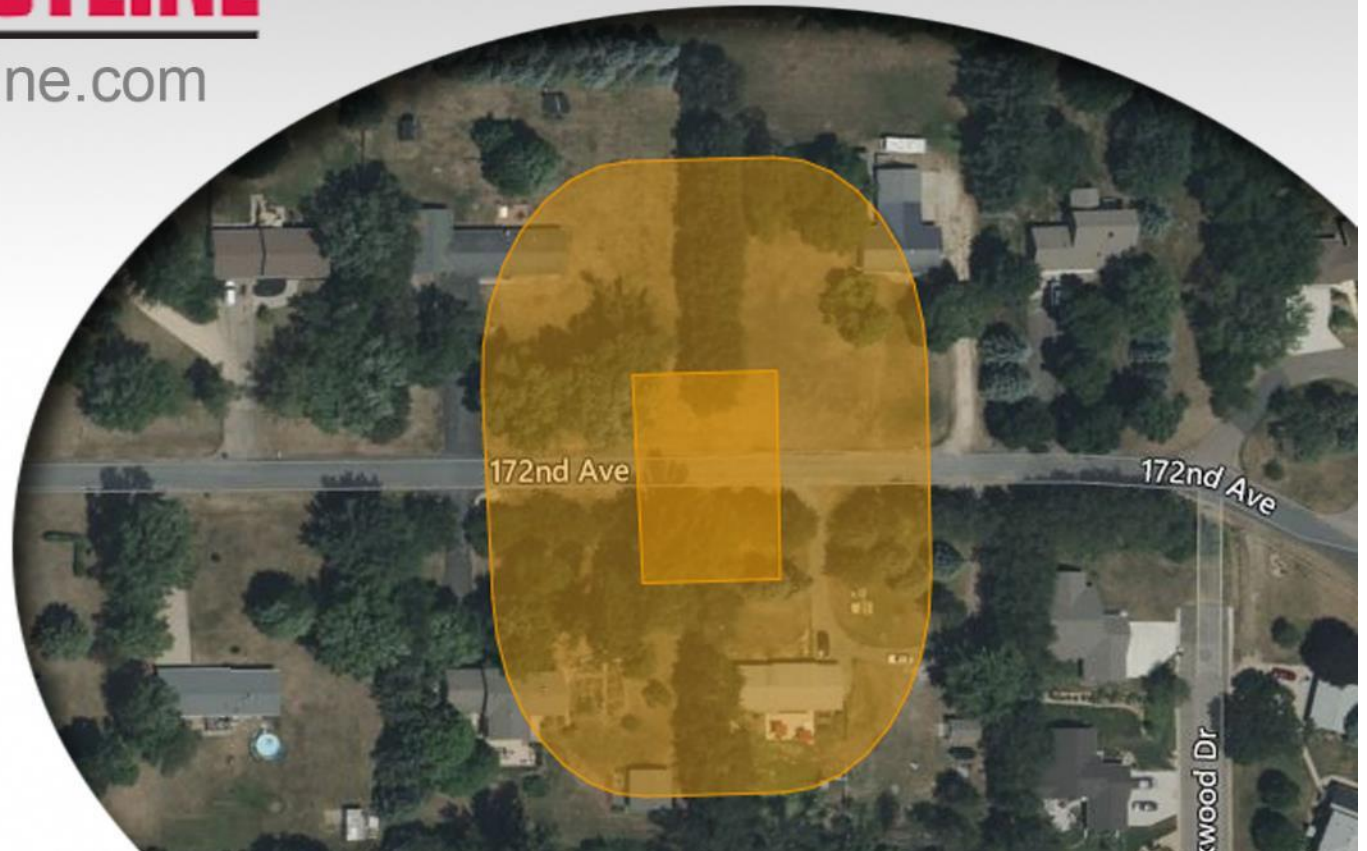




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Important Portal Information

(June 2024)



This document will cover a few issues of importance to ProPortal users.

- Changes to how the ProPortal will handle No-Show Relocates
- How to use Positive Response with No-Show Relocates
- Which Relocate should you use?
- Importance of updated contact information

Changes to how the ProPortal will handle No-Show Relocates

The No-Show Relocate is one of many relocate types offered by Diggers Hotline. The No-Show Relocate should only be used in situations where member utility companies do not locate their facilities by the Start Date and Time of your ticket. The No-Show Relocate allows you to specifically identify which utilities have not located on time and send that ticket to only those companies. The companies who did locate properly and on time, can be selected so they do not receive a copy of the No-Show Relocate. That is called "Suppression." Suppressing the utilities who did locate properly by your Start Date and Time saves them the time and money of having to come back out and locate.

The ProPortal system will be making a slight change to how the member utility suppression is handled. This change was recommended by ProPortal users like yourself.

The change will only affect the following 2 ticket types:

- **Relo-No-Show**
- **Relo-No-Show-Prints**



In the current ProPortal, when you select one of those two No-Show Relocate ticket types, the Member List displays like the image to the left.

The Members default to being unchecked (the arrow shows the Suppression boxes unchecked.) When the boxes are unchecked, that means the members are not being suppressed. Any member which has the box unchecked will receive a copy of your ticket.

The general purpose of a No-Show Relocate is to identify utility companies who DID NOT locate properly. However, in the current system, that means you have to check the checkbox (suppress) the Members who did locate properly. That was confusing to ProPortal users because you had to click on Members who did locate properly so they would be suppressed and not get a copy of a ticket, when the whole purpose of the No-Show Relocate was to identify companies who did not locate properly.

