



Know what's **below**.
Call before you dig.

Welcome Georgia 811 Member

Georgia 811

August 19, 2010



Dear Member,

This letter is to inform you that we have activated your membership with Georgia811. These documents contain valuable information that will be used, once you begin receiving locate requests.

Once you receive a locate request, please handle it accordingly by locating your lines as well as posting your response to our Positive Response Information System (*PRIS*), which is a requirement per the Georgia Dig Law. This process will need to be done whether or not you have facilities in the area. **A response is mandatory.** There are two ways to accomplish this, via our EDEN website or by using our toll free number. A detailed description of this process has been included with this letter. If you have any questions or concerns, please contact the Member Services Department.

| Member Code(s) | Utility Type(s) | Member ID / IVR # |
|----------------|-----------------|-------------------|
| PIN02 | TELECOM | 11295 |
| | | |
| | | |
| | | |
| | | |

Website Login Information:

- **User Name:** STEWARTJARRELL
(Username is typed all together with no spaces and is not case sensitive)
- **Password:** PASSWORD *(used only if you have not already logged in and changed this when Liaison worked with you to set up Service Area Grids)*
(You will be prompted to change your password the first time you log in. The new password must be at least 7 characters and is case sensitive)

Positive Response toll free number: (888)-670-2902

EDEN Website: <http://eden.gaupc.com/>

Thanks,
Member Services Department
Utilities Protection Center, Inc., dba Georgia 811
770-623-5786
MemberServices@Georgia811.com
www.Georgia811.com

Positive Response Information System

The Positive Response Information System (PRIS) is designed to assist communication between excavators and the utility facility operators. Once a locate request has been made by an excavator, the facility operator will receive a copy of the request and will respond within a specified time frame if they have facilities in the area. The facility operator will then report to the Positive Response Information System that their lines are either marked, marked with exceptions, or unmarked (including the reason). An excavator may then access this information by calling (866) 461-7271 or on the Internet at <http://eden.gaupc.com> or www.georgia811.com to clarify the status of the markings.

Members must respond to PRIS on Normal, Insufficient, Additional Request, Restake, and Design tickets. They are not required to respond on Emergency, Damage, and Overhead tickets.

Any person performing excavation is responsible for being aware of all information timely entered into the Positive Response Information System prior to the commencement of excavation.

Positive Response Codes

Marked

- 1A Marked.
- 1B Marked: High profile utility in conflict.
- 1C Marked: Permanent marker present.
- 1D Marked: Ticket should have been white-lined but was not.

Marked with Exceptions

- 2B Marked with conditions: Privately owned facilities on property. Excavator needs to contact the private facility owner to determine how facilities will be located. If someone is needed to locate private utility lines, locators' listings may be found in the Yellow Pages under Utilities.

Unmarked

- 3A Unmarked: Locate technician could not gain access to complete the request. Locator will contact excavator.
- 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.
- 3H Unmarked: Privately owned facilities on property. Excavator needs to contact the private facility owner to determine how facilities will be located. If someone is needed to locate private utility lines, locators' listings may be found in the Yellow Pages under Utilities.
- 3I Unmarked: Marking instructions unclear. Locator will contact excavator.
- 3J Unmarked: Extraordinary circumstances exist; contact the utility owner/operator directly for details.
- 3K Unmarked: Not service provider for this location. Served by another provider.
- 3M Unmarked: Late, weather conditions—Contact utility owner/operator for further information.

3N Unmarked: Late.

Positive Response Codes Continued...

Clear

- 4A Clear: No facilities.
- 4B Clear: 100% overhead facilities.

No Conflict

- 5 No conflict, utility is outside of requested work site.

No Locate Required

- 6 Excavator is contractor for facility owner. Locate required prior to excavation per contractual agreement.

Refuse to Locate

- 7 Facility owner/operator refuses to locate. This is a violation of the statute.

