

Web Entry Instructional Manual

Georgia UPC EDEN

August 26, 2008

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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 daycare center in the city of Hapeville and snagged a natural gas line. The explosion that followed injured and/or killed some children attending the facility. As a result, a law was passed requiring excavators to call before digging.

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 before digging.

Along with the one call center, UPC also has web users. Web users create their own tickets online following the UPC guidelines.

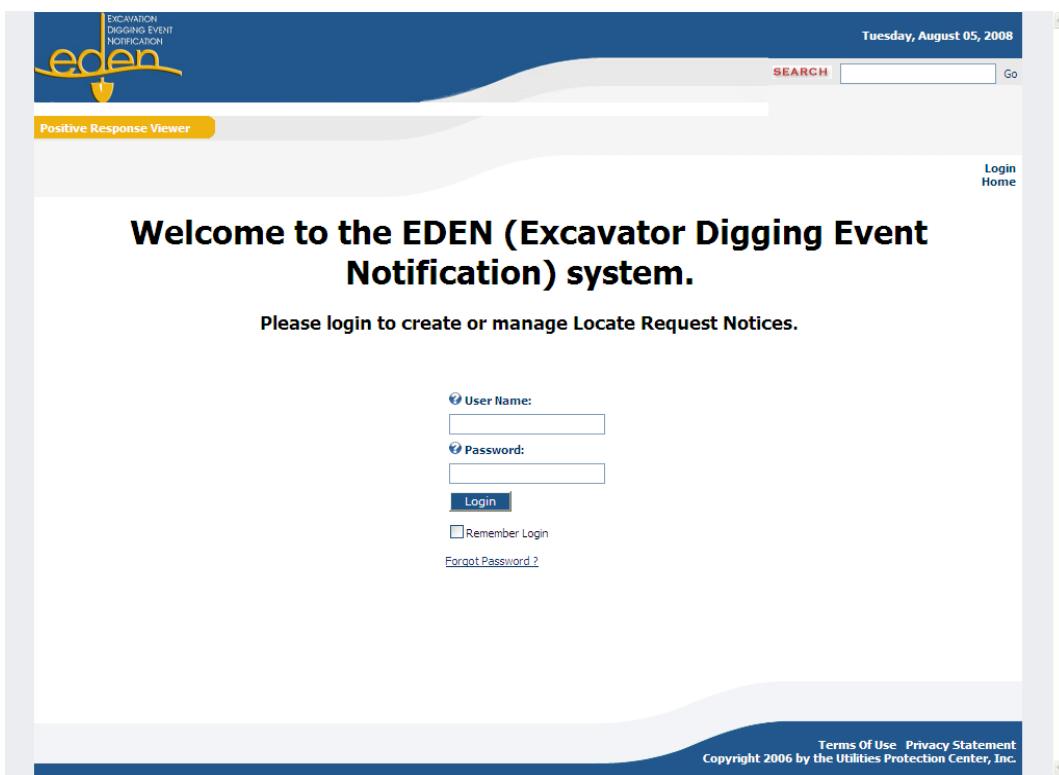
Purpose

The purpose of this manual is to educate and train web users on the Excavation Digging Event Notification (EDEN) web entry system. Web users are given instructions on how to enter, view, check the status and/or update their locate requests. It also serves as an instructional tool for utility members to view and respond to locate requests online using the Positive Response Information System, also through EDEN.

Login to EDEN

1. From the UPC web page 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 @ 770-476-6055 or email the Helpdesk at EDENhelpdesk@gaupc.com.



Your **User Name** and **Password** are assigned to you by our Member Services Department. If there is a problem logging in please contact our Member Services Department at 770-623-5786.

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

Profile Information

Name

First Name:

Middle Name:

Last Name:

Suffix:

Address

Street:

City:

State:

Postal Code:

Contact Info

Telephone:

Email:

Cell/Mobile:

Fax:

Website:

4. After logging into EDEN you will be required to provide your contact information. This information is for the UPC records and **will not** be on the locate request. 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: The information you provided when you requested a username and password through our Member Services Department will be present on each locate request you create.

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

Please login to create or manage Locate Request Notices.

Change Password

Current Password:

New Password:

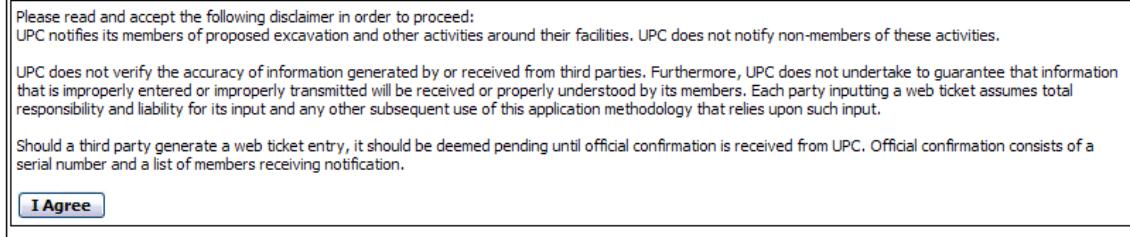
Confirm Password:

5. The next screen will appear and you will be required to change your **Password**. You will receive an email confirmation with your **User Name** and your **New Password**.

Login to EDEN Cont.



6. Click the **Login** button and once logged in you will be directed to the **Locate Request Panel** screen.



7. A disclaimer will appear, after initial login and before you create or change a locate request. Please read this carefully then click **I Agree**. This disclaimer reminds you that UPC will not notify non-members and is not responsible for the information provided.

Helpful Hints while Navigating through EDEN

[?]: Help boxes. On the **Locate Request Creation** screen you will notice a [?] after each field. By placing your mouse pointer over the icon a suggestion box will appear that will provide a brief description of the field and what should be placed in it.

To clear the **Locate Request Creation** screen press F5 on your keyboard.

 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.

IMPORTANT: Make sure you use the TAB key or your mouse to move from field to field throughout the **Locate Request Creation** screen.

Enter Locate Request Information

Current Locate Requests

CREATE LOCATE REQUEST

After successfully logging into EDEN, select **Create Locate Request** on the **Locate Request Panel** screen. The **Locate Request Creation** page that appears allows you to enter the information pertaining to your locate request. The allotted locate requests created through EDEN are normal notices, restakes, additional requests and designs. All emergency, damage and insufficient (rush) locate requests must be called into the Call Center – 811 or (800) 282-7411 or (770) 623-4344.

Note: Pressing F5 on your keyboard will clear the Locate Request Creation screen.

Agent: Jane Smith - Date/Time Taken: 8/6/2008 10:54:17 PM

Locate Request Type: **Normal Notice**

Locate Request Status: Complete

Company Info

Excavator Phone: 770-623-4332	Excavator ID: 37413
Excavator/Company Name: Utilities Protection Center, Inc.	Excavator/Company Type: Member
Excavator Zip: 30096	Excavator City: Duluth
Excavator/Company Address: 3400 Summit Ridge Pkwy	Excavator State: GA

Caller Name: Jane Smith

Caller E-mail: _____

Caller Alt-Phone: (770)623-4332x

Caller Fax: _____

Add Field Contact

Field Contact Name: John Smith

Field Contact Number: (800)282-7411x

Company Information

Your contact information is auto populated from the information you provided when you requested a **User Name** and **Password**. To edit this information contact our Member Services Department at (770) 623-5786 or send an email to memberservices@gapc.com.

Locate Request Type: This allows you to choose the type of Locate Request you would like to create. Your options are:

- **Normal Notice** – A standard 48 hour locate request for excavation purposes.
- **Restake** – A request that extends the life of a Normal Notice. A new ticket is linked to the original ticket and lets the utility members know that the excavation is ongoing and to check their markings.
- **Additional Request** – A 2nd request is sent out because the area has not been marked or the facility operator has not reported to the Positive Response Information System. The 48 hours are up and the ticket has not expired.
- **Design** – A request for locating existing utility facilities for bidding, pre-design, or advanced planning purposes is made. **A design locate request may not be used for excavation purposes.**

Enter Locate Request Information Cont.

Caller Name: <input type="text" value="Jane Smith"/> [?]	Caller E-mail: <input type="text"/> [?]
Caller Alt-Phone <input type="text" value=" (770)623-4332x"/> [?]	Caller Fax <input type="text"/> [?]
<input checked="" type="checkbox"/> Add Field Contact [?]	
Field Contact Name: <input type="text" value="John Smith"/> [?]	Field Contact Number: <input type="text" value=" (800)282-7411x"/> [?]

Caller Alt-Phone: This field is for an alternate phone number for the person creating the locate request and could be auto populated depending on how our Member Services Department created your account. You may change the phone number in this field and, if applicable, an extension number may be placed after the X.

Add Field Contact: Check this box to add the contact information of someone at the dig site. (Example: Job Foreman.) A **Field Contact Name** field and **Field Contact Number** field will appear. If applicable, an extension number may be placed after the X in this field. You may deselect the **Add Field Contact** box to remove the field contact information.

Caller Name: <input type="text" value="Jane Smith"/> [?]	Caller E-mail: <input type="text"/> [?]	
Caller Alt-Phone <input type="text" value=" (770)623-4332x"/> [?]	Caller Fax <input type="text"/> [?]	
<input checked="" type="checkbox"/> Add Field Contact [?]		
Field Contact Name: <input type="text" value="John Smith"/> [?]	Field Contact Number: <input type="text" value=" (800)282-7411x"/> [?]	
Type of Work: <input type="text" value="burying phone service"/> [?]	Who is the Work For? <input type="text"/> [?]	Project Duration: <input type="text" value="1 Day"/> [?]

Work Type: Type of work being performed, be specific. You must list all types of work. Choose one from the list and/or type your own. (Example: A landscaper is going to install an irrigation system, plants, shrubs and a patio. You must list all of these different types of landscaping instead of using "Landscaping" as the general work type.)

Who is the work for?: Enter the name of the company or the name of the person the work is being done for.

Project Duration: Length of time excavation will take place on this project. (Example: 2 hours, 1 day, 2 weeks, 1 month, etc.)

Note: Standard locate requests expire 21 calendar days following the date of notice. The project duration does not affect the expiration date.

Enter Dig Site Information

Digsite Info

Standard [?] Intersection [?] Intersection to Intersection [?]

Digsite County: [?] Digsite City: [?] [?] **View Dig Site Map** [?]

Street Address Numbers [?]
 Normal [?] Lot #'s [?] Address Range [?]

Dig Site Information

What is the scope of your locate request?

Choose one of the following by selecting the appropriate radio button:

- **Standard:** A locate request for a specific address, lot number, range of consecutive lot numbers or consecutive range of street addresses.
- **Intersection:** A locate request for a specific intersection. An intersection locate request begins at the center point of the requested intersection and will be located a maximum of 200ft in all directions in the right of way. Specify the footage needed for your locate request not to exceed 200ft in all directions starting from the center point of the intersection.
- **Intersection to Intersection:** A locate request along a specific road from one intersection to another intersection. This locate request will be for the right of way only and cannot exceed one mile or cross into another county. It may be for both sides of the requested road.

Note: Each radio button you choose will alter the locate request screen in a different way to conform to the specific locate request.

Digsite Info

Standard [?] Intersection [?] Intersection to Intersection [?]

Digsite County: [?] Digsite City: [?] [?] **View Dig Site Map** [?]

Street Address Numbers [?]
 Normal [?] Lot #'s [?] Address Range [?]

Dig Site County: The county the digging will take place in. As you are entering the county in this field, you will notice the drop down list changing as you type each letter. If you tab to the next field and a county is highlighted in the drop down list, the county highlighted will be selected. **EDEN will not allow you to input a city unless you enter the county first.**

Dig Site City: The city of the location. As you are entering the city in this field, you will notice the drop down list changing as you type each letter. If you tab to the next field and a city is highlighted in the drop down list, the city highlighted will be selected. Once you type in a city the drop down list will require you to choose "In" or "Out" of the city limits. "In" means the dig site falls within the city limits and "Out" means the dig site falls outside the city limits.

[View Dig Site Map](#)

View Dig Site Map: Allows you to view the map before the locate request form is completed but only after the county and the city have been chosen. It is best to complete the **Digsite Address** field before using this feature for the map to better assist you in finding the location.



Enter Dig Site Information Cont.

Digsite Info

Standard [?] Intersection [?] Intersection to Intersection [?]