It was also discovered, over the years, that many ProPortal users would just leave all the boxes unchecked because it was easier to do that instead of taking the time to identify which Members actually did or did not locate properly.

After discussing the issue with ProPortal members, it was decided a simple change could be made to how the Member List appears, which may make the process a bit clearer.

In the new update, when you select one of those two No-Show Relocate types, the Member list will now appear as it does in the image to the right.

All the members will now display as Suppressed (the box to the right checked.)

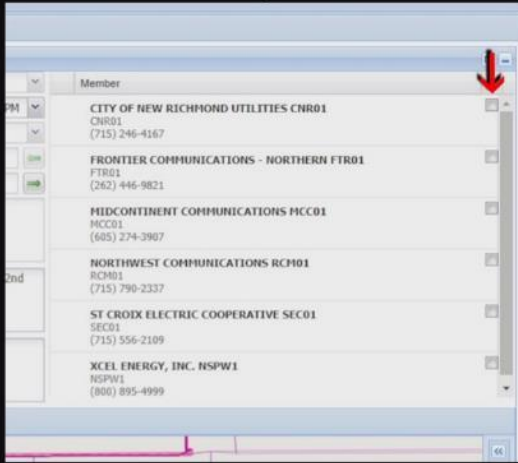
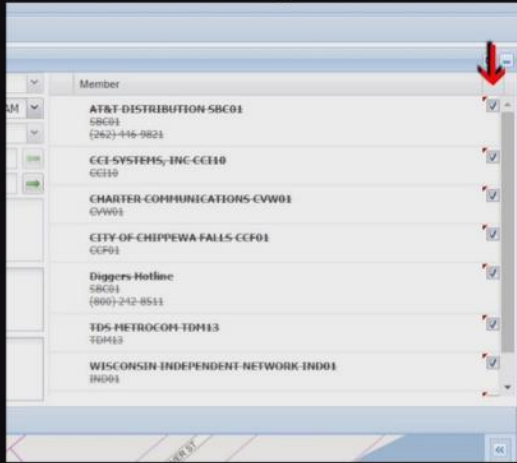
Instead of you having to check the checkbox of those companies who did locate properly, you will now uncheck the companies who did not locate your previous ticket and just leave the boxes checked next to the member companies who did locate on time.

If all the Members on your ticket did not locate your previous ticket, then you would simply uncheck all the boxes.

There may be times when you see multiple Member listings for one company. If that company has not located your previous ticket, uncheck the box next to all the listings for that company.

The image below is a side-by-side comparison of what is changing and how to use the new Member list when filing a No-Show Relocate.



System	Member	Checkbox
Old System 	CITY OF NEW RICHMOND UTILITIES CNR01 CNR01 (715) 246-4167	<input type="checkbox"/>
	FRONTIER COMMUNICATIONS - NORTHERN FTR01 FTR01 (262) 446-9821	<input type="checkbox"/>
	MIDCONTINENT COMMUNICATIONS HCC01 MCC01 (605) 274-3907	<input type="checkbox"/>
	NORTHWEST COMMUNICATIONS RCM01 RCM01 (715) 790-2337	<input type="checkbox"/>
	ST CROIX ELECTRIC COOPERATIVE SEC01 SEC01 (715) 556-2109	<input type="checkbox"/>
	XCEL ENERGY, INC. NSPW1 NSPW1 (800) 895-4999	<input type="checkbox"/>
	New System 	AT&T-DISTRIBUTION-SBC01 SBC01 (262)-446-9821
ECI-SYSTEMS, INC-CCI10 CCI10	<input checked="" type="checkbox"/>	
CHARTER-COMMUNICATIONS-CVW01 CVW01	<input checked="" type="checkbox"/>	
CITY-OF-CHIPPEWA-FALLS-CCF01 CCF01	<input checked="" type="checkbox"/>	
Diggers-Hotline SBC01 (800)-242-8511	<input checked="" type="checkbox"/>	
TDS-METROCOM-TDM13 TDM13	<input checked="" type="checkbox"/>	
WISCONSIN-INDEPENDENT-NETWORK-IND01 IND01	<input checked="" type="checkbox"/>	

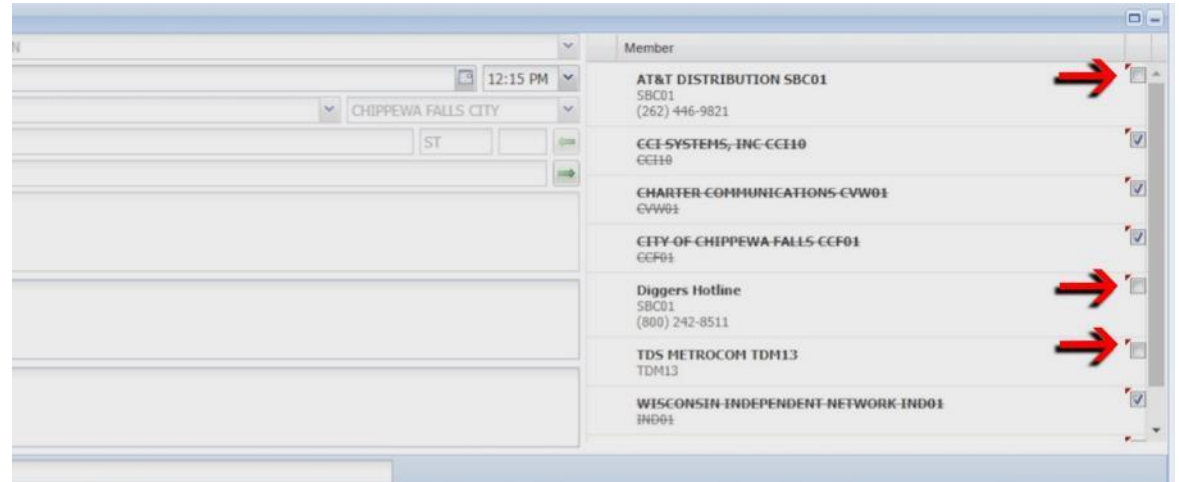
Click on box to select members who DID locate on time and who DO NOT need to relocate.

