

POSITIVE RESPONSE POSTING

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Whether logging into the DamagePreventionPortal to post or via the API the tips below will make sure your posting is successful:

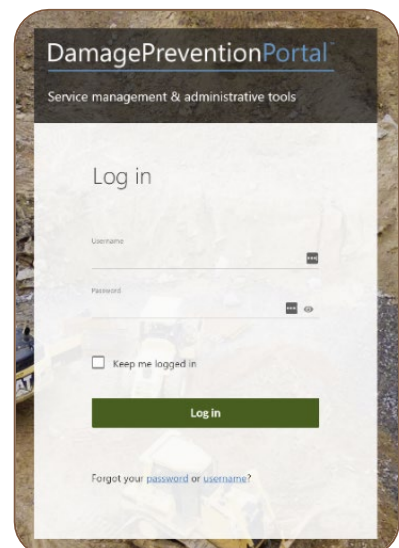
- *You must post for each station code.*
- *You cannot post a response to a ticket that is past due.*
 - *You must wait for the retransmit.*
 - *You must post to the most recent version of the ticket. You cannot post to -000 after -001 is created, even inside the 10-day window.*
- *You must include a comment/remark for each Positive Response posted.*

Posting Via the Portal

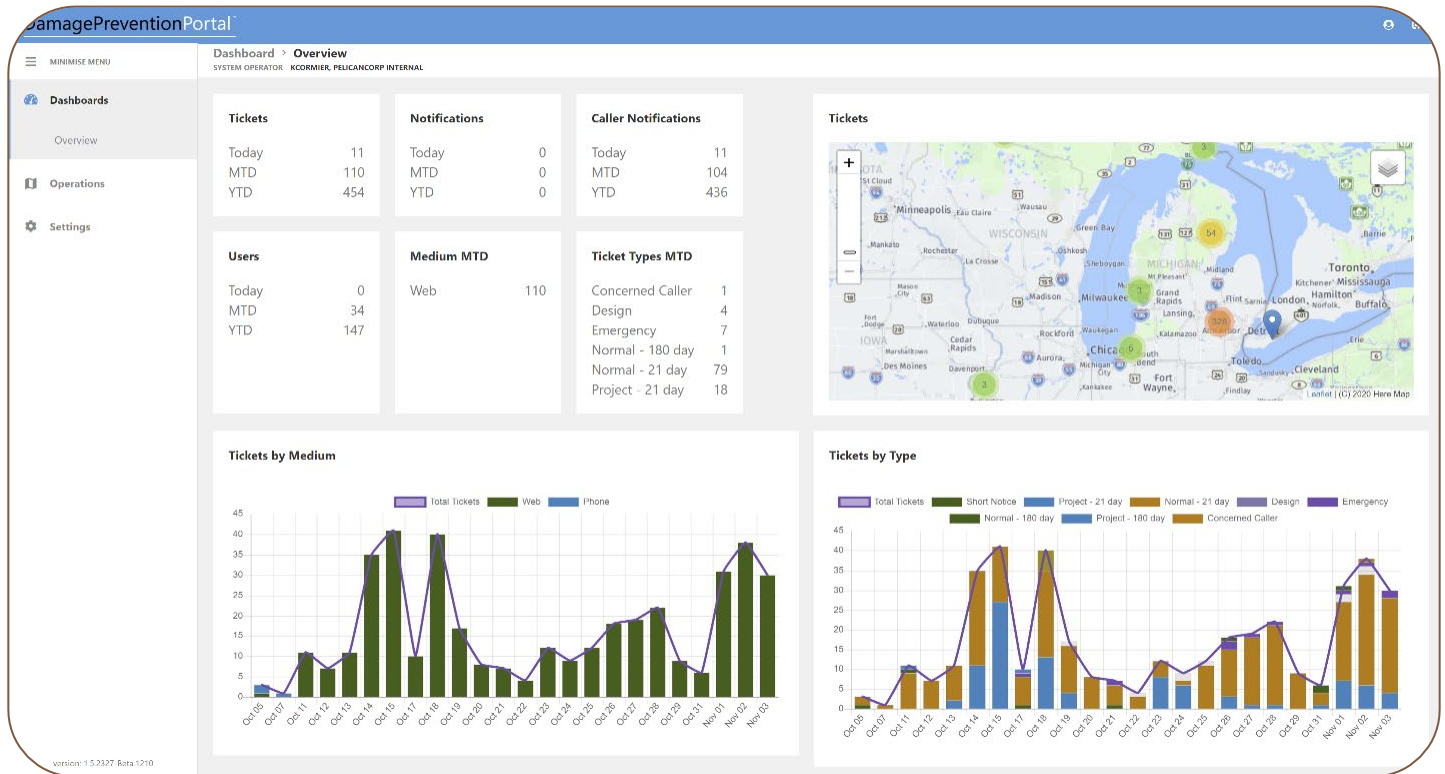
The user logs into their DamagePrevention (DPP) account at dpp.missdig811.org. Enter username and password.

