

DamageAccessTM

User Guide- Originator

DamageAccess is an on-line tool that allows users to report both damages to underground utilities as well as alleged violations of safe excavating practices that did not result in an underground utility damage.

Once all known information is completed the report is then submitted to a Supervisor for their review. A Supervisor can be anyone who can confirm that the details are correct – it need not be an organizational supervisor (or boss) as long as it is someone in your company.

Once submitted by the Originator, One-Call of Wyoming, Inc. will then review the content regarding the of completion and thoroughness of the report prior to submitting to the enforcement authority and then on to report to DIRT.

A Supervisor can return a report to the Originator for edits if necessary, while One-Call of Wyoming, Inc. can return a report to an Originator/Supervisor if need be for additional revisions. Completed reports must be received by One-Call of Wyoming, Inc. within XX days of the incident occurring.

To use DamageAccess you will need internet access and one of the following internet browsers: Chrome, Internet Explorer 11 or Firefox/Mozilla.



DAMAGE
OR
INCIDENT
OCCURS

ORIGINATOR

*Can be from Utility,
Excavator (including
homeowner)
1) Register
2) Fill in report
3) Select a supervisor
4) Submit to supervisor

SUPERVISOR

- 1) Register
- 2) Review
- 3) Return to Originator
(if incomplete or incorrect)
- 4) Submit to One-Call of
Wyoming, Inc.
(when accurate and complete)

One-Call of Wyoming, Inc.

- 1) Register
- 2) Review
- 3) Return to Supervisor
(if incomplete or incorrect)
- 4) Submit to enforcement authority
- 5) Make decisions regarding enforcement
- 6) Submit to DIRT

Key Terms

	Roles
Originator	Person who creates the report after a damage or alleged violation has occurred. The originator can be a utility company, an excavator, professional excavation company, homeowner or any other concerned stakeholder
Supervisor	Person required to review and sign off on report prior to submitting the report to One-Call of Wyoming, Inc. (see below). A Supervisor can be from your own company who can confirm that the details are correct – it need not be an organizational supervisor (or boss). In certain circumstances, an Originator may be designated as the Supervisor.
Investigation and Enforcement	<i>(One-Call of Wyoming, Inc., Wyoming Public Service Commission and the Wyoming State Attorney General)</i> The State Regulators that track and investigate facility damages. They make the decisions regarding penalties and enforcement of state excavation laws.
DIRT	<i>(Damage Incident Report Tool)</i> The National Damage Database that states enforcement authority uploads completed damage information to for statistical compilation and high-level analysis on industry trends.

Originator

(Utility Owner/Operator, Excavator or Homeowner)

1

Register:

Self-register at:



Register your contact details.



Validate your account via the link in your registration email.

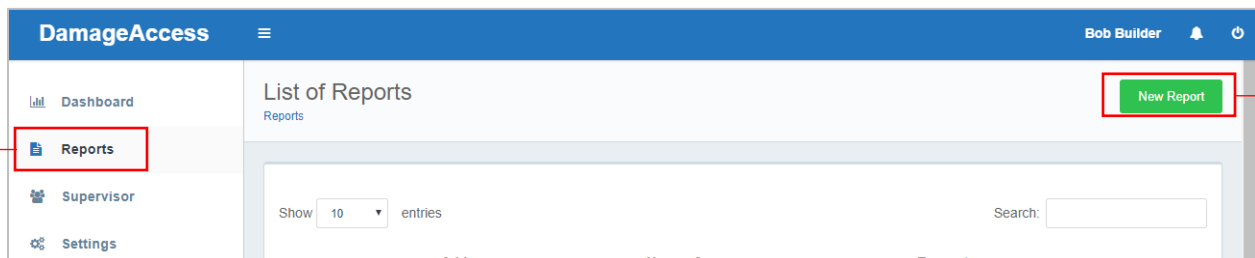


Login to create your report.

2

Fill in Report:

To create a report, select the **Reports** main menu tab and click **New Report**.



