink on the map.

## Service Area Mapping Tools

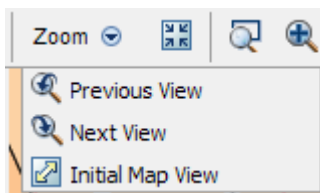


**ZOOM AND PANNING TOOL WITHIN THE MAP** – A **Zoom and Panning Tool** is located in the upper right hand corner of the map. To zoom in, select on the bar and drag toward the plus sign. To zoom out, drag the bar toward the minus sign. To move the map, select on the arrow that matches the direction you want to move the map. You can also move the entire tool to anywhere on the map. Just select on the top of the tool and drag it to where you want it.

**NOTE:** The scroll feature on your mouse will zoom you in and out of the map as opposed to page up and page down.



**TOOL BAR** – The tool bar is found across the top of the map.



**Zoom to Previous View, Next View, Initial Map View**

1. Select the **Zoom** tool and a dropdown appears.
2. From the dropdown, select **Previous View** to go back to the previous map view.
3. Select the **Next View** to go forward to the next map view.
4. **Initial Map View** displays a state/county view.



**Initial Center and Scale**

1. Select the **Initial Center and Scale** tool to view the original map view that was displayed based on your current service area information. This is helpful if you have zoomed in or out or moved the map.

## Service Area Mapping Tools Cont.



### Zoom to Rectangle

1. Select the **Zoom to Rectangle** tool and select and drag on a specific area on the map for a quick zoom to the maximum zoom level. The map will zoom in when the mouse key is released.



### Zoom In

1. Select the **Zoom In** tool and select on a specific area on the map to zoom in for a closer view and to display street names. Each select brings the map closer until the maximum zoom level has been reached.



### Zoom Out

1. Select the **Zoom Out** tool and select on a specific area on the map to zoom out for a wider view of the area. Each select moves the map farther away and displays more of the surrounding area until the minimum zoom level has been reached where the street names are not visible.



### Pan Mode

1. Select the **Pan Mode** tool to move the map in any direction. Select and drag on the map in the direction you want to move it. The map will reset itself when the mouse key is released.



### Search Map

1. Select the **Search Map** tool to search within the map. A **Street Search** window opens to allow entry of the search information. You can search the map by County, City, Street, Intersection, Lat/Lon and Grid. To close the **Street Search** window, select the **Cancel** button.
2. A county and city must be entered in order to search by **Street Name** or **Intersection Name**.
3. If the street name or intersection is not found in the dropdown list, select the **APS (Adjacent Places Search)** box to activate a search in the surrounding counties and cities. The cursor will automatically go back to the previous field. Enter the street name again and select the desired street name or intersection name from the dropdown list. The street must be selected from the dropdown list in order to be indicated on the map. Select the **Search** button and the search results will be highlighted in green on the map. This is only a reference point on the map no changes will be made to your SA based on any areas highlighted in the search function mode.
4. Search by Lat/Lon or Grid if the street you are searching for will most likely not be found on the map. This takes the map to the general area so you can identify areas for editing. The Lat/Lon location will be highlighted in green on the map. The Grid will not be highlighted on the map, but the map does center on the Grid.

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## Service Area Mapping Tools Cont.



