

ATTACHMENT A

SDPP Program Review

Slide 1



Statewide Damage Prevention Program

First year recap and second year goals

Slide 2

SDPP Program Review

- ▶ Started on June 1st 2008 to help bring Indiana into compliance with the 9 elements of the PIPES act.



Slide 3

SDPP Program Review

- ▶ 1st year of the grant received with the assistance of the IURC.



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Slide 4

SDPP Program Review

- ▶ The program is currently visiting job sites in Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan and Shelby Counties



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Slide 5

SDPP Program Review

- ▶ The program is designed to follow a locate request beginning with the call to the Call Center to its expiration date



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Slide 6

SDPP Program Review

- ▶ The current average is 40 1st time jobsite visits per week along with 12 2nd visits per week



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Slide 9

SDPP Program Review

- ▶ Contact made with the Contractor/Homeowner on the jobsite if possible to discuss the request and answer any questions or concerns with the process.
- ▶ The call can be listened to and used for coaching Call Center agents if necessary and also to address any problems the caller is having.

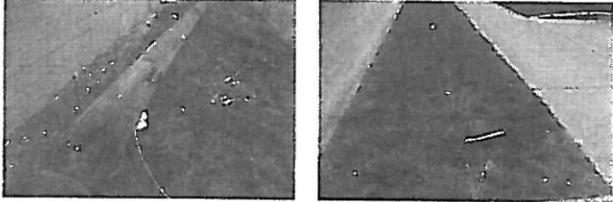


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Slide 10

SDPP Program Review

- ▶ The jobsite is reviewed and pictures taken of the locates.



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Slide 13

SDPP Program Review

TICKET NUMBER: 0012180480

Response By:
Gas: NA
Electric: NA
Telecom: NA
CATV: NA
Fiber: NA
Sewer: NA
Water: NA

First Visit Notes: DAMAGE TICKET - VERIZON LINE CUT AND COVERED BY CREW - LINE WAS MARKED

Second Visit Notes:

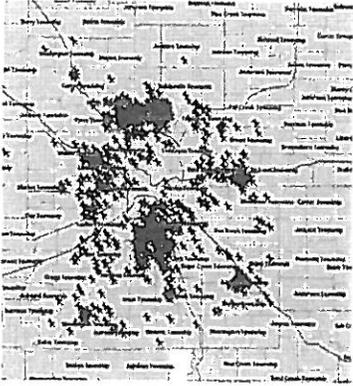
Upload Photo

Slide 14

SDPP Program Review

Slide 15

SDPP Program Review



The slide displays a map of a city with a central cluster of dark spots, likely representing SDPP program review locations. A logo in the bottom right corner features a cartoon character and the text "Know what's below."

Slide 16

SDPP Program Review



The slide shows a screenshot of a web form for SDPP Program Review. The form includes the following information:

- Ticket Number: 0310072435
- Date: 2008-10-01
- Cause: BOILING
- Response By: JMS, YES
- Pumps: 40
- Check: YES
- Tank: YES
- CATV: YES
- Fiber: NA
- Sewer: NO
- Water: YES
- First Visit Notes: 2 MISSING
- Second Visit Notes: Tank complete 10/28/08

Buttons for "Update Notes", "Upload Photo", "Remove", and "Upload Photo" are visible. A "Dig Site Photo" section with a photo thumbnail is also present.

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SDPP Program Review

Ticket Number	County	Date	First Visit Notes	Second Visit Notes	Gas	Pipeline	Electric	Telecom	ATV	Fiber	Other	Water
0001008	WABASH	8/24/2008			YES	NO	YES	YES	YES	NO	NO	NO
0001009	WABASH	8/24/2008			YES	NO	YES	YES	YES	NO	NO	YES
0001010	WABASH	8/24/2008			YES	NO	YES	YES	YES	NO	NO	NO
0001011	BOONE	8/24/2008			YES	NO	YES	YES	YES	NO	NO	NO
0001012	BOONE	8/24/2008			YES	NO	YES	YES	YES	NO	NO	NO
0001013	BOONE	8/24/2008			YES	NO	YES	YES	YES	NO	NO	NO
0001014	BOONE	8/24/2008			YES	NO	YES	YES	YES	NO	NO	NO
0001015	BOONE	8/24/2008			YES	NO	YES	YES	YES	NO	NO	NO



Slide 18

- ### SDPP Program Review
- ▶ 4 presentations made on program to date
 - ▶ Monthly visits to SWODPC
 - ▶ 3 Indiana DPC's planned for set up
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SDPP Program Goals

- ▶ Expansion into more counties
- ▶ Monthly distribution of results to Members
- ▶ Growth of Indiana DPC's



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