Click on box to deselect members who DID NOT locate on time and who DO need to locate.

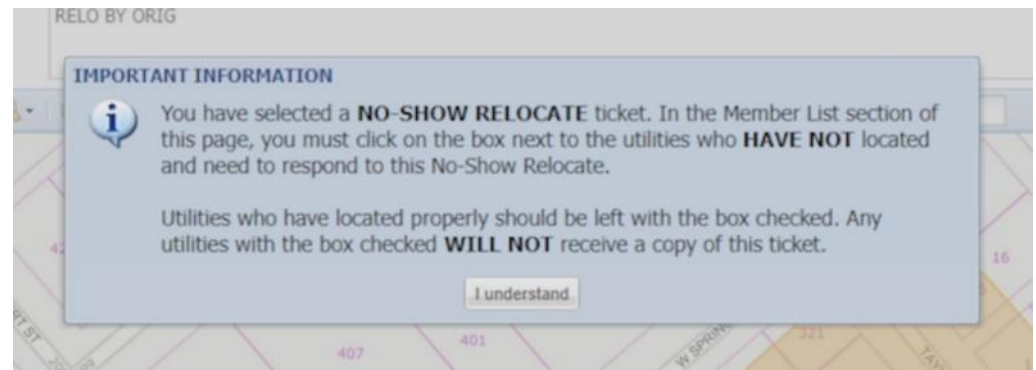
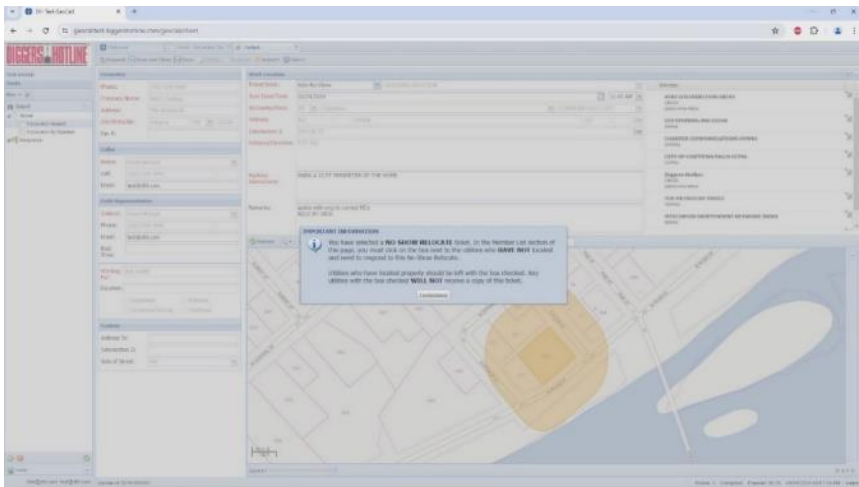
To properly use the No-Show Relocate, you would then uncheck (remove suppression) the Members who DID NOT locate properly, and leave the Members who did locate properly checked (suppressed).

The image to the right shows how the Members list would look.

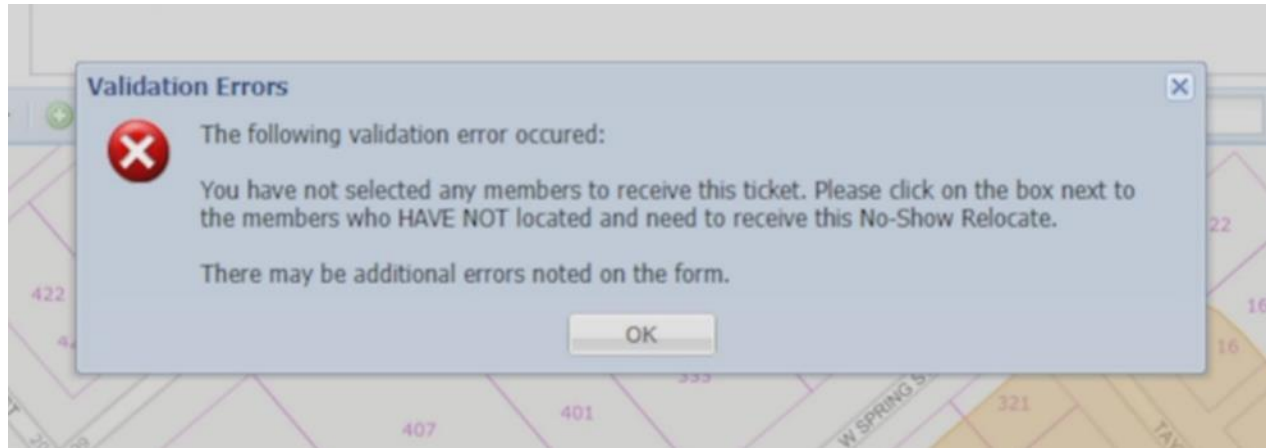
In this example, AT&T, Diggers Hotline, and TDS Metrocom HAVE NOT located and WILL receive a copy of this No-Show Relocate. CCI Systems, Charter Communications, City of Chippewa Falls, and Wisconsin Independent Network HAVE located properly and WILL NOT receive a copy of the No-Show Relocate.



