



Official Utilities Protection Center, Inc. Business Notification

EDEN Launch Details

December 29, 2009 – The Utilities Protection Center, Inc. announced on December 7, 2009 that EDEN will go live for all aspects of UPC operations at 12:01 AM December 29, 2009. EDEN (Excavation Digging Event Notification) will be used for all UPC related functions – including locate requests, both those phoned into the call center and locate requests that are entered online, transmission of all locate requests, Positive Response Information System (PRIS), and service area map management.

Logging In to EDEN

EDEN Login Instructions

Please be advised of the following instructions for updating your EDEN login information. Once you have used the temporary password listed below, you may change or reset your password. UPC is taking these steps to be sure that each user has a unique and secure password. Thank you for your assistance in this matter.

- **Ligon:** <http://eden.gaupc.com/>
User name: Same as you currently use in IRTH
Temporary Password: Password1 – you will be prompted to create a new password for your account. Your password will need to be at least 7 alpha/numeric (letters and numbers) characters long.

Forgot something from your EDEN training class?

<http://www.gaupc.com/EDENInfo.asp>

The link above will take you to the online EDEN information library. Here you will find videos and the EDEN Web Entry instruction manual.

If you need password or log in assistance please contact

UPC Member Services

Open the week of December 28

Mon – Thur | 7am – 5pm

Closed for New Year's Day on Fri., Jan. 1, 2010

By phone at 770-623-5786

By email at memberservices@gaupc.com

If you need ticket creation assistance please contact

the EDEN Help Desk

Open the week of December 28

Mon – Thur | 7am-6pm

Closed for New Year's Day on Fri., Jan. 1, 2010

By phone at (770) 476-6055

By email at EDENhelpdesk@gaupc.com

If you enter locate requests online

UPC Web Entry Users will still be able to log into IRTH, but will ONLY be able to view previously created locate requests beginning December 29, 2009.

No Web User will be able to create, restake, second request or cancel an IRTH locate request once EDEN goes live. See below for more info.

Continued on next page.



Restakes

Beginning on the 29th, all IRTH restakes need to become new EDEN locate requests created in EDEN. A new locate request will need to be created in EDEN.

Cancel or Second Request for an IRTH Ticket

To Cancel or send a Second Request on an IRTH ticket starting on December 29th you will have to contact the UPC Call Center's EDEN help desk at **(770) 476-6055**.

Positive Response Information System: PRIS

IRTH PRIS

IRTH PRIS will remain open for 21 days after implementation so that tickets submitted up to midnight on the 28th in IRTH will be able to be responded to by utility members and viewed by excavators.

Please be reminded that Locate Requests from each system will be unique and ticket numbers will not be duplicated between systems. In order for Members to identify notices originating from EDEN we will limit the middle three digits (i.e. xxxxx-**200**-xxx) of the ticket number to the range of **200-499**. All notices within this range will originate from EDEN and will need to be parsed according to the EDEN notice format, which is below for your review. All other notices (i.e. not in the 200-499 range) will originate from IRTH and should be parsed and responded to as normal.

Tickets that originate from EDEN, need to be responded to, and viewed using EDEN PRIS.

UPC Member Utilities must respond back to notices originating from EDEN into the EDEN PRIS system. The protocols for PRIS responses will remain the same in EDEN as they are in IRTH. The only difference will be the connection addresses for EDEN. The EDEN address for Telnet responses will be PRIS.GAUPC.com instead of IRTH.GAUPC.com. The EDEN address for Web responses will be EDEN.GAUPC.com, using your existing IRTH username and password of MEMBER1.

EDEN PRIS

Access EDEN PRIS online, have your EDEN ticket number available and go www.gaupc.com

To access EDEN PRIS over the telephone, have your EDEN ticket number available and call **(866) 461-7271**.