

# Diggers Hotline



# Today's Presentation

- **Contacting Diggers Hotline**
  - Call Center
  - Portals
- **New Relocate type**
- **Who makes the request**
- **Compliance and Enforcement**

# Call Center



# Call Center



# New Website

Diggers Hotline is now hiring for seasonal staff. [Click for details.](#)

Updated Safety Meeting Schedule: [Click here](#) for the updated schedule

Wisconsin's One-call center 811 or (800) 242-8511 [FILE A REQUEST](#)

**DIGGERS HOTLINE**

FILING CONTRACTORS HOMEOWNERS ABOUT MORE INFORMATION

DIY Portal - Homeowners  
ProPortal - Contractors  
File a Request  
Positive Response Info  
Portal Login

## Ready To Get Started?

Here's what you'll need to file a request:

- Contact Information**
  - ⦿ Your Name, Phone & Email
  - ⦿ Address, Street, City, State Zip Code
  - ⦿ Field Contact Full Name
  - ⦿ Field Contact Phone Number
- Dig Site Location**
  - ⦿ The city, township, or village of dig site
  - ⦿ The address of your dig site
  - ⦿ The side of the street your dig site is on
  - ⦿ The nearest intersecting road
- Dig Site Information**
  - ⦿ Start Date
  - ⦿ Work Type
  - ⦿ Explosives, Equipment & Premarking
  - ⦿ Marking Instructions and Remarks

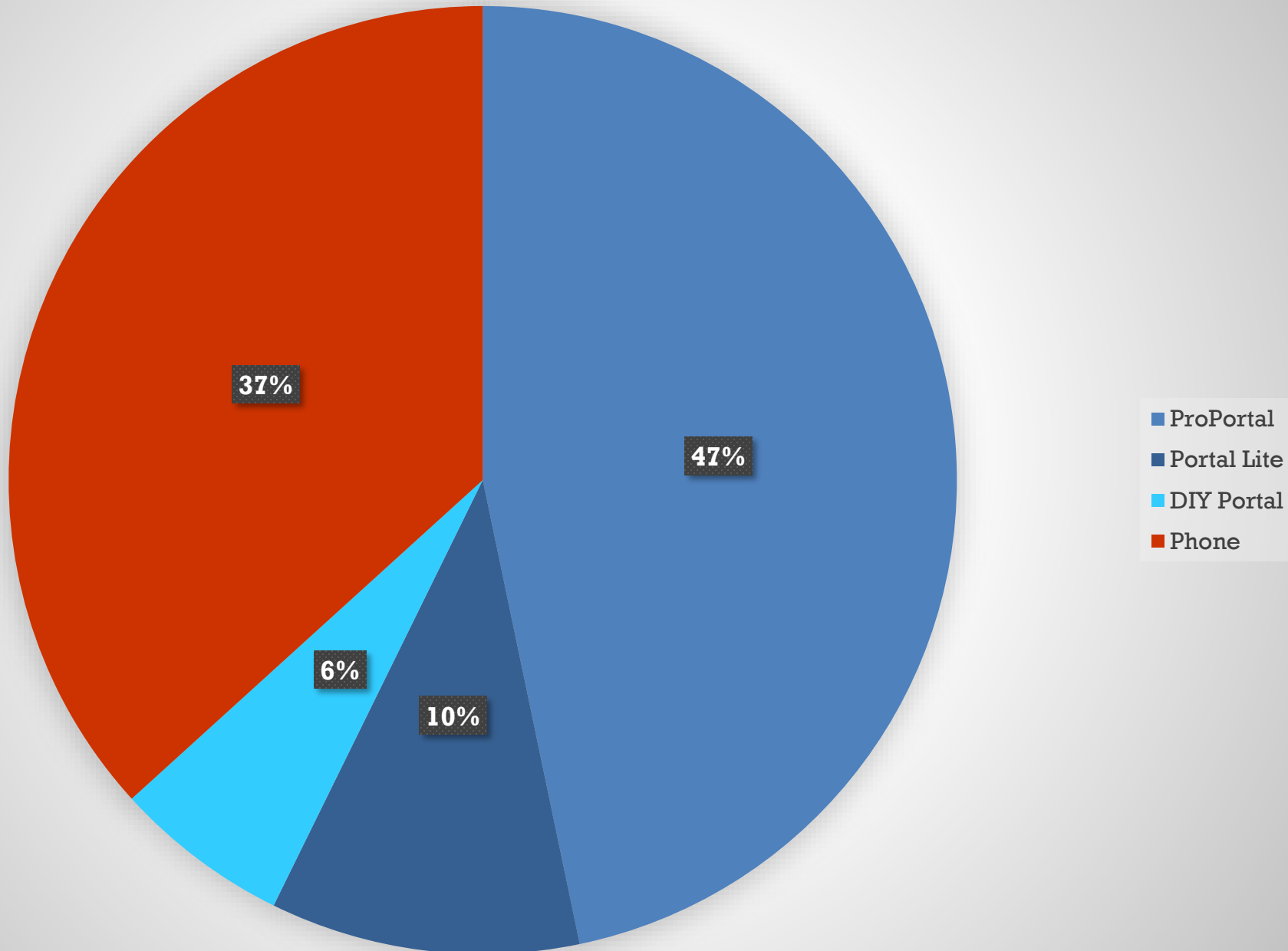
[Privacy - Terms](#)