Digsite County: Digsite City:

Street Address Numbers [?]

Normal [?] Lot #'s [?] Address Range [?]

Street # Prefix **Street Name** APS Street Type Suffix

Digsite Address: [?]

Prefix **Street Name** APS Street Type Suffix

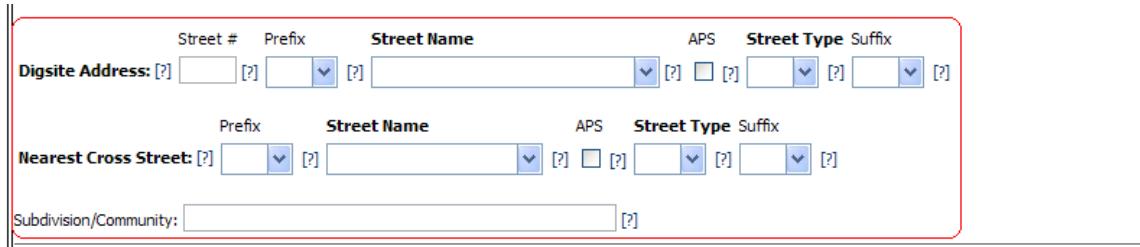
Nearest Cross Street: [?]

Street Address Numbers: Choose one of the following by selecting the appropriate radio button:

- **Normal:** A locate request with a single street address.
- **Lot #'s:** A locate request for a dig site with a lot number. If you have a single lot number, then enter it in the left **Lot #** field found in the proceeding **Digsite Address** section. If you have up to five consecutive lot numbers, then enter the lowest number in the left **Lot #** field and the highest in the right **Lot #** field. If you have up to five **nonconsecutive** lot numbers, then leave both the **Lot #** fields blank and enter all of the lot numbers in the **Locate Instructions** field. Make sure that these five nonconsecutive lot numbers do not exceed a combined distance of one mile and are along one road.
- **Address Range:** A locate request with an address range up to five consecutive addresses. Enter the street address range in the proceeding **Digsite Address** section, starting with the lowest number in the **From** field and the highest in the **To** field. If you have up to five addresses that are **nonconsecutive**, leave the **From** and **To** fields blank and enter all of the addresses in the **Locate Instructions** field. Make sure that these five nonconsecutive addresses do not exceed a combined distance of one mile and are along one road.

Note: Each radio button you choose will alter the locate request screen in a different way to conform to the specific locate request.

Enter Dig Site Information Cont.



The screenshot shows a software interface for entering dig site information. At the top, there are fields for 'Street #', 'Prefix', 'Street Name', 'APS', 'Street Type', and 'Suffix'. Below these are two main input fields: 'Digsite Address' and 'Nearest Cross Street', each with its own set of 'Prefix', 'Street Name', 'APS', 'Street Type', and 'Suffix' dropdowns. A 'Subdivision/Community' field is located at the bottom of the input area. A red box highlights the 'Digsite Address' and 'Nearest Cross Street' fields.

Digsite Address: After entering the house, building or lot number, proceed to the next field.

- **Prefix:** Enter the directional prefix such as "S" or "South" Summit Ridge Parkway.
- **Street Name:** Enter the street name without any prefix, suffix or street type. If you are using South Summit Ridge Parkway you would type in "Summit Ridge" as the street name. A drop down list will appear with a list of streets as you type each letter of the street name. Sometimes changing the city from inside to outside or vice versa will enable you to find the street. If you are unable to find the street name in the drop down list, use the **APS** feature described in the proceeding section.

Note: You must select your street from the drop down list provided in order for EDEN to find the dig site for you. If you type in the street name without selecting from the drop down list you will be required to manually map your dig site. A selection can be made by either using the mouse pointer or using the up/down arrow keys and pressing the Enter when the desired street is highlighted.

- **APS:** Adjacent Places Search. Check this option to search for your street in adjacent counties or cities. After typing in the street name use the mouse or use the TAB key to check the **APS** box. Press F9 on your keyboard to activate search. A drop down list of streets in neighboring counties and cities will appear. The list is in alphabetical order by county and within counties it is in alphabetical order by street name. Find the correct dig site street name.

Note: If your street is not in the drop down list, then it is not in the UPC map database. You must complete all applicable **Digsite Address** fields and manually map your dig site.

Detailed instructions for "*Manually Mapping your Locate Requests*" are found on Page 23 of this manual.

- **Street Type:** If the example were South Summit Ridge Parkway, then you would place "Pkwy" in this field. Use abbreviations when entering street types. Choose from the drop down list and/or type your own.
- **Suffix:** Enter the directional suffix such as "S" or "South" Summit Ridge Parkway.

Nearest Cross Street: This is the closest intersecting road to the dig site. Enter the prefix, street type, and suffix function as previously described. The **APS** feature may also be used to search for the nearest cross street.

Note: When selecting the nearest cross street from the drop down list follow the same procedure as selecting the **Digsite Address Street Name**.

Subdivision/Community: Enter the name of the subdivision or community here if applicable.

Enter Dig Site Information Cont.

View Dig Site Map

View Dig Site Map: Click icon next to the **Dig Site City** field to view map.

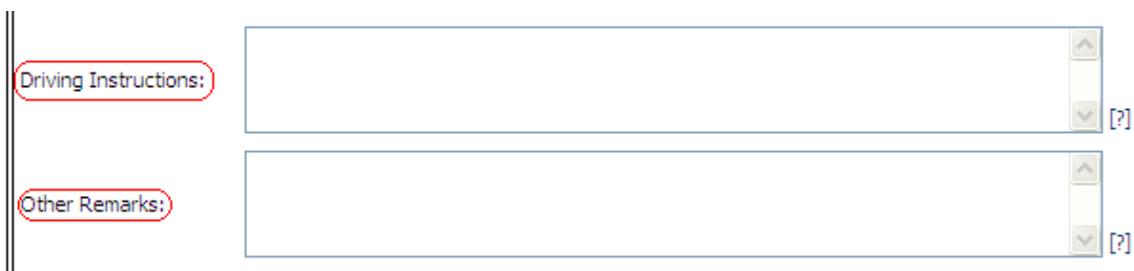


Locate Instructions: [Text Area with scroll bars and a red border]

Locate Instructions: Type your locate instructions in the text box provided. You may also select a pre-defined work area from the drop down list located above this field. Please be clear and concise when providing your locate instructions. Be aware of the following:

- No more than five addresses, buildings or lots are allowed per locate request. They do not have to be consecutive addresses but must be a combined distance of no more than one mile.
- A single locate request may not be longer than one mile and no more than a single street.
- An intersection locate request will be located a maximum of 200ft in all directions in the right of way. Specify the footage needed for your locate request not to exceed 200ft in all directions starting from the center point of the intersection.
- A single locate request cannot include an entire subdivision, apartment complex, mobile home park, etc.
- You cannot cross county lines on a single locate request.

Note: See “**Locate Request Policy**” for full details at www.gaupc.com/laws_ticket_size.asp.



Driving Instructions: [Text Area with scroll bars and a red border]

Other Remarks: [Text Area with scroll bars and a red border]

Driving Instructions: You must provide enough information to determine where the excavation is taking place. In new developments this may include driving directions. **You must enter driving directions when your dig site is on a street that is not located on the UPC Map.**

Other Remarks: This box is provided for any additional information that may need to be given to the locate technician. (Example: Arrange an on-site meeting, street alias information, etc. If the location is a business address, you may provide the company name.)

Enter Dig Site Information Cont.

Work Information Questions

Boring: Select An Item	[?]
Blasting: [?]	White Line: [?]
<input type="radio"/> Yes	<input type="radio"/> No
Underground/Overhead: Underground	[?]

Boring: If your excavation will involve horizontal directional drilling (i.e. Boring), select one of the pre-defined options or type your own.

Blasting: If your excavation will involve blasting, select **Yes**. If not, select **No**.

White Line: If you will be marking the area with white paint, stakes or flags, select **Yes**. If not, select **No**.

Underground/Overhead: This is concerning the High Voltage Safety Act. "The purpose of this act is to prevent injury to persons and property and interruptions of utility service resulting from accidental or inadvertent contact with high-voltage electric lines by providing that no work shall be done in the vicinity of such lines unless and until the owner or operator thereof has been notified of such work and has taken one of the safety measures" approved by law (Code 1981, Section 46-3-30, Enacted by Ga. L. 1992, p. 2141, Section 1.).

Please select one of the following options:

- **Underground:** Excavation Only – Excavation will take place and persons and/or equipment will not be within 10ft of any overhead high voltage power lines.
- **Both Overhead and Underground:** Excavation and Overhead - Excavation will take place and persons and/or equipment will be within 10ft of overhead high voltage power lines.
- **Overhead:** Overhead with No Excavation – No excavation will take place but persons and/or equipment will be within 10ft of overhead high voltage power lines. (Example: Tree Trimming.)

If **Both Overhead and Underground** or **Overhead** is selected choose your **Overhead Begin Date** by opening the calendar popup and selecting a date. **Begin Date** cannot be before the **Legal Date** described in the proceeding section.

Enter Dig Site Information Cont.

Important Dates

Boring: <input type="button" value="Select An Item"/>	White Line: <input type="button" value="?"/>	
Blasting: <input type="button" value="?"/>	<input type="radio"/> Yes <input type="radio"/> No	
Underground/Overhead: <input type="button" value="Underground"/>	<input type="radio"/> Yes <input type="radio"/> No	
Legal Date: <input type="button" value="8/12/2008 7:00:00 AM"/>	Restake Date: <input type="button" value="8/25/2008"/>	Expiration Date: <input type="button" value="8/28/2008"/>
Response Due Date: <input type="button" value="8/11/2008 11:59:59 PM"/>		
<input type="button" value="Verify Dig Site Map"/>		

Legal Date: The date when all the utility members should respond by. You may check the status of your locate request through the Positive Response Information System (PRIS).

Restake Date: The date when your locate request must be updated or renewed to continue excavation past the expiration date. **Please be sure to restake your locate request before 4:30 pm on the restake due date or two business days prior to that date. Anything entered after 4:30 pm is considered to be entered on the following business day.**

Expiration Date: The date when your locate request expires. No excavation can be performed past this date without a valid locate request.

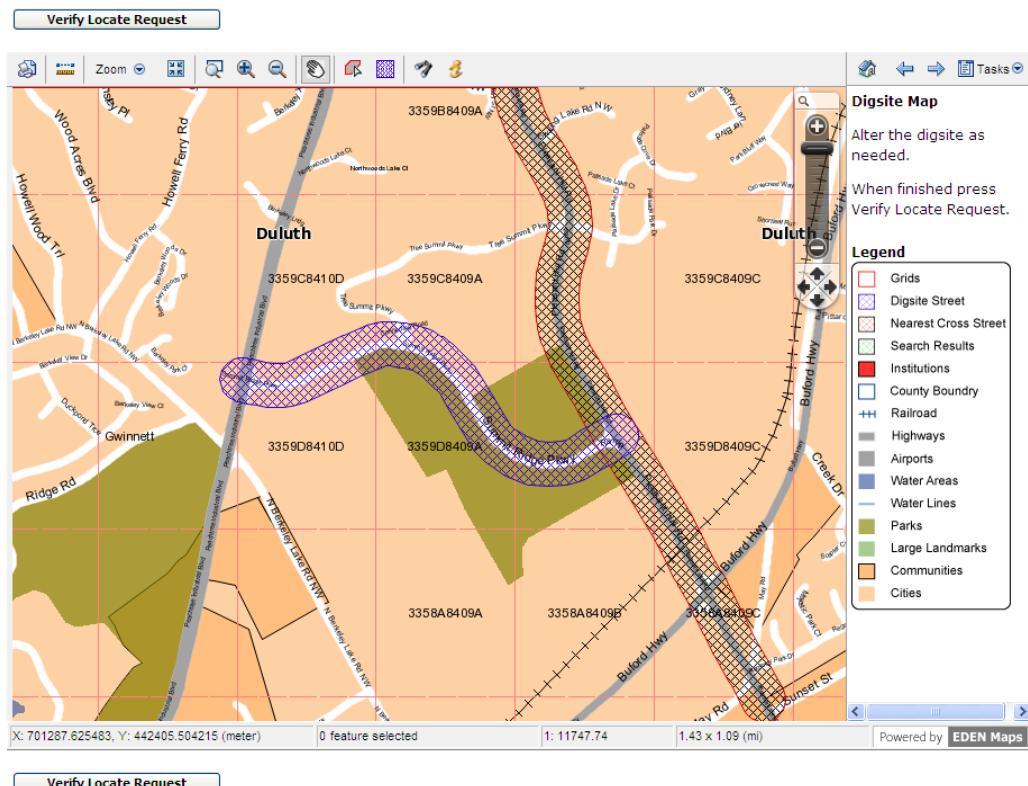
Note: Standard locate requests expire 21 calendar days following the date of notice. The project duration does not affect the expiration date.

