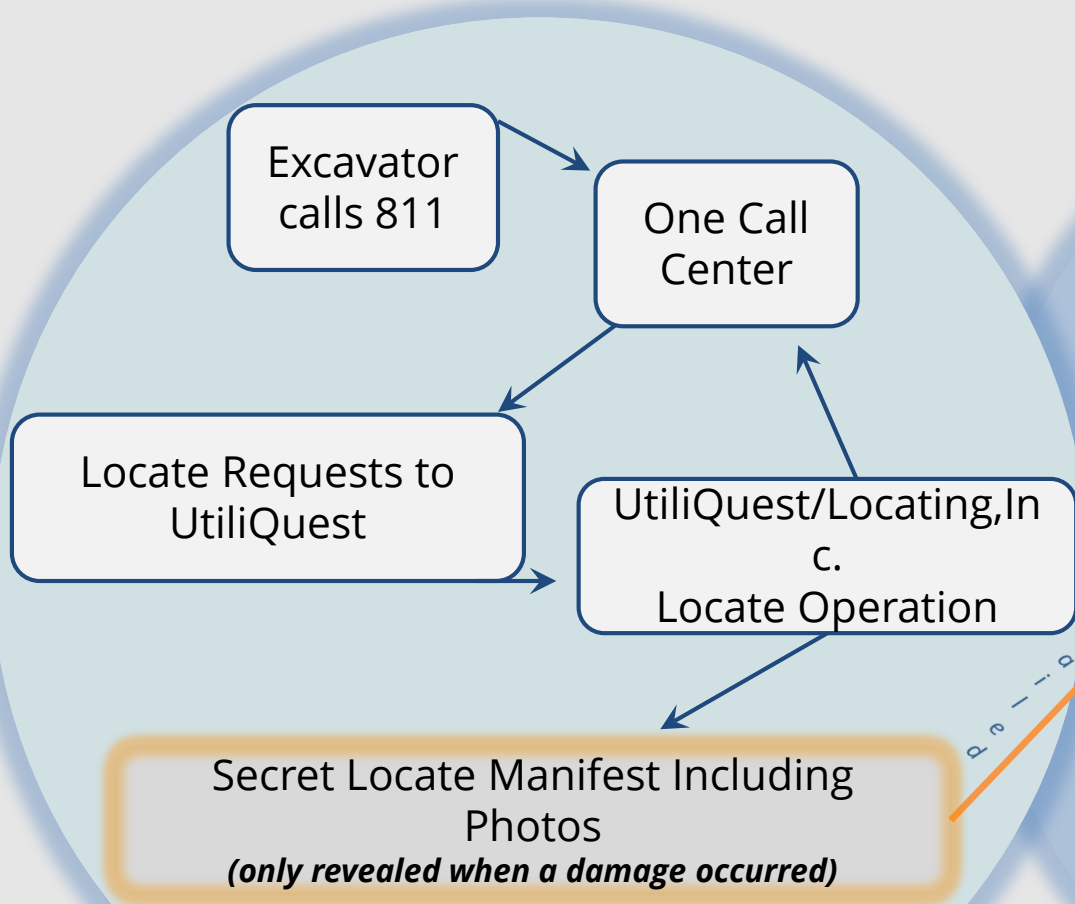


Introduction of EPR (Enhanced Positive Response)