<https://www.diggershotline.com/online-advisor>

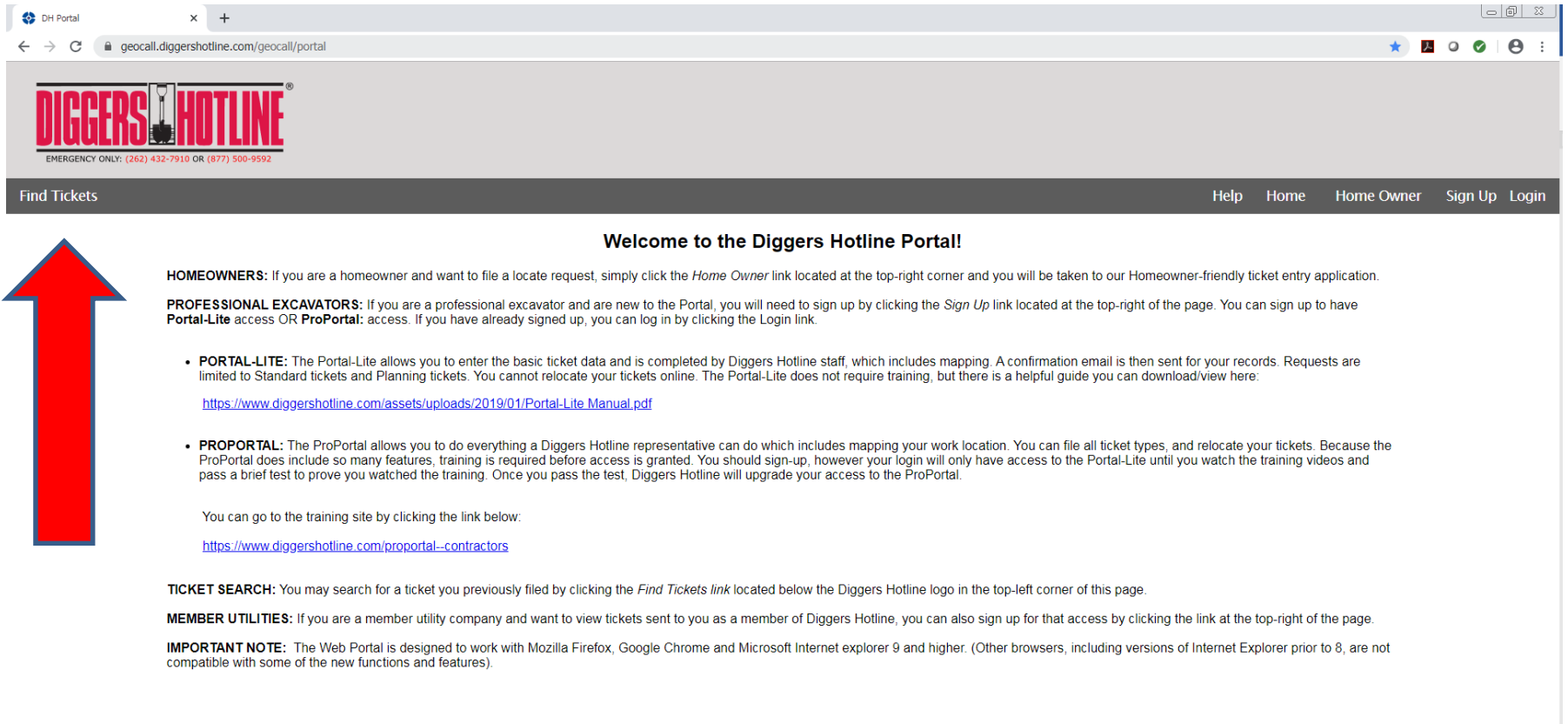
# Portals

- Different options for different individual needs
- DIY Portal for Homeowners
- ProPortal and Portal-Lite are designed for professional excavators

# 2021 Incoming Locate Requests



# Portals



DH Portal

geocall.diggershotline.com/geocall/portal

**DIGGERS HOTLINE**  
EMERGENCY ONLY: (262) 432-7910 OR (877) 500-9592

Find Tickets Help Home Home Owner Sign Up Login

## Welcome to the Diggers Hotline Portal!

**HOMEOWNERS:** If you are a homeowner and want to file a locate request, simply click the *Home Owner* link located at the top-right corner and you will be taken to our Homeowner-friendly ticket entry application.

**PROFESSIONAL EXCAVATORS:** If you are a professional excavator and are new to the Portal, you will need to sign up by clicking the *Sign Up* link located at the top-right of the page. You can sign up to have **Portal-Lite** access OR **ProPortal**: access. If you have already signed up, you can log in by clicking the *Login* link.

- **PORTAL-LITE:** The Portal-Lite allows you to enter the basic ticket data and is completed by Diggers Hotline staff, which includes mapping. A confirmation email is then sent for your records. Requests are limited to Standard tickets and Planning tickets. You cannot relocate your tickets online. The Portal-Lite does not require training, but there is a helpful guide you can download/view here:  
[https://www.diggershotline.com/assets/uploads/2019/01/Portal-Lite\\_Manual.pdf](https://www.diggershotline.com/assets/uploads/2019/01/Portal-Lite_Manual.pdf)