Response Due Date: The date when each utility member notified must respond to your locate request through the Positive Response Information System (PRIS), providing the status of your locate request.

Verify Dig Site Map: Select this button to verify your dig site on the map.

Submit Request: This button will appear right above the **Verify Dig Site Map** button once you return to the **Locate Request Creation** page from the map.

Dig Site Verification



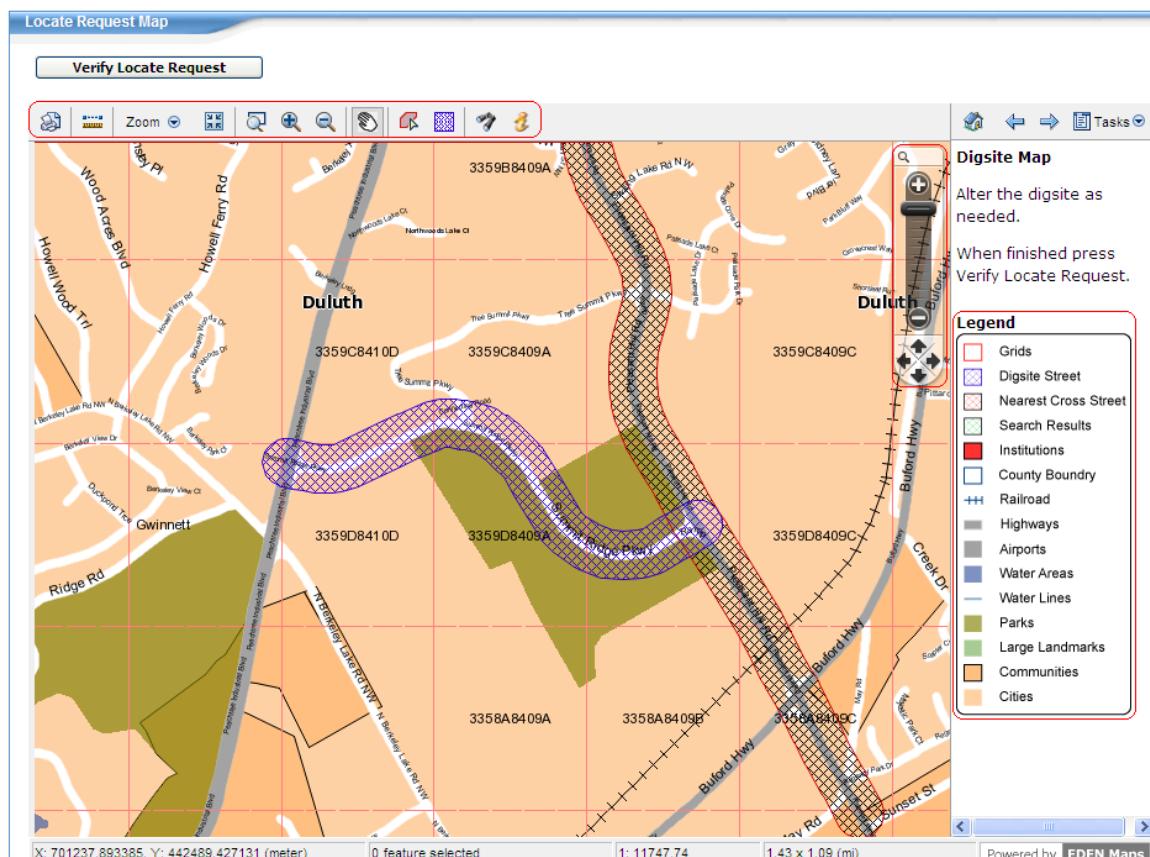
After selecting either **View Dig Site Map** or **Verify Dig Site** you will be directed to the map and asked to verify your dig site. The dig site will be identified by the **blue** cross hatched area and the nearest cross street will be identified by the **red** cross hatched area. The map contains red dashes in the shape of squares. These squares are known as grids and are approximately $\frac{1}{4}$ mile in distance per grid. Your dig site should not extend along more than 8 grids. The grids determine which utility members will be notified on your locate request.

1. If your dig site is correct, then select the **Verify Locate Request** button located both at the top and the bottom of the map screen. It will automatically direct you to the **Locate Request and Member Utility Confirmation** page.
2. If your dig site is incorrect, then you will need to manually map your locate request. Detailed instructions on "**Manually Mapping your Locate Requests**" are found on Page 23 of this manual.

Note: Your dig site will be highlighted in **blue and the nearest cross street will be highlighted in **red**.**

You may press F11 on your keyboard to view the map in full window mode. This full window mode will fill the entire screen of your computer's monitor with the map. To exit out of full window mode press F11 again.

Mapping Tools



LEGEND – The map legend is found to the right of the map.

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, click on the bar and drag toward the plus sign. To zoom out, drag the bar toward the minus sign. To move the map, click 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 click 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.

Mapping Tools Cont.



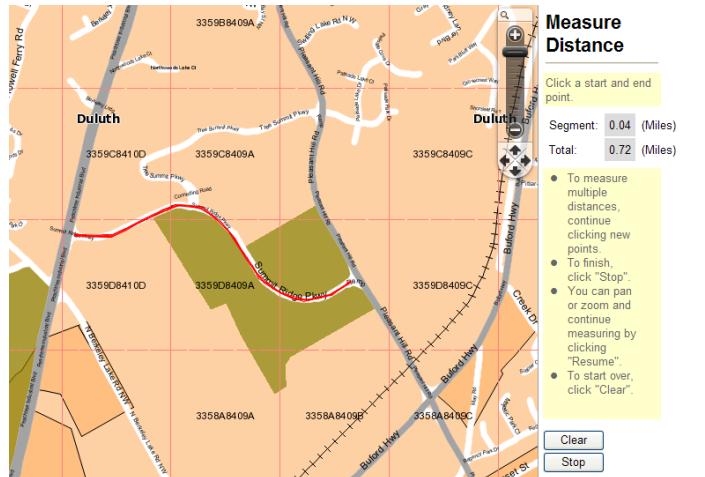
Get Printable Page

1. Select the **Get Printable Page** tool to retrieve a printable page of the map. A window appears where you can select the elements to include in the print layout.
2. Click on the **Create Page** button after making selections. A window appears and shows you what will be printed.
3. Click on the **Print** tool to print the map.



Measure

1. Select the **Measure** tool to measure a distance on the map. **Measure Distance** instructions are displayed to the right of the map.
2. Click on the map at the starting point and click again at the stopping point for the measurement. The measurement line is red and the distance is measured in segments and total distance.
3. When measuring along a road, click along the road to follow the curves.



Zoom to Previous View, Next View, Initial Map View

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

Mapping Tools Cont.



Initial Center and Scale

1. Select the **Initial Center and Scale** tool to view the original map view that was displayed based on the dig site information on the Locate Request. This is helpful if you have zoomed in or out or moved the map.



Zoom to Rectangle

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



Zoom Out

1. Select the **Zoom Out** tool and click on a specific area on the map to zoom out for a wider view of the area. Each click 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. Click and drag on the map in the direction you want to move it. The map will reset itself when the mouse key is released.

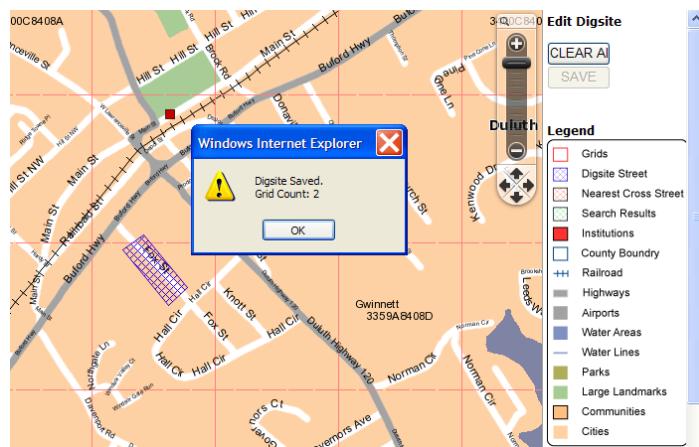


Draw Manual Polygon Digsites

1. Select the **Draw Manual Polygon Digsites** tool to draw the dig site freehand. Click on the map to begin where you want to draw and continue to click to outline the dig site.
2. Press the CTRL key on the keyboard and click the mouse at the same time to stop drawing.
3. Click on the **Save** button to the right of the map above the Legend and the outlined area turns to blue hash marks.
4. A **Digsite Saved** message window with a grid count is displayed to confirm the manually drawn dig site has been saved.
5. Click on **OK** in the message window to continue.

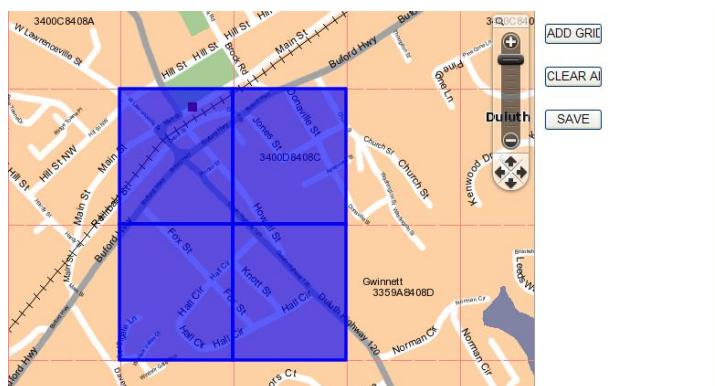
Mapping Tools Cont.

6. The dig site can be cleared by clicking on the **Clear All** button to the right of the map before or after it has been saved. A dig site can be overwritten by simply re-drawing and saving the dig site.



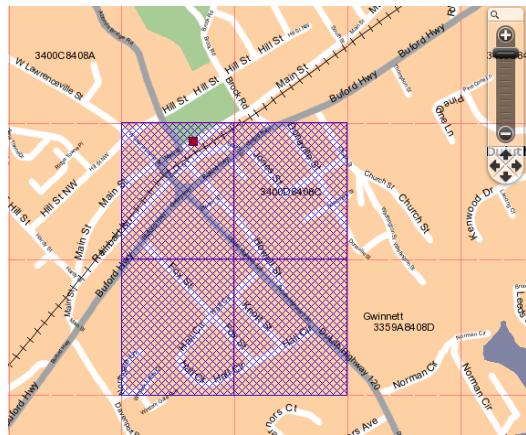
Create a Digsite Using Grid Selection

1. Select the **Create a Digsite Using Grid Selection** tool to choose grids for your dig site. Click on the grid that includes your dig site. To choose more than one grid, hold down the SHIFT key on the keyboard and click on the additional grids. The selected grid(s) will be highlighted in blue.

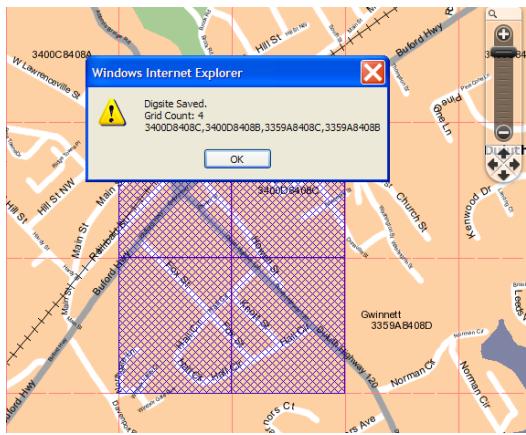


2. After selecting the grid(s), click on the **Add Grid** button to the right of the map. The blue turns to hash marks.

Mapping Tools Cont.



3. Save the dig site by clicking on the **Save** button to the right of the map. A **Digsite Saved** message window with a grid count is displayed to confirm the dig site has been saved.
4. Click on **OK** in the message window to continue.