To load the reporting form, identify who you are and what you're reporting, then click **Proceed**.

Are you the reporting...

Utility

Damage to your own facility

Cancel Proceed

Utility

Excavator

Damage to your own facility

Damage to another utility facility

Violation (No Damage)

- The report consists of 5 sections.
- Move between each section by clicking the section header tab or the previous/next buttons.
- Some fields will auto-populate from your registration details. These can be manually overridden
- Complete as much of the report as possible.
- Some dropdown fields include 'Unknown/Other' to allow for unknown information. If there is no dropdown field, you may still enter 'Unknown', if that is your response

1. Originator 2. Affected Utility 3. Excavator 4. Damage Details 5. Damage Impact

User Name: * Bob Builder

Utility / Excavator Bob the Builder

Company Name: * Please provide your company name.

User Class: * Excavator

User E-mail: * newemail@email.com

User Phone #: * 203 248 6970

Supervisor Contact Details

A supervisor is required to approve this form prior to submission to PURA.

First Name: *

Last Name: *

Email Address: *

Your supervisor's email address is needed to notify them of the need to review this form.

Fields marked with an * are mandatory to be completed

Previous Next

Select a Supervisor:

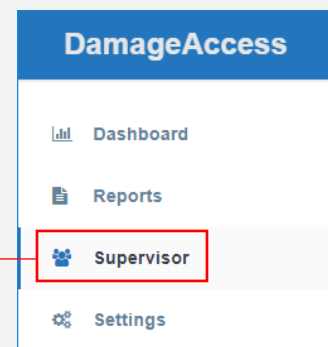
3

You must complete the **Supervisor Contact Details** section.

This is someone who can verify the details provided are correct. You can choose yourself where applicable.

You can keep track of who the Supervisor is, the Date Nominated for that Supervisor and Date Submitted to One-Call of Wyoming, Inc. for each report via the **Supervisor** main menu tab.

If needed, the Supervisor can be changed by editing the details before it is Submitted to One-Call of Wyoming, Inc.



3a

Add Supporting Files:

The screenshot shows a navigation bar at the top with five tabs: 1. Originator, 2. Affected Utility, 3. Excavator, 4. Damage Details, and 5. Damage Impact. The '5. Damage Impact' tab is selected and highlighted with a red box. Below the tabs, the 'Attachments' section is shown. It includes a large dashed box for dragging and dropping files, with a 'Move' button below it. Below this is a 'Link:' label and a text input field containing 'http://'. A red line connects the 'Attachments' section to the text below. At the bottom right of the form are 'Previous' and 'Submit' buttons. A red line connects the 'Submit' button to the text below.

The **5. Damage Impact** tab allows you to upload supporting photos, videos or other documents to your report.

Files can be uploaded either by clicking the **Attachments** box and selecting the file, or by dragging and dropping the file into the box. Total attachments are limited to 100mb.

If more or larger attachments are required, you can enter a **Link** to where the files can be located.

4

Submit to Supervisor:

Once the report is complete, click the **Submit** button in the **5. Damage Impact** tab. The report will be sent to your selected supervisor who will review and:

- assess the report and pass it onto One-Call of Wyoming, Inc. for a decision or,
- edit the report themselves and pass it on to One-Call of Wyoming, Inc. for a decision or,
- send the report back to you for the content to be revised.