- **PROPORTAL:** The ProPortal allows you to do everything a Diggers Hotline representative can do which includes mapping your work location. You can file all ticket types, and relocate your tickets. Because the ProPortal does include so many features, training is required before access is granted. You should sign-up, however your login will only have access to the Portal-Lite until you watch the training videos and pass a brief test to prove you watched the training. Once you pass the test, Diggers Hotline will upgrade your access to the ProPortal.

You can go to the training site by clicking the link below:  
<https://www.diggershotline.com/proportal--contractors>

**TICKET SEARCH:** You may search for a ticket you previously filed by clicking the *Find Tickets* link located below the Diggers Hotline logo in the top-left corner of this page.

**MEMBER UTILITIES:** If you are a member utility company and want to view tickets sent to you as a member of Diggers Hotline, you can also sign up for that access by clicking the link at the top-right of the page.

**IMPORTANT NOTE:** The Web Portal is designed to work with Mozilla Firefox, Google Chrome and Microsoft Internet explorer 9 and higher. (Other browsers, including versions of Internet Explorer prior to 8, are not compatible with some of the new functions and features).



# Types of Relocates

- Crew on Site
- 24 hour relocate
- 3-day Relocate
- No-Show Relocate
  - When locators do not mark jobsite
  - Notify Diggers Hotline which members have responded

# Who Calls In

- **Anyone who is excavating**
  - “Excavation” means any operation in which earth, rock or other material in or on the ground is moved, removed or otherwise displaced ...
- **The company doing the digging needs to file a locate request**
  - Not the customer. Not the general contractor.
    - Liability
    - State Law

# Positive Response

- **Voluntary**
  - Members may be listed as “Not Participating”
- **Additional info for Excavators**
- **Check status in Proportal, Portal-Lite, online ticket search or system emails**