If the user would like to remain logged in at all times, check the box labeled "Keep me logged in". *This is not advisable for security reasons.*

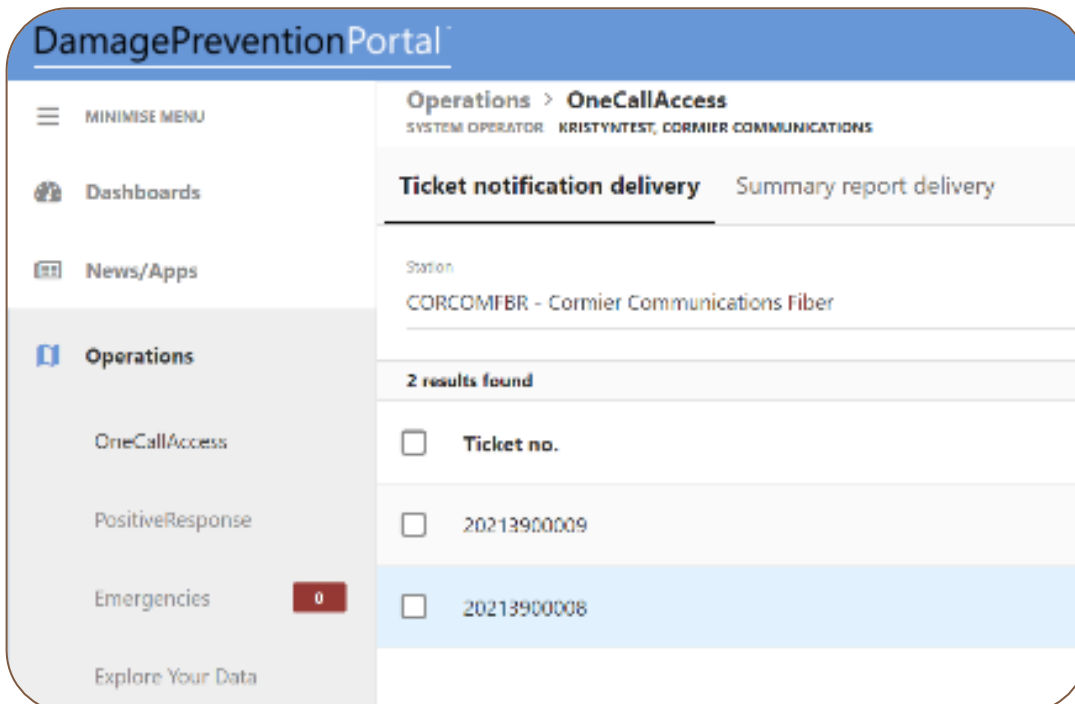
If the user has forgotten your username or password, click on the appropriate links at the bottom of the login box.