### **Choose Service Area**

1. Select this tool to access the service area dropdown list.



### **Deletion Tool**

1. Select this tool to remove areas of your service area that are no longer needed.



### **Addition Tool**

1. Select this tool to add new areas to your service area.



### **Approve Pending SA Edits**

1. Select this tool to approve and activate changes you have made to your service area.


## Service Area Map Editor

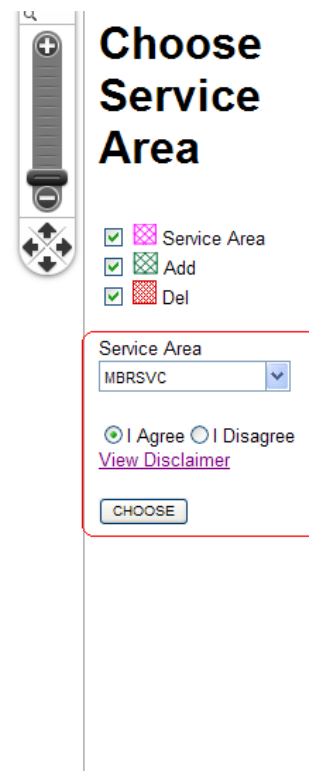
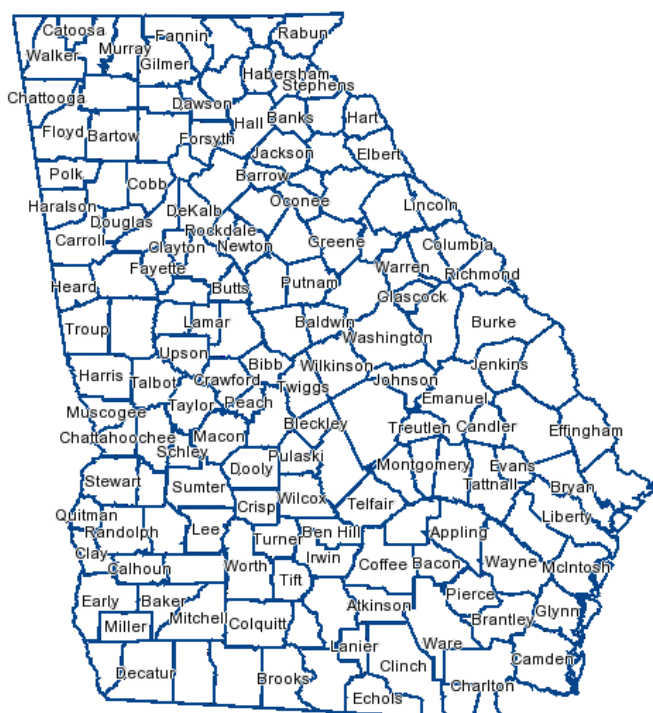
To edit your service area, you must have an EDEN profile that allows you access to **SA Map Management** from the top panel. If you do not have proper access, please contact our Member Services Department at 770-623-5786 or [memberservices@gaupc.com](mailto:memberservices@gaupc.com).

### Edit Service Area



1. Select the **Service Area Map Editor** option from the top panel to manually view and/or edit your service area.
2. Read the disclaimer on the right side of the page and select **I Agree**.

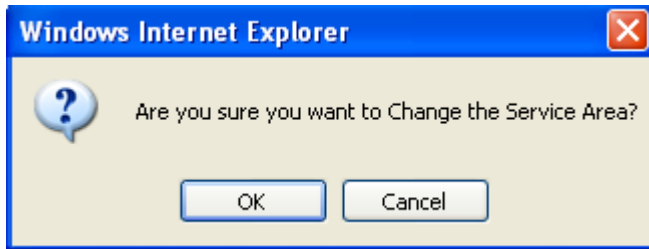
3. From the mapping tool bar located above the map, select the  **Choose Service Area** tool to view the service area dropdown list.