Sewer Facilities

- 8A Sewer facilities and sewer laterals marked.
- 8B Sewer facilities marked and sewer laterals marked with exception—Permanent marker present.
- 8C Sewer facilities marked and sewer laterals marked as un-locatable with green triangle pointing to address or addresses in question.
- 8D Sewer facilities marked and sewer laterals unmarked: Sewer facility owner/operator has transmitted or mailed a copy of their best available sewer lateral records to the excavator.
- 8E Sewer facilities marked and sewer laterals unmarked—This utility member is a local government that receives less than 50 requests per year. Please contact this sewer operator directly for further instructions concerning the sewer laterals.
- 8F Sewer facilities have been marked and portions of sewer laterals present have been marked with or without exception and/or with green triangles. Portions are unmarked. Sewer facility owner operator will contact the excavator concerning unmarked portions in accordance with 8D or 8G.
- 8G Sewer facilities marked and sewer laterals unmarked. Sewer facility owner/operator has scheduled an onsite meeting with the excavator.

Design Notifications

- 9A Design locates: Marked.
- 9B Design locates: Marked with exceptions—Permanent marker present.
- 9C Design locates: Unmarked: Contact facility owner/operator for copy of drawings or other records.
- 9D Design locates: Clear, no facilities.

Positive Response Codes Continued...

Large Project Notifications

- 10A Large projects: Meeting date/time accepted.
- 10B Large projects: Meeting date/time rejected.
- 10C Large projects: Agree to treat as a large project. Agreement signed
- 10D Large projects: Disagree to treat as a large project – will mark in accordance with 25-9-6
- 10E Large projects: Will not attend meeting—Not service provider for this location.
- 10F Large projects: Will not attend meeting—Clear, no facilities.
- 10G Large projects: Not service provider for this location.
- 10H Large projects: Clear, no facilities.
- 10I Large projects: Deviation to marking plan acknowledged and marked as requested.
- 10J Large projects: Deviation to marking plan acknowledged but not marked as requested.
Locator will contact excavator.

Instructions for the Positive Response Information System

Be sure to respond to all Member Codes assigned to your company to avoid being issued a late notice.

EDEN Web Site Instructions

1. Go to the EDEN login homepage at <http://eden.gaupc.com>.

If you need assistance, you may contact the Member Services Department (770) 623-5786 or email at MemberServices@Georgia811.com.



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

Please login to create or manage Locate Request Notices.

User Name:

Password:

☐ Remember Login

[Forgot Password ?](#)

Your **User Name** and **Password** are assigned to you by our Member Services Department. If there is a problem logging in please contact our Member Services Department at 770-623-5786 or memberservices@georgia811.com.

2. Enter your **User Name**. Type in the username provided by our Member Services Department with no spaces. The **User Name** field is not case sensitive.
3. Enter your **Password**. The **Password** field is case sensitive.

EDEN Web Site Instructions Continued...

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

Please login to create or manage Locate Request Notices.



Please update your password before continuing.

🔒 Password Last Changed: Sunday, January 07, 2007

🔒 Password Expires: Password does not Expire

🔒 Change Password

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

🔒 Current Password:

🔒 New Password:

🔒 Confirm Password:



[Change Password](#)

- The next screen will appear where you will be required to change your **Password**. The new password must be a minimum of 7 characters and is case sensitive.
- Click the **Change Password** button.

[Top Panel Review](#)

[Locate Request Manager](#) ▶ [Positive Response Manager](#) [PRIS Viewer - CHECK POSITIVE RESPONSE](#) [SA Map Management](#) ▶

Locate Request Manager:

- Depending on your profile access, it allows you to search for locate requests that are assigned to your service area.

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.

SA Map Management:

- Allows the UPC member utility to create/update their Service Area Map.

SEARCH [Go](#)

Search:

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

EDEN Web Site Instructions Continued...

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

Locate Request Panel Locate Request Manager **Positive Response Manager** PRIS Viewer - CHECK POSITIVE RESPONSE

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

Positive Response Manager

Search By Locate Request Number

Locate Request Number: ☐ Get All Versions

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**.

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

Date:

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

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

EDEN Web Site Instructions Continued...