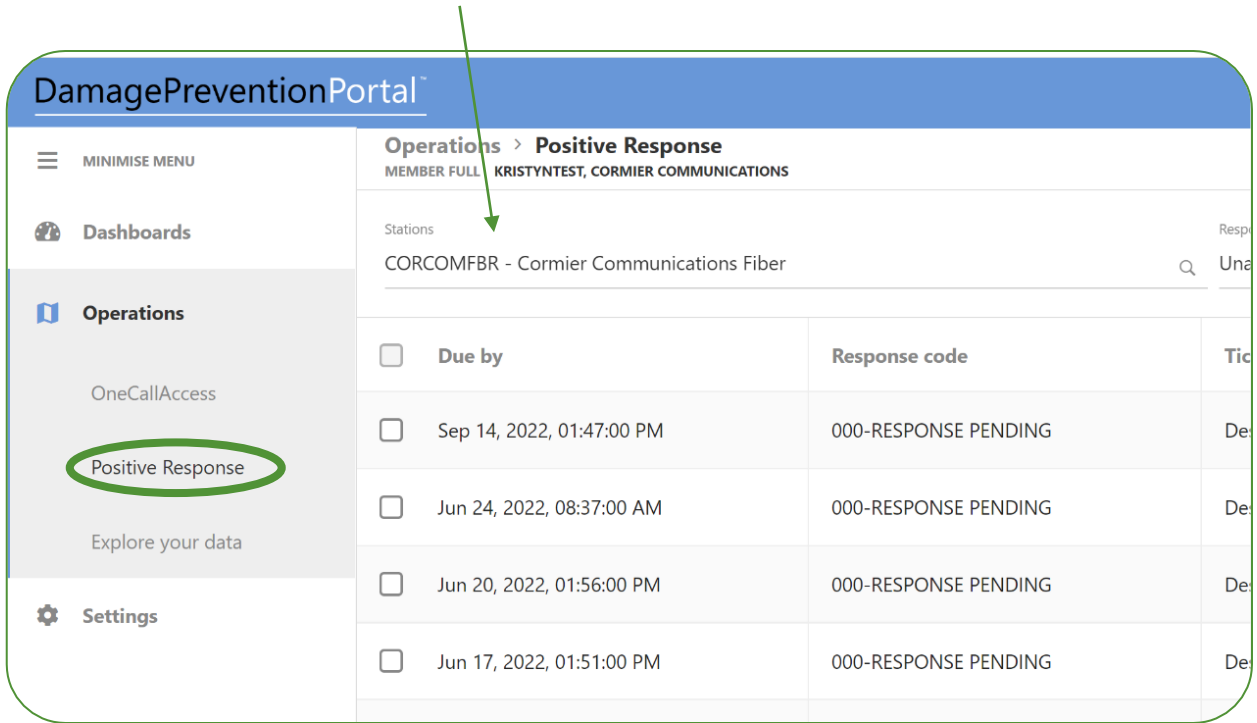
Upon successful login, the user will see the **Dashboards** menu and the **Overview** screen. This screen provides an overview of tickets received for the membership the account is associated with.



Select **Operations** from the sidebar menu to begin. Then select **PositiveResponse** below.



Tickets appear based on the station code selection in the **Station** field. You must post for each of your station codes on the ticket. By clicking in this field, users can select different station codes (if available).



If you are third party posting on behalf of multiple members, be sure that the appropriate member name has been entered.

Tickets will always be available, regardless of expiration date, based on station code. To view open or past-due tickets, user can filter by “unassigned” from the Response Code dropdown menu. Emergency tickets are shown in red text.

Contractors must start work within 14 days of placing a ticket. Therefore, facility owners do not need to, nor can they, post to the ticket 10 days after its due. If a contractor requires additional locating, a retransmit of a ticket will be placed. When MISS DIG 811 activates auto-retransmits in the future, this 10-day grace period for "999-Has Not Responded" will be discontinued. The 999s will automatically retransmit to station codes with a "999" response and the revision with the "999" will be archived. As part of this change, canceled tickets will also be archived; however, at this time, canceled tickets are removed from Positive Response, as a response cannot be posted against the ticket. Our intention is to also have expired tickets "drop off" or disappear under the default Positive Response view once they are expired.

Click on the individual ticket or select the checkbox of the ticket(s) you would like to post a response to.

Users can post the same response code to more than one ticket for a station code at one time by selecting multiple checkboxes. In this instance, ticket details will not be shown.

The screenshot shows the 'Assign response code' interface. At the top, there are filters for 'Stations' (CORCOMFBR - Cormier Communications Fiber), 'Response code' (Unassigned), 'Search by' (Due by date), 'Start date', and 'End date'. A table lists tickets with columns for 'Due by', 'Response code', 'Ticket type', 'Ticket no.', and 'Work location'. Five checkboxes are visible, with four of them checked. A green circle highlights these checkboxes. To the right, a modal dialog titled 'Assign response code' is open, showing 'Tickets selected: 2' and a 'Response code' dropdown menu. A green arrow points from the text below to the dropdown menu in the modal.

Once the appropriate ticket selection(s) has been made and comments have been entered, click the green **Assign Response Code** button.