Reports Table

ID	Date of Incident	Address of Incident	Town/City	Name of Utility Damaged	Type of Utility	Excavator Company Name	Report Type	Report Status	Date Submitted	Actions
IR40021	12/4/2017 2:02:00 AM	Bill Rd Ben St	BERLIN	Waterworks	Liquid Pipeline	Bob the Builder	Violation (No Damage)	Review	12/6/2017 7:10:29 AM	View Print
IR86	9/19/2017 9:53:00 AM	2040 Whitney Ave	HAMDEN	Frontier Communications	Communications/CATV	BobtheBuilder		Returned to Supervisor	9/20/2017 3:17:11 AM	View Print
IR130	10/11/2017 3:04:00 PM	2000 Whitney Ave	HAMDEN	Puffs of Steam	Steam	We Dig Holes	Violation (No Damage)	For Revision	10/24/2017 3:57:44 AM	View Print
IR40035	11/30/2017 12:01:00 AM	88 Jones Rd	BEACON FALLS	CT Sewers	Sewer	Bob the Builder	Violation (No Damage)	For Revision	12/8/2017 5:11:40 AM	View Print Edit
IR125	10/12/2017 10:02:00 PM	2040 Whitney Ave	BRIDGEWATER	Puff the Magic Dragon	Steam	Bob		For PURA Approval	12/11/2017 3:03:52 AM	View Print
IR40026	12/4/2017 12:00:00 PM	23 rock avenue	ANSONIA	Sparkies	Electric	Bob the Builder	Violation (No Damage)	For PURA Approval	12/11/2017 3:12:02 AM	View Print
IR196	11/17/2017 12:00:00 AM				Water	Bob the Builder		Draft		View Print Edit Delete
IR163	11/7/2017 2:04:00 PM	290 Smith St	AVON	Flush It	Sewer	Bob the Builder		Completed	11/9/2017 2:56:16 PM	View Print
IR178	11/13/2017 2:02:00 PM	78 high St	BEACON FALLS	Puffing Billy Steam Train	Steam	Bob the Builder		Completed	11/14/2017 10:54:42 PM	View Print

Report Fields

ID	Unique identifier number for each report
Date of Incident	Date and time incident occurred
Address of Incident	Location where incident occurred
Town/City	Town/City of where incident occurred
Name of Utility Affected	Name of Utility whose assets were involved in the incident
Type of Utility	What sort of Utility was involved e.g., water, gas etc.
Excavator Company Name	Name of the excavation company involved in the event
Report Type	Does the report refer to damage of an asset or a violation of regulations (no damage occurred)
Date Submitted	The date the Originator submitted the report to the Supervisor
Date Nominated	The date the Originator assigned a report to a Supervisor. If a new supervisor is assigned this date may differ from the Date Submitted (appears in Supervisor/One-Call of Wyoming, Inc. menu tabs only).

Report Status

Draft	An incomplete report has been saved
Review	Originator completes report and assigns to Supervisor
For Revision	Supervisor rejects report from Originator and returns for edits
Approval	Supervisor submits report to One-Call of Wyoming, Inc. for their review and sign off.
In Progress	One-Call of Wyoming, Inc. opens and starts reviewing the report One-Call of Wyoming, Inc. returns report to supervisor for editing
Returned	One-Call of Wyoming, Inc. approves/signs off on the report and submits to enforcement authority.
Completed	

Report Actions

**Report actions are related to the status of the report e.g. once a report has been submitted to One-Call of Wyoming, Inc. and is under 'For Approval' status, it can no longer be edited or deleted.*

View	All Reports can be viewed at any time by the Originator, the designated Supervisor, One-Call of Wyoming, Inc., the Wyoming Public Service Commission and the Wyoming State Attorney General Office.
Print	All Reports can be printed at any time by the Originator, the designated Supervisor, One-Call of Wyoming, Inc., the Wyoming Public Service Commission and the Wyoming State Attorney General Office.
Edit	Edits can only be made by an Originator up until they submit the report to their Supervisor. A Supervisor can only edit a report up until they submit it to One-Call of Wyoming, Inc. However, if One-Call of Wyoming, Inc. returns the report to the Supervisor they can then make additional edits. One-Call of Wyoming, Inc. can edit a report until they Approve it or Resubmit to the Supervisor for edits
Delete	A report can only be deleted by an Originator up until they submit the report to their Supervisor. A Supervisor cannot delete a report that they are designated as Supervisor for. One-Call of Wyoming, Inc. cannot delete a report.

Notifications

In the top right of the screen next to the User name is a notification icon, this shows a count (in red) of actions relating to your Damage reports. Once you have clicked and viewed these updates the count will revert to 0.