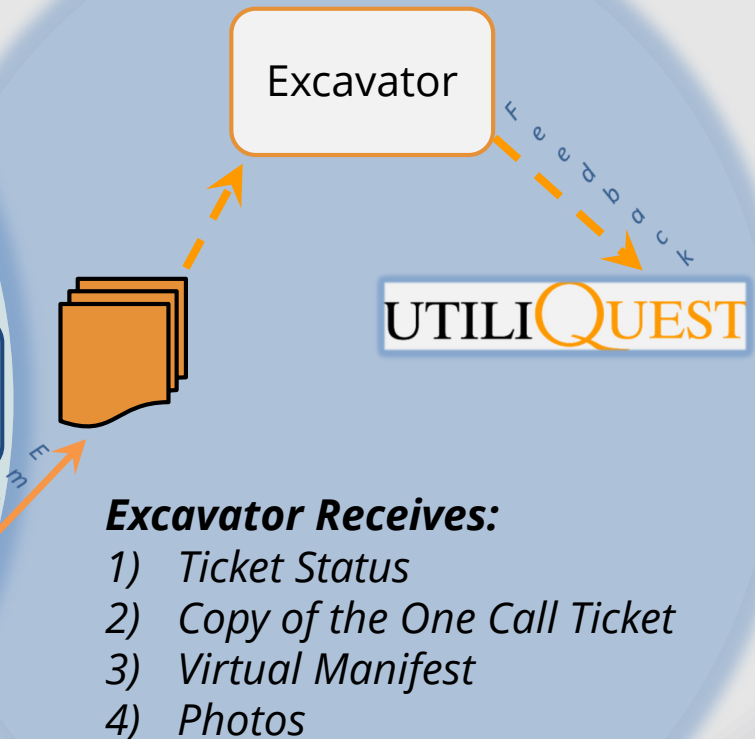
UTILIQUEST

 **Washington
Gas™**
A WGL Company

Standard Locate Response

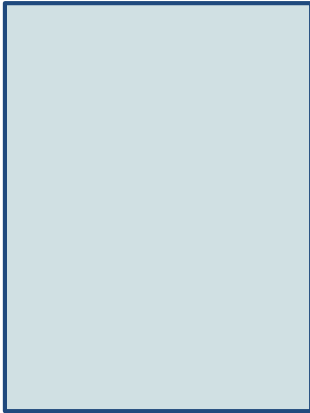
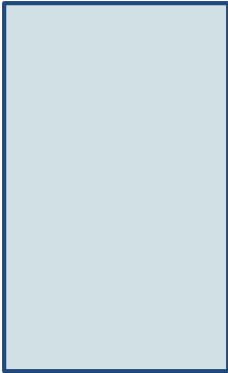


Enhanced Positive Response (quick and easy communication tool)



Example “No Reply” email

DO NOT REPLY TO THE EMAIL

Ticket:		Type:	
Due Date:			
Street Addr:			
Place:			
State:			
Type of Work:			
Company:			
Caller:			
Alt Cont:			
Fax:			
Done for:			

The locate request for the following utilities has been updated:

- ☐ Gas ☐ Marked

Click [LINK](#) for the utility locate details. (This link expires on 1/14/2017)

Click [Survey Link](#) Please take our survey after viewing the page.

Utiliquest may update this information as necessary.

DO NOT REPLY TO THE EMAIL

Contact the One Call Center for Changes and/or to add additional information to this Ticket

Ticket information, facility maps, electronic locate manifests and any associated aerial images ("Materials") provided to the excavator via "Enhanced Positive Response" (EPR) are for internal excavator planning and communication purposes only and are not authorized to be redistributed to any third party. The Materials are distributed and transmitted on an "as is" and "as available" basis, without warranties of any kind, either express or implied. They are not to be used to determine where excavation can occur and do not substitute for the physical markings at the excavation site. They are not to be relied upon to determine whether or where facilities exist at the excavation site. Excavators are required to comply with the applicable Underground Facilities Damage Prevention laws in the area where the work was performed.


“MARKING” status called out by Client Term ID

Link to Locate Documentation

Link to Excavator Comments with Survey

Link to Locate
Documentation

Clicking on the link takes you inside the EPR

UTILIQUEST 






UtiliQuest EPR Notification

Ticket Information
Ticket Number/Type:
Caller:
Company:
Call Date:
Done For:
Street Address:
Place:
County:
State:
Nature of Work: SEWER & WATER ABANDONMENTS

Ticket Image
NOTICE OF INTENT TO EXCAVATE
Ticket No: 16842739
Transmit Date: 12/13/16
Release Date: 12/13/16
Response Due By: 12/15/16
Expiration Date: 01/05/17
State :
Place :
Subdivision:
Address: 320 Street:
Nearest Intersecting Street:
Type of Work: SEWER & WATER ABANDONMENTS
Extent of Work: LOCATE/MARK: ALL UTILITIES FROM THE FACE OF THE ABOVE ADDRESS : TO THE OPPOSITE CURB OF THE ROAD ON FLORIDA AVE NE, 4TH ST NE, & MORSE ST
UPDATE
Update Of: 16811250
Update No: 1
Op: webusr
Op: webusr
Time: 09:30 AM
Time: 09:30 AM
Time: 09:45 AM
Time: 09:45 AM

The locate request for the following utilities ONLY have been updated by UtiliQuest

Company	Utility	Status	Notes
Gas	Gas	Marked	HPR-31 : This locate has been marked High Profile



Exit
Ticket Notes

Date
Notes
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The small thumbnails can be enlarged by
simply clicking on them.

UTILIQUEST

Actual Copy of the Ticket. Accessible from the job site!