To help with this transition, and to understand how to file a No-Show Relocate, when you click either the Relo-No-Show or Relo-No-Show-Prints ticket types, the system will pop-up the message below. Clicking the "I Understand" button will close the pop-up window.



Keeping in mind that a Member which has the check box checked (Suppressed) WILL NOT receive a copy of the ticket, the system cannot allow all the Members to be checked (Suppressed.) If that was allowed to happen, then no Members would receive the ticket. In the off chance you click "Save" or "Save and Close" without unchecking any of the Member checkboxes, the system will pop-up the following Validation Error.



Clicking the “OK” button will close the window and bring you back into the ticket. It will not allow you to Save or Save and Close that ticket until you uncheck at least one of the members in the Member list.

The hope is this change will help clarify how to select Members on a No-Show Relocate. If you ever have questions about how to use the new No-Show Relocate in the ProPortal, you can always contact the Portal Training team at training@diggershotline.com or 1-800-982-0299 Ext 1826.

How to use Positive Response with No-Show Relocates

One question commonly asked by ProPortal users, when filing a No-Show Relocate, is how do I know which utility companies have located and which have not? It is very important to properly select Members on a No-Show Relocate and make sure only those companies who did not locate receive a copy of the No-Show Relocate ticket.

There are 2 ways a ProPortal user can determine which utilities have located or responded to your ticket.

- Perform a site survey at your worksite.
- Check the Positive Response system.

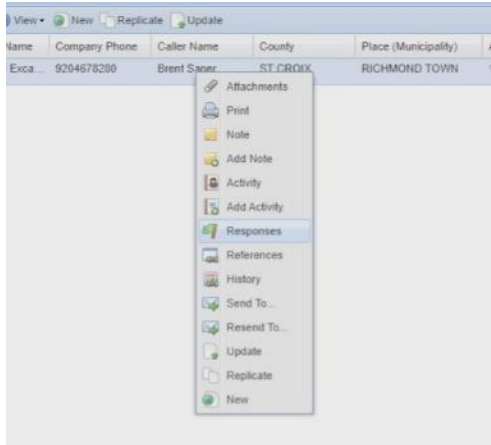
A “Site Survey” simply means going out to your worksite, or coordinating with your on-site people, and seeing which utilities may have placed paint and/or flags at your worksite. Positive Response can help provide additional supporting information regarding the locate status.

Positive Response is a voluntary program which allows utilities, or their locate company, to provide the status of the locate markings into the Diggers Hotline system. That locate status (Positive Response) can then be accessed in the ProPortal system. Utilities, or their locators, can provide various status options.

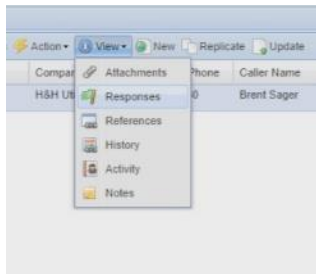
The status can show as not located, marked, no conflict (no utility lines where you are digging), system cleared (the utilities have software which scanned your ticket and determined they do not have lines in the area), locating is ongoing and working with the excavator, or there is some sort of delay.

You can access Positive Response in the ProPortal by highlighting your ticket in the Search Engine and either:

Right-clicking on the ticket and selecting “Responses,” or,



Clicking the View button at the top of the page, and then clicking on “Responses.”



“Responses will always have a little green flag icon next to it.

When you click on “Responses,” the system will open the Positive Response window for that specific ticket.

The screenshot shows the DH GeoCall application interface. The main window displays a ticket details table with the following data:

Notes	Number	Date Time Ticket Processed	Start Date Time	Company Name	Company Phone	Caller Name	County	Place (Municipality)	Address	Street	Intersection 1	Ticket Type	Ticket Source	Operator
	20242023855	05/17/2024 05:57:05 AM	05/22/2024 06:00:00 AM	H&H Utility Exca...	9204678280	Brent Sager	ST CROIX	RICHMOND TOWN	1232	172nd Ave	Cty Rd A	Standard	ProPortal	brent@hhutility.com