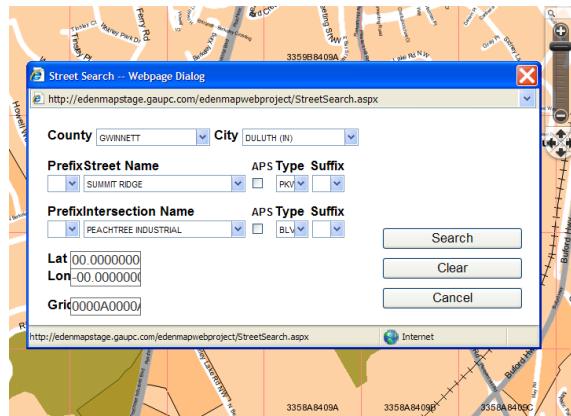
5. The dig site grid can be cleared by clicking on the **Clear All** button to the right of the map before or after it has been saved. A dig site grid can be overwritten by simply re-gridding, adding the grid(s) and saving the dig site.



Search Map

1. Select the **Search Map** tool to search the map for dig site information other than the dig site information on the Locate Request. 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, click on the **Cancel** button.

Mapping Tools Cont.



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 Name is not found in the dropdown list, click in the **APS (Adjacent Places Search)** box to activate a search in the surrounding area. 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. Click on the **Search** button and the search results will be highlighted in green on the map. This is only a reference point on the map and the dig site must still be manually gridded.



4. Search by Lat/Lon or Grid if the dig site will most likely not be found on the map. This takes the map to the general area so the dig site can be manually selected. 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. Even though the dig site can be found on the map by Lat/Lon or Grid, a dig site street and nearest cross street must still be entered on the Locate Request. This is only a reference point on the map and the dig site must still be manually gridded.

Mapping Tools Cont.



Get Info

1. Select the **Get Info** tool and click on the map to identify points on the map, i.e. county, city, streets, lakes, rivers, schools, hospitals, parks, airports and large landmarks.



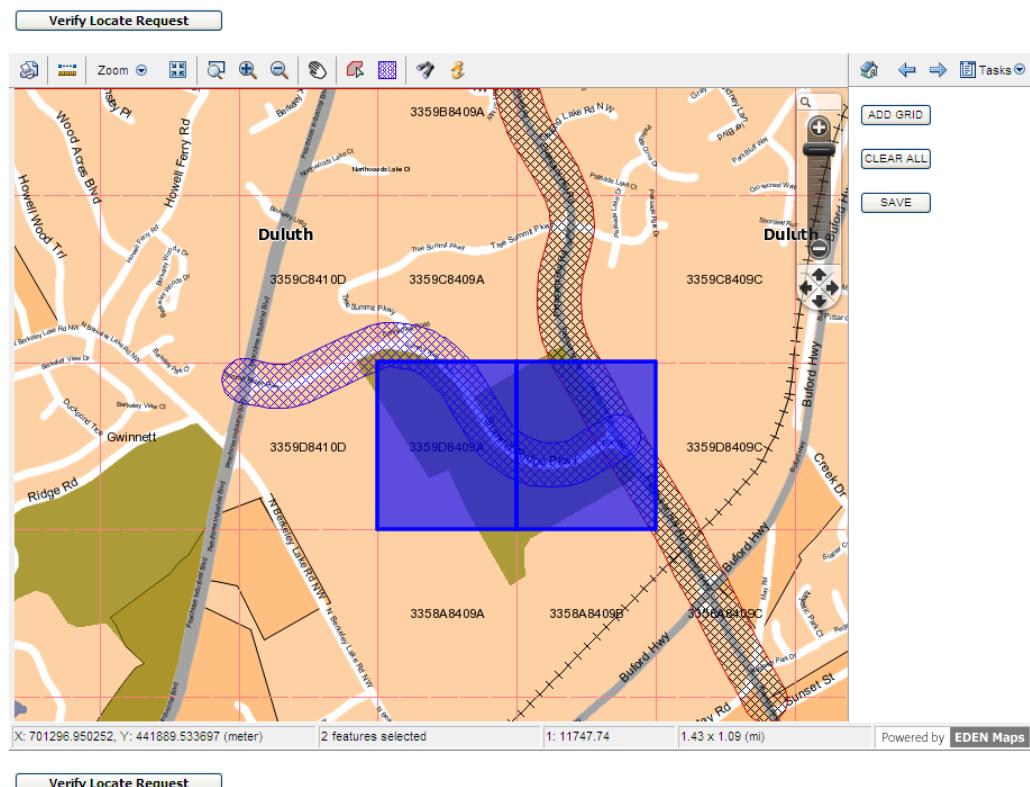
Map Help

Manually Mapping your Locate Requests

There are certain times when you will be required to manually map your dig site:

1. In the instance that you did not select your location from the drop down list in the **Digsite Address Street Name** field, follow the instructions for selecting grids below.
2. In the instance that the street you entered cannot be found in the database (Example: A street in a new subdivision), continue to enter it into the **Digsite Address** section found on the Locate Request screen. Complete all fields required for your Locate Request. Next, select the **Verify Dig Site Map** button and once in the map follow the instructions for selecting grids below.

Selecting Grids

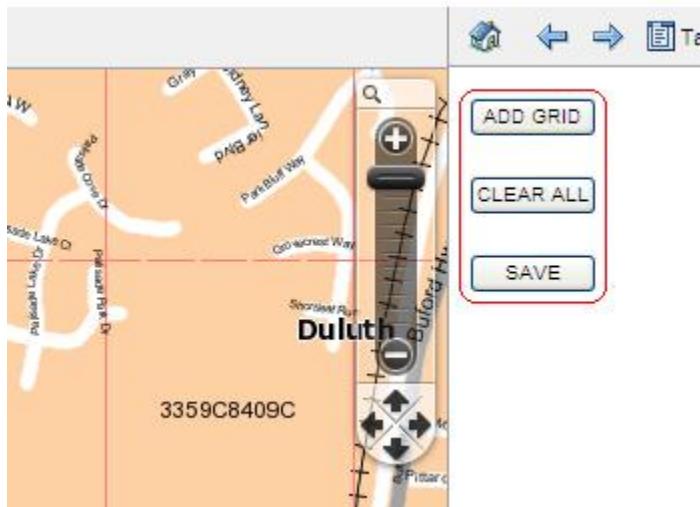


The map contains red dashes in the shape of squares. These squares are known as grids and are approximately $\frac{1}{4}$ mile in distance per grid. The grid(s) you select will determine which utility members will be notified on your locate request.



To select grids select the **Grid Selection Tool** located along the top margin of your screen to create a dig site. Determine which grid(s) you would like to select and left click with your mouse on the grid(s). To select more than one grid hold down the SHIFT key on your keyboard while selecting the grids. The selected grid(s) will change to a dark blue color.

Manually Mapping Your Locate Requests Cont.



ADD GRID

To add your selected grids select **Add Grid** located at the top right hand corner of your map. The selected grid(s) will turn a purple color.

SAVE

After adding your grids select **Save** to save your dig site. **Remember no locate request should require more than 8 grids.**



After selecting **Save** a dialogue box will appear indicating that your dig site has been saved, the number of grids affected and the UPC grid numbers. Select **OK** and then go to and select **Verify Locate Request**.

CLEAR ALL

If you need to clear the dig site select **Clear All**.

Verify Locate Request

Select **Verify Locate Request** to return to the **Locate Request and Member Utility Confirmation** page.

Locate Request and Member Utility Confirmation

Locate Request Panel | Locate Request Manager | Positive Response Manager | Positive Response Viewer

Jane Smith Logout
Locate Request Creation

The Service Areas Affected By This Request					
Service Area	Contact Name	Contact Type	Phone		
AGL114 ATLANTA GAS LIGHT GWINNETT	LANDY EWINGS	Receiving Location	4044271865		
AGLN01 AGL NETWORKS, LLC	JOSH NELSON	Receiving Location	4045844268		
CBL01 CHARTER COMMUNICATIONS - GWINNETT	JIMMY PRICE	Receiving Location	7708067060		
COMCEN COMCAST COMMUNICATIONS	SANDRA ANDREWS	Receiving Location	7705596879		
QWEST8 QWEST COMMUNICATIONS	FIBER PROTECTION CENTER	Receiving Location	8002834237		
TCG01 ATT / T-TCG	DENNIS RICE	Receiving Location	6786401025		

Agent: Jane Smith Locate Request Type: Normal Notice [?]

Locate Request Status: Complete [?]

Once you have verified that the map is correct and selected the **Verify Locate Request** button, you will be directed to the **Locate Request and Member Utility Confirmation** page. This page allows you to review and/or edit your information. The list of utility members who will be notified on your locate request are listed at the top of the page.

Driving Instructions:

Other Remarks:

Boring: Driveway & Sidewalk [?]

Blasting: [?] White Line: [?]

Yes No Yes No

Underground/Overhead: Underground [?]

Legal Date: 8/12/2008 7:00:00 AM [?] Restake Date: 08/25/2008 [?] Expiration Date: 08/28/2008 [?]

Response Due Date: 8/11/2008 11:59:59 PM [?]

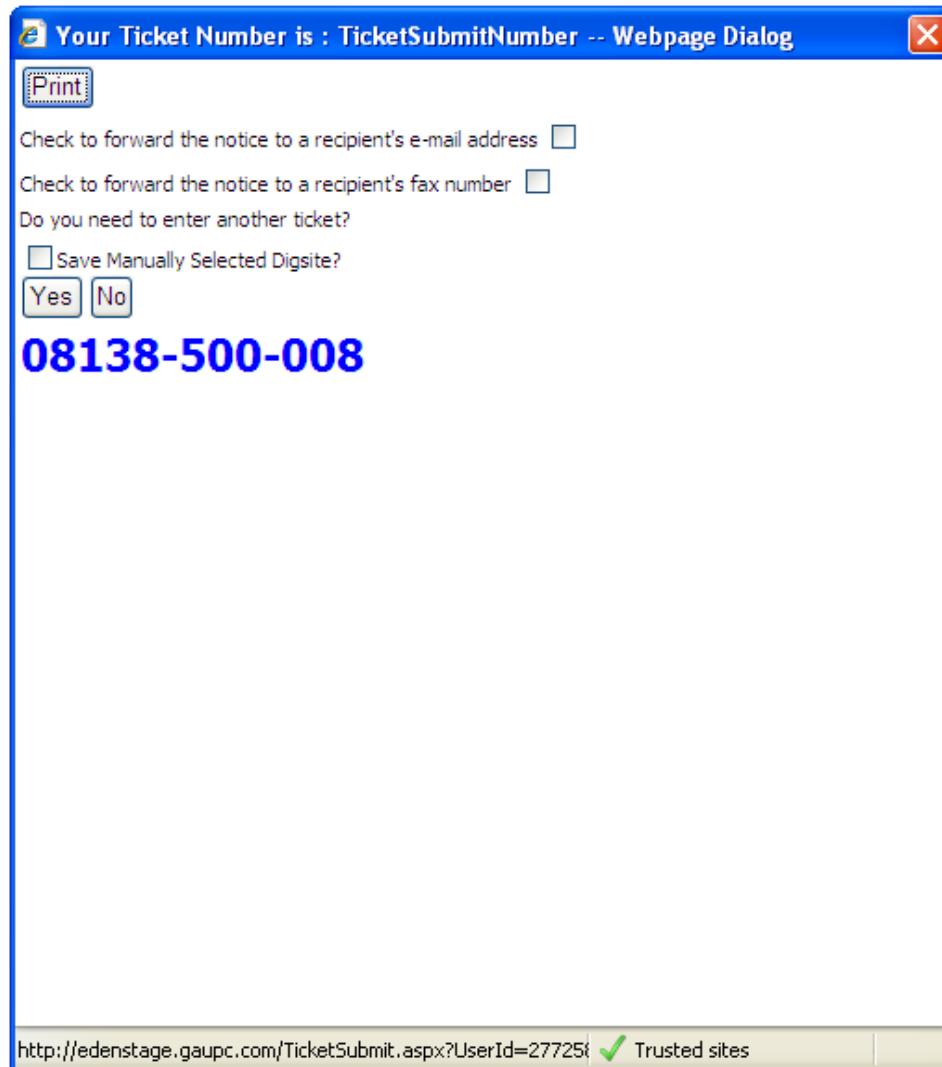
[?]

