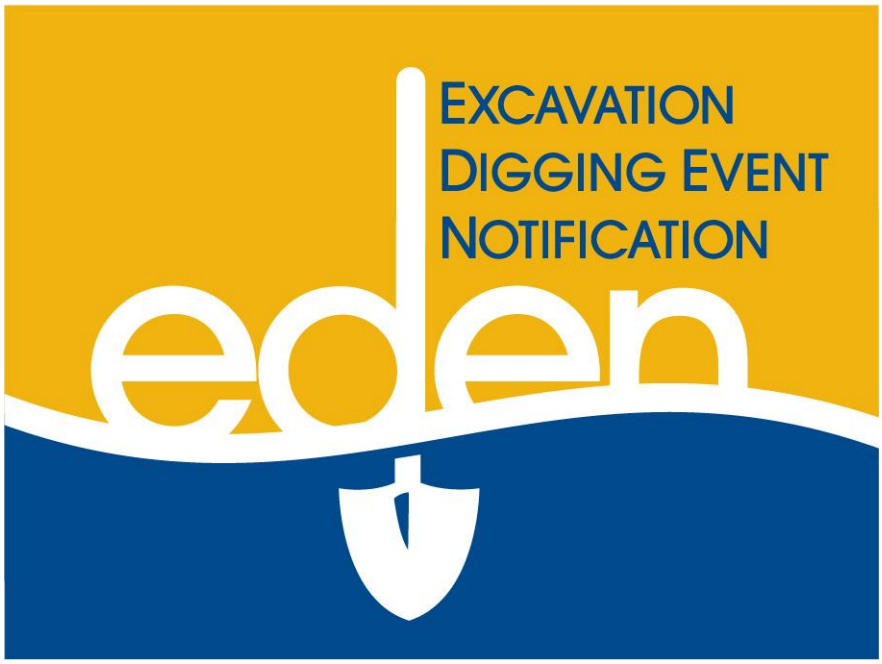
Utilities PROTECTION CENTER | DIG SAFELY!



Web Entry
Instructional Manual

Georgia UPC EDEN

November 7, 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 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.

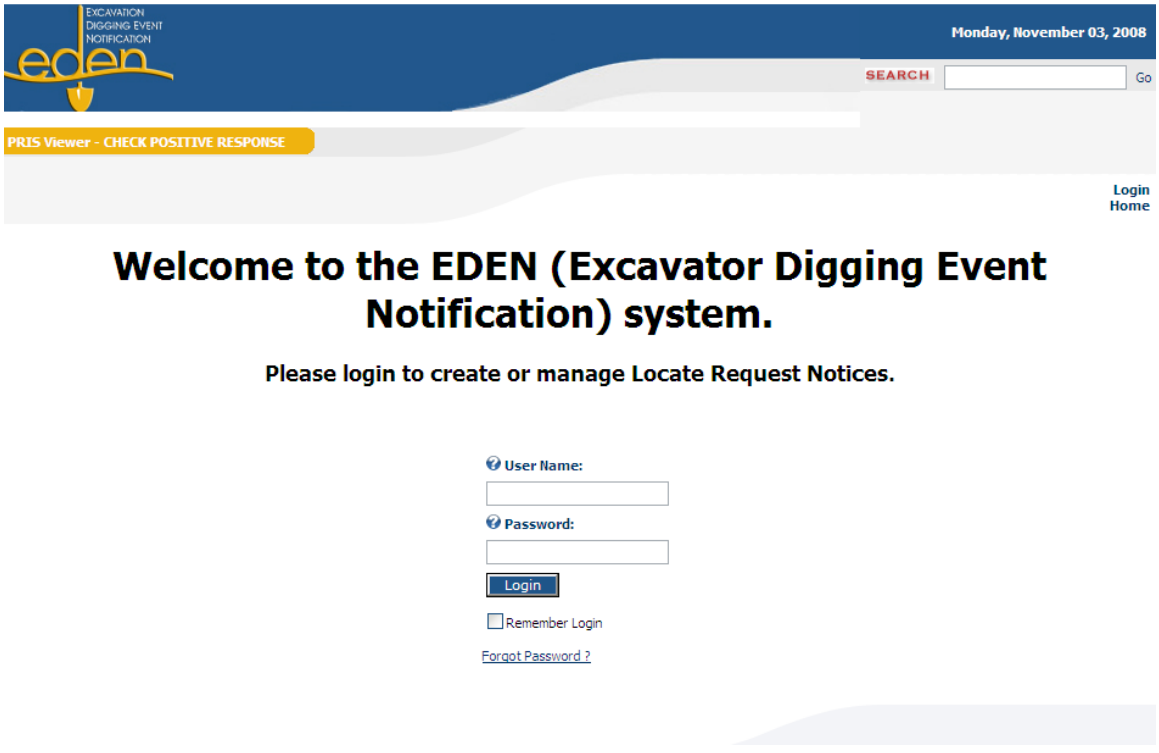
Purpose

The purpose of this manual is to educate web users on how to use the EDEN (Excavator Digging Event Notification) web entry system. It will give web users detailed instructions on how to enter, view, and check the status and/or update 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 in EDEN.

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, click on ***EDEN Login*** located at the top right-hand corner of the site. This will then take you to the EDEN login homepage.

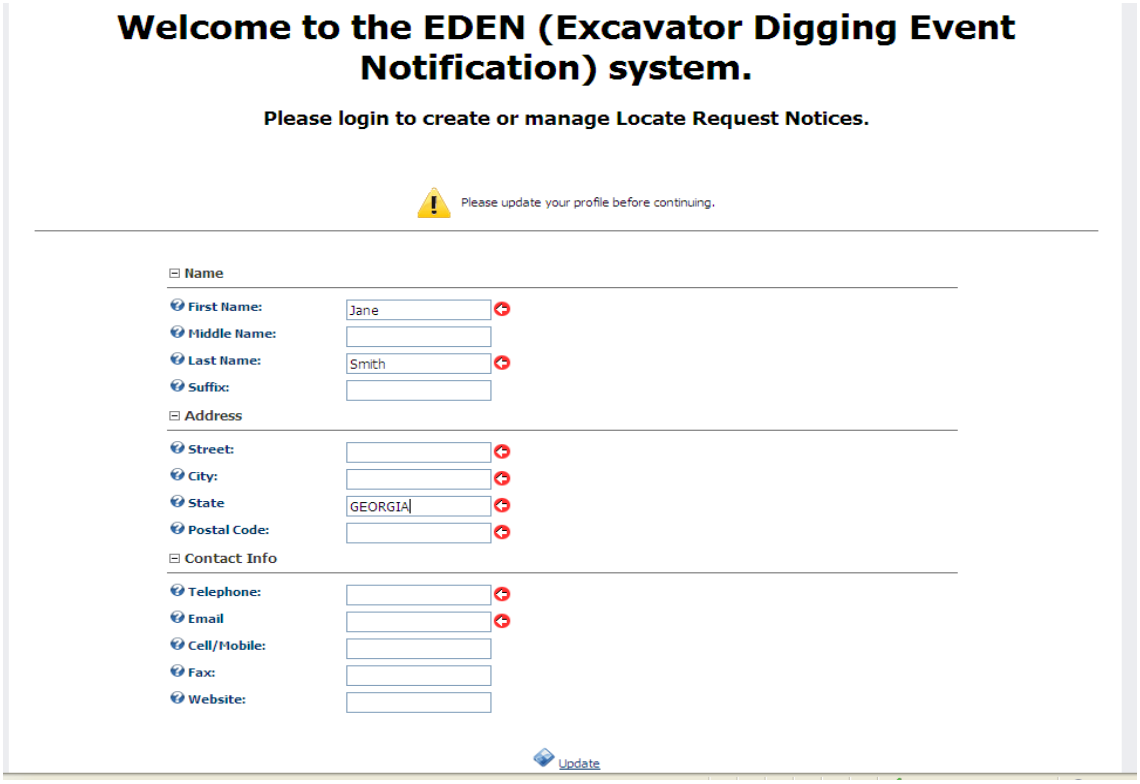
If you need assistance, you may contact the EDEN System Helpdesk at (770) 476-6055 or email the Helpdesk at EDENhelpdesk@gaupc.com.



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.

3. Enter your ***User Name***. This is 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.

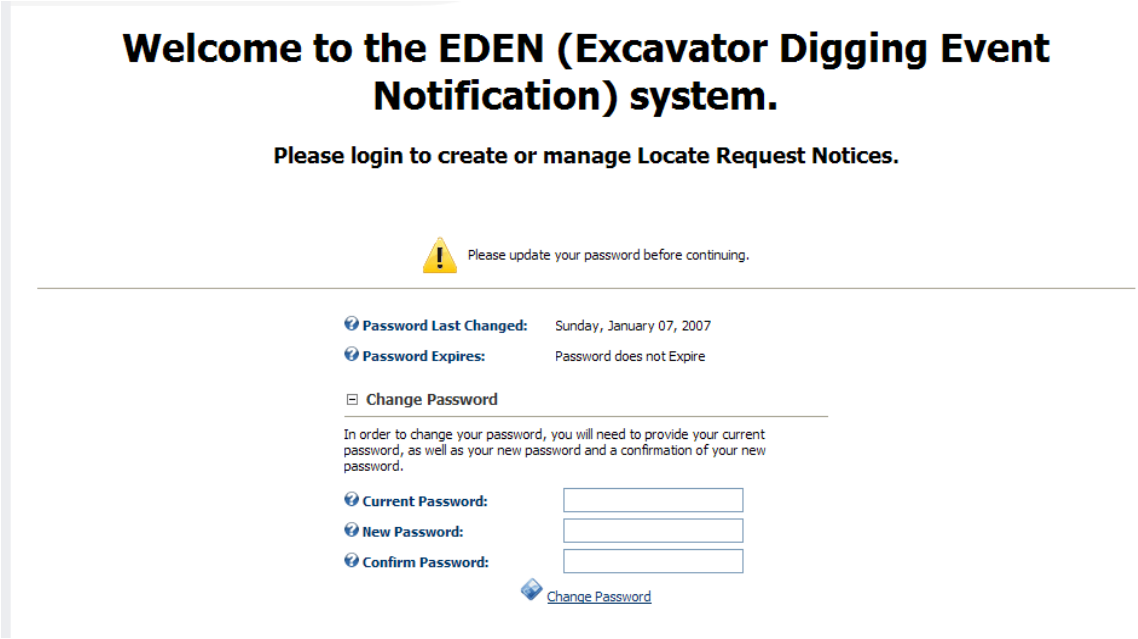


5. After logging into EDEN, you will be required to provide your contact information. This information is for the UPC records and will NOT be on the locate requests you create. Please provide as much information as possible so we can keep you informed on EDEN updates and be able to contact you if necessary.

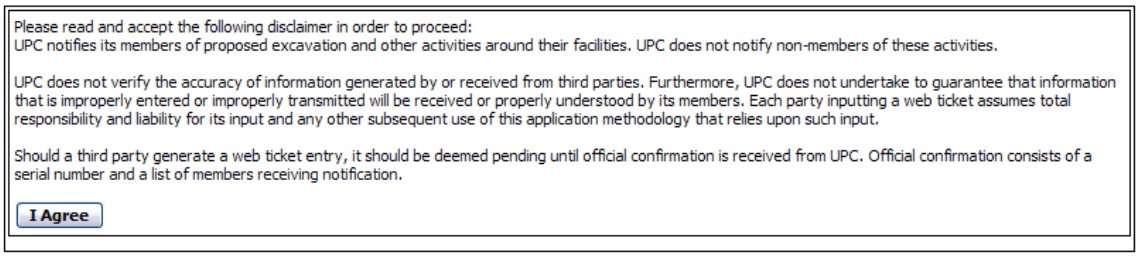
NOTE: The information you provided when you requested a username and password through our Member Services Department will be present on each locate request you create.

6. Click on ***Update***.

Login to EDEN Cont.



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.



9. 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.

NOTE: The allotted locate requests created through EDEN are Normal, Restake, Additional Request and Design notices. All Emergency, Damage and Insufficient (Rush) notices must be called into the Call Center by dialing 811 or (800) 282-7411 or (770) 623-4344.

Login to EDEN Cont.

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.
- 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.
- Make sure the Popup Blocker is turned off or you will not be able to see the ticket number upon completion of the locate request.

Top Panel Review

Locate Request Panel:

- Create a new locate request.
- Provides a list of the daily locate requests you have created.

Locate Request Manager:

- Depending on your profile access, it allows you to search for locate requests that you have created, that your company has created and that are assigned to your service area.
- Depending on your profile access, you can search to copy, cancel, restake, additional request, view request, print and view child locate requests.

Positive Response Manager:

- Allows the UPC member utility to respond to each individual locate request providing information on whether underground facilities are present or not present.
- Allows the member excavator to check the responses to their locate requests.

Positive Response Viewer:

- Allows you to check the status of a locate request by ticket number.
- May be accessed while logged in or out of EDEN.

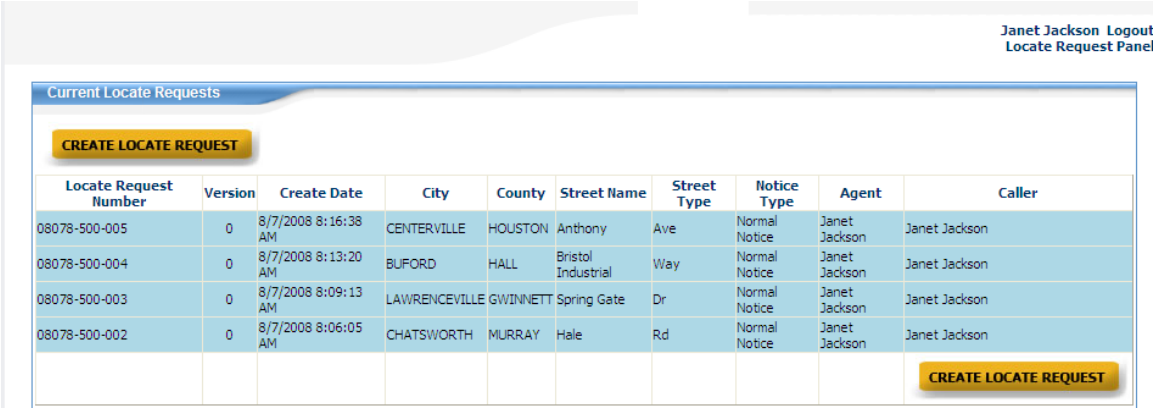
Search:

- Directs you to ***Locate Request Manager***.
- May search by partial or whole ticket number.

Locate Request Panel

The ***Locate Request Panel*** allows you to create new locate requests and provides a list of daily locate requests you have created.

1. Click on ***Locate Request Panel*** from the top panel.

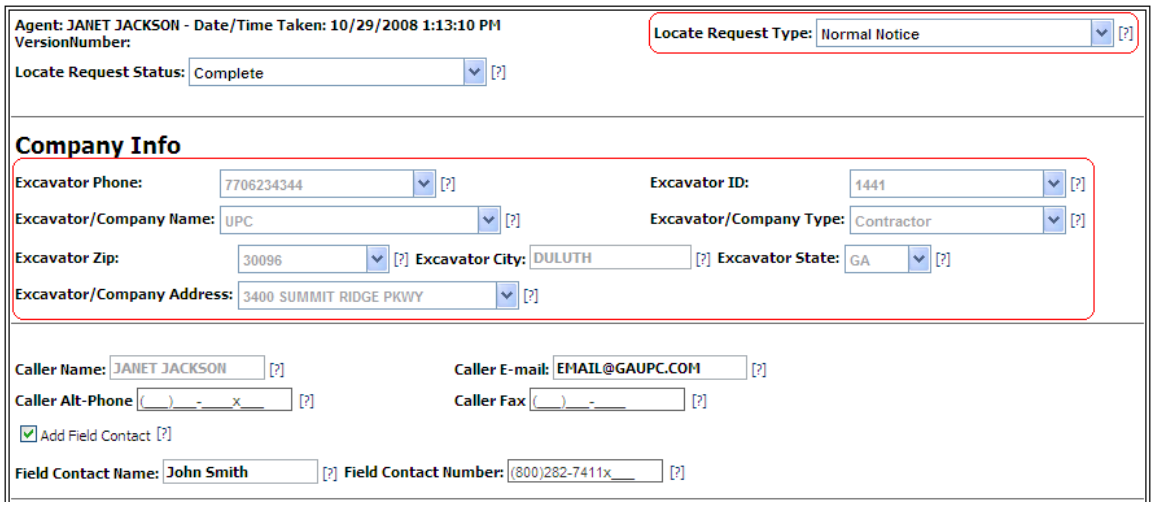


2. If you have created any locate requests for the day, you will notice them listed between the two ***Create Locate Request*** buttons. (To view a request, left click with your mouse on the locate request number.)

3. To create a new locate request, click on the ***Create Locate Request*** button. Doing so will take you to the ***Locate Request Creation*** page.