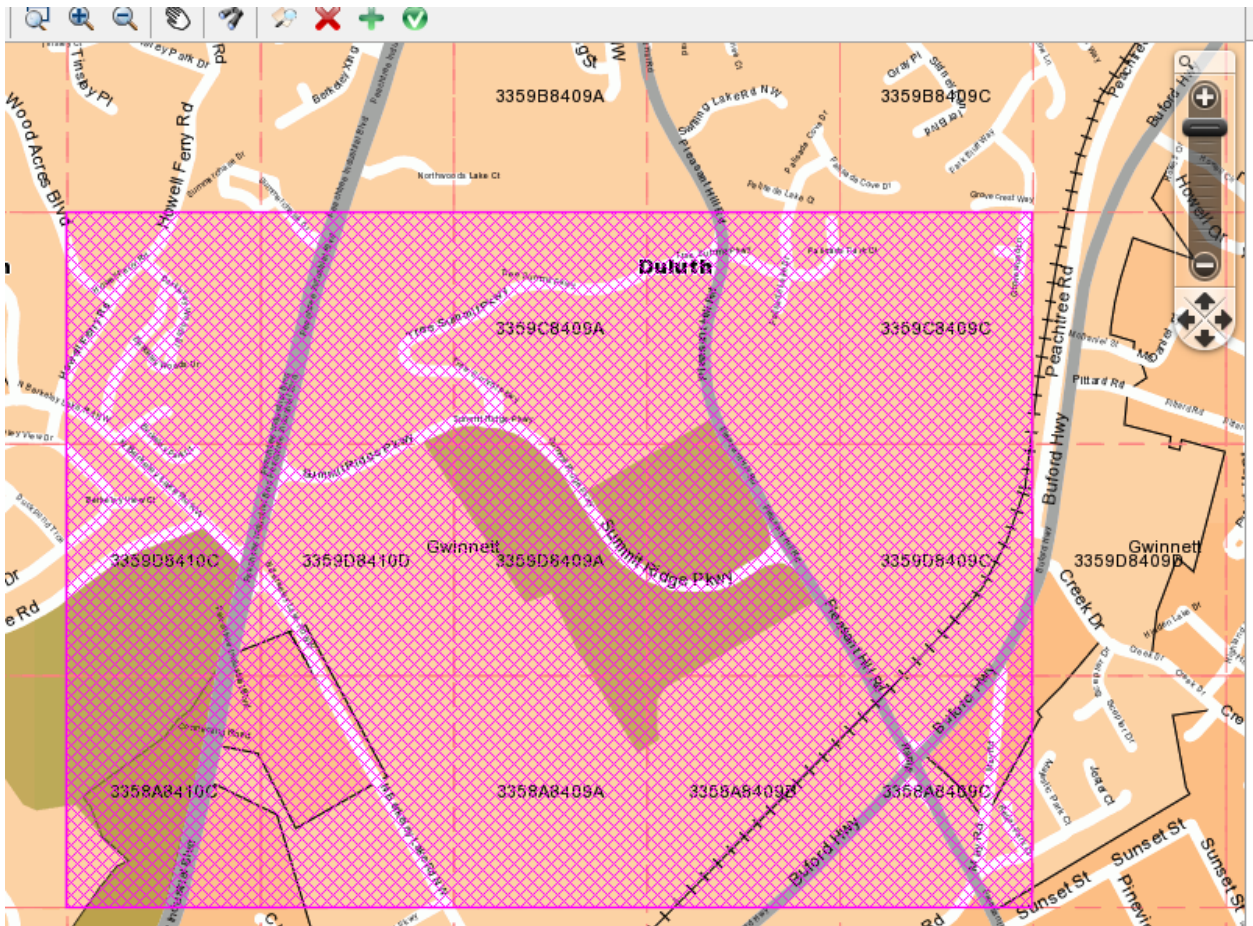
4. Select the appropriate service area code from the dropdown list. If you do not see your service area code in the list, then begin typing it in and select it from the dropdown list provided.
5. Select **I Agree** radio button for the disclaimer.

## Service Area Map Editor Cont.

- Click on **Choose** button.





- A dialogue box will appear.
- Click **OK** to continue.

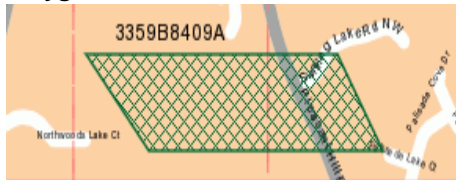


- Your current service area will appear in pink on the map.

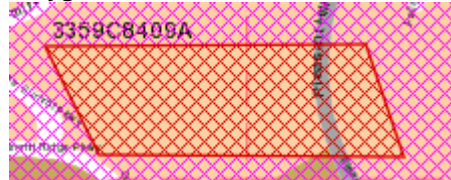
## Service Area Map Editor Cont.


10. Select the  **Addition** tool to begin drawing the polygon for the area you would like to add.
11. And/or, select the  **Deletion** tool to begin drawing the polygon for the area you would like to remove.
12. Click on the map in the area you would like to edit and continue to click to outline the area.
13. Press the CTRL key on the keyboard and left select the mouse at the same time to stop drawing. The outlined area turns to green hash marks if you are making an addition to your service area and turns red if you are making a deletion to your service area.