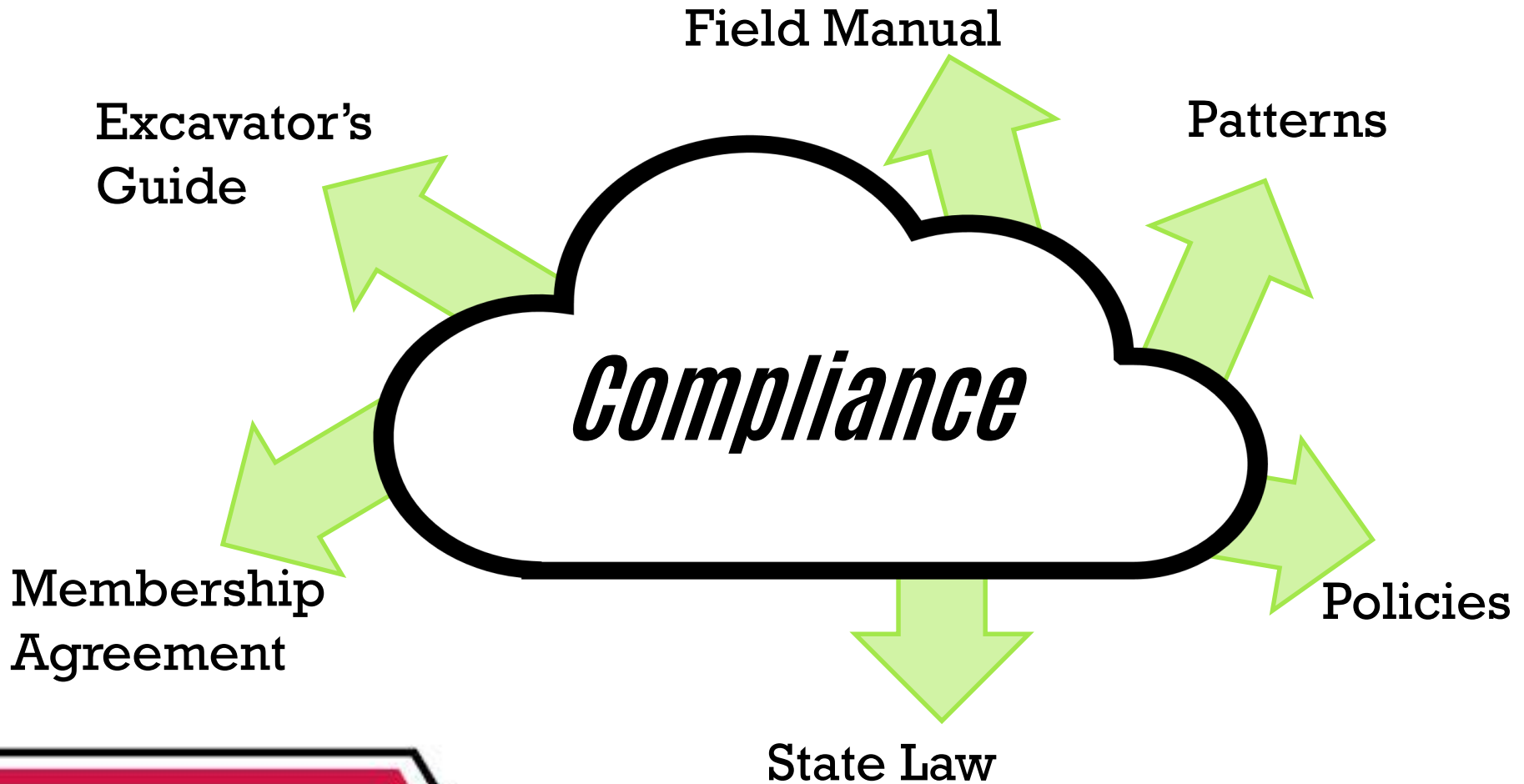
# Positive Response

- **Ticket Status**
  - Complete
  - Delay
  - Pending
  - Working with Excavator

# Online Training

- Free online educational program specially designed for Wisconsin excavators.
- Partnership with Damage Prevention Academy
- Based on Gold Shovel Standard