Enter Locate Request Information

After selecting the ***Create Locate Request*** button on the ***Locate Request Panel*** screen, the ***Locate Request Creation*** page that appears allows you to enter the information pertaining to your locate request.



Locate Request Type: This allows you to choose the type of locate request you would like to create.

Your locate request options are:

- **Normal Notice –** A standard 48 hour locate request for excavation purposes.
- **Design Notice –** A request for locating existing utility facilities for bidding, pre-design, or advanced planning purposes. A design locate request may NOT be used for excavation purposes.

Company Information

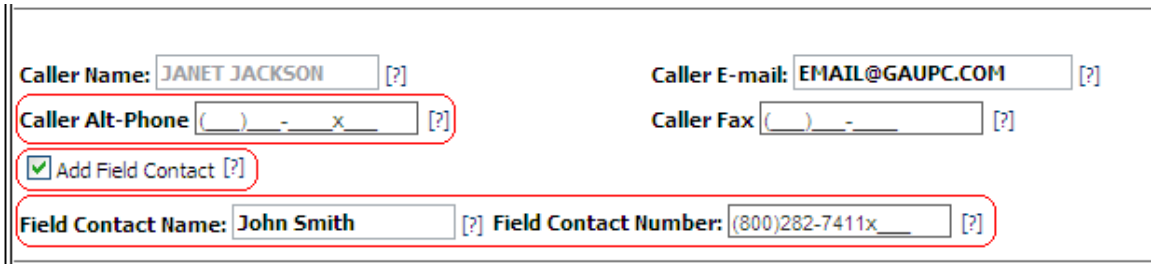
Your company information is auto populated from the information you provided when you requested a ***User Name*** and ***Password***. To edit this information contact our Member Services Department at (770) 623-5786 or send an email to memberservices@gaupc.com.

Caller Name: This field is auto populated with the name of the person the account is created under.

Caller E-mail: If applicable, enter your e-mail address here.

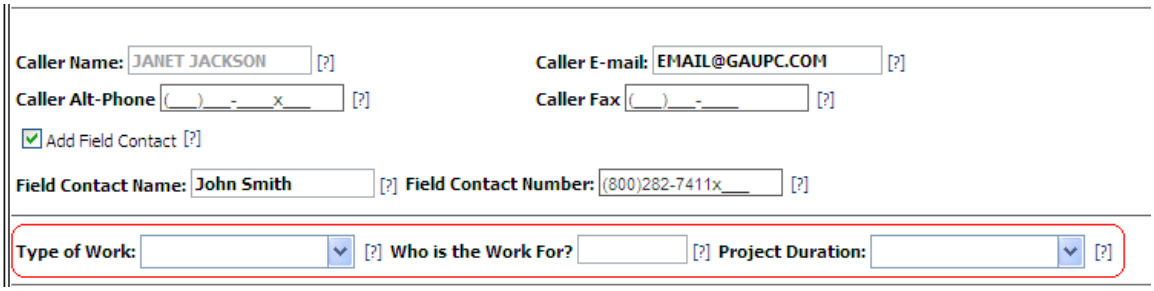
Caller Fax: If applicable, enter your fax number here.

Enter Locate Request Information Cont.



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. 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, i.e. 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 the ***Field Contact Number*** field. You may deselect the ***Add Field Contact*** box to remove the field contact information.



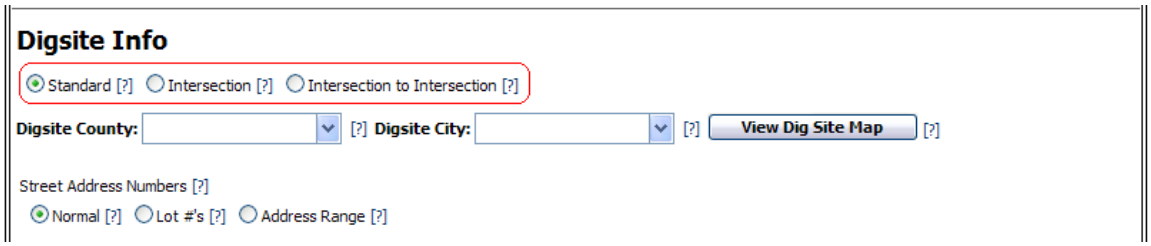
Work Type: Type of work being performed. Please be specific. You must list all types of work. Choose one from the list and/or type your own. (Example: A landscaper is going to install an irrigation system, plants, shrubs and a patio. You must list all of these different types of landscaping instead of 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 the excavation will take place on this project. (Example: 2 hours, 1 day, 2 weeks, 1 month, etc.)

NOTE: Normal (or Standard) locate requests expire 21 calendar days following the date of notice. The project duration does not affect the expiration date.

Enter Locate Request Information Cont.



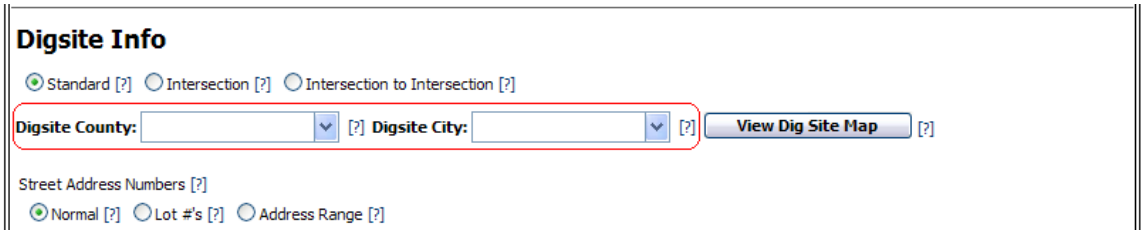
Dig Site Information

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 200 feet in all directions in the right of way. Specify the footage needed for your locate request not to exceed 200 feet 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.

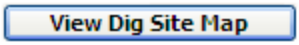
NOTE: Each radio button you choose will alter the locate request screen in a different way to conform to the specific locate request.



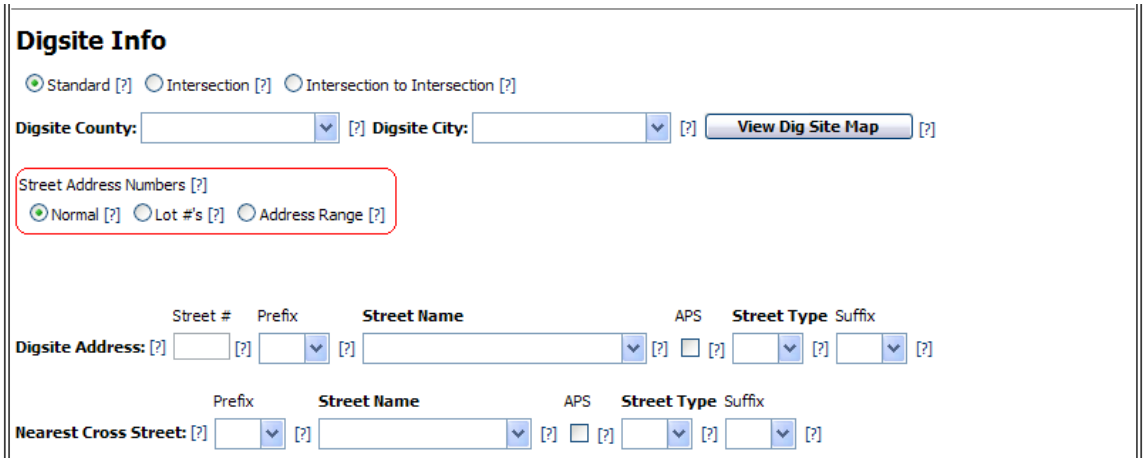
Dig Site County: The county the digging will take place in. As you are entering the county in this field, you will notice the drop down list changing as you type each letter. If you tab to the next field and a county is highlighted in the drop down list, the county highlighted will be selected. EDEN 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.

Enter Locate Request Information Cont.



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.



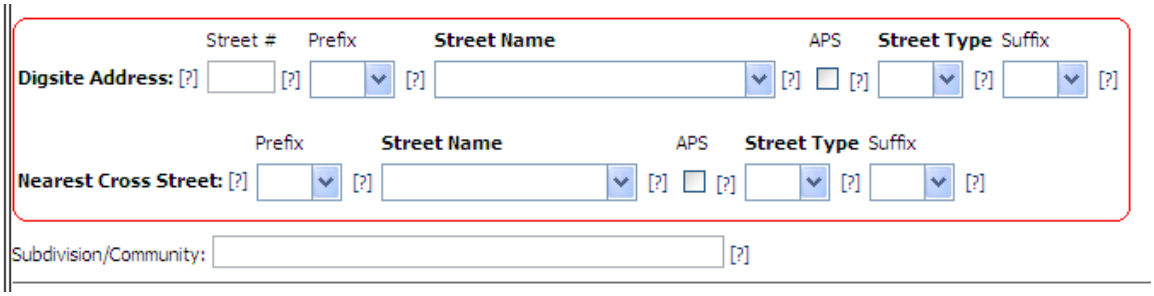
Street Address Numbers:

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 next ***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 next ***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 Locate Request Information Cont.



Dig Site 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, street type or suffix. 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 in EDEN. If you are unable to find the street name in the drop down list, use the ***APS*** feature described in the next section.

NOTE: You must select the dig site 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 it 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 key when the desired street is highlighted.

- **APS:** Adjacent Places Search. Check this option to search for your street in surrounding 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 the search. A drop down list of streets in neighboring counties and cities will appear. The list is in alphabetical order by counties and within counties it is in alphabetical order by cities and then by street name. Highlight the correct dig site street name.

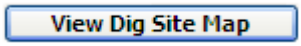
NOTE: If the dig site street is not in the drop down list, then it is not in the database. You must complete all applicable *Dig Site Address* fields and manually map your dig site. Detailed instructions for *Manually Mapping Locate Requests* are found on Page 26 of this manual.

- **Street Type:** If the example was 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 as previously described. The ***APS*** feature may also be used to search for the nearest cross street. When selecting the nearest cross street from the drop down list, follow the same procedure as selecting the ***Dig Site Address Street Name***.

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

Enter Locate Request Information Cont.



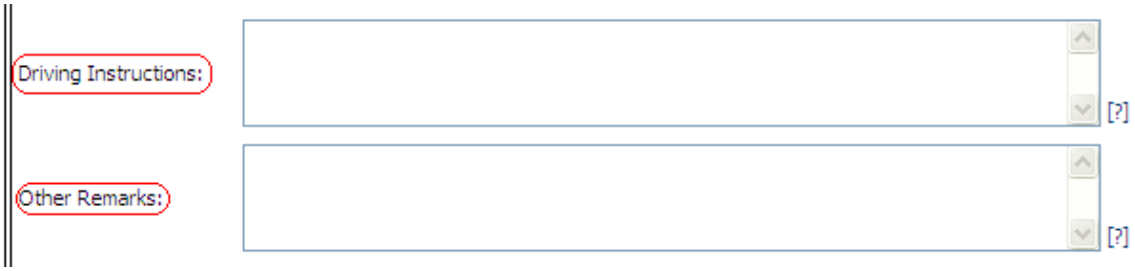
View Dig Site Map: Click icon next to the ***Dig Site City*** field to view map.

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 200 feet in all directions in the right of way. Specify the footage needed for your locate request not to exceed 200 feet 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 "*Ticket Size Policy*" for full details at www.gaupc.com/laws_ticket_size.asp.



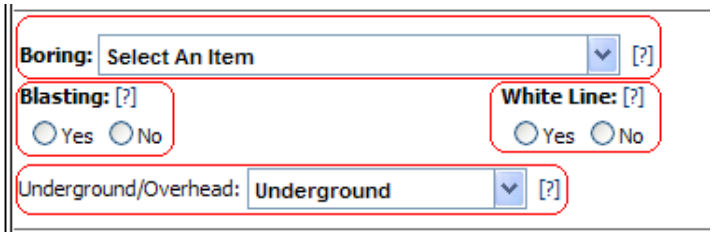
Driving Instructions: You must provide enough information to determine where the excavation is taking place. In new developments this may include driving directions.

NOTE: You must enter driving directions when your dig site is on a street that is not located in the UPC map database.

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, business name, etc.)

Enter Locate Request Information Cont.

Work Information Questions



Boring: If your excavation will involve horizontal directional drilling (i.e. boring), select one of the pre-defined options. If the pre-defined options do not have what you will be drilling under, then type it in the ***Other Remarks*** section of the request.

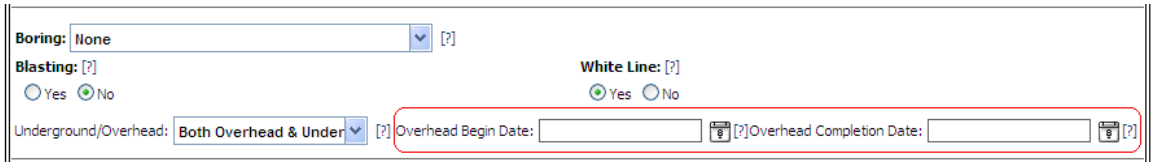
Blasting: If your excavation will involve blasting, select ***Yes***. If not, select ***No***.

White Line: If you will be marking the area with white paint, select ***Yes***. If not, select ***No***. If you will be marking the area with white stakes or flags or with anything else, specify that in the ***Other Remarks*** section.

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:

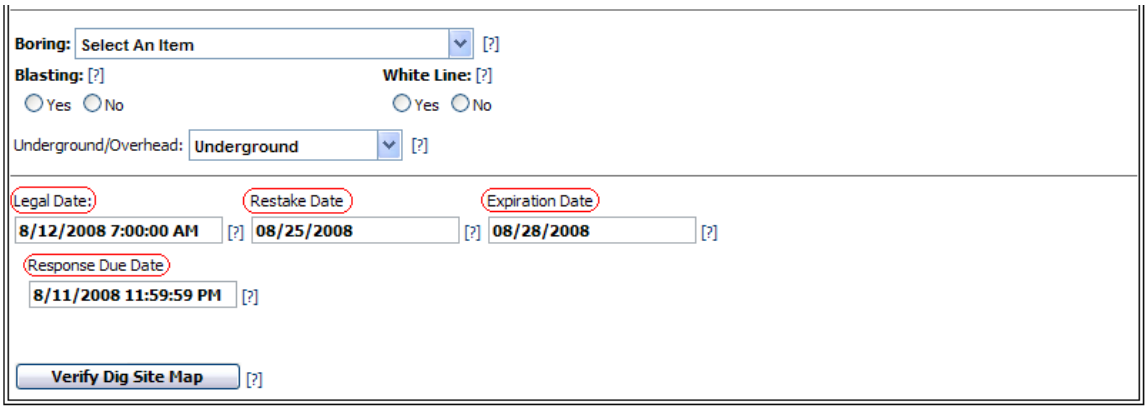
- **Underground:** Excavation Only—Excavation will take place and persons and/or equipment will not be within 10 feet of any overhead high voltage power lines.
- **Both Overhead and Underground:** Excavation and Overhead—Excavation will take place and persons and/or equipment will be within 10 feet of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



If ***Both Overhead & Underground*** or ***Overhead*** is selected, choose your ***Overhead Begin Date*** and ***Overhead Completion Date*** by opening the calendar popups and selecting the appropriate dates. The ***Overhead Begin Date*** cannot be before the ***Legal Date*** described in the next section.

Enter Locate Request Information Cont.

Important Dates



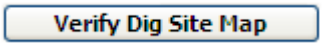
Legal Date: The date when the ticket becomes effective. You may check the status of your locate request through the Positive Response Information System (PRIS).

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.