[?]

At this point you can do the following actions:

- Edit any information on the locate request if needed.
- Edit the map if needed. To do so, select the **Verify Dig Site Map** button located at the bottom of the screen. You may also edit the map by selecting the **View Dig Site Map** button located to the right of the **Digsite City** field. Grid the map correctly then select **Verify Locate Request** to return to the **Locate Request and Member Utility Confirmation** page. Submit the locate request by selecting **Submit Request** to receive your **Locate Request Number**.
- Submit request. In the case where all information is correct and you are ready to submit the locate request, select the **Submit Request** button to receive your **Locate Request Number**.

Receiving Your Locate Request Number



After selecting **Submit Request** a dialogue box will open with your **Locate Request Number** and the following options:

- Email a copy of the locate request.
- Fax a copy of the locate request.
- Do you need to enter another ticket? – Select **Yes** to create another locate request and you will be directed to the **Locate Request Creation** screen. By placing a check in the **Save Manually Selected Digsites** box, EDEN will save the map grid(s) for you to use on the next request. Selecting **No** takes you directly to **Locate Request Manager**. (If you select the **X** at the top right hand corner of the dialogue box, you will be directed to the **Locate Request Creation** screen just as if you had selected **Yes** to create another locate request.)

Note: Please make note of your locate request/ticket number.

Creating an Intersection Locate Request

Intersection: A locate request for a specific intersection. An intersection locate request begins at the center point of the requested intersection and will be located a maximum of 200ft in all directions in the right of way. Indicate the footage needed for your locate request not to exceed 200ft in all directions.

Digsite Info

Standard [?] Intersection [?] Intersection to Intersection [?]

Digsite County: GWINNETT [?] Digsite City: DULUTH (IN) [?] [View Dig Site Map](#) [?]

Street Address Numbers [?] Normal [?] Lot #'s [?] Address Range [?]

Digsite Address: [?] Street # Prefix Street Name APS Street Type Suffix
 Summit Ridge [?] [?] [?] [?] Pkwy [?] [?]

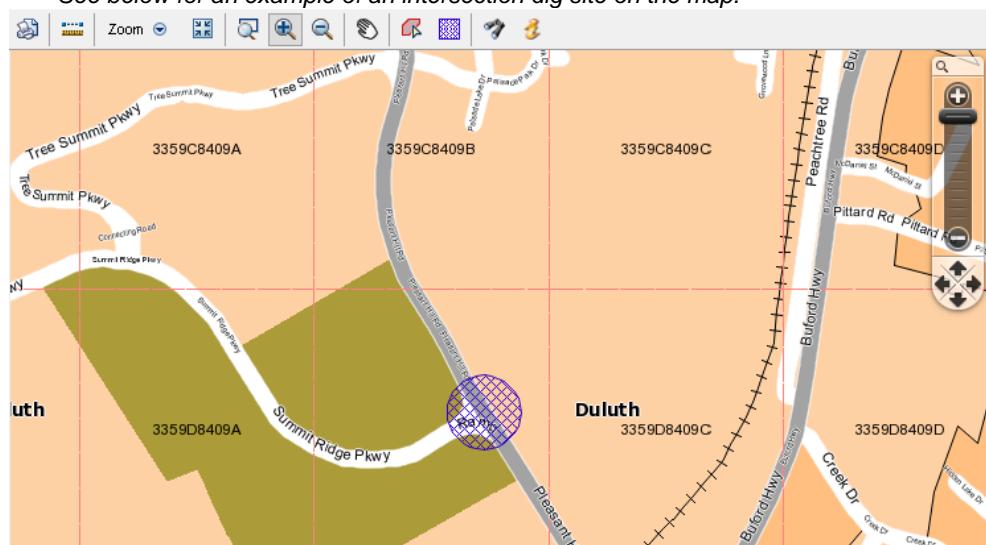
1st Intersecting Street: Prefix Street Name APS Street Type Suffix
 Pleasant Hill [?] [?] [?] Rd [?] [?]

Subdivision/Community: [?]

Locate Instructions: **Locate the intersection 50 feet in all directions.** [?]

1. Select the radio button for an **Intersection** locate request.
2. Enter County and City information.
3. Enter the Street Name of one of your intersecting streets at the **Dig Site Address-Street Name** field.
4. Enter the Street Name of the other intersecting street in the **1st Intersecting Street-Street Name** field.
5. Describe the area you need located at the intersection. You can only request a maximum of 200ft in all directions from the center point of the intersection. Indicate the footage you need up to 200ft in all directions.

See below for an example of an intersection dig site on the map.



Creating an Intersection to Intersection Locate Request

Intersection to Intersection: A locate request along a specific road from one intersection to another intersection and all intersections in between. This locate request will be for the right of way only and cannot exceed one mile or cross into another county.

Digsite Info

Standard [?] Intersection [?] Intersection to Intersection [?]

Digsite County: GWINNETT

Street Address Numbers [?] Normal [?] Lot #'s [?] Address Range [?]

Street #	Prefix	Street Name	APS	Street Type	Suffix
Digsite Address: [?]	[?]	Summit Ridge	[?]	Pkwy	[?]

Prefix	Street Name	APS	Street Type	Suffix
1st Intersecting Street: [?]	Pleasant Hill	[?]	Rd	[?]

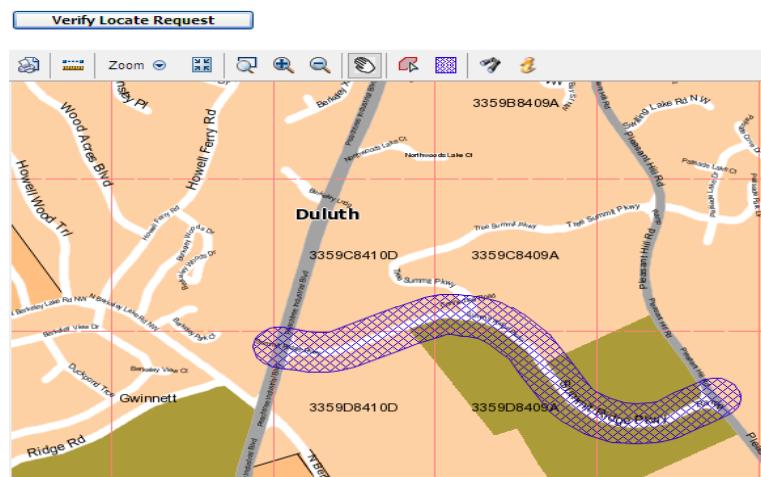
Prefix	Street Name	APS	Street Type	Suffix	2nd County	2nd City
2nd Intersecting Street: [?]	Peachtree Industrial	[?]	Blvd	[?]	NONE	NONE

Subdivision/Community: [?]

Locate Instructions: Locate Summit Ridge Pkwy from Pleasant Hill Rd to Peachtree Industrial Blvd on both sides of the road.

1. Select the radio button for an **Intersection to Intersection** locate request.
2. Enter County and City information.
3. Enter the Street Name of the dig site in the **Dig Site Address-Street Name** field.
4. Enter the Street Name that is the beginning point of your dig site in the **1st Intersecting Street-Street Name** field.
5. Enter the Street Name that is the ending point of your dig site in the **2nd Intersecting Street-Street Name** field.
6. Describe the area you need located. A single locate request is allotted a maximum of one mile, on one street, as long as you don't cross into another county.

See below for an example of an intersection to intersection dig site.



Creating an Intersection to Intersection Locate Request Cont.

Some second intersecting streets will not show up in the **Street Name** drop down list because they are located in a different county and/or city than the first intersecting street.

Street #	Prefix	Street Name	APS	Street Type	Suffix
Digsite Address:	[?]	[?]	[?]	[?]	[?]
1st Intersecting Street:	Prefix	Street Name	APS	Street Type	Suffix
2nd Intersecting Street:	Prefix	Street Name	APS	Street Type	Suffix
				2nd County	2nd City
				[?]	[?]
				NONE	NONE

To the right of the **2nd Intersecting Street** section is **2nd County** and **2nd City**. Type the street name in the **2nd Intersecting Street-Street Name** field, check the **APS** box and press F9. EDEN will prompt you if the intersection to intersection locate request is reaching into another county and/or city.

Different City Example:



After pressing F9 and selecting the correct second intersecting street the different city dialogue box will appear. Click **OK**.

Digsite Info					
<input type="radio"/> Standard [?]	<input type="radio"/> Intersection [?]	<input checked="" type="radio"/> Intersection to Intersection [?]			
Digsite County:	GWINNETT	[?]	Digsite City:	SUWANEE (OUT)	[?]
View Dig Site Map [?]					
Street Address Numbers [?]					
<input checked="" type="radio"/> Normal [?]					
<input type="radio"/> Lot #'s [?]					
<input type="radio"/> Address Range [?]					
Street #	Prefix	Street Name	APS	Street Type	Suffix
Digsite Address:	[?]	[?]	[?]	Peachtree Industrial	[?]
1st Intersecting Street:	Prefix	Street Name	APS	Street Type	Suffix
2nd Intersecting Street:	Prefix	Street Name	APS	Street Type	Suffix
				2nd County	2nd City
				[?]	[?]
				GWINNETT	DULUTH (OUT)
Subdivision/Community: [?]					

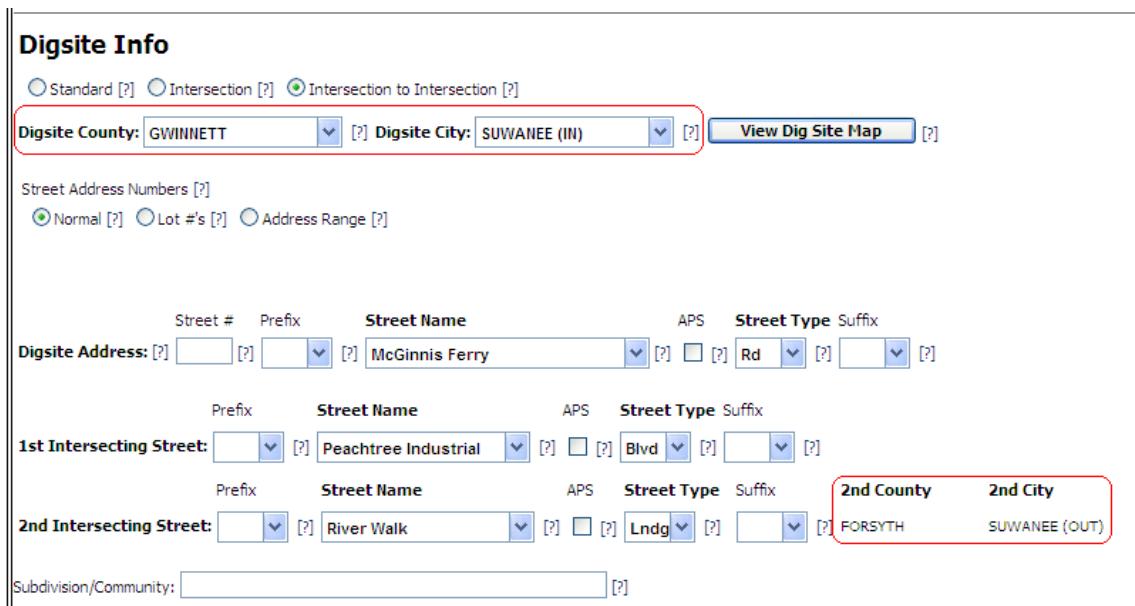
EDEN will populate the **2nd County** and **2nd City** fields with the second intersecting street's corresponding county and city.

Creating an Intersection to Intersection Locate Request Cont.

Different County Example:



After pressing F9 and selecting the correct second intersecting street the different county dialogue box will appear. Click **Cancel**.



Digsite Info

Digsite County: GWINNETT Digsite City: SUWANEE (IN) View Dig Site Map

Street Address Numbers [?]
 Normal [?] Lot #'s [?] Address Range [?]

Street #	Prefix	Street Name	APS	Street Type	Suffix
Digsite Address: [?]	[?]	McGinnis Ferry	[?]	Rd	[?]

1st Intersecting Street: [?]

Prefix	Street Name	APS	Street Type	Suffix
[?]	Peachtree Industrial	[?]	Blvd	[?]

2nd Intersecting Street: [?]