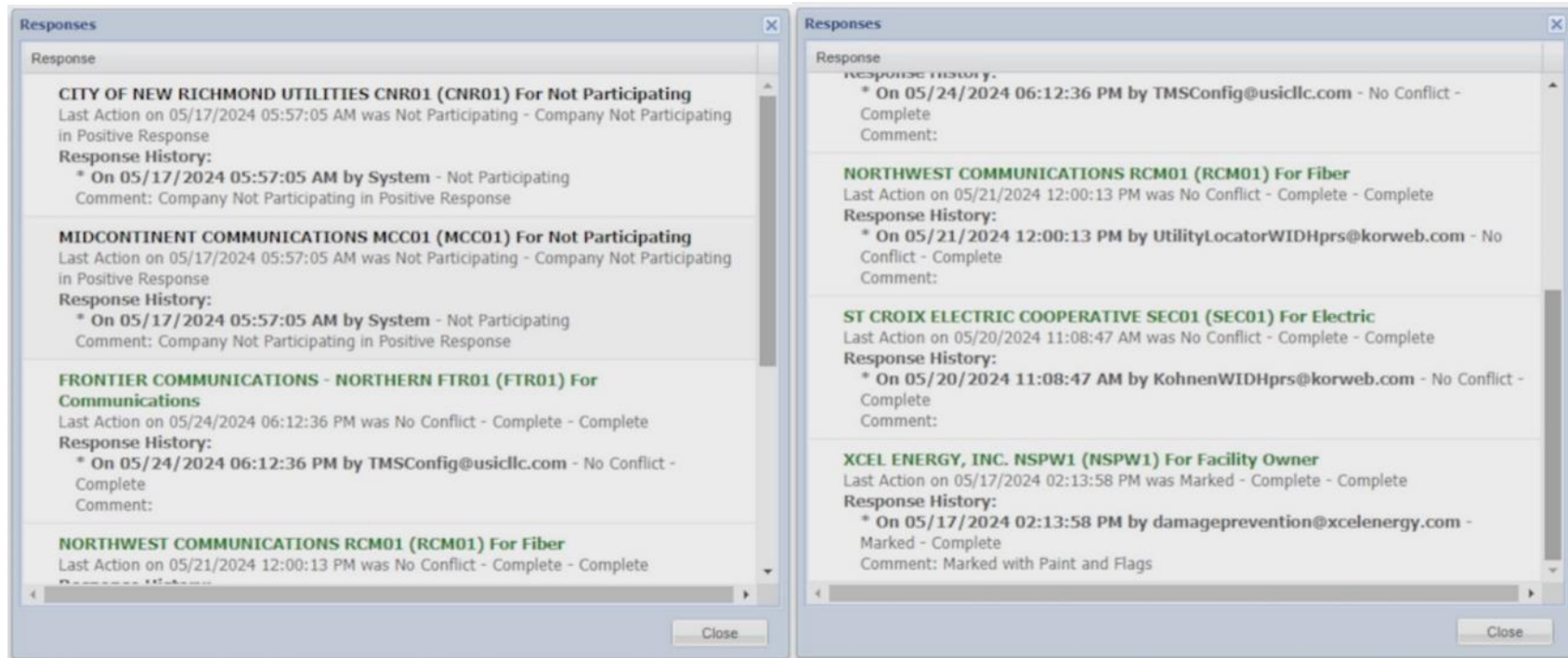
The 'Responses' window is open, displaying the following information:

- CITY OF NEW RICHMOND UTILITIES CNR01 (CNR01) For Not Participating**
Last Action on 05/17/2024 05:57:05 AM was Not Participating - Company Not Participating in Positive Response
Response History:
* On 05/17/2024 05:57:05 AM by System - Not Participating
Comment: Company Not Participating in Positive Response
- MIDCONTINENT COMMUNICATIONS MCC01 (MCC01) For Not Participating**
Last Action on 05/17/2024 05:57:05 AM was Not Participating - Company Not Participating in Positive Response
Response History:
* On 05/17/2024 05:57:05 AM by System - Not Participating
Comment: Company Not Participating in Positive Response
- FRONTIER COMMUNICATIONS - NORTHERN FTR01 (FTR01) For Communications**
Last Action on 05/24/2024 06:12:36 PM was No Conflict - Complete - Complete
Response History:
* On 05/24/2024 06:12:36 PM by TMSConfig@usicllc.com - No Conflict - Complete
Comment:
- NORTHWEST COMMUNICATIONS RCM01 (RCM01) For Fiber**
Last Action on 05/21/2024 12:00:13 PM was No Conflict - Complete - Complete

The Positive Response window will display all the Member utility companies on that specific ticket. It will also show a “Response History” for each Member listed. The “Response History” is where you can see the status of the locate markings.

It is important to note, when reviewing Positive Response, that this program is voluntary for the utilities. That means some companies may elect to not provide Positive Response. If a Member company has decided not to provide Positive Response, you will see the message “Not Participating” in the Response History of Positive Response. The only way to know if a “Not Participating” utility has located would be if you see markings for that company when performing the Site Survey.

The colors of the text in the Positive Response window also corresponds to the status. Black text indicates the utility is Not Participating. Red text indicates the member has not provided a Positive Response yet, but they are participating in the program. Green text indicates the member has provided a completed Positive Response status.



In the example above, Positive Response would provide the following information about your ticket locate status.