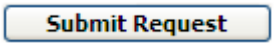
Restake Date: The date when your locate request must be updated or renewed to continue excavation past the expiration date. Please be sure to restake your locate request before 4:30 pm on the restake date or two business days prior to that date. Anything entered after 4:30 pm is considered to be entered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

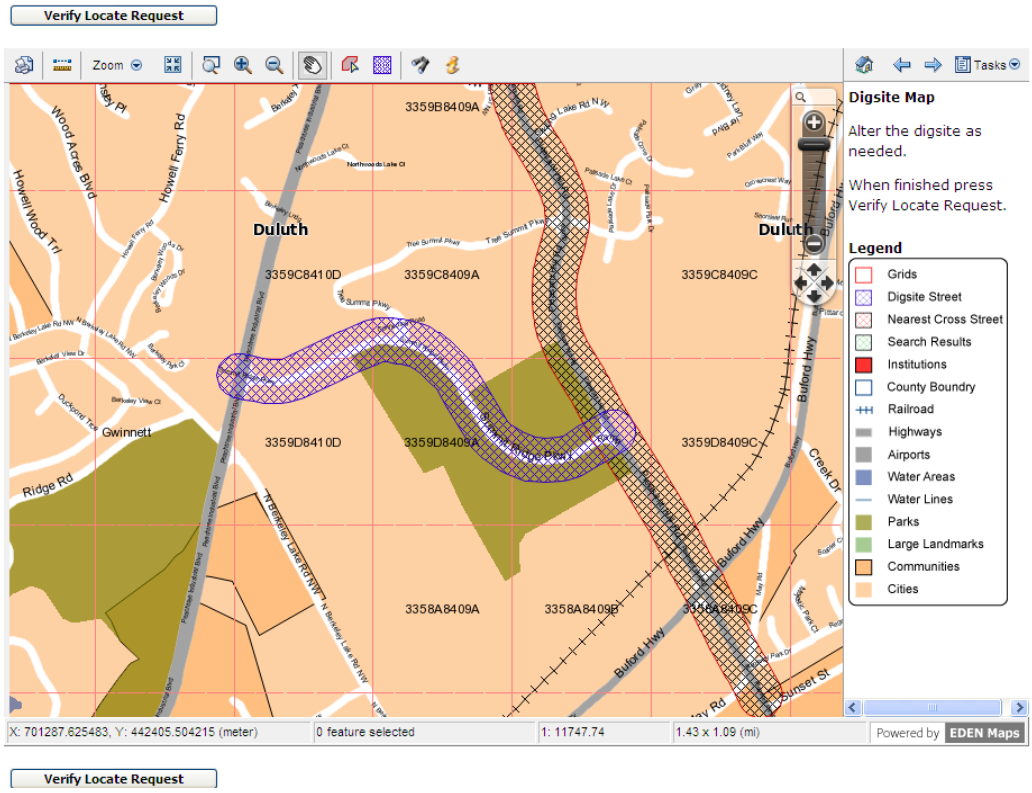


Verify Dig Site Map: Select this button to verify your dig site on the map.



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 Map Verification



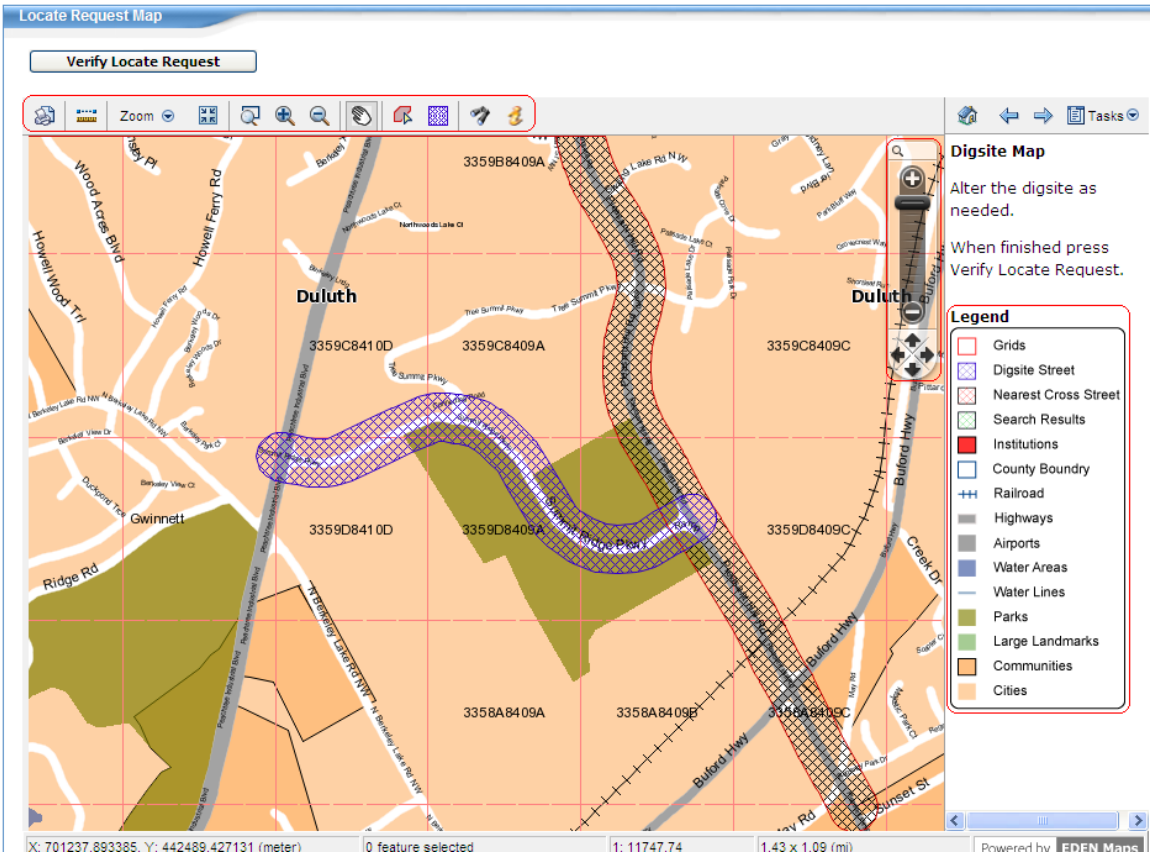
After selecting either ***View Dig Site Map*** or ***Verify Dig Site*** you will be directed to the map and asked to verify your dig site. The dig site will be identified by the blue cross hatched area and the nearest cross street will be identified by the red cross hatched area. The map contains red dashes in the shape of squares. These squares are known as grids and are approximately ¼ mile horizontally and 1/3 mile vertically 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 Locate Requests*** are found on Page 26 of this manual.

NOTE: The 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 along the right side 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.

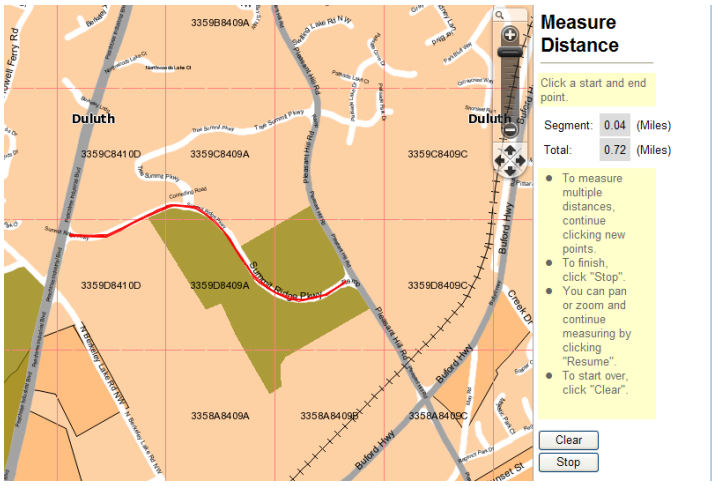
TOOL BAR –

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 miles 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

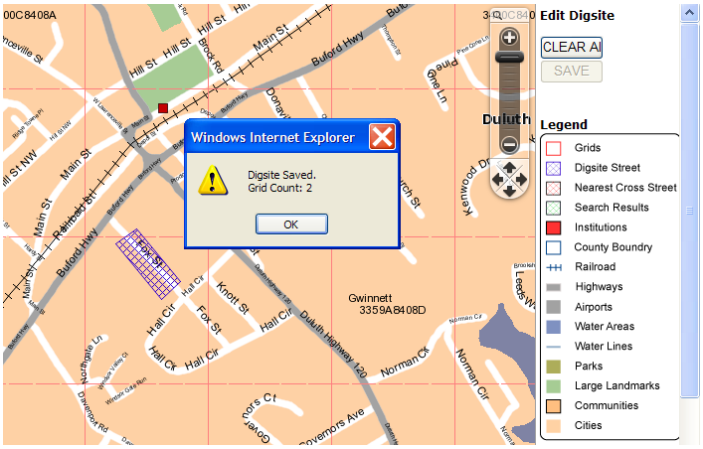
1. Select the ***Pan Mode*** tool to move the map in any direction. Click and drag on the map in the direction you want to move it. The map will reset itself when the mouse key is released.

Draw Manual Polygon Digsite

1. Select the ***Draw Manual Polygon Digsite*** 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 left click the mouse at the same time to stop drawing. The outlined area turns to blue hash marks.
3. Click on the ***Save*** button to the right of the map above the ***Legend***.
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.

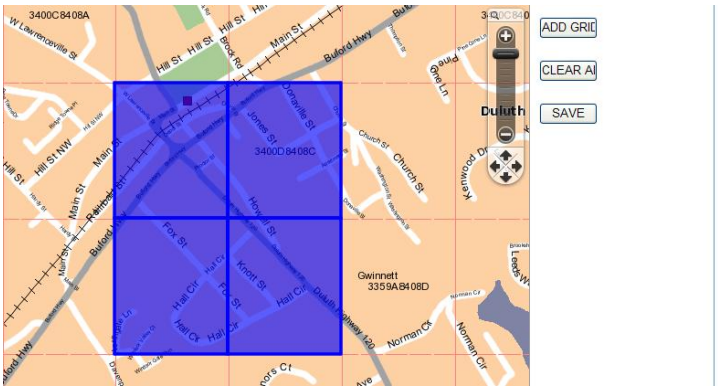
Mapping Tools Cont.

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 overridden by simply re-drawing and saving the dig site.



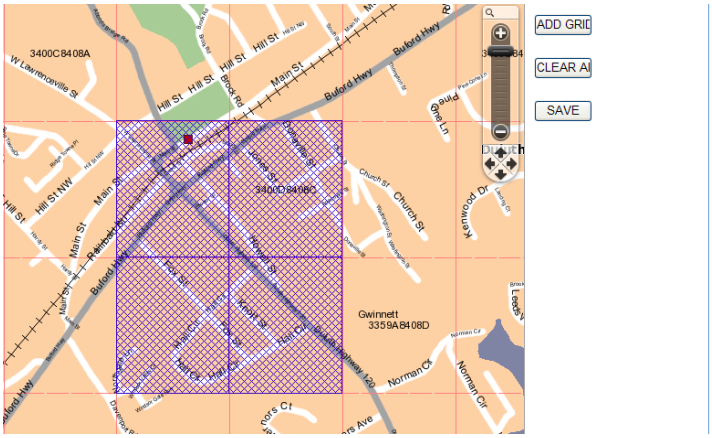
Create a Digsite Using Grid Selection

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 dark blue.

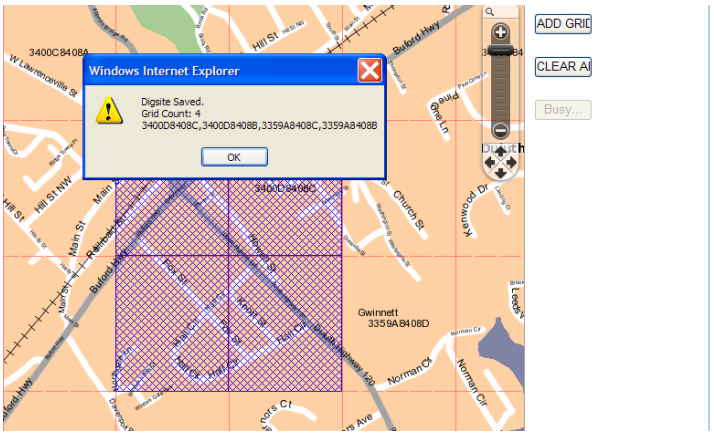


2. After selecting the grid(s), click on the ***Add Grid*** button to the right of the map. The dark blue turns to blue hash marks.

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.

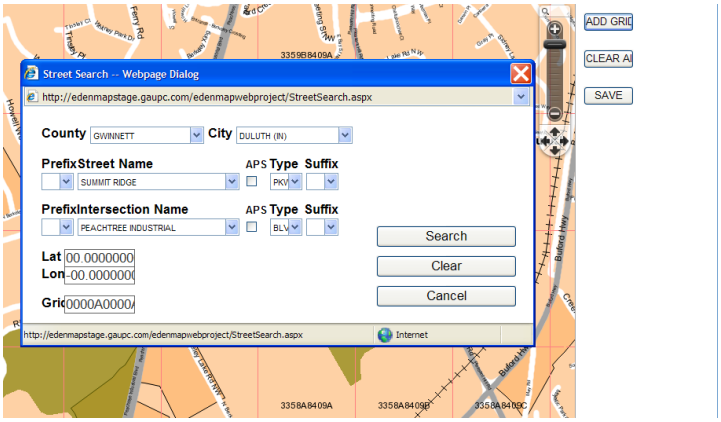


5. The dig site grid can be cleared by clicking on the ***Clear All*** button to the right of the map before or after it has been saved. A dig site grid can be overridden by simply re-gridding, adding the grid(s) and saving the dig site.

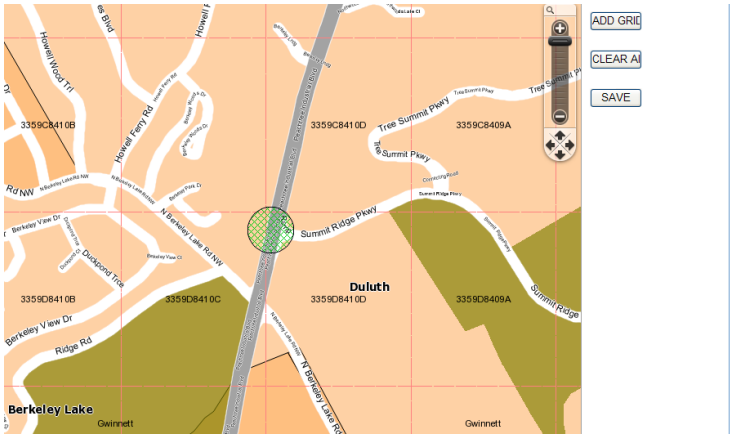
Search Map

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 is not found in the dropdown list, click in 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. 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. The area highlighted in green 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

1. Select the ***Map Help*** tool to get a brief description of all the mapping tools.

Manually Mapping Locate Requests

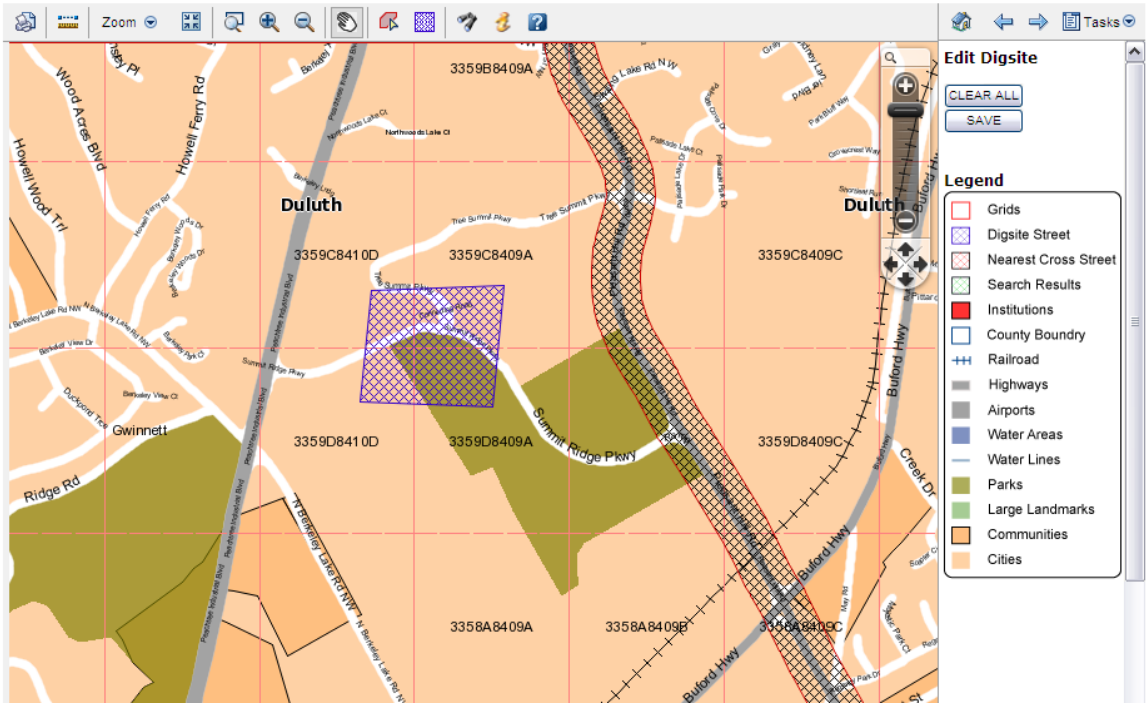
There are certain situations when you will be required to manually map the dig site:

1. In the instance that you did not select the location from the drop down list in the ***Digsite Address Street Name*** field.
2. In the instance that the street you entered cannot be found in the database, i.e. a street in a new subdivision, then continue to enter it into the ***Digsite Address*** section found on the ***Locate Request Creation*** screen, and complete all fields required for your locate request.

You may manually map the dig site by either drawing the dig site or by selecting grids.