Prefix	Street Name	APS	Street Type	Suffix	2nd County	2nd City
[?]	River Walk	[?]	Lndg	[?]	FORSYTH	SUWANEE (OUT)

Subdivision/Community: [?]

Since a single locate request cannot cross county lines you will need to adjust your locate instructions or create separate requests for each county.

Note: Do NOT submit a locate request that crosses county lines.

Design Locate Requests

Design locate requests do **NOT** involve any digging. Once you select **Design Notice** in the **Locate Request Type** field, you will be prompted to either select yes or no depending on if you will be digging. Carefully read the proceeding paragraph and select the **Proceed** button if you clearly understand it.

This is a Design locate request. Will any digging be involved? If you select "yes" you will be redirected to create a normal locate request.

Yes: No:

Please be aware that no digging is permitted on a Design locate request. Facility operators have 10 working days to either respond by marking the utilities, provide a "best available description" of any facilities in the area of proposed excavation, or allow an authorized person to inspect or copy the drawings or other records within the proposed area.

Proceed

You will complete the locate request just as you would a *Normal Notice*, to include the following:

- Add your fax number and/or email address as it is entered under your company information.
- Since no digging will be involved select "None" for the **Boring** field, "No" for the **Blasting** field, and "Underground" for the **Underground/Overhead** field.
- The Legal Date, Restake Date, Expiration Date and Response Due Date do not apply on a design locate request. The facility operators have 10 workdays to respond to the request.

NOTE: The utility members must respond to the Positive Response Information System on a design locate request.

Locate Request Panel

Locate Request Panel Locate Request Manager Positive Response Manager Positive Response Viewer

The Locate Request Panel provides a list of your most recent locate requests. For older locate requests refer to “**Locate Request Manager**” on Page 35 of this manual.

Locate Request Number	Version	Create Date	City	County	Street Name	Street Type	Notice Type	Agent	Caller
08078-500-005	0	8/7/2008 8:16:38 AM	CENTERVILLE	HOUSTON	Anthony	Ave	Normal Notice	Janet Jackson	Janet Jackson
08078-500-004	0	8/7/2008 8:13:20 AM	BUFORD	HALL	Bristol Industrial	Way	Normal Notice	Janet Jackson	Janet Jackson
08078-500-003	0	8/7/2008 8:09:13 AM	LAWRENCEVILLE GWINNETT		Spring Gate	Dr	Normal Notice	Janet Jackson	Janet Jackson
08078-500-002	0	8/7/2008 8:06:05 AM	CHATSWORTH	MURRAY	Hale	Rd	Normal Notice	Janet Jackson	Janet Jackson

Select the locate request by left clicking with the mouse on the **Locate Request Number**. The request will open in the “view” mode, which allows you to view your request. You will also have the option to take any of the following ticket actions:

- **Copy** – Copy the text and dig site of your selected request. Copy a ticket when creating a new ticket from an expired ticket or when all pertinent information remains the same as a ticket previously created.
- **Restake** – Renew the request if excavation will continue past the expiration date of your selected request.
- **Additional Request** - Re-notify member utility companies if the request needs to be remarked or if you are disputing the member utility response from the Positive Response Information System (PRIS).
- **Cancel** - Cancel a request. You will need to cancel your request and create a new ticket to change the type of work, work information (boring, blasting, underground/overhead protection, white lining), location instructions and address or if you need to change the map grid.
- **Create New Locate request** - Create a new request.

Back

Ticket Action:

View/Notes Copy Restake Additional Request Retransmit Cancel Create New Locate Request Close/Deactivate

[View Dig Site Map](#) [?]

Locate Request Panel Ticket Action Instructions

[Back](#)

Ticket Action:

View/Notes **Copy** Restake Additional Request Retransmit Cancel Create New Locate Request Close/Deactivate

[View Dig Site Map](#) [\[?\]](#) **Copy** [Deselect Action](#)

- **Copy** – Select the **Copy** radio button and the additional **Copy** button that appears. You will be taken to the **Locate Request Form**, edit the necessary fields and select **Verify Dig Site**.

[Back](#)

Ticket Action:

View/Notes **Restake** Additional Request Retransmit Cancel Create New Locate Request Close/Deactivate

[View Dig Site Map](#) [\[?\]](#)

- **Restake** – Select the **Restake** radio button and the additional **Restake** button that appears. You will be taken into the Locate Request Form.

[Back](#)

Ticket Action:

View/Notes Copy Restake **Additional Request** Retransmit Cancel Create New Locate Request Close/Deactivate

[View Dig Site Map](#) [\[?\]](#) **Make Additional Request** [Deselect Action](#)

Service Areas Manage Responses		View Response History	
<u>Service Area</u>	<u>Current Response</u>	<u>Contact Name</u>	<u>Contact Type</u> <u>Phone</u>
<input checked="" type="checkbox"/> AGL123 ATLANTA GAS LIGHT PEACHTREE	0 No Response	LANDY EWINGS	Receiving Location 4044271865
<input checked="" type="checkbox"/> COMCEN COMCAST COMMUNICATIONS	0 No Response	SANDRA ANDREWS	Receiving Location 770559679
<input type="checkbox"/> FBRLTE FIBERLIGHT LLC	0 No Response	DELL MILLER	Receiving Location 7703359967
<input type="checkbox"/> MCI02 MCI	0 No Response	LOCATE COORD FIBER SECURITY	Receiving Location 8002893427 x2
<input type="checkbox"/> MESXX MARTA	0 No Response	DAVE TOTH	Receiving Location 4048485673
<input type="checkbox"/> NU106 GEORGIA POWER	0 No Response	CABLE LOCATING ANYONE	Receiving Location 4045066539
<input type="checkbox"/> XOC90 X O COMMUNICATIONS	0 No Response	BARRY LONG	Receiving Location 6784444400

- **Additional Request** - Select the **Additional Request** radio button. Select the members to be notified and enter the reason for the additional request. In the **Remarks** field enter the field contact information, including a phone number, and then select the **Make Additional Request** button that appears.

[Back](#)

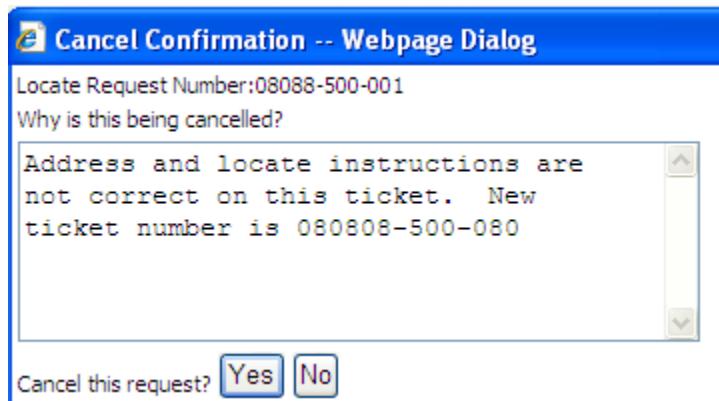
Ticket Action:

View/Notes Copy Restake Additional Request Retransmit **Cancel** Create New Locate Request Close/Deactivate

[View Dig Site Map](#) [\[?\]](#) **Cancel** [Deselect Action](#)

- **Cancel** - Cancel a request by selecting the **Cancel** radio button and the additional **Cancel** button that appears.

Locate Request Panel Ticket Action Instructions Cont.



Enter the reason for canceling the ticket in the dialog box that appears, then select **Yes** to cancel the locate request. A ticket must be cancelled and a new ticket issued when the address, work type, locate instructions, work information or the map grid changes. A cancelled ticket is no longer a legal dig ticket and can not be reinstated.

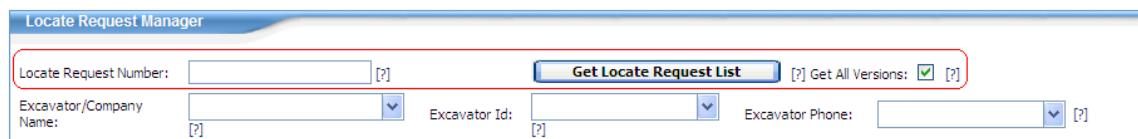


- **Create New Locate Request** – Select the **Create New Locate Request** radio button and the **Create** button that appears. You will be taken to a blank **Locate Request Creation** form.

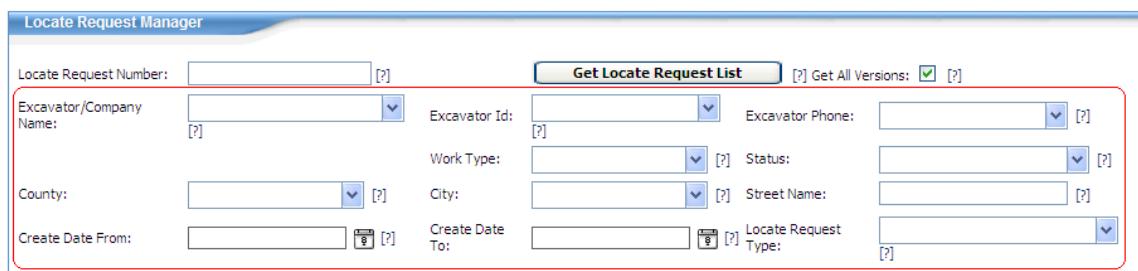
Locate Request Manager

Locate Request Panel **Locate Request Manager** Positive Response Manager Positive Response Viewer

Locate Request Manager will allow you to search, copy, cancel, restake, additional request, view request, print and view child locate requests you have created.



If you already know the locate request number you are inquiring about, you may enter it in the **Locate Request Number** field, including dashes (Example: 08088-500-009). EDEN defaults a check in the **Get All Versions** box. By deselecting the **Get All Versions** box, you can search the latest version of the locate request. Click on **Get Locate Request List**. Your search will populate at the bottom of the screen.



If you do not know the locate request number, you may search for it by filling in as many fields as you can on the screen. The more fields you complete, the more narrowed down your populated search will be.

- Display Locate Requests I Created [?]
- Display Locate Requests My Company Created [?]
- Display Locate Requests Assigned to my Service Area [?]

The bottom left-hand corner of the screen has options that will allow you to do a quick search. You can choose to display the user requests only, company created requests or UPC members can choose requests assigned to the user's service area. EDEN will default to the **Display Locate Requests Assigned to my Service Area** radio button. Select **Get Locate Request List** after you have selected the appropriate search method.

By searching to display locate requests you have created or locate requests your company has created you are able to copy, cancel, restake, additional request, view request, print and view child locate requests.

UPC members searching to display the locate requests assigned to their service area are only able to view request, print and view child locate requests.

Locate Request Manager Cont.

Locate Request Manager

Locate Request Number:	[?]	Get Locate Request List	[?]	Get All Versions:	<input checked="" type="checkbox"/>	[?]				
Excavator/Company Name:	[?]	Excavator Id:	[?]	Excavator Phone:	[?]	[?]				
County:	[?]	Work Type:	[?]	Status:	[?]	[?]				
Create Date From:	[?]	City:	[?]	Street Name:	[?]	[?]				
Create Date To:	[?]	Create Date To:	[?]	Locate Request Type:	[?]	[?]				
<input type="radio"/> Display Locate Requests I Created [?] <input checked="" type="radio"/> Display Locate Requests My Company Created [?] <input type="radio"/> Display Locate Requests Assigned to my Service Area [?]										
#	Locate Request Number	Version	Excavator	Street Number	Street Name	City	County	Type	Status	Options
1	08088-500-009	0	Utilities Protection Center, Inc.	3600	Summit Ridge	DULUTH	GWINNETT	Normal Notice	Complete	Copy Cancel Restake Additional Request View Request Print Child
2	08088-500-005	0	Utilities Protection Center, Inc.	1580	Saint Julian	SUWANEE	GWINNETT	Normal Notice	Complete	Copy Cancel Restake Additional Request View Request Print Child
3	08088-500-004	0	Utilities Protection Center, Inc.	1580	Saint Julian	SUWANEE	GWINNETT	Normal Notice	Complete	Copy Cancel Restake Additional Request View Request Print Child
4	08088-500-003	0	Utilities Protection Center, Inc.	29	Abbey	ATLANTA	FULTON	Normal Notice	Complete	Copy Cancel Restake Additional Request View Request Print Child
5	08088-500-002	0	Utilities Protection Center, Inc.	220	Spout Springs	BRASELTON	HALL	Normal Notice	Complete	Copy Cancel Restake Additional Request View Request Print Child
6	08088-500-001	1	Utilities Protection Center, Inc.		Summit Ridge	DULUTH	GWINNETT	Normal Notice	Complete	Copy Cancel Restake Additional Request View Request Print Child
7	08088-500-001	0	Utilities Protection Center, Inc.		Summit Ridge	DULUTH	GWINNETT	Normal Notice	Complete	Copy Cancel Restake Additional Request View Request Print Child
8	08078-500-008	0	Utilities Protection Center, Inc.		Jones Bridge	ALPHARETTA	FULTON	Normal Notice	Complete	Copy Cancel Restake Additional Request View Request Print Child
9	08078-500-007	3	Utilities Protection Center, Inc.		Marr	CARTERSVILLE	BARTOW	Normal Notice	Complete	Copy Cancel Restake Additional Request View Request Print Child
										Normal Locate Protection Additional Request

After selecting **Get Locate Request List**, your search results will populate at the bottom of the screen. The list will be in order of locate request number, with the latest version first. The **Excavator**, **Street Number**, **Street Name**, **City**, **County** and **Type** columns you notice are there to better assist you in narrowing down the locate request number you are searching for.