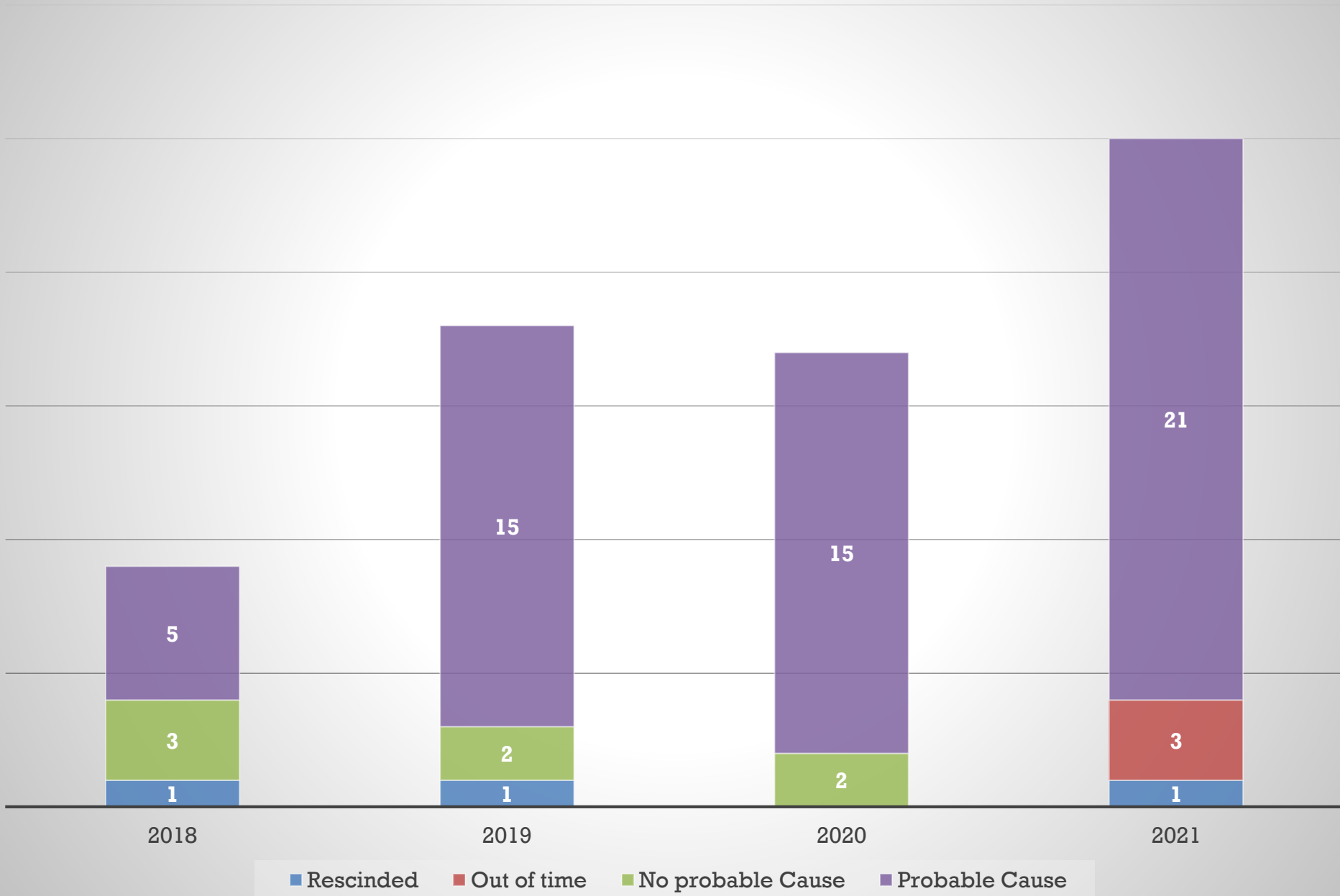
# Compliance



# State Enforcement

- Began July 2018
- Applies to natural gas or other hazardous materials
- A complaint of a violation is submitted to Diggers Hotline for review by a panel of industry stakeholders.
- Panel decides if there is probable cause that a violation of the law has occurred
  - Education, or refer to the PSC, which may assess forfeitures up to \$25,000/offence/day

# Enforcement Panel Complaints





# Probable Cause Results





Know what's below.  
**Call before you dig.**

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262-785-5324