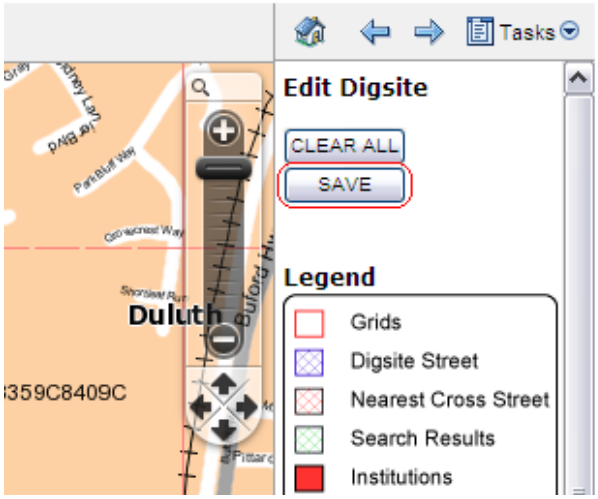
Drawing the Dig Site

1. Select the ***Draw Manual Polygon Digsite*** tool located along the toolbar to draw the dig site freehand.



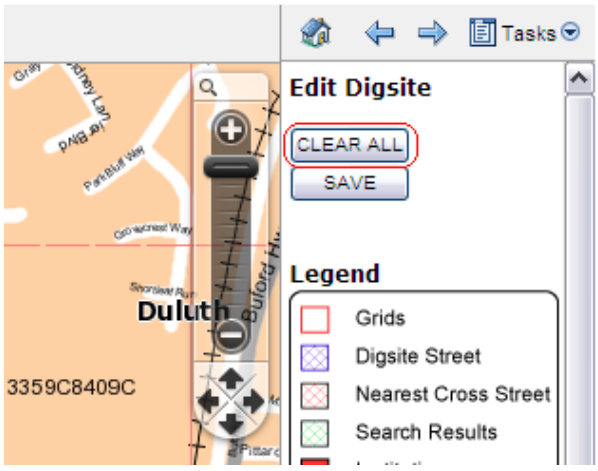
2. Click on the map to begin where you want to draw and continue to click to outline the dig site.
3. Press the CTRL key on the keyboard and left click with your mouse at the same time to stop drawing. The outlined area turns to blue hash marks.

Manually Mapping Locate Requests Cont.



4. Click on the ***Save*** button to the right of the map above the ***Legend***.

5. A ***Digsite Saved*** message window with a grid count is displayed to confirm the manually drawn dig site has been saved.
6. Click on ***OK*** in the message window to continue.

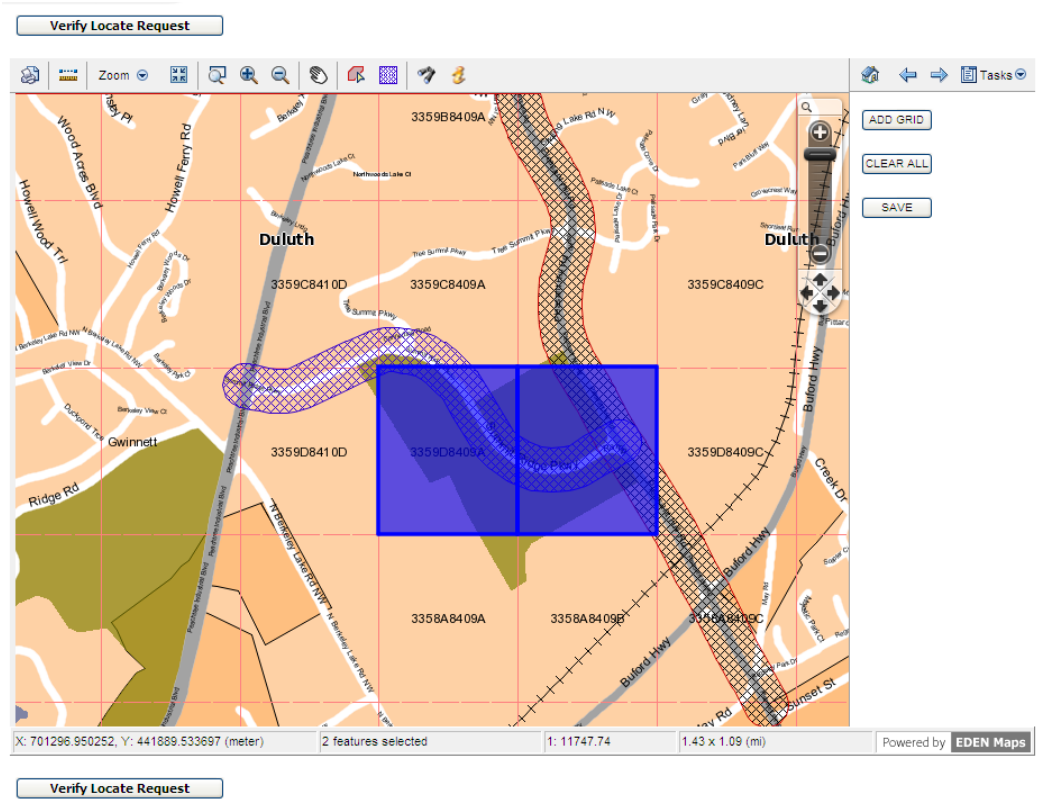


7. If you need to clear the dig site, select ***Clear All***.
8. Select the ***Verify Locate Request*** button located above or below the map to return to the ***Locate Request Creation*** screen.

Manually Mapping Locate Requests Cont.

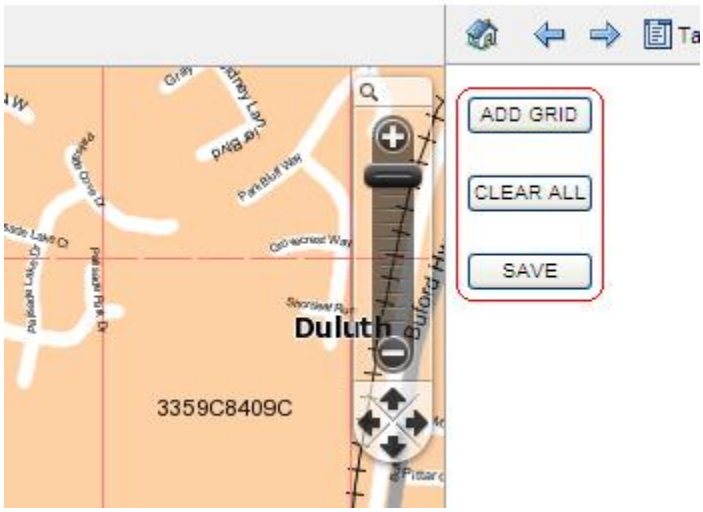
Selecting Grids

1. Select the ***Grid Selection Tool*** located along the tool bar to select grids.
2. The map contains red dashes in the shape of squares. These squares are known as grids and are approximately ¼ mile horizontally and 1/3 mile vertically in distance per grid.

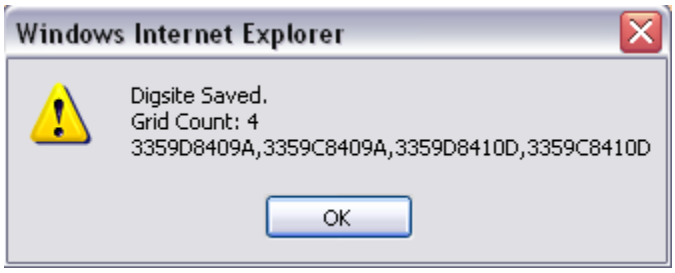


3. Determine which grid you would like to select and left click with your mouse on the grid. To select more than one grid hold down the SHIFT key on the keyboard while selecting the grids. The selected grids will change to a dark blue color.

Manually Mapping Locate Requests Cont.

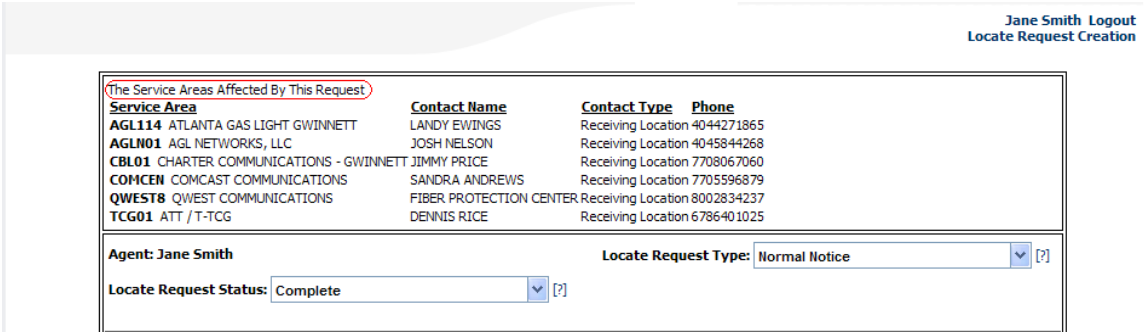


4. To add your selected grid(s) select ***Add Grid*** located at the top right hand corner of your map. The selected grid(s) will turn to blue hash marks.
5. After adding your grid(s) select ***Save*** to save your dig site. Remember no locate request should require more than 8 grids.

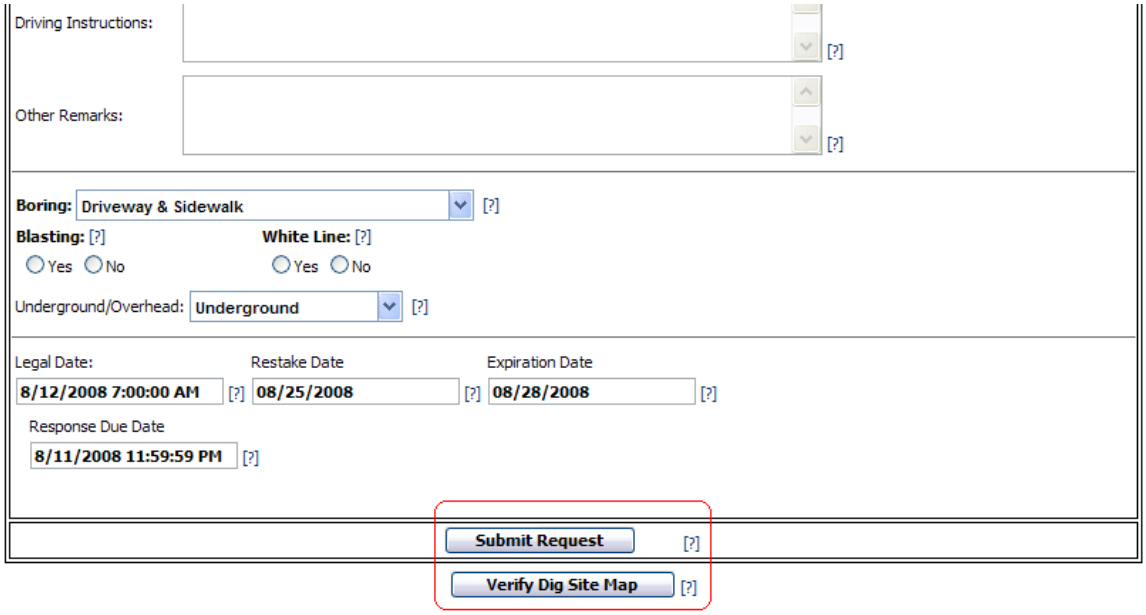


6. After selecting ***Save*** a dialogue box will appear indicating that your dig site has been saved, the number of grids affected and the UPC grid numbers.
7. Click ***OK***.
8. If you need to clear the dig site, select ***Clear All***.
9. Select ***Verify Locate Request*** button locate above or below the map to return to the ***Locate Request Creation*** screen.

Locate Request and Member Utility Confirmation



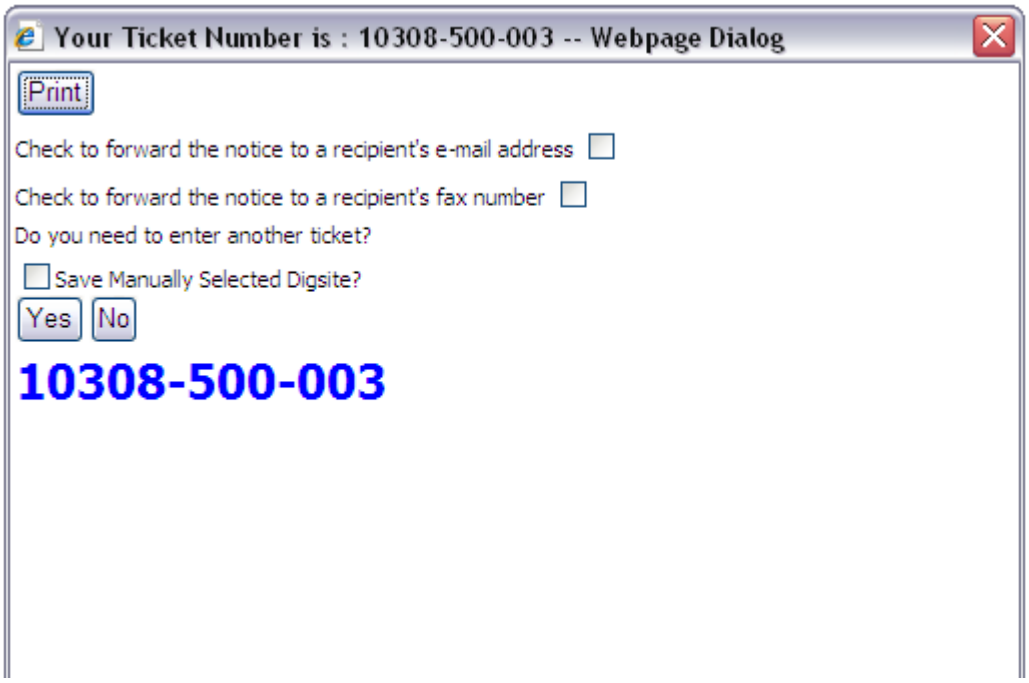
Once you have verified that the map is correct and selected the ***Verify Locate Request*** button, you will be directed back to the ***Locate Request Creation*** page. This page allows you to review and/or edit your information. The list of utility members who will be notified on your locate request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



At this point you can do any of 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 ***Dig Site City*** field. Correctly manually map the dig site, then select ***Verify Locate Request*** to return to the ***Locate Request Creation*** page. Submit the locate request by selecting ***Submit Request*** to receive your ***Ticket 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 ***Ticket Number***.

Receiving Your Ticket Number



After selecting *Submit Request* a dialogue box will appear with your ticket number and the following options:

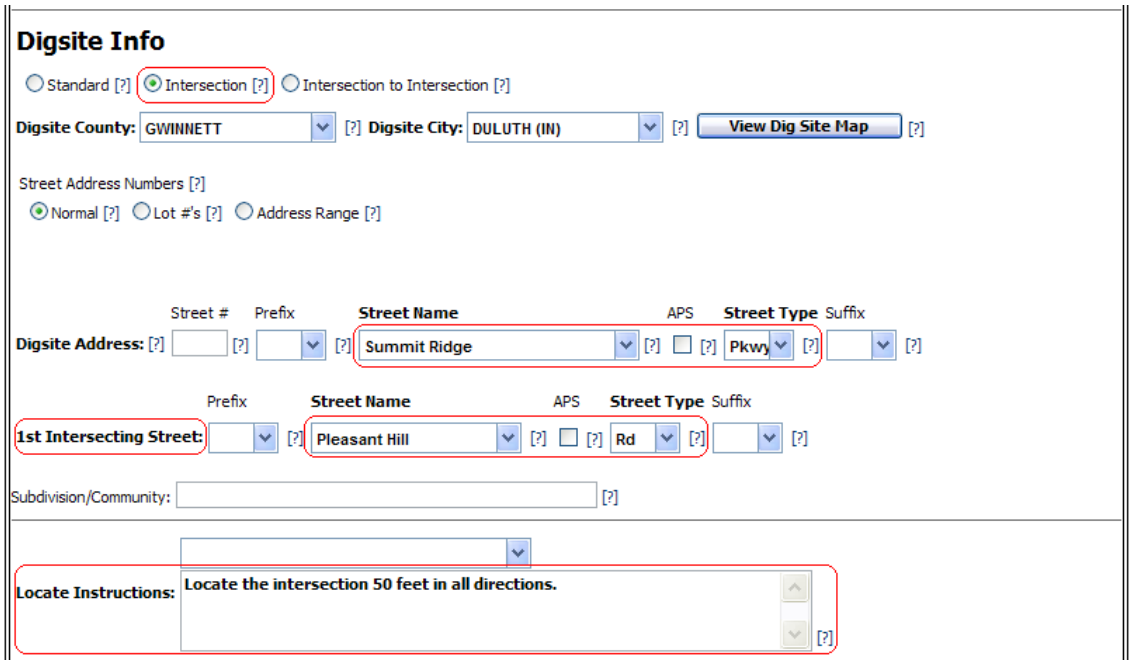
- Print the locate request.
- Email a copy of the locate request.
- Fax a copy of the locate request.
- Do you need to enter another ticket?—Select ***Yes*** to create another locate request and you will be directed to the ***Locate Request Creation*** screen. By placing a check in the ***Save Manually Selected Dig Site?*** box, EDEN will save the map grid(s) for you to use on the next locate request. Selecting ***No*** takes you directly to ***Locate Request Manager***.