By selecting the **Child** option EDEN will display all versions of the locate request number.

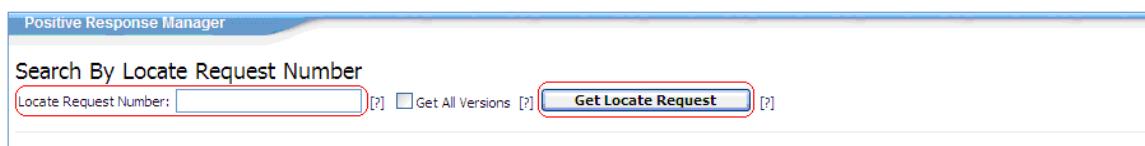
Positive Response Manager

Positive Response Information System or (PRIS) is an automated system serving two functions. It allows the UPC member to respond to each individual locate request providing information on whether underground facilities are present or not present. It also allows the Excavator to check the responses to their locate requests.

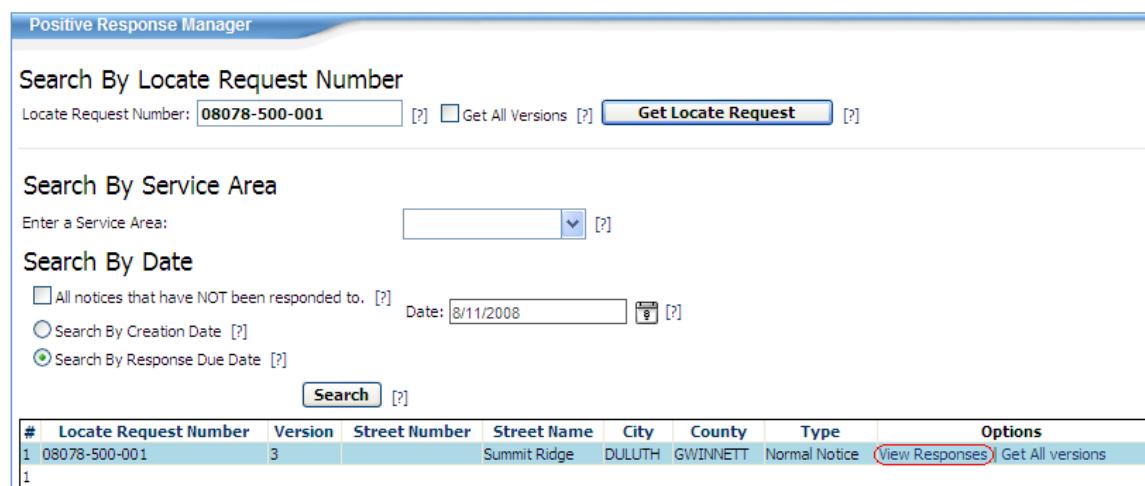
Search by Locate Request Number

› Locate Request Panel Locate Request Manager **Positive Response Manager** Positive Response Viewer

1. Select **Positive Response Manager** located at the top margin of the screen.



2. Type in the ticket number you are checking on including dashes. (Example: 08078-500-001)
3. Select **Get Locate Request**.



#	Locate Request Number	Version	Street Number	Street Name	City	County	Type	Options
1	08078-500-001	3		Summit Ridge	DULUTH	GWINNETT	Normal Notice	View Responses Get All versions
1								

4. Select **View Responses** listed under **Options**.

Positive Response Manager Cont.

Responses Page

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Dig Site Data	Excavator Data
Locate Request Number: 08078-500-001 Ver: 2 Street Name: Summit Ridge City: DULUTH County: GWINNETT State: GA	Company Name: Utilities Protection Center, Inc. Contact: Jane Smith Phone: 770-623-4332 Street: 3400 Summit Ridge Pkwy City, State: Duluth, GA Zip: 30096

[View Response History](#) [View Ticket](#)

Service Area Name (Code)	Current Response	Update Response
AGL114 ATLANTA GAS LIGHT GWINNETT	1	1
AGLN01 AGL NETWORKS, LLC	1	1
CBL01 CHARTER COMMUNICATIONS - GWINNETT	2B	2B
COMCEN COMCAST COMMUNICATIONS		
GA-UPC GA-UPC--TEST CODE	2C	2C
gaupc2 gaupc test code	1	1
QWEST8 QWEST COMMUNICATIONS	1	1
TCG01 ATT / T-TCG	2B	2B
		Save

Available Response Codes

- 1 : Marked
- 2A : Marked with exceptions: High profile utility in conflict, utility owner/operator will attempt to contact you within 24 hours to set up site surveillance.
- 2B : Marked with exceptions: Privately owned facilities on property, contact private facility owner directly or call UPC for a listing of private locate contractors in your area.
- 2C : Marked with exceptions: Permanent Marker Present
- 3A : Unmarked: Locate technician could not gain access to property; contact UPC to obtain a new ticket.

Once the ticket is loaded you should see the responses for this ticket as well as the excavator and dig site information. Check the dig site information to make sure you have pulled up the correct ticket. You can also view the text of the ticket by selecting **View Ticket** and by doing this you can view the utility members that were notified. By selecting **View Response History** you will see the dates and times that each member responded to the ticket.

For UPC Member Utility Owner Operators who Need to Respond to Locate Requests

[Locate Request Panel](#) [Locate Request Manager](#) **Positive Response Manager** [Positive Response Viewer](#)

1. Select **Positive Response Manager** located at the top margin of the screen.
2. Type in the ticket number you are responding to including the dashes. (Example 08078-500-001).
3. Select **Get Locate Request**.

Positive Response Manager

Search By Locate Request Number
 Locate Request Number: **08078-500-001** [\[?\]](#) Get All Versions [\[?\]](#) [Get Locate Request](#) [\[?\]](#)

Search By Service Area
 Enter a Service Area:

Search By Date
 All notices that have NOT been responded to. [\[?\]](#) Date: [\[?\]](#)
 Search By Creation Date [\[?\]](#)
 Search By Response Due Date [\[?\]](#)

[Search](#) [\[?\]](#)

#	Locate Request Number	Version	Street Number	Street Name	City	County	Type	Options
1	08078-500-001	2		Summit Ridge	DULUTH	GWINNETT	Normal Notice	View Responses Get All versions

4. Under **Options** select **View Responses**.

Positive Response Manager Cont.

Responses Page

[Back](#)

Dig Site Data		Excavator Data	
Locate Request Number:	08068-117-004 Ver: 1	Company Name:	TUCKER COMMUNICATIONS
Street Name:	Cameron Mill	Contact:	ALICIA ROPCHOCK
City:	LAGRANGE	Phone:	7066473252
County:	TROUP	Street:	3087 CREST HWY
State:	GA	City, State: THOMASTON, GA	Zip: 30286

[View Response History](#) | [View Ticket](#)

Service Area Name (Code)	Current Response	Update Response
CHC04 CHARTER COMMUNICATIONS-LAGRANGE		3A <input type="button" value="▼"/>
LAG50 CITY OF LAGRANGE WATER		2A <input type="button" value="▼"/>
LAG52 CITY OF LAGRANGE SEWER		2C <input type="button" value="▼"/>
LAG53 CITY OF LAGRANGE ELECTRIC		1 <input type="button" value="▼"/>
<input type="button" value="Save"/>		

Available Response Codes

- 1 : Marked
- 2A : Marked with exceptions: High profile utility in conflict, utility owner/operator will attempt to contact you within 24 hours to set up site surveillance.
- 2B : Marked with exceptions: Privately owned facilities on property, contact private facility owner directly or call UPC for a listing of private locate contractors in your area.
- 2C : Marked with exceptions: Permanent Marker Present
- 3A : Unmarked: Locate technician could not gain access to property; contact UPC to obtain a new ticket.
- 3B : Unmarked : Incorrect address information; contact UPC to obtain a new ticket.
- 3C : Unmarked: Locate technician and contractor have agreed to meet on site on a specific date.

Once the ticket is loaded you should see your member code(s) and the name of your company along with a box to enter your response. You can choose from the response options that are located on the right side of the web page. Once you enter your response select **Save**.

You can also view the text of the ticket by selecting **View Ticket**. This will show you the utility members that were notified. By selecting **View Response History**, you will see the dates and times that each member responded to the ticket.

View History Response is shown below.

[Back](#)

Agent: Jane Smith Ticket Number: 08078-500-001 Version: 2

Dig Site Data		Excavator Data	
Locate Request Number:	08078-500-001	Company Name:	Utilities Protection Center, Inc.
Street Name:	Summit Ridge	Contact Name:	Jane Smith
City:	DULUTH	Phone:	770-623-4332
County:	GWINNETT	Street:	3400 Summit Ridge Pkwy
State:	GA	City, State: Duluth, GA	Zip: 30096

ServiceArea Code	ServiceAreaName	ResponseDateTime	ResponseCommMethod	Respondent	ResponseCode
AGL114	ATLANTA GAS LIGHT GWINNETT	8/7/2008 12:05:59 AM	Ticket Creation	EDEN Ticket Creation	0
AGL114	ATLANTA GAS LIGHT GWINNETT	8/7/2008 3:01:43 PM	Ticket Creation	EDEN Ticket Creation	0
AGL114	ATLANTA GAS LIGHT GWINNETT	8/11/2008 12:28:08 PM	Web	Janet Jackson	1
AGLN01	AGL NETWORKS, LLC	8/7/2008 12:05:59 AM	Ticket Creation	EDEN Ticket Creation	0
AGLN01	AGL NETWORKS, LLC	8/7/2008 3:01:42 PM	Ticket Creation	EDEN Ticket Creation	0
AGLN01	AGL NETWORKS, LLC	8/11/2008 12:28:08 PM	Web	Janet Jackson	1
CBL01	CHARTER COMMUNICATIONS - GWINNETT	8/7/2008 12:05:59 AM	Ticket Creation	EDEN Ticket Creation	0
CBL01	CHARTER COMMUNICATIONS - GWINNETT	8/7/2008 3:01:42 PM	Ticket Creation	EDEN Ticket Creation	0
CBL01	CHARTER COMMUNICATIONS - GWINNETT	8/11/2008 12:28:08 PM	Web	Janet Jackson	2B
COMGEN	COMCAST COMMUNICATIONS	8/7/2008 12:05:59 AM	Ticket Creation	EDEN Ticket Creation	0
COMCEN	COMCAST COMMUNICATIONS	8/7/2008 3:01:42 PM	Ticket Creation	EDEN Ticket Creation	0
GA-UPC	GA-UPC-TEST CODE	8/7/2008 3:01:43 PM	Ticket Creation	EDEN Ticket Creation	0
GA-UPC	GA-UPC-TEST CODE	8/11/2008 12:28:08 PM	Web	Janet Jackson	2C
gaupc2	gaupc test code	8/7/2008 3:01:42 PM	Ticket Creation	EDEN Ticket Creation	0
gaupc2	gaupc test code	8/11/2008 12:28:08 PM	Web	Janet Jackson	1
QWEST8	QWEST COMMUNICATIONS	8/7/2008 12:05:59 AM	Ticket Creation	EDEN Ticket Creation	0
QWEST8	QWEST COMMUNICATIONS	8/7/2008 3:01:42 PM	Ticket Creation	EDEN Ticket Creation	0
QWEST8	QWEST COMMUNICATIONS	8/11/2008 12:28:08 PM	Web	Janet Jackson	1
TCG01	ATT / T-TCG	8/7/2008 12:05:59 AM	Ticket Creation	EDEN Ticket Creation	0
TCG01	ATT / T-TCG	8/7/2008 3:01:42 PM	Ticket Creation	EDEN Ticket Creation	0

Positive Response Manager Cont.

