Introduction of EPR
(Enhanced Positive Response)
**Standard Locate Response**

- Locate Requests to UtiliQuest
- UtiliQuest/Locating, Inc.
- Locate Operation
- Secret Locate Manifest Including Photos *(only revealed when a damage occurred)*

**Enhanced Positive Response**

*(quick and easy communication tool)*

- excavator receives:
  1) Ticket Status
  2) Copy of the One Call Ticket
  3) Virtual Manifest
  4) Photos
Example “No Reply” email

“MARKING” status called out by Client Term ID

Ticket:
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.

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.
The small thumbnails can be enlarged by simply clicking on them.
Currently WGL is the only utility providing EPR.

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

**very visible when utilizing link**
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

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 sites. 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.
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

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>District</th>
<th>Company</th>
<th>Status</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/02/17 22:04:02</td>
<td>Ticket Created</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>05/02/17 22:04:02</td>
<td>Ticket Check Response Added</td>
<td>WSS01</td>
<td>WSSC - PINPOINT UG</td>
<td>Not yet responded</td>
<td></td>
</tr>
<tr>
<td>05/02/17 22:04:02</td>
<td>Ticket Check Response Added</td>
<td>VMG</td>
<td>VERIZON</td>
<td>Not yet responded</td>
<td></td>
</tr>
<tr>
<td>05/02/17 22:04:02</td>
<td>Ticket Check Response Added</td>
<td>WGL06</td>
<td>WASHINGTON GAS-UTILIQEST</td>
<td>Not yet responded</td>
<td></td>
</tr>
<tr>
<td>05/02/17 22:04:02</td>
<td>Ticket Check Response Added</td>
<td>TRU02</td>
<td>COMCAST-UTILIQEST</td>
<td>Not yet responded</td>
<td></td>
</tr>
<tr>
<td>05/02/17 22:04:02</td>
<td>Ticket Check Response Added</td>
<td>PECOMC</td>
<td>PEPCO-UTILIQEST</td>
<td>Not yet responded</td>
<td></td>
</tr>
<tr>
<td>05/02/17 22:04:02</td>
<td>Ticket Check Response Added</td>
<td>MCI-CBN</td>
<td>MONT CO GOVT-PINPOINT</td>
<td>Not yet responded</td>
<td></td>
</tr>
<tr>
<td>05/03/17 02:37:06</td>
<td>Ticket Check Response Added</td>
<td>VMG</td>
<td>VERIZON</td>
<td>Clear/No conflict</td>
<td></td>
</tr>
<tr>
<td>05/03/17 20:54:06</td>
<td>Ticket Check Response Added</td>
<td>MCI-CBN</td>
<td>MONT CO GOVT-PINPOINT</td>
<td>Clear/No conflict</td>
<td></td>
</tr>
<tr>
<td>05/04/17 12:39:10</td>
<td>Ticket Check Response Added</td>
<td>WSS01</td>
<td>WSSC - PINPOINT UG</td>
<td>Marked</td>
<td></td>
</tr>
<tr>
<td>05/04/17 14:25:41</td>
<td>Ticket Check Response Added</td>
<td>WGL06</td>
<td>WASHINGTON GAS-UTILIQEST</td>
<td>Marked</td>
<td></td>
</tr>
<tr>
<td>05/04/17 14:25:41</td>
<td>Status URL Added</td>
<td>WGL06</td>
<td>WASHINGTON GAS-UTILIQEST</td>
<td>Marked</td>
<td>Additional 3rd Party Information</td>
</tr>
<tr>
<td>05/04/17 14:32:59</td>
<td>Ticket Check Response Added</td>
<td>PECOMC</td>
<td>PEPCO-UTILIQEST</td>
<td>Clear/No conflict</td>
<td>Response by Utilquest</td>
</tr>
<tr>
<td>05/04/17 14:32:59</td>
<td>Ticket Check Response Added</td>
<td>TRU02</td>
<td>COMCAST-UTILIQEST</td>
<td>Clear/No conflict</td>
<td>Response by Utilquest</td>
</tr>
</tbody>
</table>

**Link to EPR**
We ask for users feedback.

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