NOTE: Do NOT select the *X* at the top right hand corner of the dialogue box. Doing so will direct you to the *Locate Request Creation* screen to create another locate request. However, when you submit the new locate request it will give you a different version of the same ticket you created previously.

NOTE: Please make note of your ticket number.

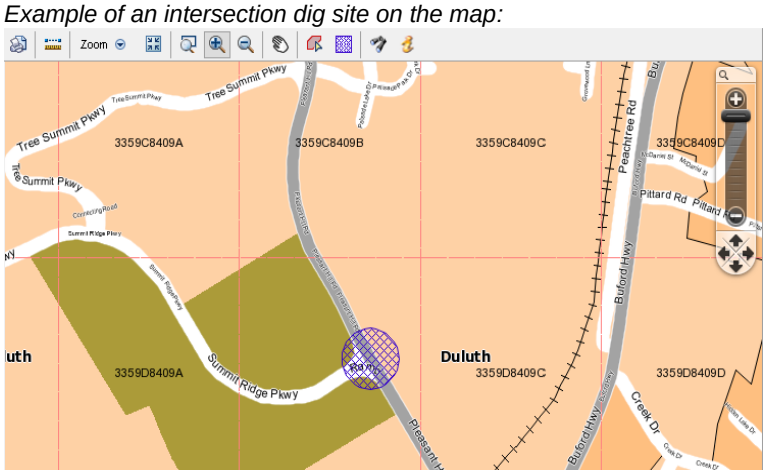
Creating an Intersection Locate Request

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 200 feet in all directions in the right of way. Indicate the footage needed for your locate request not to exceed 200 feet in all directions.



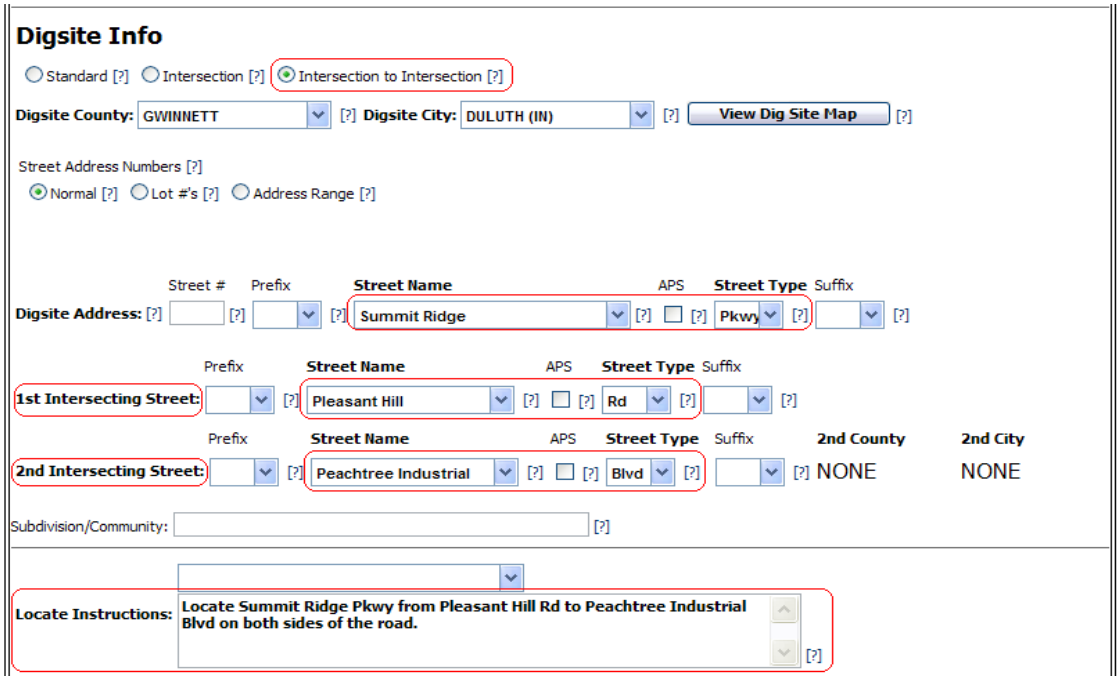
1. On the ***Locate Request Creation*** screen select the radio button for an ***Intersection*** locate request.
2. Enter county and city information.
3. Enter the street name of one of your intersecting streets in the ***Dig Site Address*** section.
4. Enter the street name of the other intersecting street in the ***1st Intersecting Street*** section.
5. In the ***Locate Instructions*** field, describe the area you need located at the intersection. You can only request a maximum of 200 feet in all directions from the center point of the intersection. Indicate the footage you need up to 200 feet in all directions.

Example of an intersection dig site on the map:



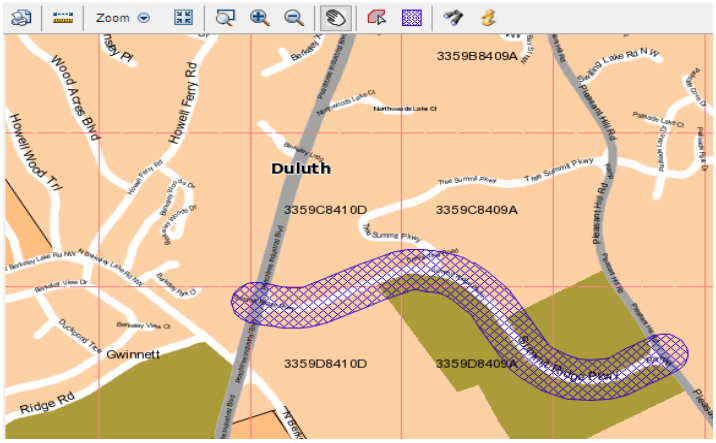
Creating an Intersection to Intersection Locate Request

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.



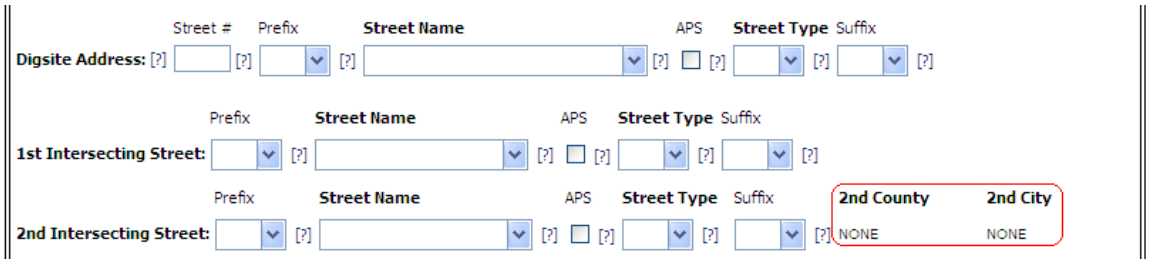
1. On the ***Locate Request Creation*** screen select the radio button for an ***Intersection to Intersection*** locate request.
2. Enter county and city information.
3. Enter the street name of the dig site in the ***Dig Site Address*** section.
4. Enter the street name that is the beginning point of your dig site in the ***1st Intersecting Street*** section.
5. Enter the Street Name that is the ending point of your dig site in the ***2nd Intersecting Street*** section.
6. In the ***Locate Instructions*** field, describe the area you need located. A single locate request is allotted a maximum of one mile, on one street, as long as you do not cross into another county.

Example of an intersection to intersection dig site on the map:



Creating an Intersection to Intersection Locate Request Cont.

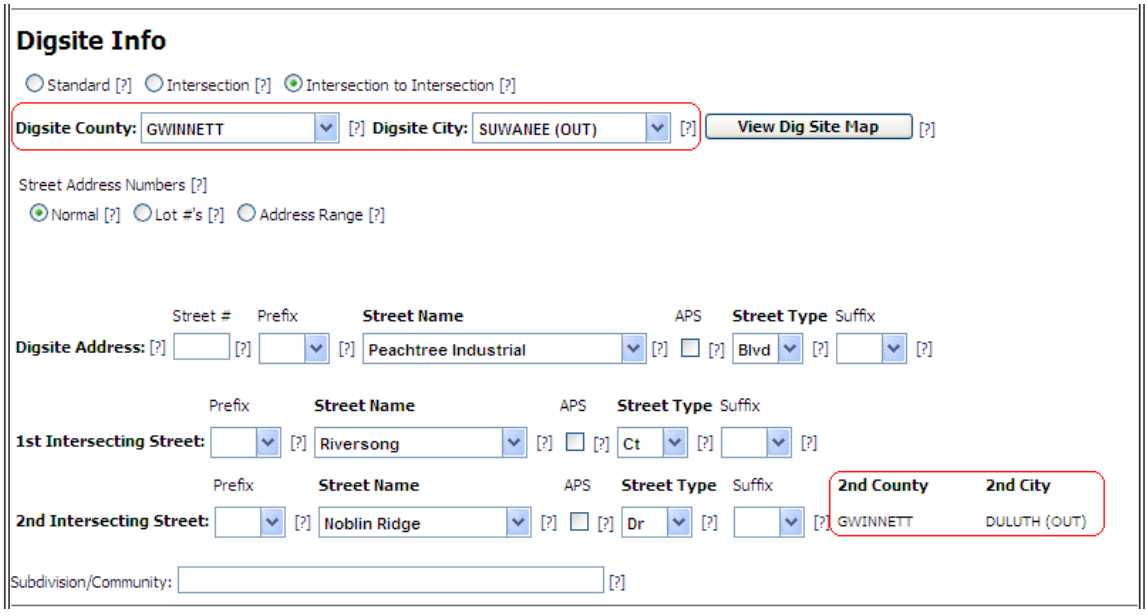
Some second intersecting streets will not show up in the ***Street Name*** drop down list because they are located in a different county and/or city than the first intersecting street.



To the right of the ***2nd Intersecting Street*** section is ***2nd County*** and ***2nd City***. Type the street name in the ***2nd Intersecting Street*** section, 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***.

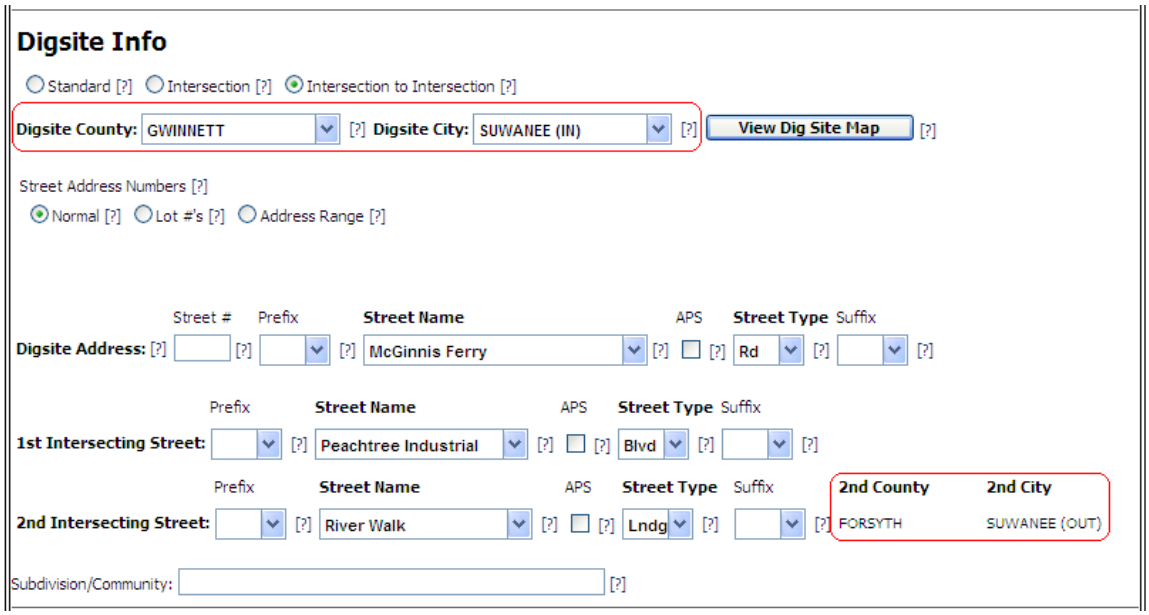


EDEN will populate the ***2nd County*** and ***2nd City*** fields with the second intersecting street's corresponding county and city.

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***.

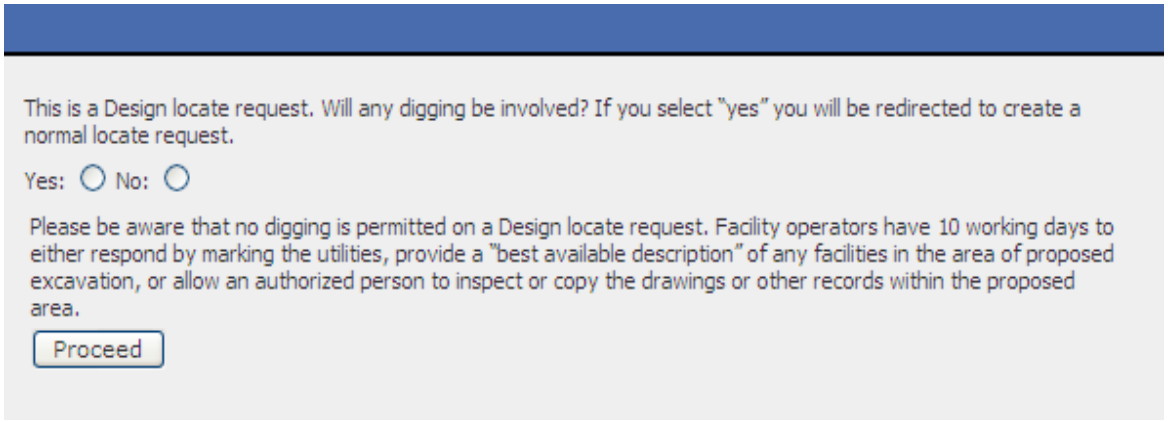


Since a single locate request cannot cross county lines you will need to adjust your locate instructions or create separate requests for each county.

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 next paragraph and select the ***Proceed*** button if you clearly understand it.



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

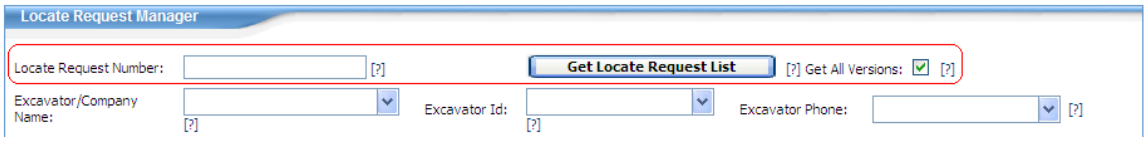
1. Add your fax number and/or email address under your company information.
2. Since no digging will be involved select “None” for the ***Boring*** field, “No” for the ***Blasting*** field, and “Underground” for the ***Underground/Overhead*** field.
3. The Legal Date, Restake Date, Expiration Date and Response Due Date do not apply on a design locate request. The facility operators have 10 workings days to respond to the request.

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

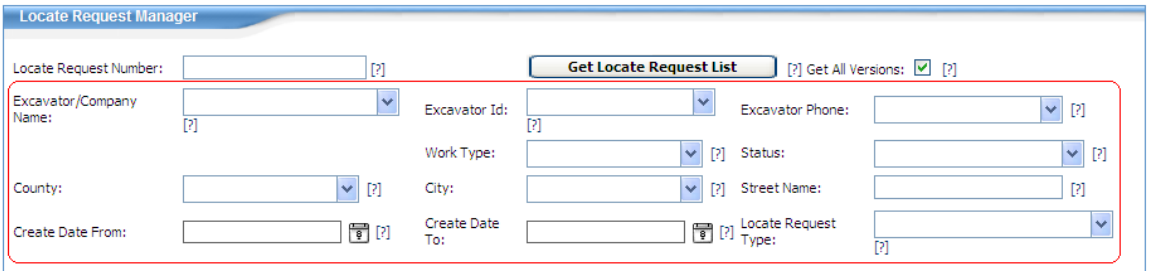
Locate Request Manager

The ***Locate Request Manager*** allows you to search for locate requests. Depending on your profile access, you may search to copy, cancel, restake, additional request, view request, print and view child locate requests.

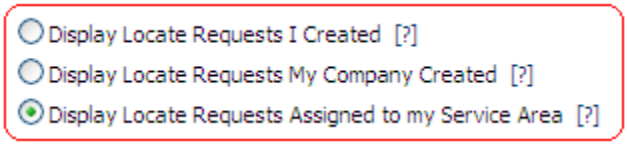
1. Click on ***Locate Request Manager*** from the top panel.