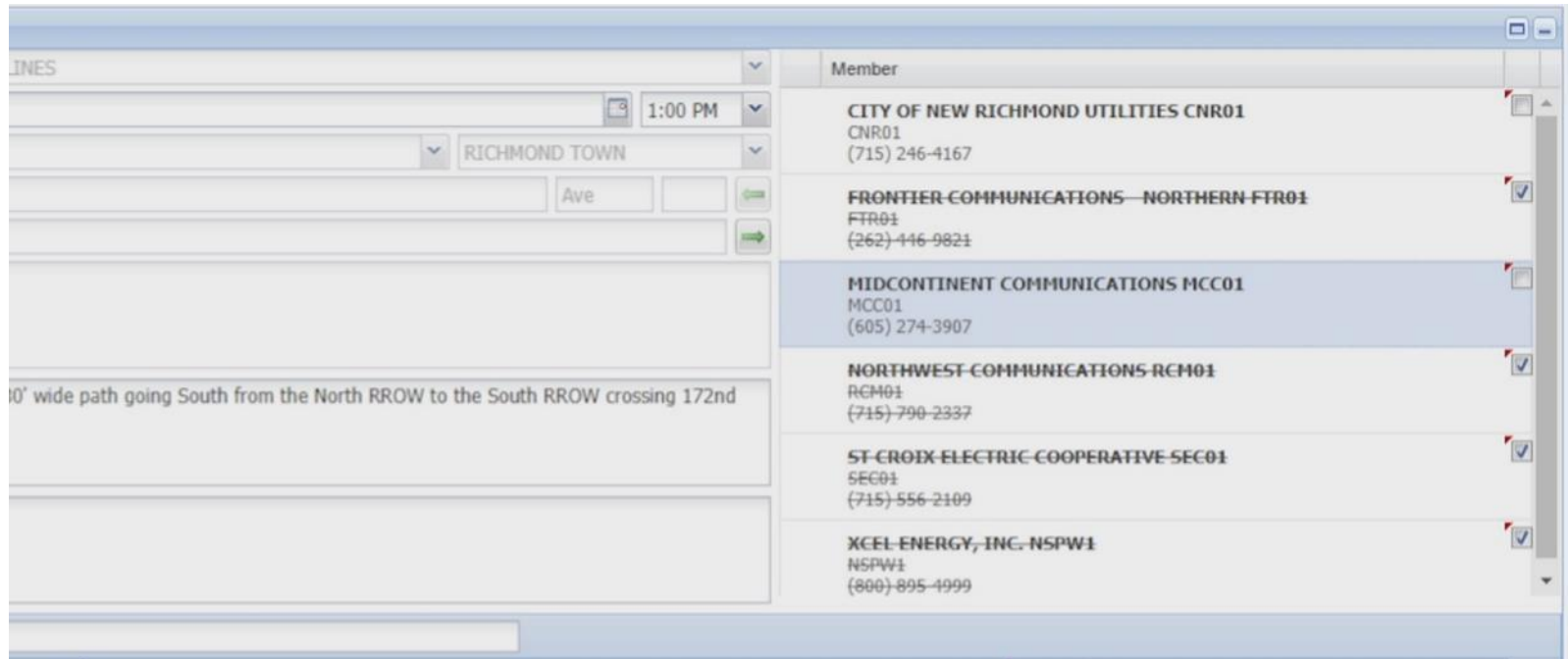
City of New Richmond Utilities and Midcontinent Communications are both Not Participating. You would need to do a Site Survey to see if either of those companies have marked their facilities. If you do not see markings at the worksite for these companies, then you would want to notify them on your No-Show Relocate.

Frontier Communications, Northwest Communications, and St. Croix Electric Cooperative have all provided Positive Response and state there is “No Conflict – Complete.” That means those companies are indicating they do not have underground lines in the area where you are digging (No Conflict) and they consider their work “Complete” for that ticket.

Xcel Energy has also provided a Positive Response and that states, “Marked – Complete.” They also provided a Comment, which says, “Marked with Paint and Flags.” That indicates Xcel has marked at the worksite with paint and flags, and they consider their locating “Complete.” Your site survey should see those paint and flag markings.

If you were filing a No-Show Relocate for this ticket, Positive Response has assisted you with identifying which Member utilities need to receive a copy of the No-Show Relocate. If there were no markings at the site for City of New Richmond and Midcontinent, you would only select those

companies to receive the No-Show Relocate. All the other utilities on your ticket have either marked their lines or indicated to you they do not have lines in your worksite. The No-Show Relocate Member list would look like this:



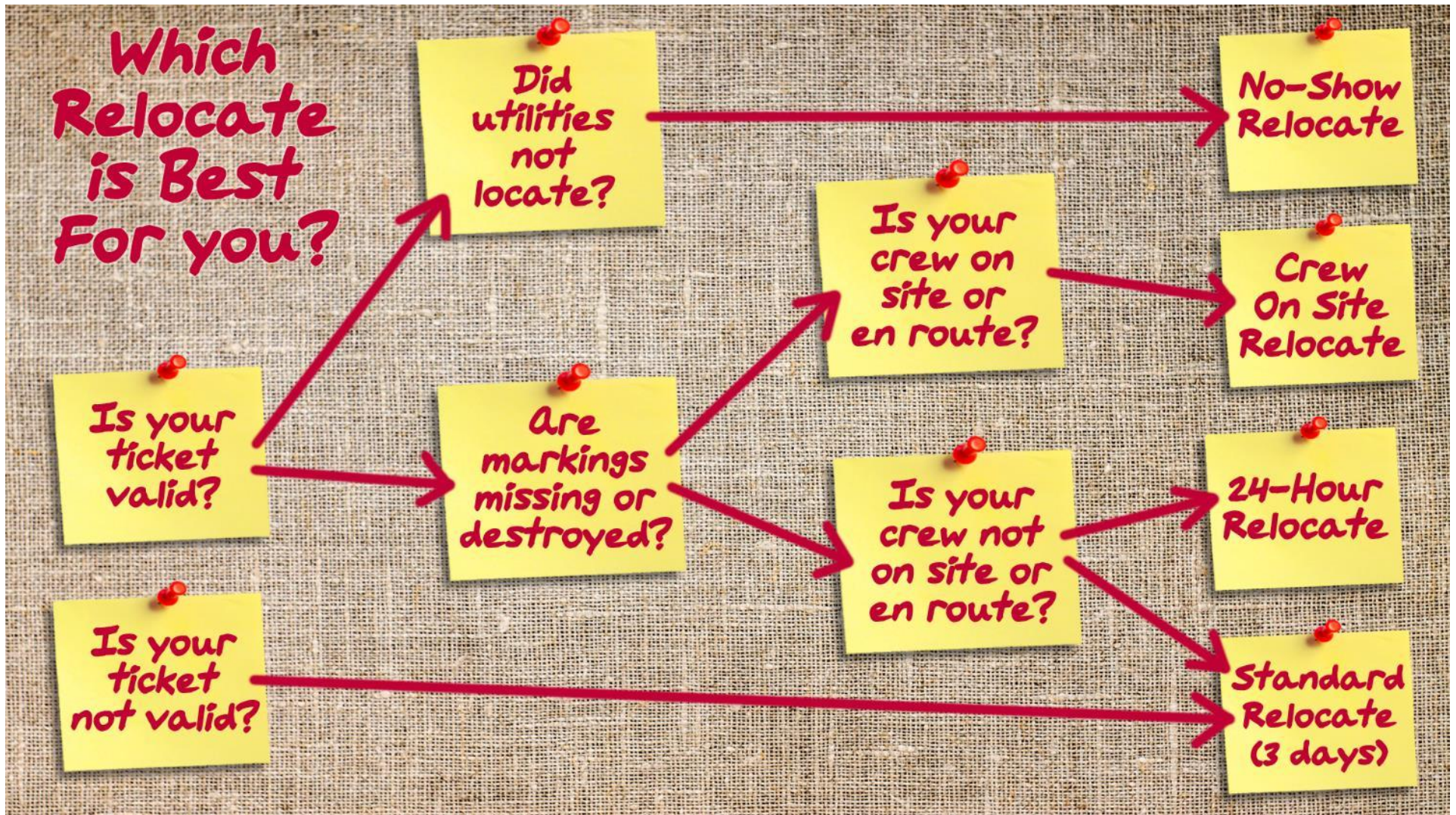
City of New Richmond and Midcontinent Communications would both be unchecked so they receive the ticket. The other companies would remain checked (Suppressed) so they do not receive the No-Show Relocate.