Ticket Image

NOTICE OF INTENT TO EXCAVATE

Ticket No: 16842739	Update Of: 16811250	Update No: 1
Transmit Date: 12/13/16	Time: 09:30 AM	Op: webusr
Release Date: 12/13/16	Time: 09:30 AM	Op: webusr
Response Due By: 12/15/16	Time: 09:45 AM	
Expiration Date: 01/05/17	Time: 09:45 AM	

State : DC County: NE
Place : WASHINGTON

Subdivision:
Address: 320 Street: FLORIDA AVE NE
Nearest Intersecting Street: 4TH ST NE

Type of Work: SEWER & WATER ABANDONMENTS

Extent of Work: LOCATE/MARK: ALL UTILITIES FROM THE FACE OF THE ABOVE ADDRESS
: TO THE OPPOSITE CURB OF THE ROAD ON FLORIDA AVE NE, 4TH ST NE, & MORSE ST

Site sketch
completed by the
locate technician
and includes your
white line!

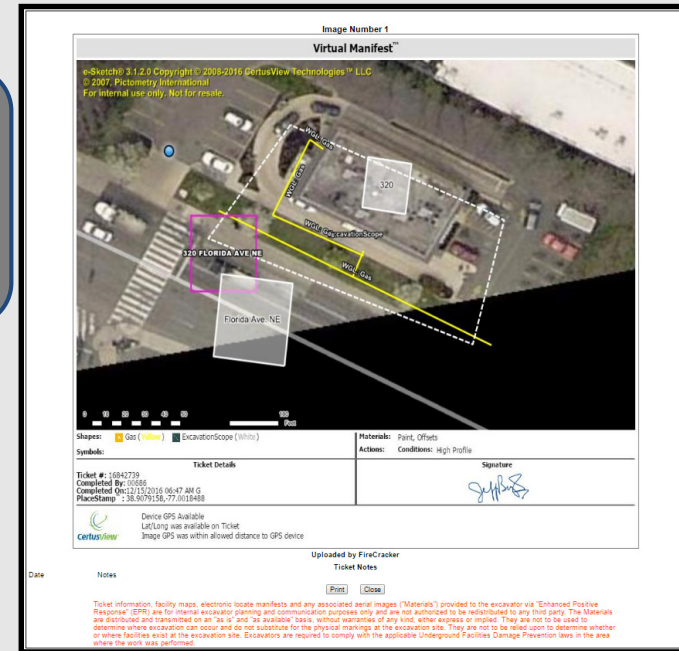
****very visible when utilizing link****

Technician photos
from job site.



Date: _____ Notes: _____
[Print] [Close]

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Currently WGL is the only
utility providing EPR.

Please note that only WGL
facilities are included at this
time.

UTILIQUEST

How do you access EPR?

No Software Required! The key to your access is a link on an email we send. All they need is a device that has access to the internet.

Computer - Smart Phone – Laptop – iPad – Tablets (all work)

Link to Locate
Documentation

DO NOT REPLY TO THE EMAIL

Ticket: 16040700	Type:
Due Date:	X-Street:
Street Addr:	Lot No:
Place:	County:
State:	
Type of Work:	
Company:	Phone:
Caller:	Phone:
Alt Cont:	Email
Fax:	
Done for:	

The locate request for the following utilities has been updated:
■ Gas ■ Marked

Click [LINK](#) for the utility locate details. (This link expires on 1/14/2017)


Click [Survey Link](#). Please take our survey after viewing the page.

Utiliquest may update this information as necessary.

DO NOT REPLY TO THE EMAIL

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MISS UTILITY

The Greater Chesapeake Damage Prevention Training Conference

October 24-27 2017

SELECT YOUR STATE

SEARCH & STATUS

ITIC

FACILITY OWNERS

EXCAVATORS

TRAINING & SAFETY

HOMEOWNERS

CALL CENTER INFORMATION

CONTACT

Homeowners, click here to have your property marked!

1.800.257.7777

:: Homeowners ::

Visit this special interest section geared towards homeowners. Miss Utility has identified key information that will help make your experience more user friendly and productive.

Search & Status ::
ITIC ::

Delaware

Eastern Shore Maryland
Eastern Shore MD Counties include: Caroline, Dorchester, Kent, Queen Annes, Somerset, Talbot, Wicomico, Worcester

Western Shore Maryland
Western Shore MD Counties include: Allegany, Anne Arundel, Baltimore City, Baltimore County, Calvert, Carroll, Cecil, Charles, Frederick, Garrett, Harford, Howard, Montgomery, Prince Georges, Saint Marys, Washington

Washington, DC

If you need assistance, please [click here](#).

ITIC is a real-time interactive tool for professional excavators only. Visit ITIC to enter locate requests and updates *live* with the Miss Utility call center.