2. If you know the locate request number you are searching for, follow these steps:
   - Enter it in the ***Locate Request Number*** field, including dashes. (Example: 08088-500-009) You may enter the partial ticket number in this field.
   - EDEN defaults a check in the ***Get All Versions*** box. By deselecting the ***Get All Versions*** box, EDEN will only display the latest version of the locate request.



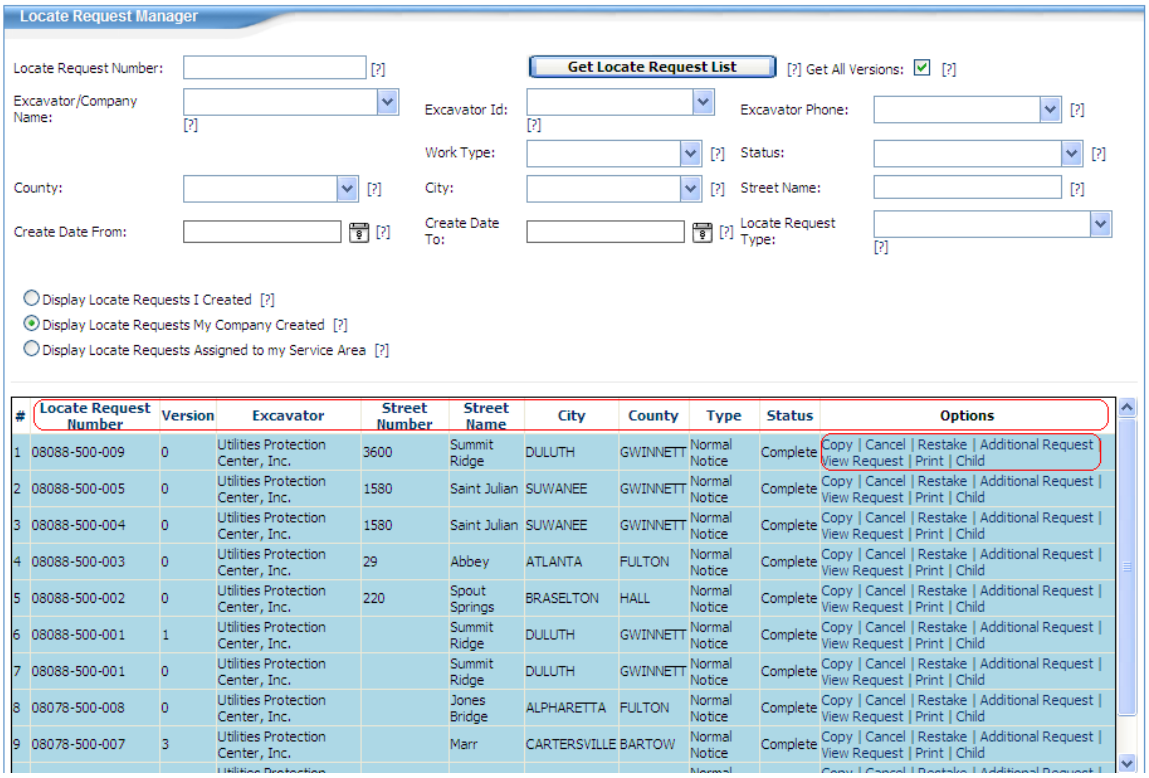
3. If you do not know the locate request number, then fill in as many fields as you can to narrow your search.



4. To do a quick search, follow these steps:
   - The bottom left-hand corner of the screen has options that will allow you to do a quick search.
   - Depending on your profile access, you can choose to display the locate requests you have created, the locate requests your company has created, or the locate requests assigned to your service area.

Locate Request Manager Cont.

5. Click on ***Get Locate Request List***.

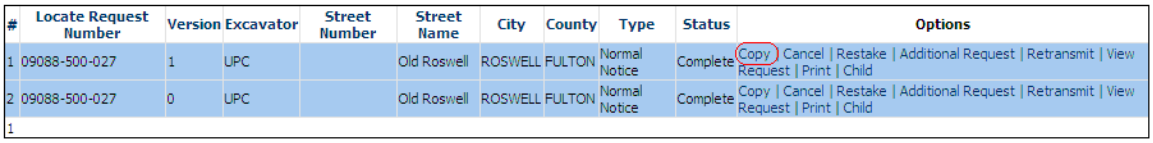


#	Locate Request Number	Version	Excavator	Street Number	Street Name	City	County	Type	Status	Options
1	08088-500-009	0	Utilities Protection Center, Inc.	3600	Summit Ridge	DULUTH	GWINNETT	Normal Notice	Complete	Copy | Cancel | Restake | Additional Request | View Request | Print | Child
2	08088-500-005	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

6. 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.
7. The ***Excavator***, ***Street Number***, ***Street Name***, ***City***, ***County*** and ***Type*** columns are there to better assist you in narrowing down the locate request number you are searching for.
8. Depending on your profile access, under the ***Options*** column you may 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 you are copying.
   - **Cancel** – Cancel a request. You will need to cancel your request and create a new ticket to change the type of work, address, locate instructions, work information (boring, blasting, underground/overhead protection) or map.
   - **Restake** – A locate 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** – Re-notify member utility companies if the area has not been marked or the facility operator has not reported to the Positive Response Information System (PRIS). The 48 hours are up and the ticket has not expired.
   - **View Request –** View the locate request.
   - **Print** – Print the text version of the locate request you select.
   - **Child** – Displays all versions of the locate request number.

Locate Request Manager Cont.

Copy



#	Locate Request Number	Version	Excavator	Street Number	Street Name	City	County	Type	Status	Options
1	09088-500-027	1	UPC		Old Roswell	ROSWELL	FULTON	Normal Notice	Complete	Copy | Cancel | Restake | Additional Request | Retransmit | View Request | Print | Child
2	09088-500-027	0	UPC		Old Roswell	ROSWELL	FULTON	Normal Notice	Complete	Copy | Cancel | Restake | Additional Request | Retransmit | View Request | Print | Child

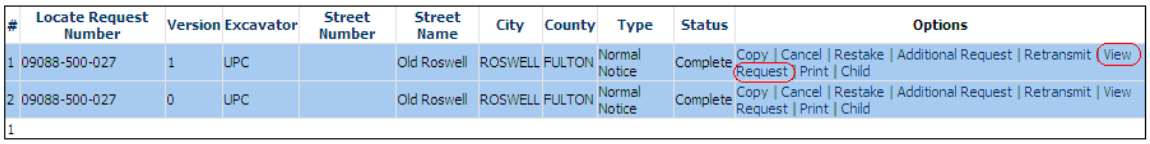
1

1. Select ***Copy*** in the ***Options*** column next to the ticket number.
2. Click ***OK*** to save the manually selected dig site or click ***Cancel*** to not save the dig site.
3. The ticket's information copies onto a new ticket and is not linked to the ticket it was copied from.
4. Change any information on the ticket that needs to be changed.
5. Submit the locate request.

Cancel

Always make sure you are canceling the correct ticket. A canceled ticket is no longer a legal dig ticket. A canceled ticket cannot be reinstated if you change your mind.

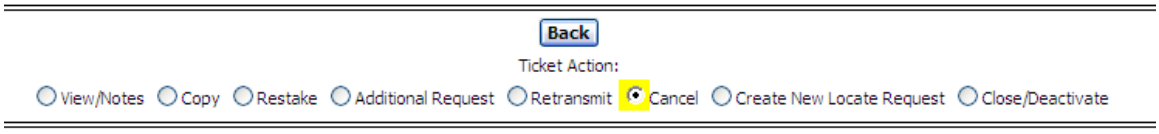
A ticket must be canceled and a new ticket issued when the address, work type, locate instructions, work information or the map grid changes.



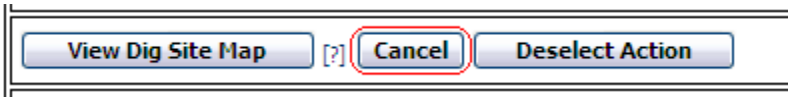
#	Locate Request Number	Version	Excavator	Street Number	Street Name	City	County	Type	Status	Options
1	09088-500-027	1	UPC		Old Roswell	ROSWELL	FULTON	Normal Notice	Complete	Copy | Cancel | Restake | Additional Request | Retransmit | View Request | Print | Child
2	09088-500-027	0	UPC		Old Roswell	ROSWELL	FULTON	Normal Notice	Complete	Copy | Cancel | Restake | Additional Request | Retransmit | View Request | Print | Child

1

1. Select ***View Request*** in the ***Options*** column next to the latest version of the ticket. It is best to select the ***View Request*** option instead of the ***Cancel*** option at this point to view the ticket to make sure you are canceling the correct ticket.
2. Verify the county and city, locate address, nearest cross street, and locate instructions on the ticket.

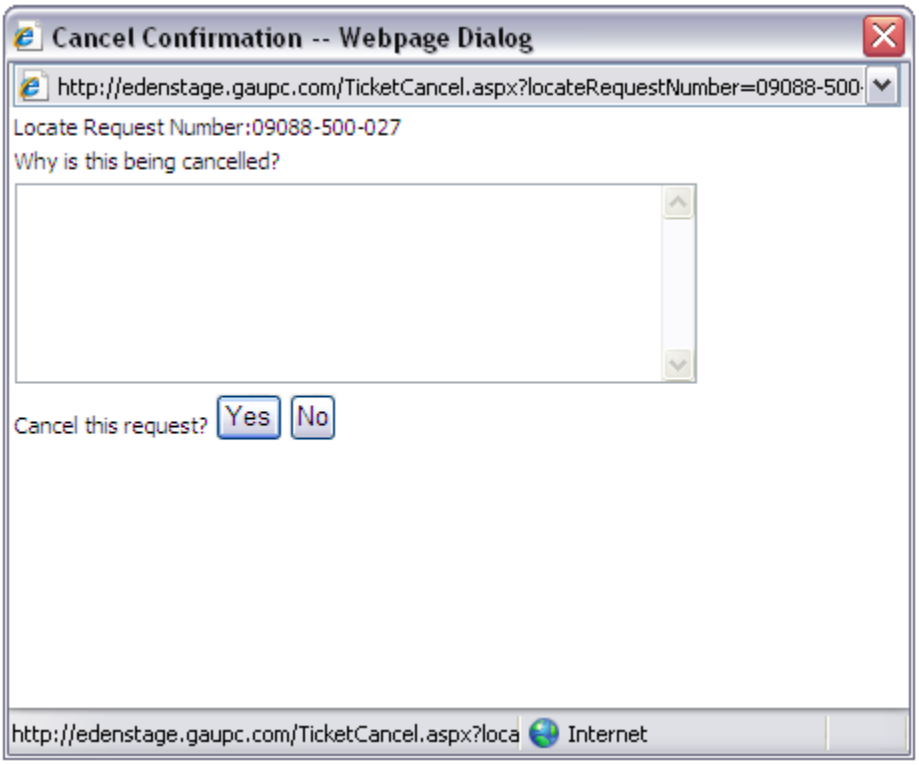


3. Select the ***Cancel*** radio button.



4. Click on ***Cancel***.

Locate Request Manager Cont.



5. Enter the reason for canceling the ticket in the dialog box that appears. (Example: Corrected locate instructions, refer to 09088-500-028.)

6. Select ***Yes*** to cancel the locate request.

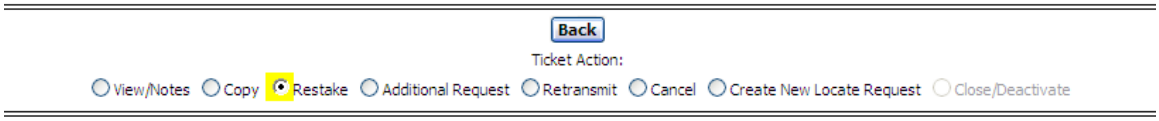
Restake

A Restake locate request extends the life of a Normal locate request. A new ticket linked to the original ticket is generated. This lets the utility members know that the work is ongoing and to check their markings. A ticket can be renewed up to three days before the restake date. The utility members will remark the dig site if necessary.

#	Locate Request Number	Version	Excavator	Street Number	Street Name	City	County	Type	Status	Options
1	09088-500-027	1	UPC		Old Roswell	ROSWELL	FULTON	Normal Notice	Complete	Copy | Cancel | Restake | Additional Request | Retransmit | View Request | Print | Child
2	09088-500-027	0	UPC		Old Roswell	ROSWELL	FULTON	Normal Notice	Complete	Copy | Cancel | Restake | Additional Request | Retransmit | View Request | Print | Child

1

1. Select ***View Request*** under the ***Options*** column next to the latest version of the ticket.

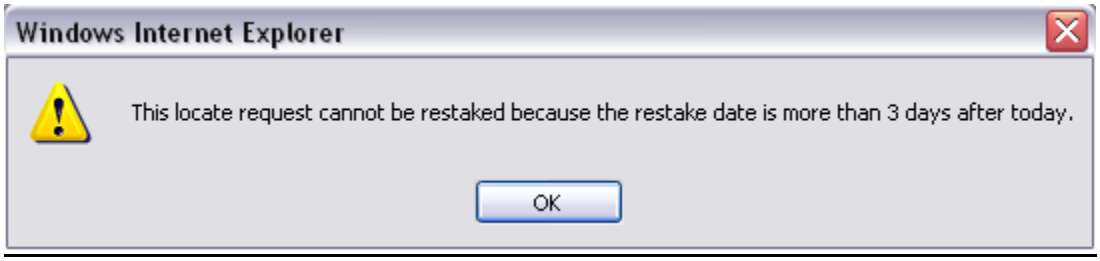


2. Select the ***Restake*** radio button.

Locate Request Manager Cont.

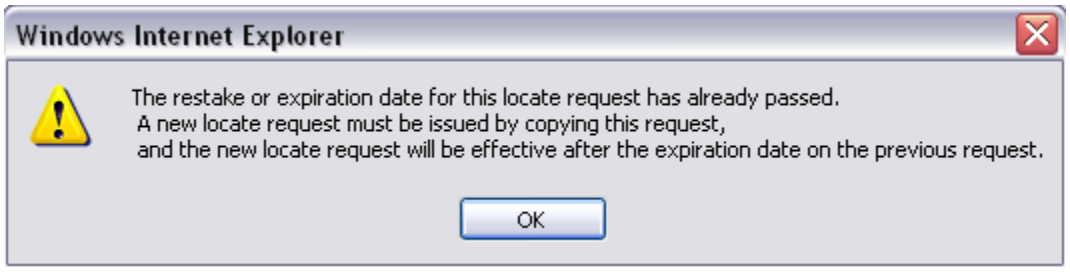
3. Make sure you are restaking the correct ticket by verifying the county and city, locate address, nearest cross street, and locate instructions.
4. Add remarks or remove remarks that do not apply in the ***Other Remarks*** field.
5. If overhead protection is on the ticket, update the ***Overhead Begin Date*** and ***Overhead Completion Date***.
6. Select ***View Dig Site Map*** or ***Verify Dig Site Map*** to check the map.
7. Click on ***Verify Locate Request*** to return to the creation screen.
8. Click the ***Restake*** button located at the top of the page.
9. Make note of your ticket number.

Restake Before the Restake Date



1. Once you select to restake the ticket you searched for, a dialogue box will appear informing you that it is too soon to restake the ticket.
2. You must wait until the restake date to restake the ticket.
3. To view the restake date, click on ***OK***. The restake date will be at the bottom of the screen.

Restake Past the Restake Date



1. Once you select to restake the ticket you searched for, a dialogue box will appear prompting you to create a new ticket by copying the ticket. (Refer to Page 39 of this manual for Copy procedures.)
2. Remove old restake ticket numbers and any remarks that are no longer applicable from the ***Other Remarks*** field.

Locate Request Manager Cont.

Restake an Expired Ticket

A ticket can be restaked even though it has expired. Treat these tickets the same as when the restake date has passed.

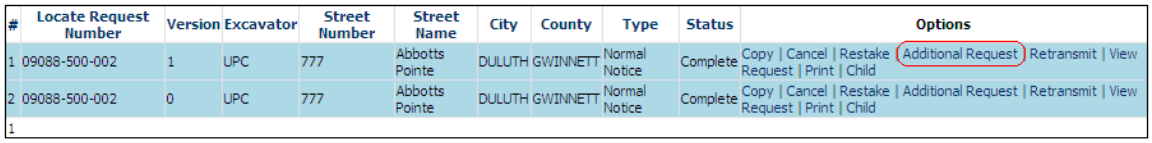
1. Copy the ticket. (Refer to Page 39 of this manual for Copy procedures.)