Which Relocate Should You Use?

As stated earlier, there are many relocate options available to ProPortal users. All those various relocate types were created to give excavators flexibility, as well as potentially save time and money.

The common relocate types are: Standard Relocate, Crew on Site Relocate, 24-Hour Relocate, and the No-Show Relocate. There are a couple relocates which are used in specific situations. Those are: Planning Relocate, Planning-Prints Relocate, Appointment Relocate, Project ticket relocates, and an Emergency Relocate.

Determining which relocate is best for your specific need or situation can sometimes be confusing. The following chart may help you decide which relocate you should use.



When deciding which relocate you should use, the first thing you need to do is determine if your previous ticket is "Valid" or "Not Valid."

A ticket is considered **Valid** if the following criteria are met:

- The work on that ticket began within 10 calendar days after the Start Date and Time.
- The work on that ticket has not stopped for more than 10 calendar days at any point.

If both those criteria are met, then your ticket is **Valid**. If work did not start within that 10-calendar day window after the Start Date and Time, or work stopped for more than 10 calendar days, then your ticket is **Not Valid**.

If your ticket is **Not Valid**, then the only relocate type you can use is the **Standard** (3 Working Day) relocate. The Standard relocate will set your Start Date and Time a minimum of 3 working days from the current date and time.

If your ticket is **Valid**, then you should ask the following 2 questions:

- Did some or all of the utilities not locate/mark the previous ticket? Or,
- Are some or all of the markings missing or destroyed due to weather or construction activity?

If utilities did not mark your previous ticket, then you should use the **No-Show Relocate**.

If marks are missing or destroyed, then the status of your crew should be determined.

- Is the crew on-site at your worksite, or will they arrive at that worksite shortly?
- Is the crew not on-site and not intending on being at that site in the near future?

If your crew is on-site or en route to the site, then you can use a **Crew on Site** relocate. The Crew on Site relocate will set a default Start Date and Time of 1 hour from the current date and time, within normal working hours of 6am-6pm, Monday-Friday, excluding weekends and legal holidays. Please note, the 1 Hour Start Date and Time is time the locators have to either locate your worksite, OR contact you to provide you an estimated time when they can be out there to locate. Utility locators should locate within 3-4 hours if they cannot be there within the hour.

If your crew is not on site, or on their way to the site, then the **24-Hour** or **Standard** relocate should be used. The 24-Hour relocate will default your Start Date and Time to 24 working hours from the current date and time. The Standard relocate will default to 3 working days.