Assign response code

When a single ticket is selected for posting, the user will see the ticket details and then select the applicable code from the **Response Code** dropdown menu.

The screenshot shows the ticket details page for '2021122900779-000'. The left sidebar contains 'Contractor details' (Company: GEOTECH, INC.; Contractor name: JOHN ZELENCKO; Email: johnz@geotech-inc.com; Primary phone number: 6169493340; Mobile number: 6169493340) and 'Worksite details' (Ticket number: 2021122900779-000; Submitted on: Dec 29, 2021, 10:58:31 AM; Ticket type: Design; Due by: Feb 1, 2022, 08:00:00 AM; Revision date: Dec 29, 2021, 10:58:31 AM; Revision details: New). The main content area shows 'Response code status' with a green bar indicating '000 - RESPONSE PENDING'. Below this is a 'Response code' dropdown menu with '-- Select one --' selected, circled in green. A 'Notes' field is also circled in green. At the bottom, there is a 'History' section with a log entry: 'Dec 29, 2021, 10:59:53 AM | | 000 - Do NOT dig: Legal start date and time has not started. This is a system-generated response. | POSR Job Registration Process | MIS... Utility is yet to provide a suitable response code for this revision.' A green arrow points from the text above to the dropdown menu.

Once a selection has been made, users are required to input comments into the **Notes** field. The Pelican system requires use of comments with every Positive Response code.

For all response codes other than “003 – Not Complete”, users can input “No comment” or reiterate the Positive Response code meaning (*i.e., For “001 – No Conflict” a user could input “No Comment” or “Clear”*).

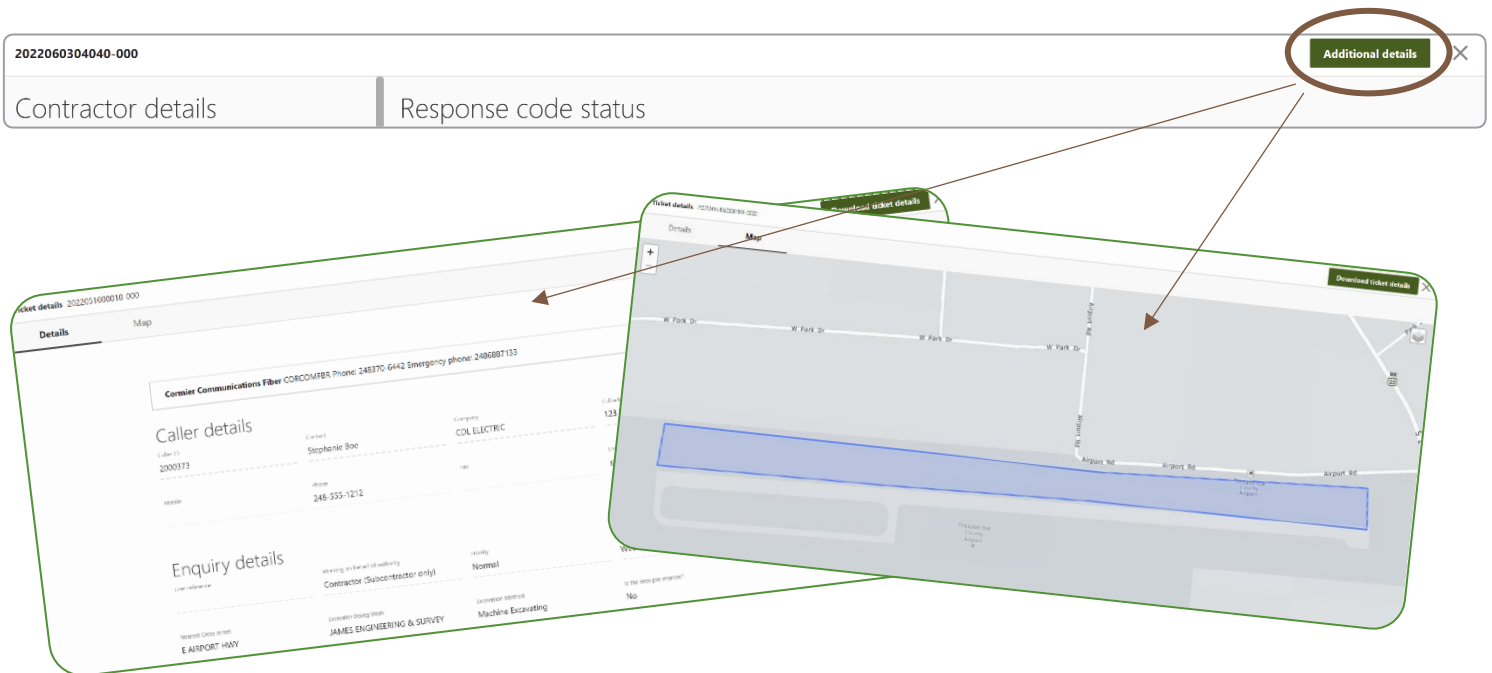
An example response for code “003 – Not Complete” would be:

