

# Electronic Positive Response

## What is Electronic Positive Response?

Electronic Positive Response (+Response or EPR) is communication from the utility member (contract locator) to the excavator regarding the status of a DigAlert ticket. California has always had +Response in the law by requiring members to notify the excavator with status or mark the area to be excavated on site. What changed in Government Code 4216 on January 1st, 2017, is that Electronic Positive Response can now be made through the Notification Center starting January 1st, 2018. However, DigAlert will begin offering this service starting November 1st, 2017.

This means that members can respond to DigAlert's servers about the marking status of the ticket. DigAlert will then allow the excavator to check the responses through the website, SMS and apps anytime during life of the ticket as well as if the excavator has supplied an email address on the ticket. In addition, DigAlert will email the excavator at the start date and time listed on the ticket a complete status of responses, if the excavator has supplied an email address on the ticket.

### Important Information!

Effective January 1st, 2021 Electronic Positive Response through the center will become mandatory and will be REQUIRED unless an extension is granted by the Dig Safe Board for "good cause". Members granted an extension will have until December 31st, 2021 to implement EPR.

## How it Works.

Once a ticket is created, it is sent out to all utility members who asked for notification in that area. As members clear or respond to the site they can then send a response back to DigAlert with information about what was completed. For example; "locate area marked", "no access to area", "clear - no conflict", etc. DigAlert will store that information with the ticket along with a date & time stamp. Members can make multiple responses to the same ticket however responses can't be edited or deleted. This means that all responses will show with their corresponding date and time.

There are four ways for members to submit responses to DigAlert. Through the use of DigAlert's WebTMS system (Web Ticket Management, an optional paid service see <https://digalert.org/webtms> for more information), manually via web portal/mobile app, through a web service/TCP connection (this requires you to already have a ticket management system or application that can send TCP requests to our server). Technical documents can be found here [Automated Electronic Positive Response via TCP Connection](#) or via a REST API. REST API documentation can be found here [Automated Electronic Positive Response via REST API](#).

## What are the Requirements?

To use Electronic Positive Response as a utility member (or contract locator) you must;

1. Be a member in good standing of DigAlert (for contract locators, the company you are locating for must be a member in good standing)
2. Be assigned at least one active member code (done at the time of joining)
3. Notify DigAlert you wish to use EPR through the center by calling the administration office at (951) 808-8100
4. Decide how you will submit your responses to DigAlert from one of the 4 above methods

### Warning!

If you have multiple facilities (water, electric, sewer) and you only have ONE member code, when you respond you CANNOT respond differently per facility. There can be only one response PER member code. This is why we recommend one code per facility type

### Important Information!

DigAlert recommends that if you have multiple facility types (water, electric, sewer, etc) that you have a member code for each type.

## When Responses Are Required

Ticket Type	Ticket Type Description	Response Required	Optional Response Accepted if Sent (Only applies to NO Response Required)	Response Required Date/Time
CNCL	Cancel	NO	NO	None
DMEX	Damage /Exposed	NO	YES	None
NEW	New	YES		Legal notice or Work Date/Time on ticket (whichever is later)
NRSP	No Response	NO	YES	None
REMK	Request Re-remarks	YES		Legal notice
AMND	Amendment	YES		If before the original Work Date/Time on the ticket or Legal notice then the response due date/time remain the same. If after the response required date/time become legal notice.
RNEW	Renew Only	NO	YES	None

## Benefits of Using EPR

For the member, EPR is an effective means of reducing the number of retransmits that they receive because the excavator saw no markings at the dig site.

For excavators, EPR provides them with information about the member facilities prior to arriving on the job site. If they provided an email address when the locate request was called in they will receive an email confirmation after the start date & time listed on the ticket.

## Is Testing Available?



Testing is available for members that wish to test posting responses using the [Automated Electronic Positive Response via TCP Connection](#) and [Automated Electronic Positive Response via REST API](#) methods ONLY. If you wish to start testing, please contact our IT department for access after you have signed up from our member services department.

## Search this documentation

The selected root page could not be found.

## Related Pages

[Automated Electronic Positive Response via TCP Connection](#)

[Manual Electronic Positive Response](#)

[Electronic Positive Response Codes](#)

[Checking Electronic Positive Responses](#)

[DigAlert Ticket Headers & Explanations](#)

[Ticket Formats & Delivery Options](#)

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