**Polygon to be Added**



**Polygon to be Deleted**



14. Select the **Save** button to the right of the map.
15. The polygon can be cleared by selecting the **Clear** button to the right of the map before it has been saved.
16. Select the  **Approve Pending SA Edits** tool to approve the changes to your service area.

### MBRSVC

-  Service Area
-  Add
-  Del

17. Select the **Approve** or **Deny** button to the right of the map.



## Service Area Map Editor Cont.



18. If you select **Approve**, a dialogue box will appear. Select **OK** to approve your changes or **Cancel** to resume editing your service area.
19. If you select **Deny**, all edits to your service area will be deleted immediately.
20. After approving your edits the additions will now be shown in pink as part of your service area and any deletions will be removed entirely from the map.

**NOTE: Any approved edits to your service area will become active immediately.**

## Service Area Map Upload

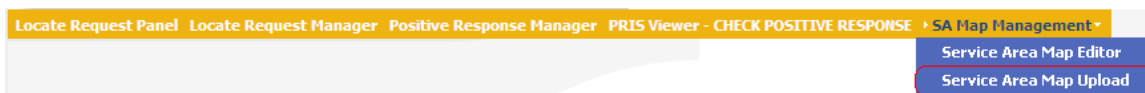
The **Service Area Map Upload** allows you to import a map shape file.

### Spatial Information

The specifications for importing a shape file into EDEN are listed below:

- WGS84 projection
- ESRI Shape file
- Only require the .shp and .dbf files to be uploaded

### Upload Service Area Map



1. Select the **Service Area Map Upload** option from the top panel to import a map shape file.

#### Service Area

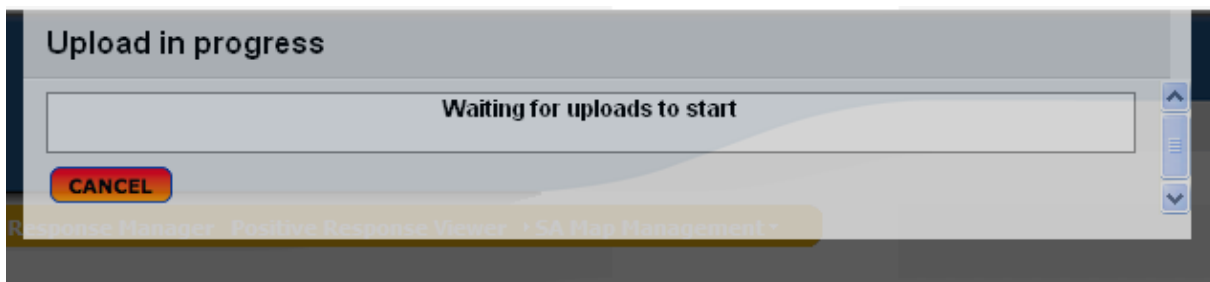
2. From the **Service Area** dropdown list, select the service area to be updated.


#### Please choose one .shp and one .dbf file

<input type="text"/>	<input type="button" value="Browse..."/>
<input type="text"/>	<input type="button" value="Browse..."/>

3. Browse and attach the .shp and .dbf shape file to be uploaded.
4. Select the **Upload** button.

## Service Area Map Upload Cont.

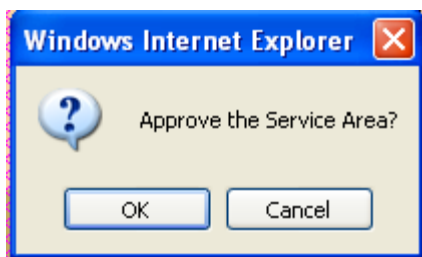


5. You will see the upload in progress screen.
6. EDEN will process the map shape files you uploaded overnight and will generate pending **Additions/Deletions** for your service area.
7. Login to EDEN the next day to review the pending **Additions/Deletions**.
8. After selecting **Service Area Map Editor** from the top panel select  the **Approve Pending Service Area Edits** tool.

