




DIGGERS  **HOTLINE**™



Did
You
Know?

**There's no such thing as a
one-hour relocate**

- Crew-on-Site

- 1 hour for response when
site will be relocated

**We do not know the status
of your locate markings**

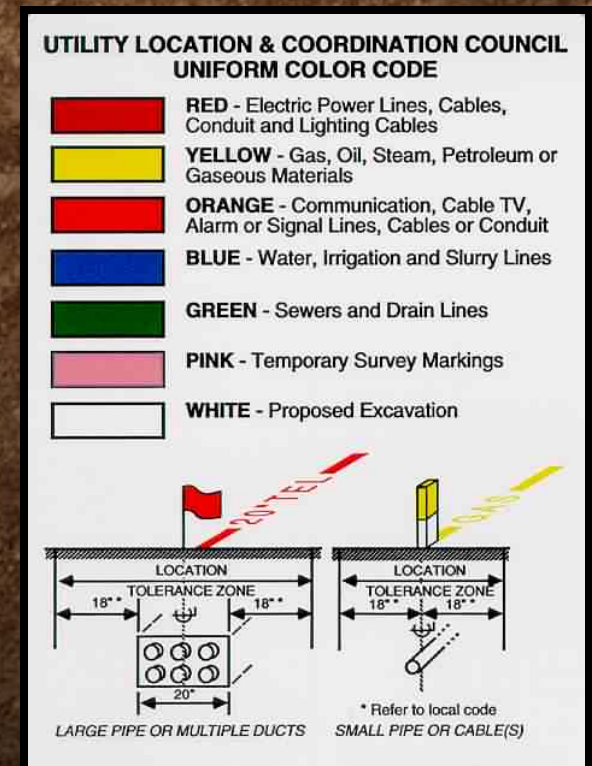
- Check with
members/locators**
- Wait until legal start
date and time**

State Statute determines start dates and times

- 3 business days
- We do not choose the holidays
- Calendar at diggershotline.com

Statute determines Color Code

- Red: Electric
- Yellow: Natural gas, petroleum,
- Orange: Communications
- Blue: Water
- Green: Sewer
- Pink: Temporary survey markings
- White: proposed excavation



You can Skip 7 Disclaimers

- Improves call experience
- Frequent callers can shorten time on the phone
- Click on contractor tab at diggershotline.com for waiver

There are benefits to being prepared

- Improves call experience
- Knowing the municipality, side of street, distance from intersection
- Click on Info You'll Need at diggershotline.com

Knowing the high call volume times can help improve your call experience

- Monday is the busiest day
- 7:30-10:30 am and 4:30-6 pm are the busiest times

More tickets are filed with a click than with a call

–57.7%

–ProPortal and File Online programs

How easy it is to file online

- Easy Online Form
- No training required
- No Caller ID required
- Quick turnaround
- Start today at diggershotline.com

ProPortal is Fully Operational

- Replaces Remote Entry
- Process any ticket yourself from your own computer
- Map your own jobsites

The many new features in ProPortal

- Geocoding
- Web browser based
- Export ticket/member info
- Cleaner modern look

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Did You Know?

**You can get started with
ProPortal today**

www.diggershotline.com

–On-Demand online training

• Videos & Online Quiz

diggershotline.com has helpful resources

- File Online, ProPortal, Holidays, Info You'll Need, Skip the Disclaimers, State Law
- Important updates during any outages or other urgent information

Excavator Guide has been Updated

- New layout of information
 - Ticket types are together in front
- Good resource to have at the job, in your truck, at your desk



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Have a
safe 2017