2. Remove old restake ticket numbers and any remarks that are no longer applicable from the ***Other Remarks*** field.

Additional Request

An Additional Request is done to re-notify the utility members to mark the area on an existing ticket. The system will assign a new version for the same ticket. A combination 2nd and 3rd request can be done on the same version of a ticket. Additional Requests do not extend the life of a ticket.

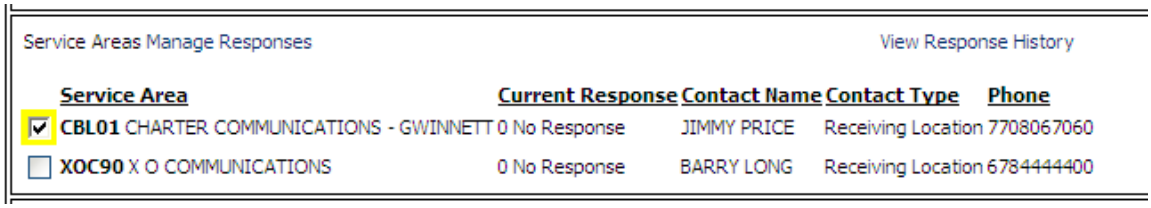
A 2nd Request cannot be issued if you see markings on site and you believe they are incorrect and PRIS shows no response. These may be old markings. You must wait for the response to be loaded in PRIS.



#	Locate Request Number	Version	Excavator	Street Number	Street Name	City	County	Type	Status	Options
1	09088-500-002	1	UPC	777	Abbotts Pointe	DULUTH	GWINNETT	Normal Notice	Complete	Copy | Cancel | Restake | Additional Request | Retransmit | View Request | Print | Child
2	09088-500-002	0	UPC	777	Abbotts Pointe	DULUTH	GWINNETT	Normal Notice	Complete	Copy | Cancel | Restake | Additional Request | Retransmit | View Request | Print | Child

1

1. Select ***Additional Request*** in the ***Options*** column next to the latest version of the ticket.
   - You cannot issue an Additional Request on an expired ticket. A new ticket (Restake) must be issued.
   - If the ticket you are Additional Requesting is about to expire, you may want to restake the ticket. Do the Additional Request first, then do the Restake ticket.



Service Areas Manage Responses — View Response History

Service Area	Current Response	Contact Name	Contact Type	Phone
☑ **CBL01** CHARTER COMMUNICATIONS - GWINNETT	0 No Response	JIMMY PRICE	Receiving Location	7708067060
☐ **XOC90** X O COMMUNICATIONS	0 No Response	BARRY LONG	Receiving Location	6784444400

2. Check the service area box next to the utility member(s) that need(s) to be re-notified.

NOTE: Not all utilities are members of our service. Therefore, we must be certain that the utility company in question is a member. Otherwise, you will need to contact that utility company directly.

NOTE: Remove any information from the *Driving Instructions* and *Other Remarks* sections of the request that no longer apply. (Keep the Restake information.)

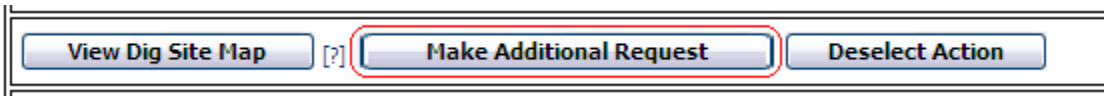
3. Type the reason the utility member(s) need(s) to be re-notified in the ***Other Remarks*** box on the ticket. (For instance, the markings have washed away, disputing the Positive Response Information System code, etc.)

   Example: 2nd Request to AGL114 – Disputing Positive Response code 1 – Gas lines are not marked – Please mark ASAP.

Locate Request Manager Cont.

NOTE: Keep in mind that the utility lines are marked from the street to the meter only. If the lines were not marked beyond the meter, the lines beyond the meter are considered private facilities and you may need to get in touch with a private locator. You may search for private locators in the Yellow Pages under "utilities".

4. If the crew is on site and you have a contact person, type this information in the ***Other Remarks*** section including the contact person's phone number.



5. Select ***Make Additional Request*** button.

6. Your ticket number, dates, and times stay the same.

Causes to Issue a 2nd Request

- Markings have been graded over
- Rain has washed the markings away
- Dispute a response from the Positive Response Information System even if the legal date and time are not up yet

Causes to Issue a 3rd Request

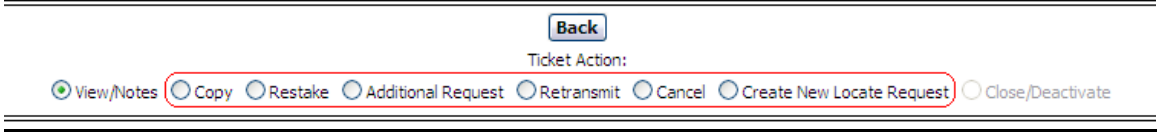
- Response period has expired (12 noon on the legal date) and the utility member has not responded to the Positive Response Information System
- A 2nd Request has been made and there is no response or the web user disagrees with the PRIS

View Request

#	Locate Request Number	Version	Excavator	Street Number	Street Name	City	County	Type	Status	Options
1	09088-500-027	1	UPC		Old Roswell	ROSWELL	FULTON	Normal Notice	Complete	Copy | Cancel | Restake | Additional Request | Retransmit | View Request | Print | Child
2	09088-500-027	0	UPC		Old Roswell	ROSWELL	FULTON	Normal Notice	Complete	Copy | Cancel | Restake | Additional Request | Retransmit | View Request | Print | Child

1

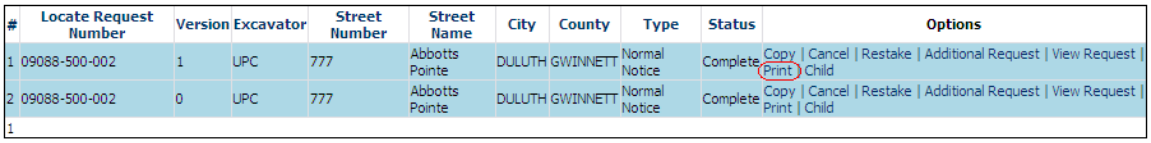
1. Select ***View Request*** under the ***Options*** column next to the ticket number you want to view.



2. After viewing the ticket, you have the option to perform different ticket actions by selecting the appropriate radio button.

Locate Request Manager Cont.

Print



#	Locate Request Number	Version	Excavator	Street Number	Street Name	City	County	Type	Status	Options
1	09088-500-002	1	UPC	777	Abbotts Pointe	DULUTH	GWINNETT	Normal Notice	Complete	Copy | Cancel | Restake | Additional Request | View Request | Print | Child
2	09088-500-002	0	UPC	777	Abbotts Pointe	DULUTH	GWINNETT	Normal Notice	Complete	Copy | Cancel | Restake | Additional Request | View Request | Print | Child

1

1. Select ***Print*** under the ***Options*** column next to the ticket number you want to print.
2. A new window will appear with a text version of the ticket.
3. Select ***Print*** button located along the top margin.

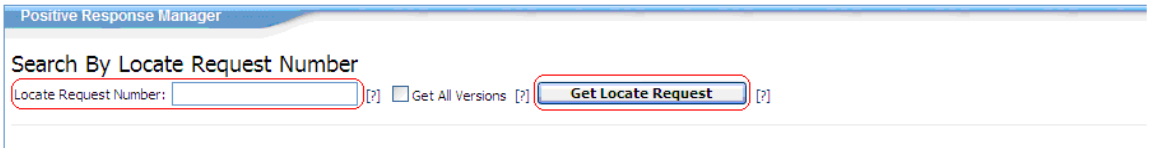
Positive Response Manager

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

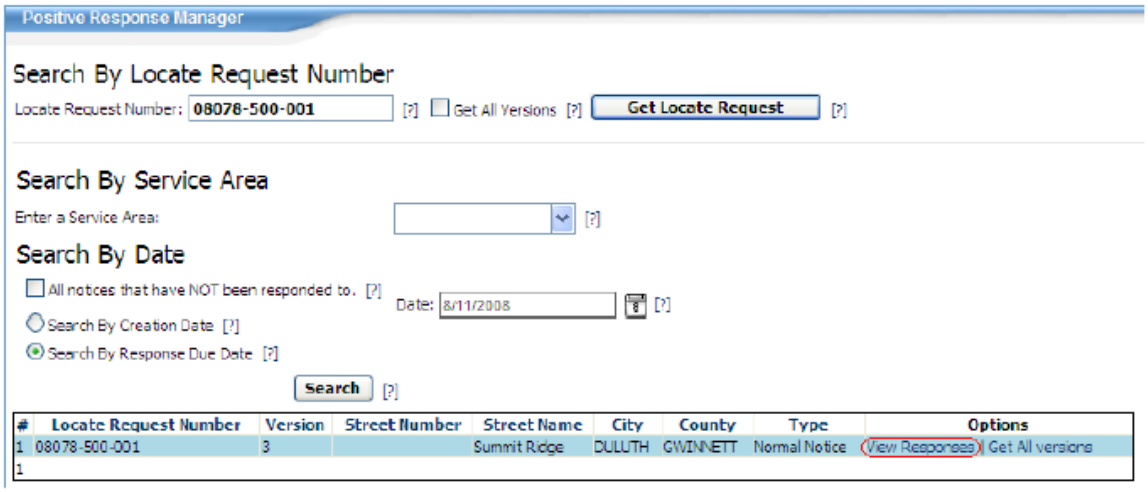
Positive Response Manager is mainly for UPC utility members to search for locate requests that need to be responded to. They can either search by locate request number or by their service area and date.

Search by Locate Request Number

1. Select ***Positive Response Manager*** from the top panel.

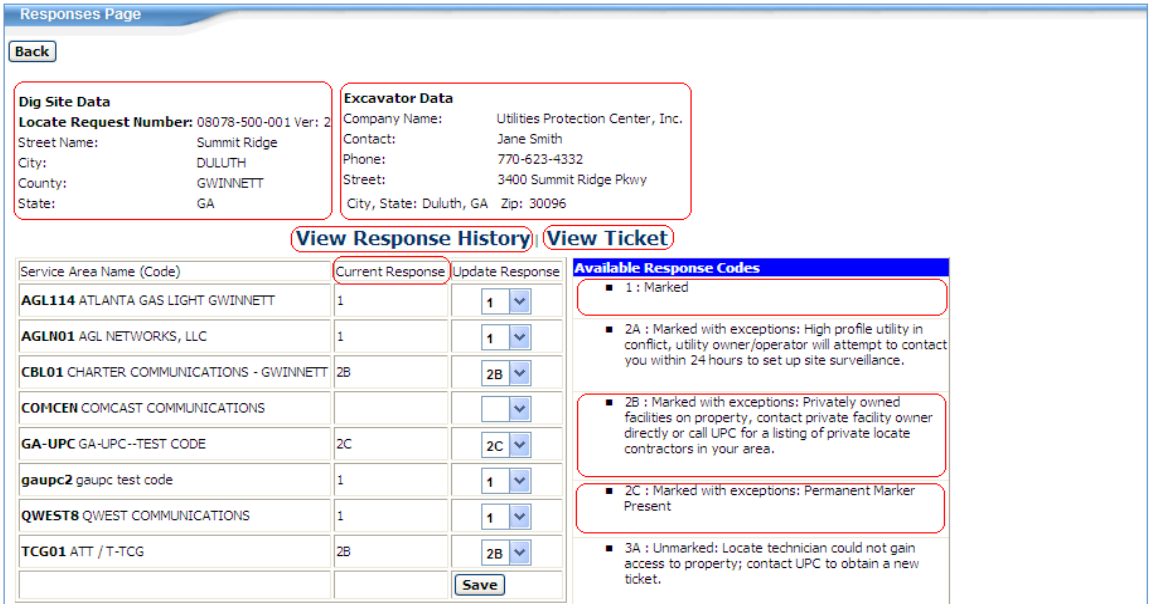


2. Type in the ticket number you are checking on including dashes. (Example: 08078-500-001)
3. You may place a check in the ***Get All Versions*** box to search for all the versions of the ticket.
4. Select ***Get Locate Request***.



5. Select ***View Responses*** listed under ***Options*** next to the ticket number.

Positive Response Manager Cont.



6. Once the ticket's response page is pulled up, you will notice the dig site data, excavator data and a list of the service areas with their current responses.

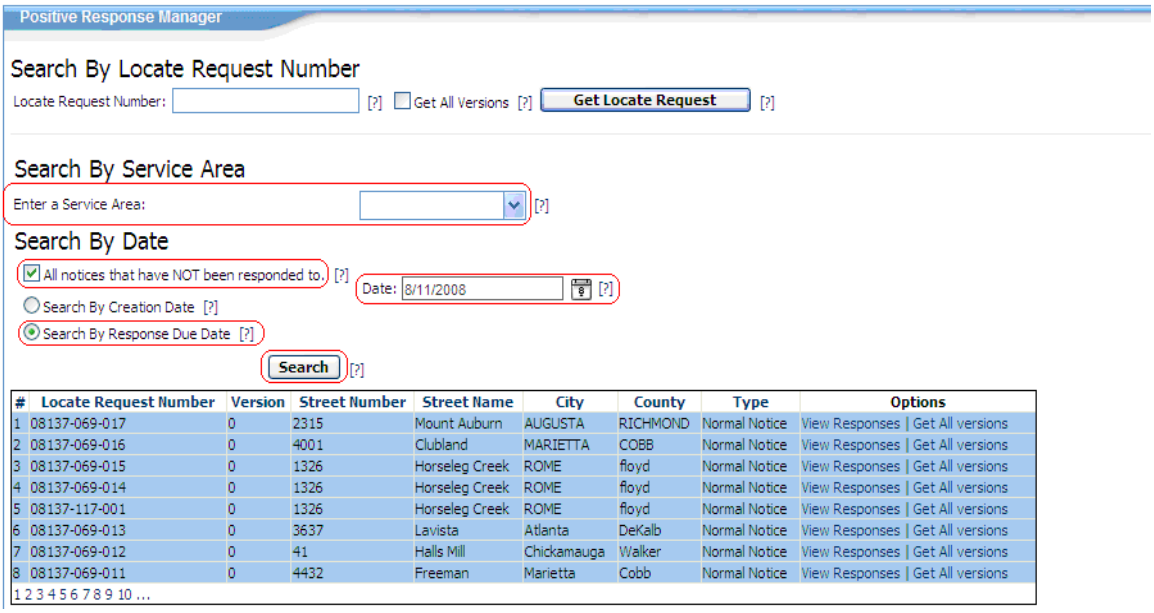
7. To make sure you have pulled up the correct ticket, select ***View Ticket*** to view the text of the ticket.

8. By selecting ***View Response History*** you will see the dates and times that each member responded to the ticket and their response codes.

Positive Response Manager Cont.

Search by Service Area and Search by Date

1. Select ***Positive Response Manager*** from the top panel.

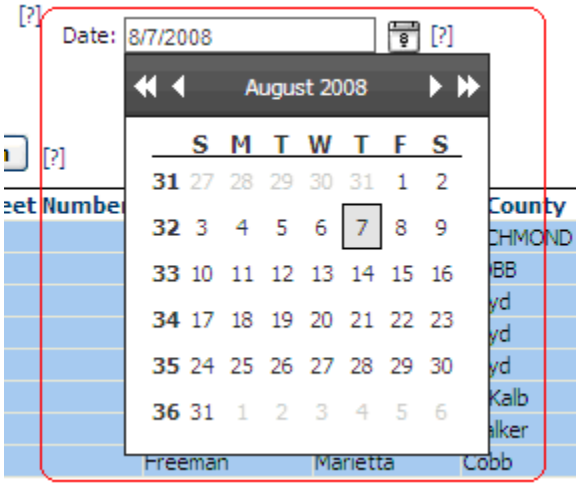


#	Locate Request Number	Version	Street Number	Street Name	City	County	Type	Options
1	08137-069-017	0	2315	Mount Auburn	AUGUSTA	RICHMOND	Normal Notice	View Responses | Get All versions
2	08137-069-016	0	4001	Clubland	MARIETTA	COBB	Normal Notice	View Responses | Get All versions
3	08137-069-015	0	1326	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 ...

2. Select your service area from the drop down list provided or type it in.

3. Select the appropriate ***Search By Date*** option: S***earch By Creation Date*** or ***Search By Response Due Date***.



4. Select a date from the calendar popup.

Positive Response Manager Cont.

5. You may place a check in the ***All notices that have NOT been responded to*** box to provide a list of locate requests that have not been responded to that are still within the 48 hour response due date.