### MBRSVC

-  Service Area
-  Add
-  Del

9. Click on **Approve** or **Deny** button to the right of the map.



10. If you select **Approve**, a dialogue box will appear. Select **OK** to approve your changes or **Cancel** to resume editing your service area.
11. If you select **Deny**, all edits to your service area will be deleted.
12. After approving your edits the additions will now be shown in pink as part of your service area and any deletions will be removed entirely from the map.

**NOTE: Any approved edits to your service area will become active immediately.**





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## UPC Liaison Contact Information Cont.

### Region 1

Becky Creech (770) 476-6034 [bcreech@gaupc.com](mailto:bcreech@gaupc.com)

### Region 2

Becky Creech (770) 476-6034 [bcreech@gaupc.com](mailto:bcreech@gaupc.com)

Mike Joyner (912) 538-8957 [mjoyner@gaupc.com](mailto:mjoyner@gaupc.com)

### Region 3

Holly Files (770) 476-6029 [hfiles@gaupc.com](mailto:hfiles@gaupc.com)

Terry McLaurin (770) 476-6023 [tmclaurin@gaupc.com](mailto:tmclaurin@gaupc.com)

### Region 4

Holly Files (770) 476-6029 [hfiles@gaupc.com](mailto:hfiles@gaupc.com)

### Region 5

Mike Joyner (912) 538-8957 [mjoyner@gaupc.com](mailto:mjoyner@gaupc.com)

### Region 6

Terry McLaurin (770) 476-6023 [tmclaurin@gaupc.com](mailto:tmclaurin@gaupc.com)

### Region 7

Fiona Bowen (678) 714-6702 [fbowen@gaupc.com](mailto:fbowen@gaupc.com)

### All Regions

Megan Estes (770) 823-3936 [mestes@gaupc.com](mailto:mestes@gaupc.com)



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## Other Important Contact Information

Utilities Protection Center  
3400 Summit Ridge Parkway  
Duluth, GA 30096

### **Telephone Numbers**

UPC Call Center:	(770) 623-4344 (800) 282-7411 811 <i>(UPC accepts collect calls from outside the state on any line.)</i>
EDEN System Helpdesk:	(770) 476-6055 Email: <a href="mailto:edenhelpdesk@gaupc.com">edenhelpdesk@gaupc.com</a>
Positive Response Information System:	(866) 461-7271
Member Services:	(770) 623-5786 Email: <a href="mailto:memberservices@gaupc.com">memberservices@gaupc.com</a>
National One Call Directory:	(770) 623-9574 (888) 258-0808
Georgia Public Service Commission:	(404) 656-4501 (800) 282-5813

### **Websites**

EDEN website:	<a href="http://eden.gaupc.com">http://eden.gaupc.com</a>
UPC website:	<a href="http://www.gaupc.com">www.gaupc.com</a>

### **Related Links**

American Public Works Association:	<a href="http://www.apwa.net">www.apwa.net</a>
APWA Georgia Chapter:	<a href="http://georgia.apwa.net">http://georgia.apwa.net</a>
Common Ground Alliance:	<a href="http://www.commongroundalliance.com">www.commongroundalliance.com</a>

## Other Important Contact Information Cont.

Dig Safely Campaign:	<a href="http://www.digsafely.com">www.digsafely.com</a>
Georgia Public Service Commission:	<a href="http://www.psc.state.ga.us">www.psc.state.ga.us</a>
Georgia Utilities Coordinating Council:	<a href="http://www.gucc.com">www.gucc.com</a>
Georgia Utility Contractors Association:	<a href="http://www.guca.com">www.guca.com</a>
International Utility Locate Rodeo & Expo:	<a href="http://www.locaterodeo.com">www.locaterodeo.com</a>
Locate Excellence:	<a href="http://www.locateexcellence.com">www.locateexcellence.com</a>
Southeast Underground Facilities Protection Council:	<a href="http://www.seufpc.com">www.seufpc.com</a>
Underground Focus Magazine:	<a href="http://www.undergroundfocus.com">www.undergroundfocus.com</a>