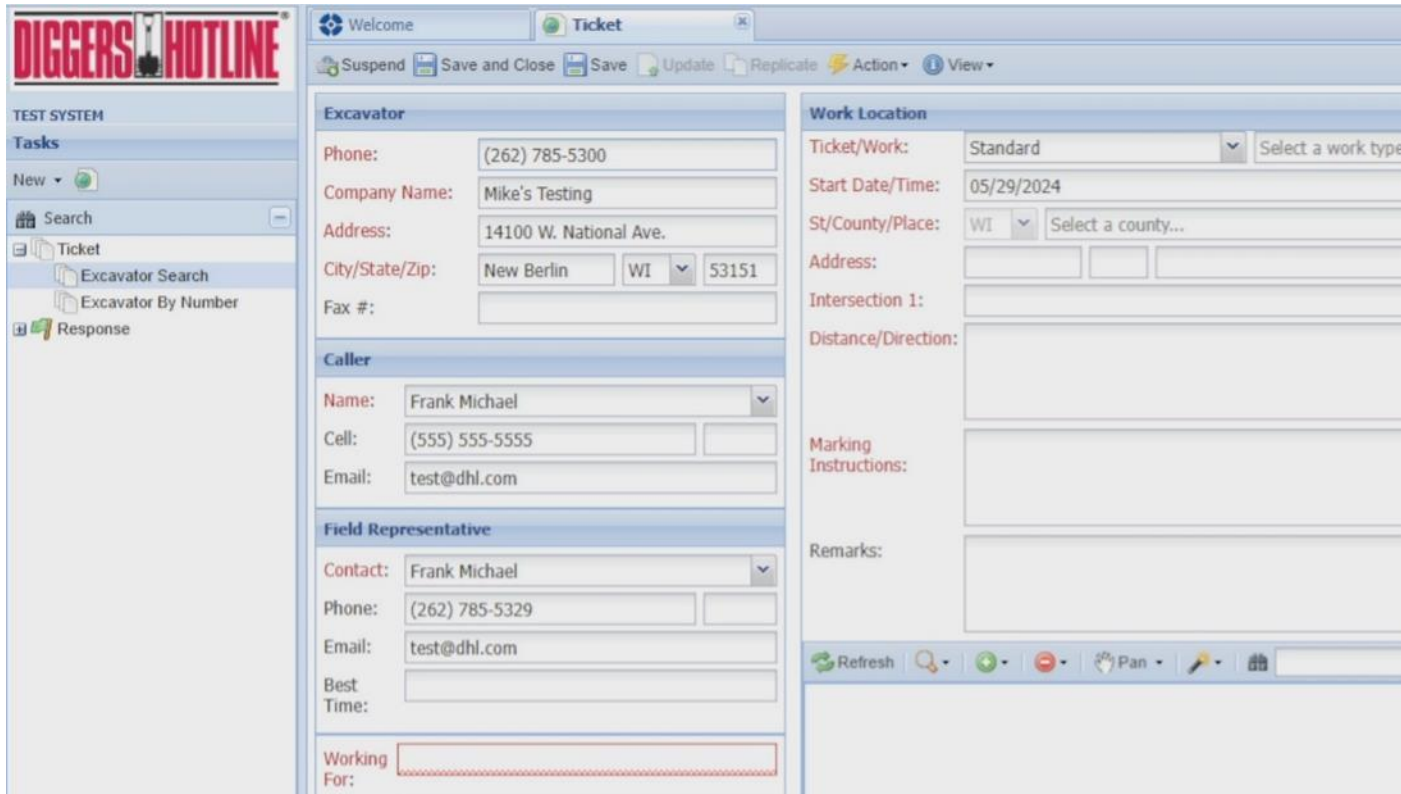
The following relocates are unique and used for specific ticket types.

- Relo-Appointment – This relocate should be used when the previous ticket was an Appointment ticket and the previous ticket is Not Valid, as defined above. This relocate creates a new Appointment.
- Relo-Appnt-Crew on Site – If your previous ticket was an Appointment, your ticket is Valid, and you need a quick response, you can choose this relocate type. Locators will respond the same as the Crew on Site explained above.
- Relo-Planning-Locate & Relo-Planning-Prints – These are used if the previous ticket was for planning purposes and required either a locate or exchange of prints. If utilities did not locate or provide prints by the Start Date and Time of the previous ticket, the Relo-Crew on Site or Relo-No-Show-Prints can be used.
- Relo-Project and Relo-Project-Crew on Site – These are only used if the previous ticket was a Project Ticket. Project Tickets are explained in the ProPortal training manual.

ProPortal users sometimes confuse No-Show Relocate or Crew on Site relocates as “emergency relocates” because the default start date and time is similar to an Emergency. The Relo-Emergency should only be used if the previous ticket was an Emergency ticket and meets the definition of what constitutes an Emergency.

Importance of Updated Contact Information

Contact information on tickets can sometimes be an afterthought when using the ProPortal because the information automatically populates when starting a new ticket and often does not change. Members and locators have expressed concerns about not being able to get in contact with excavators due to outdated or incorrect contact data.



The screenshot shows the 'Ticket' entry form in the ProPortal. The form is divided into several sections: 'Excavator', 'Work Location', 'Caller', and 'Field Representative'. The 'Excavator' section includes fields for Phone, Company Name, Address, City/State/Zip, and Fax #. The 'Work Location' section includes fields for Ticket/Work, Start Date/Time, St/County/Place, Address, Intersection 1, and Distance/Direction. The 'Caller' section includes fields for Name, Cell, and Email. The 'Field Representative' section includes fields for Contact, Phone, Email, Best Time, and Working For. The form also has a 'Remarks' field and a 'Marking Instructions' field. The top of the form has a 'Welcome' message and a 'Ticket' tab. The bottom of the form has a 'Refresh' button and a 'Pan' button.

It is so important that the Caller and Field Representative phone numbers and email addresses are current. Utilities and locators often need to contact an excavator to clarify ticket information, discuss potential problems, or update when a locate can be completed (especially in those short-notice relocations listed above.)

As important as it is the phone numbers and email addresses are current, it is equally important they also go to phones which will be answered or email addresses which are actively checked. For example, if you provide a Field Representative phone number, that number should be the cell phone for the Field Representative and not their office phone. A Field Representative is likely to be out in the field and not at their desk.

If any of the Caller or Field Representative information changes you can email training@diggershotline.com or call 1-800-982-0299 Ext 1826 and a member of the Portal Training Team can change that information in your Portal profile so it will auto-populate the next time you login.

The Portal Training Team are also available for any questions about this document or anything else related to the ProPortal. Please do not hesitate to reach out to us if you ever have questions or concerns.