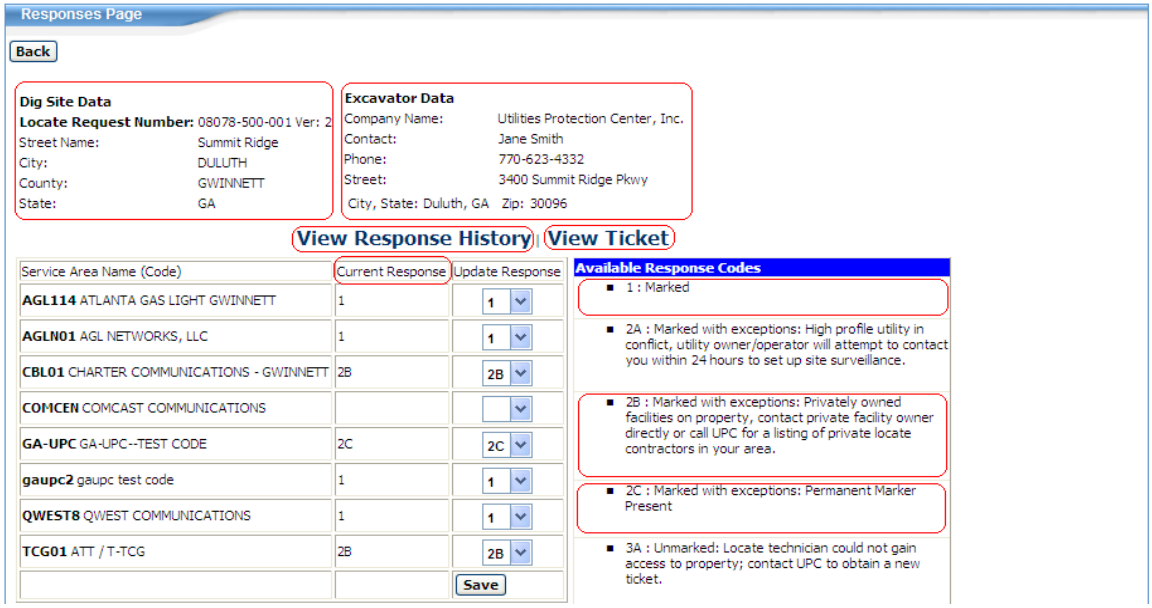
6. Click on ***Search*** button.

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

#	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 ...

8. Select ***View Responses*** under the ***Options*** column next to the appropriate ticket number.



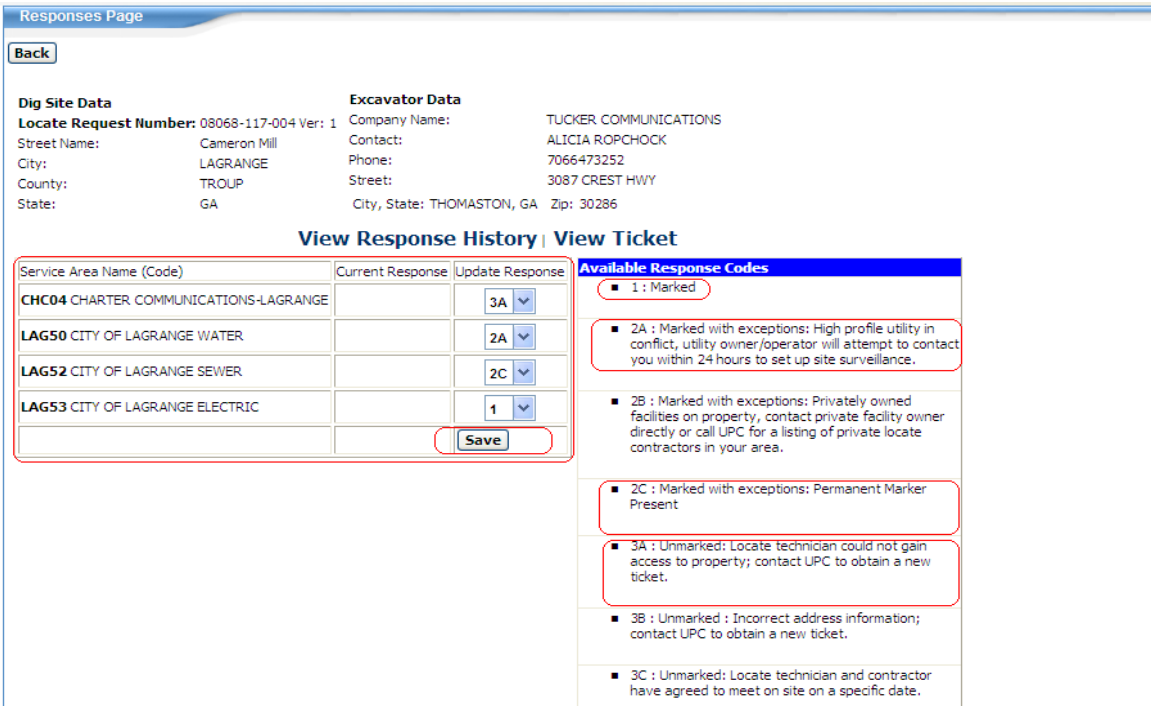
9. Once the ticket's response page is pulled up, you will notice the dig site data, excavator data and a list of the service areas with their current responses.

10. To make sure you have pulled up the correct ticket, select ***View Ticket*** to view the text of the ticket.

11. By selecting ***View Response History*** you will see the dates and times that each member responded to the ticket and their response codes.

Positive Response Manager Cont.

Update Response Code



1. Once you have searched for the appropriate ticket, you should see your service area listed in the ***Service Area Name (Code)*** column.

2. Under the ***Update Response*** column, you will see a box with a drop down arrow next to your service area name.

3. Click on the drop down arrow for your service area and select the appropriate response code. The codes are defined along the right side of the screen under ***Available Response Codes***.

4. Select ***Save***.

5. The response code you selected will appear next to your service area name under the ***Current Response*** column.

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.

Change Updated Response Code

1. Once you have searched for the appropriate ticket, click on the drop down arrow next to your service area name and select the new appropriate response code. The codes are defined along the right side of the screen under ***Available Response Codes***.

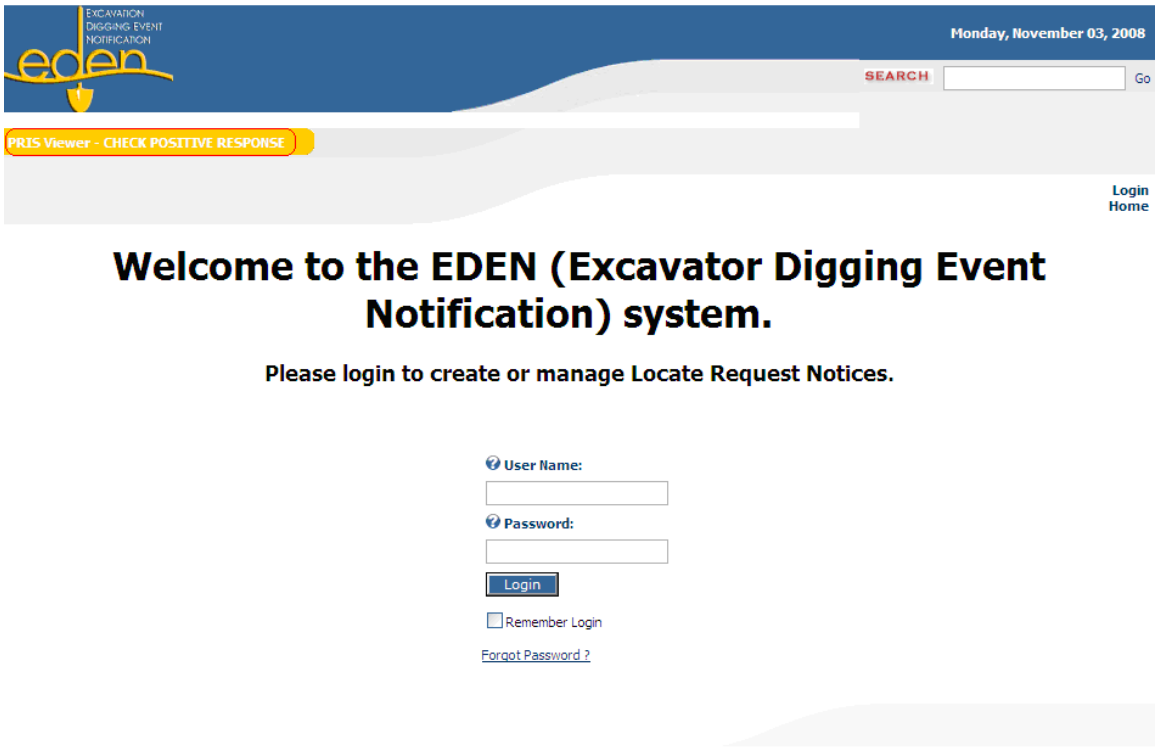
2. Select ***Save***.

3. The new response code you selected will appear next to your service area name under the ***Current Response*** column.

Positive Response Viewer

Positive Response Viewer allows you to check the status of a locate request by ticket number. You may access ***Positive Response Viewer*** while logged out or while logged into EDEN.

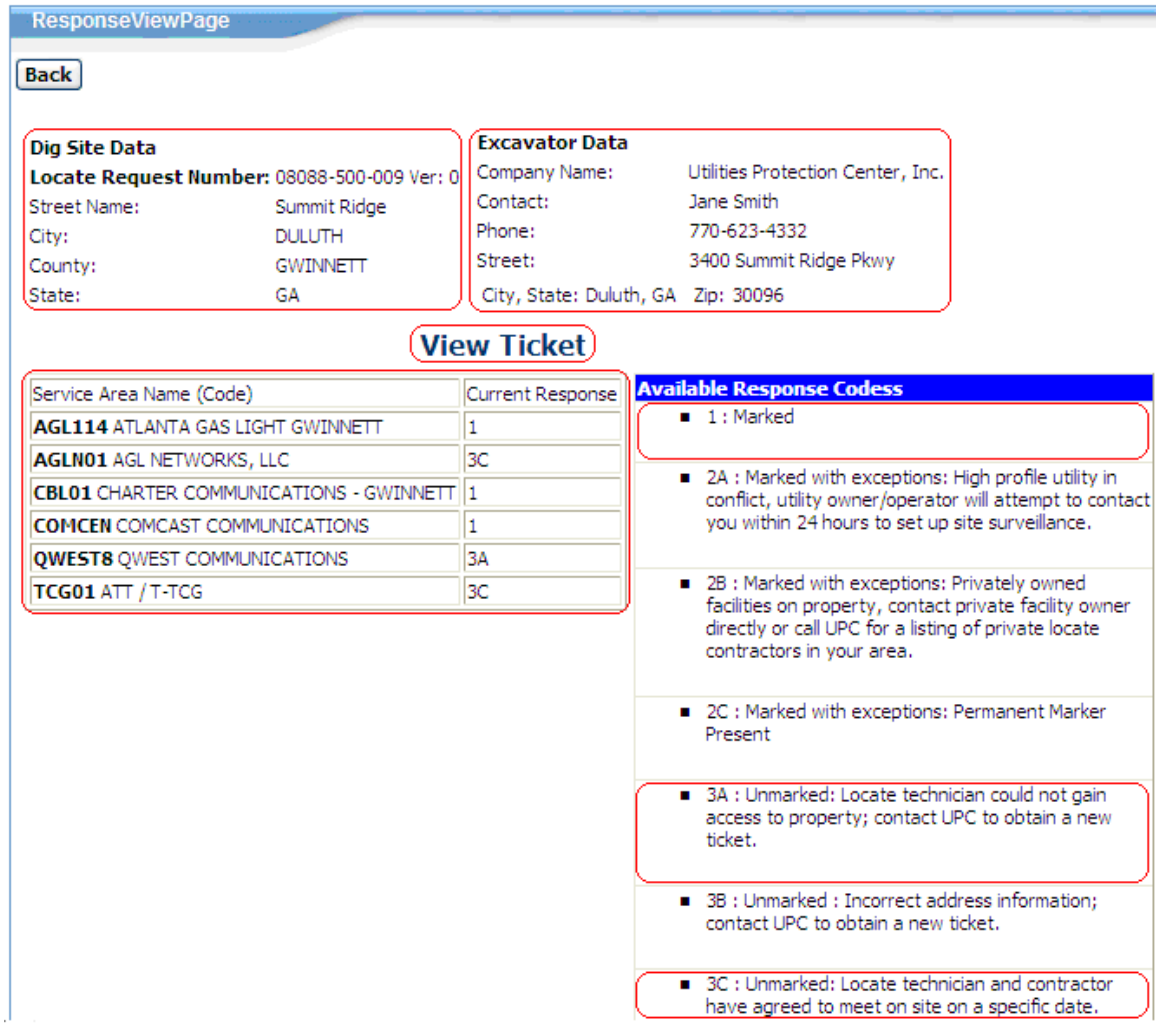
Accessing Positive Response Viewer while Logged out of EDEN



1. Select the ***Positive Response Viewer*** button at the top left-hand corner of the EDEN login homepage http://eden.gaupc.com.

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

Positive Response Viewer Cont.



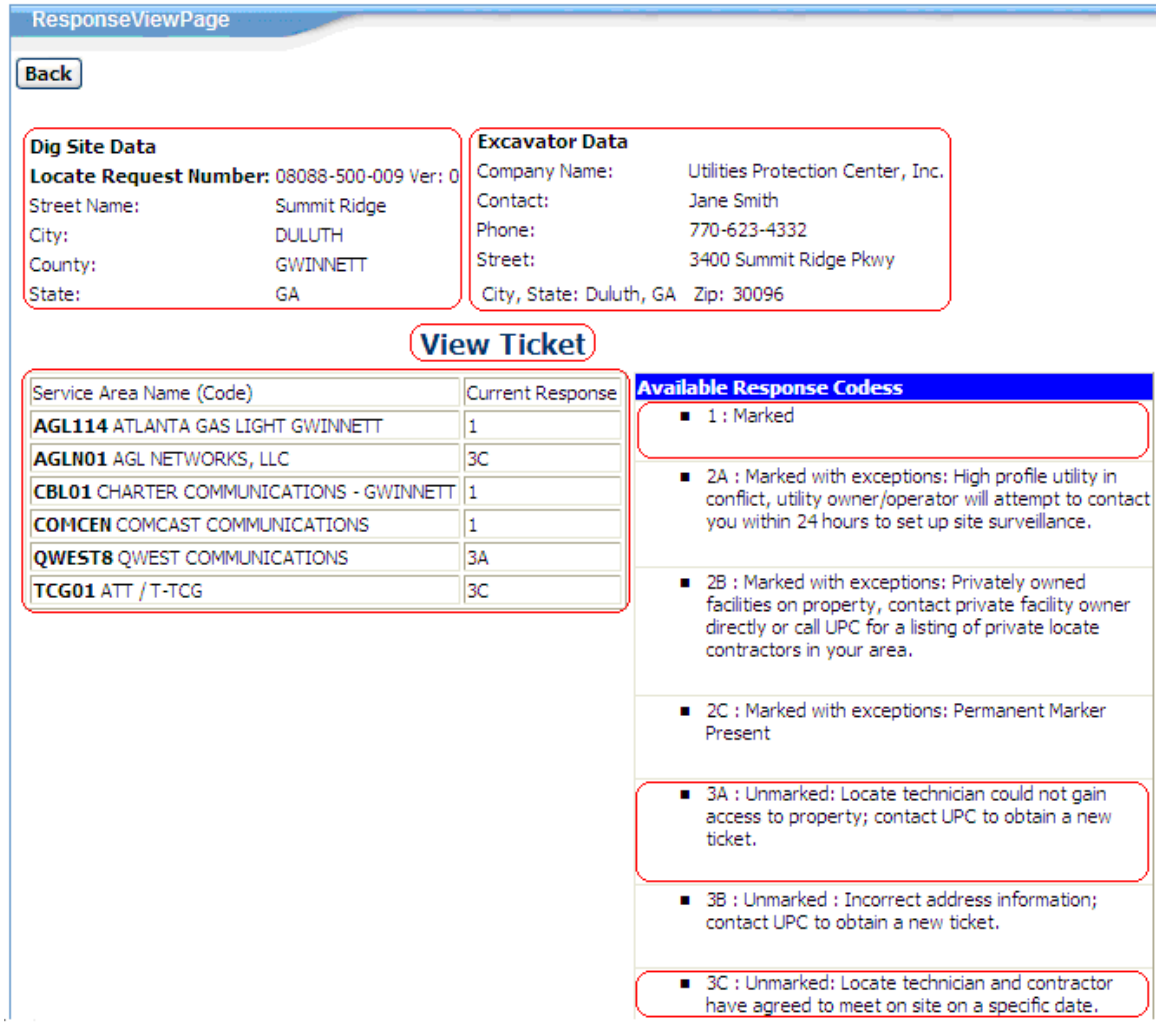
4. Once the ticket is loaded you will see each utility member's response as well as the ***Dig Site Data*** and ***Excavator Data***.
5. To view the ticket in text form select ***View Ticket***.

Accessing Positive Response Viewer while Logged into EDEN

1. Once you are logged into EDEN, select ***Positive Response Viewer*** from the top panel.

Positive Response Viewer Cont.

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***.