Contacted John Miller at ABC Electric on Monday, 5/3, at 10:00am [Mary Smith at Smith Locating Company]; need additional assistance from Consumers Energy.

Once the code has been selected and comments entered, click the green **Assign Response Code** button.



If the ticket details provided in the Positive Response window or the ticket map is needed, click the green **Additional Details** button near the top-right corner to open the ticket in Explore Your Data.



History

Because users can only post to the most recent revision of a ticket, previous revisions will not show up under the Positive Response search results or default view. However, when the user selects a ticket number to post a response to, they can see the response history for all revisions, if available, of that ticket under the **History** heading.

History

Jun 8, 2022, 08:08:21 AM | | 001 - Dig with caution following PA 174 requirements: Facility is outside of stated area/scope of excavation. | kcormier | Kristyn Cormier test

Jun 7, 2022, 11:47:48 AM | | 000 - Do NOT dig: Legal start date and time has not started. This is a system-generated response. | POSR Job Registration Process | MISS ... Utility is yet to provide a suitable response code for this revision.

Helpful reminders: The Positive Response timestamp is based on the individual user's browser clock. I.e., if someone is reviewing the Positive Response postings from out of state, the timestamp will reflect that time zone.

Response Codes Based on Ticket Type & Status

Normal 21-Day, Project 21-Day, Normal 180-Day, Project 180-Day, Short Notice, Emergency, Unmarked Facilities, Additional Assistance, and Destroyed Markings	
001 – NO CONFLICT	Dig with caution following PA 174 requirements: Facility is outside of stated area/scope of excavation.
002 – MARKED	Dig with caution following PA 174 requirements: Facilities have been marked.
003 – NOT COMPLETE	Do not dig: Locating was not completed because more time is needed, coordination or assistance required to complete the locating of the facility.
004 – MARKED, UTILITY REQUIRED ON-SITE DURING EXCAVATION	Dig with caution following PA 174 requirements: Facility owner/operator required to be on-site when excavating within noted scope of work for this specific facility.
999 – HAS NOT RESPONDED	Do not dig: Facility owner/operator did not provide a response by the response due date and time. Retransmit ticket for unmarked facilities. *This is a system-generated response.

Design <i>(Positive Response by member not required)</i>	
201 – NO FACILITIES IN MAPPED POLYGON	No facilities in mapped polygon
202 – TASK COMPLETED	Facility owner/operator sent record drawings to design
203 – MARKING REQUIRED	As designed in PA 174 Section 6a paragraph (3)

Auto-Responses (System-Generated): Normal 21-Day, Project 21-Day, Normal 180-Day, Project 180-Day, Short Notice, Emergency, Unmarked Facilities, Additional Assistance, and Destroyed Markings	
000 – RESPONSE PENDING	Do not dig: Legal start date and time has not started. This is a system-generated response.
010 – EXEMPT FROM MARKING	Dig with caution following PA 174 requirements: As defined in PA 174 Section 460.727 Sec. 7 (9). This is a system-generated response.
011 – THERE ARE NO MEMBERS IN THE SUPPLIED WORK AREA	Dig with caution following PA 174 requirements: There are no member facility owner/operators that request to be notified in the area of excavation. Your request has been forwarded to MISS DIG 811 managements for review. This is a system-generated response.
012 – POSSIBLE ABANDONED FACILITY	Dig with caution following PA 174 requirements: There may be an abandoned facility in the proposed excavation area. This is a system-generated response.
013 – CANCELED TICKET	Do not dig: The dig notice was canceled. This is a system-generated response.
Private Locator Responses	
301 – CONTACTED REQUESTOR	No locate performed
302 – CONTACTED REQUESTOR	Locate performed