Responses Page

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Dig Site Data

Locate Request Number: 08078-500-001 Ver: 2

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 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'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.
- To make sure you have pulled up the correct ticket, select **View Ticket** to view the text of the ticket.
- By selecting **View Response History** you will see the dates and times that each member responded to the ticket and their response codes.

EDEN Web Site Instructions Continued...

- 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.
- Click on **Search** button.
- 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 ...

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

Responses Page

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Dig Site Data
 Locate Request Number: 08078-500-001 Ver: 2
 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 Response History](#) [View Ticket](#)

| Service Area Name (Code) | Current Response | Update Response |
|---|------------------|-----------------|
| AGL114 ATLANTA GAS LIGHT GWINNETT | 1 | 1 |
| AGL001 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'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.
- To make sure you have pulled up the correct ticket, select **View Ticket** to view the text of the ticket.
- By selecting **View Response History** you will see the dates and times that each member responded to the ticket and their response codes.

EDEN Web Site Instructions Continued...

Update Response Code

Responses Page

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| | | | |
|--|--------------|-------------------------------------|-----------------|
| 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 ▼ |
| LAG50 CITY OF LAGRANGE WATER | | 2A ▼ |
| LAG52 CITY OF LAGRANGE SEWER | | 2C ▼ |
| LAG53 CITY OF LAGRANGE ELECTRIC | | 1 ▼ |
| 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 you have searched for the appropriate ticket, you should see your service area listed in the **Service Area Name (Code)** column.
- Under the **Update Response** column, you will see a box with a drop down arrow next to your service area name.
- 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**.
- Select **Save**.
- 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

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

EDEN PRIS Toll Free number instructions

Dial (866) 461-7271

- **Recorded message: “Thank you for calling the Utilities Protection Center’s Positive Response Information System.”**
 - If you are a contractor, press 1
 - If you are a utility owner, press 2
 - If you are a home owner, press 3
 - To repeat this message, press 8
- **1—Contractor**
 - Enter your 10 digit telephone number—verifies phone number and company name
 - If correct, press 1
 - If incorrect, press 2
 - Enter the ticket number followed by the pound sign—verifies the ticket number
 - If correct, press 1
 - If incorrect, press 2
 - Repeats ticket number and verifies the address
 - If correct, press 1
 - If incorrect, press 2
 - The following members have responded—gives you list of members and their responses, then gives you list of members that have not responded
- **2—Utility Owner**
 - Enter your Member ID followed by the pound sign- verifies your company name
 - If correct, press 1
 - If incorrect, press 2
 - Enter the ticket number followed by the pound sign-verifies the ticket number
 - If correct, press 1
 - If incorrect, press 2
 - Repeats ticket number and verifies the address
 - If correct, press 1
 - If incorrect, press 2
 - Follow prompts to enter appropriate response for the ticket. If you have multiple utilities you will need to repeat above steps for each utility.
- 3—Home owner**
 - Enter your ticket number followed by the pound sign—verifies ticket number
 - If correct, press 1
 - If incorrect, press 2
 - Repeats ticket number and verifies address
 - If correct, press 1
 - If incorrect, press 2
 - The following member have responded—gives you list of members and their responses, then gives you list of members that have not responded.

Important Contact Information

Utilities Protection Center, Inc., dba Georgia 811
3400 Summit Ridge Parkway
Duluth, GA 30096

Telephone Numbers

Georgia 811 Call Center: (770) 623-4344
(800) 282-7411
811
GA811 accepts collect calls from outside the state on any line.

EDEN System Helpdesk: (770) 476-6055
Email: edenhelpdesk@gaupc.com

Positive Response Information System: (866) 461-7271

Member Services: (770) 623-5786
Fax: (770) 623-4566

National One Call Directory: (770) 623-9574
(888) 258-0808

Georgia Public Service Commission: (404) 656-4501
(800) 282-5813

Websites

EDEN website: <http://eden.gaupc.com>

Georgia 811 website: www.Georgia811.com

Related Links

American Public Works Association: www.apwa.net

APWA Georgia Chapter: <http://georgia.apwa.net>

Common Ground Alliance: www.commongroundalliance.com

Important Contact Information Cont.

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