Search by Service Area

Positive Response Manager

Search By Locate Request Number

Locate Request Number: [?] Get All Versions [?] [?]

Search By Service Area

Enter a Service Area: [?] [?]

Search By Date

All notices that have NOT been responded to. [?] [?] [?]

Search By Creation Date [?] Search By Response Due Date [?]

[?]

1. Select the service area from the drop down list provided.
2. Select the appropriate **search by date option** and select a date from the calendar.
3. You will retrieve all locate requests that meet your search criteria.

Note: If you have multiple service areas you must search by each service area to make sure you are responding to all of your locate requests.

Search for Locate Requests That Have Not Been Responded to by a Specific Date

Positive Response Manager

Search By Locate Request Number

Locate Request Number: [?] Get All Versions [?] [?]

Search By Service Area

Enter a Service Area: [?] [?]

Search By Date

All notices that have NOT been responded to. [?] [?] [?]

Search By Creation Date [?] Search By Response Due Date [?]

[?]

#	Locate Request Number	Version	Street Number	Street Name	City	County	Type	Options
1	08137-069-017	0	2315	Mount Auburn	AUGUSTA	RICHMOND	Normal Notice	View Responses Get All versions
2	08137-069-016	0	4001	Clubland	MARIETTA	COBB	Normal Notice	View Responses Get All versions
3	08137-069-015	0	1326	Horseleg Creek	ROME	floyd	Normal Notice	View Responses Get All versions
4	08137-069-014	0	1326	Horseleg Creek	ROME	floyd	Normal Notice	View Responses Get All versions
5	08137-117-001	0	1326	Horseleg Creek	ROME	floyd	Normal Notice	View Responses Get All versions
6	08137-069-013	0	3637	Lavista	Atlanta	DeKalb	Normal Notice	View Responses Get All versions
7	08137-069-012	0	41	Halls Mill	Chickamauga	Walker	Normal Notice	View Responses Get All versions
8	08137-069-011	0	4432	Freeman	Marietta	Cobb	Normal Notice	View Responses Get All versions
1 2 3 4 5 6 7 8 9 10 ...								

1. Select the service area you wish to search.
2. Check box titled **All notices that have NOT been responded to**.
3. Select the **Search** Button. This will provide a list of notices due today that you have not responded to.
4. To utilize the other search options select either **search by creation date** or **search by response due date** and select a date from the calendar. Select the **Search** button.

This will provide you with a list of the locate requests that have not been responded to for the date selected.

Positive Response Manager Cont.

Search by Date

1. Select a date from the calendar.
2. Choose from the following search options:
 - **All notices that have NOT been responded to** – Locate requests that the utility members need to respond to.
 - **Search By Creation Date** – The date the locate request was created by the excavator.
 - **Search By Response Due Date** – The date the utility must respond to the locate request to comply with Georgia Law.
3. Click on **Search**.

You will retrieve all locate requests that meet your search criteria.

Positive Response Manager

Search By Locate Request Number
 Locate Request Number: [?] Get All Versions [?] **Get Locate Request** [?]

Search By Service Area
 Enter a Service Area: [?]

Search By Date

All notices that have NOT been responded to [?] [?]
 Search By Creation Date [?] Search By Response Due Date [?]

Search [?]

#	Locate Request Number	Version	Street Number	Street Name	City	County	Type	Options
1	08137-069-017	0	2315	Mount Auburn	AUGUSTA	RICHMOND	Normal Notice	View Responses Get All versions
2	08137-069-016	0	4001	Clubland	MARIETTA	COBB	Normal Notice	View Responses Get All versions
3	08137-069-015	0	1326	Horseleg Creek	ROME	floyd	Normal Notice	View Responses Get All versions
4	08137-069-014	0	1326	Horseleg Creek	ROME	floyd	Normal Notice	View Responses Get All versions
5	08137-117-001	0	1326	Horseleg Creek	ROME	floyd	Normal Notice	View Responses Get All versions
6	08137-069-013	0	3637	Lavista	Atlanta	DeKalb	Normal Notice	View Responses Get All versions
7	08137-069-012	0	41	Halls Mill	Chickamauga	Walker	Normal Notice	View Responses Get All versions
8	08137-069-011	0	4432	Freeman	Marietta	Cobb	Normal Notice	View Responses Get All versions

1 2 3 4 5 6 7 8 9 10 ...

Positive Response Manager

Search By Locate Request Number
 Locate Request Number: [?] Get All Versions [?] **Get Locate Request** [?]

Search By Service Area
 Enter a Service Area: [?]

Search By Date

All notices that have NOT been responded to [?] [?]
 Search By Creation Date [?] Search By Response Due Date [?]

Search [?]

#	Locate Request Number	Version	Street Number	Street Name	City	County	Type	Options
1	08137-069-017	0	2315	Mount Auburn	AUGUSTA	RICHMOND	Normal Notice	View Responses Get All versions
2	08137-069-016	0	4001	Clubland	MARIETTA	COBB	Normal Notice	View Responses Get All versions
3	08137-069-015	0	1326	Horseleg Creek	ROME	floyd	Normal Notice	View Responses Get All versions
4	08137-069-014	0	1326	Horseleg Creek	ROME	floyd	Normal Notice	View Responses Get All versions
5	08137-117-001	0	1326	Horseleg Creek	ROME	floyd	Normal Notice	View Responses Get All versions
6	08137-069-013	0	3637	Lavista	Atlanta	DeKalb	Normal Notice	View Responses Get All versions
7	08137-069-012	0	41	Halls Mill	Chickamauga	Walker	Normal Notice	View Responses Get All versions
8	08137-069-011	0	4432	Freeman	Marietta	Cobb	Normal Notice	View Responses Get All versions

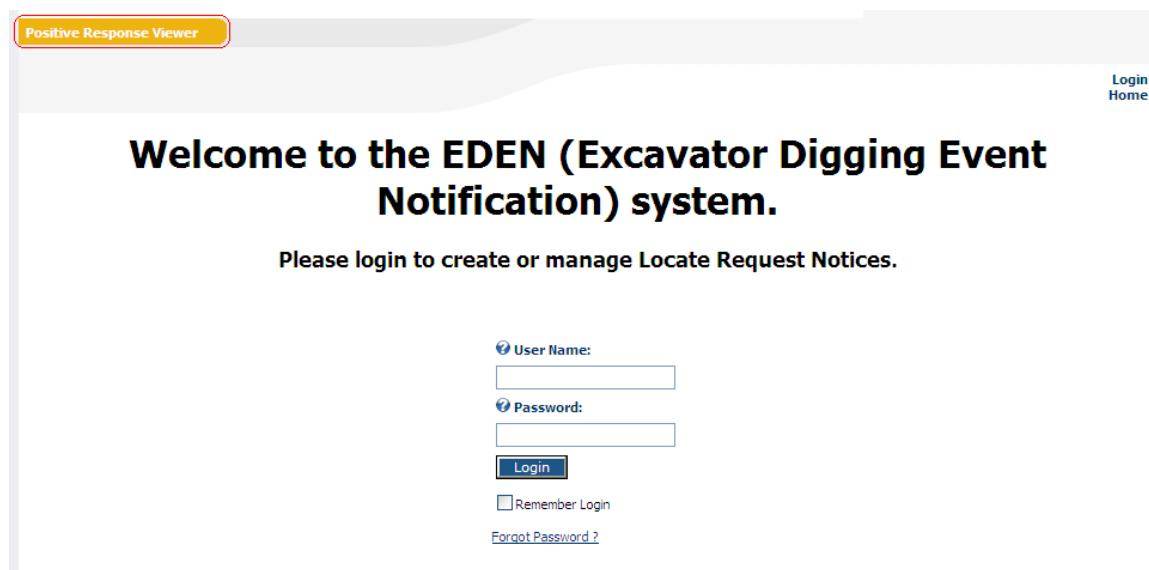
1 2 3 4 5 6 7 8 9 10 ...

Positive Response Viewer

Positive Response Viewer will also allow you to check the status of a locate request by ticket number, also known as locate request number.

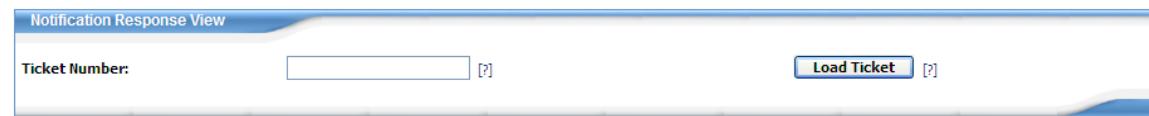
You may access Positive Response Viewer whether you are logged into EDEN or not.

Accessing Positive Response Viewer without Logging into EDEN



The image shows the EDEN login page. At the top left is a red button labeled "Positive Response Viewer". At the top right are links for "Login" and "Home". The main title is "Welcome to the EDEN (Excavator Digging Event Notification) system." Below the title is a sub-instruction: "Please login to create or manage Locate Request Notices." The login form consists of fields for "User Name" and "Password", a "Login" button, a "Remember Login" checkbox, and a "Forgot Password ?" link.

1. Select the **Positive Response Viewer** button at the top left corner of the EDEN login web page www.EDEN.gaupc.com.



The image shows the "Notification Response View" page. It has a header "Notification Response View". Below it is a form with a "Ticket Number:" label, a text input field, a help link "[?]", a "Load Ticket" button, and a help link "[?]".

2. Type in the ticket number you are checking on including dashes. (Example: 08088-500-009.)
3. Select **Load Ticket**.

Positive Response Viewer Cont.

ResponseViewPage

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Dig Site Data

Locate Request Number: 08088-500-009 Ver: 0

Street Name:	Summit Ridge
City:	DULUTH
County:	GWINNETT
State:	GA

Excavator Data

Company Name:	Utilities Protection Center, Inc.
Contact:	Jane Smith
Phone:	770-623-4332
Street:	3400 Summit Ridge Pkwy
City, State:	Duluth, GA
Zip:	30096

[View Ticket](#) [View Ticket](#)

Service Area Name (Code)	Current Response
AGL114 ATLANTA GAS LIGHT GWINNETT	1
AGLN01 AGL NETWORKS, LLC	3C
CBL01 CHARTER COMMUNICATIONS - GWINNETT	1
COMCEN COMCAST COMMUNICATIONS	1
QWEST8 QWEST COMMUNICATIONS	3A
TCG01 ATT / T-TCG	3C

Available Response Codes

- 1 : Marked
- 2A : Marked with exceptions: High profile utility in conflict, utility owner/operator will attempt to contact you within 24 hours to set up site surveillance.
- 2B : Marked with exceptions: Privately owned facilities on property, contact private facility owner directly or call UPC for a listing of private locate contractors in your area.
- 2C : Marked with exceptions: Permanent Marker Present
- 3A : Unmarked: Locate technician could not gain access to property; contact UPC to obtain a new ticket.
- 3B : Unmarked : Incorrect address information; contact UPC to obtain a new ticket.
- 3C : Unmarked: Locate technician and contractor have agreed to meet on site on a specific date.

4. Once the ticket is loaded you will see each utility member's response as well as the **Dig Site Data** and **Excavator Data**.
5. To view the ticket in text form select **View Ticket**. You will notice two **View Ticket** buttons. Choose the one to the right.

Positive Response Viewer Cont.

Accessing Positive Response Viewer while Logged into EDEN

› **Locate Request Panel** **Locate Request Manager** **Positive Response Manager** **Positive Response Viewer**

1. Once you are logged into EDEN, select **Positive Response Viewer** located at the top margin of the screen.



2. Type in the ticket number you are checking on including dashes. (Example: 08088-500-009.)
3. Select **Load Ticket**.
4. Once the ticket is loaded you will see each utility member's response as well as the **Dig Site Data** and **Excavator Data**.
5. To view the ticket in text form select **View Ticket**. You will notice two **View Ticket** buttons. Choose the one to the right.