Users without a caller id number (not a telephone number) and first time users:
 You must contact the Miss Utility Center at 1-800-257-7777 prior to registering for a password.

Select the region where you will be excavating.

Eastern Shore Maryland & Delaware
 Eastern Shore MD Counties include: Caroline, Dorchester, Kent, Queen Annes, Somerset, Talbot, Wicomico, Worcester

Western Shore Maryland & Washington D.C.
 Western Shore MD Counties include: Allegany, Anne Arundel, Baltimore City, Baltimore County, Calvert, Carroll, Cecil, Charles, Frederick, Garrett, Harford, Howard, Montgomery, Prince Georges, Saint Marys, Washington

Excavators
check on
their ticket
status using
Miss Utility's
Website

EPR for the first time is available on a One Call Website!

Status History Ticket No: 17273688

Date: Thu May 11 11:10:22 EDT 2017

Date	Type	District	Company	Status	Notes
05/02/17 22:04:02	Ticket Created				
05/02/17 22:04:02	Ticket Check Response Added	WSS01	WSSC - PINPOINT UG	Not yet responded	
05/02/17 22:04:02	Ticket Check Response Added	VMG	VERIZON	Not yet responded	
05/02/17 22:04:02	Ticket Check Response Added	WGL06	WASHINGTON GAS-UTILIQUEST	Not yet responded	
05/02/17 22:04:02	Ticket Check Response Added	TRU02	COMCAST-UTILIQUEST	Not yet responded	
05/02/17 22:04:02	Ticket Check Response Added	PEPCOMC	PEPCO/UTILIQUEST	Not yet responded	
05/02/17 22:04:02	Ticket Check Response Added	MCICBN	MONT CO GOVT-PINPOINT	Not yet responded	
05/03/17 02:37:06	Ticket Check Response Added	VMG	VERIZON	Clear/No conflict	
05/03/17 20:54:06	Ticket Check Response Added	MCICBN	MONT CO GOVT-PINPOINT	Clear/No conflict	
05/04/17 12:39:10	Ticket Check Response Added	WSS01	WSSC - PINPOINT UG	Marked	
05/04/17 14:25:41	Ticket Check Response Added	WGL06	WASHINGTON GAS-UTILIQUEST	Marked	
05/04/17 14:25:41	Status URL Added	WGL06	WASHINGTON GAS-UTILIQUEST	Marked	Additional 3rd Party Information
05/04/17 14:32:59	Ticket Check Response Added	PEPCOMC	PEPCO/UTILIQUEST	Clear/No conflict	Response by Utiliquest
05/04/17 14:32:59	Ticket Check Response Added	TRU02	COMCAST-UTILIQUEST	Clear/No conflict	Response by Utiliquest

[Link to EPR](#)

[Link to Excavator
Comments with Survey](#)

**We ask for
users
feedback.**

*Excavator feedback is valuable
and results are delivered
directly to local operations for
review.*

Enhanced Positive Response (EPR) Feedback Form

We are interested in your use of the enhanced positive response. Please provide us feedback in the form below.

For questions please contact Richard Krauss @ (770) 238-6129.

Please do not call your area's 811 Center with any questions about EPR.

* Required

Please Tell Us About the Job

Por favor, ¡Cuéntenos Acerca del Trabajo?

What is your position? *

¿Cuál es su posición?

- ☐ Excavator Supervisor or Foreman / Excavadora Supervisor
☐ Utility Employee / Empleado Utility

What is the ticket number? *

¿Cuál es el número de orden?

Select the work being performed *

Seleccione el trabajo que se realizará

- ☐ New service installation / Nueva instalación de servicio
☐ New main installation / Nueva instalación principal
☐ Service maintenance / Mantenimiento de servicio
☐ Main maintenance / Mantenimiento principal
☐ Other:

What company do you work for? *

¿Para cuál compañía trabaja?

- ☐
☐ Other:

Was there a damage? *

¿Hubo un daño?

- ☐ Yes / Si
☐ No

Was the locate satisfactory? *

¿Fue satisfactoria la ubicación?

☐ Yes / Si
☐ No

Advantages Noted from Excavator Feedback

- **88%** indicated a copy of the ticket is useful
- **79%** agreed that the Virtual Manifest adds value
- **79%** also stated that photographs are valuable

82%

Communicated that EPR improved job site efficiency

88%

Recognized that EPR helps prevent damages

92%

Made a point to tell us that EPR provided a safer work environment at the job site

QUESTIONS?

Thurman Smith– UtiliQuest, LLC
Vice President of Operations
thurman.smith@utiliquest.com
703-926-0639