

DamageAccessTM

Complete User Guide

DamageAccess is an online tool that allows users to report both damages to underground utility facilities and violations of safe excavating practices that did not result in asset damage. Each report must be approved by a supervisor from the reporting company to confirm the accuracy of the content, before being passed to PURA for their review. Completed reports must be received by PURA within 30 days of the incident occurring.

To use DamageAccess you will need internet access and one of the following internet browsers: Chrome, MS Edge or Mozilla Firefox.

The process requires an Originator to fill in a report of the Damage/Violation. 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. If you are an independent contractor (work for oneself) and you do not have a supervisor, then simply enter your own information in the Supervisor field and Submit directly to PURA.

PURA then reviews the content to make decisions regarding enforcement and to report to DIRT.

A Supervisor can return a report to the Originator for edits if necessary, or make edits themselves. A PURA user can return a report to its Supervisor if need be for additional revisions/edits.



DAMAGE
OR
INCIDENT
OCCURS

ORIGINATOR

*Can be from Utility or excavator company

- 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 PURA (when accurate and complete)

PURA

- 1) Register
- 2) Review
- 3) Return to Supervisor (if incomplete or incorrect)
- 4) Investigate and make decisions regarding enforcement
- 5) Submit to DIRT

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Key Terms

Roles

Originator	Person who creates the report after a damage or violation has occurred. The originator can be part of a utility company or an excavator company
Supervisor	Person required to review and sign off on report prior to submitting the report to PURA (see below). A Supervisor can be anyone from your own company who has an understanding of the event reported and 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 themselves. Supervisors can also submit reports themselves.
PURA	<i>(Public Utility Regulatory Agency)</i> The State Regulators that track and investigate facility damages. They make the decisions regarding penalties and enforcement of state excavation laws.
Reporting Manager	A designated person that would require read-only access to all reports submitted by their company for reporting or auditing purposes.
Member Admin	An administrator for the company that has full access to lower-level company members and can perform various administrative functions for employee accounts.
DIRT	<i>(Damage Incident Report Tool)</i> The National Damage Database that PURA uploads completed damage information to for statistical compilation and high-level analysis on industry trends.

Originator

1 Register:

Self-register at: <https://damagect.damageaccess.com/damageaccess/Account/Login>



Register your contact details.



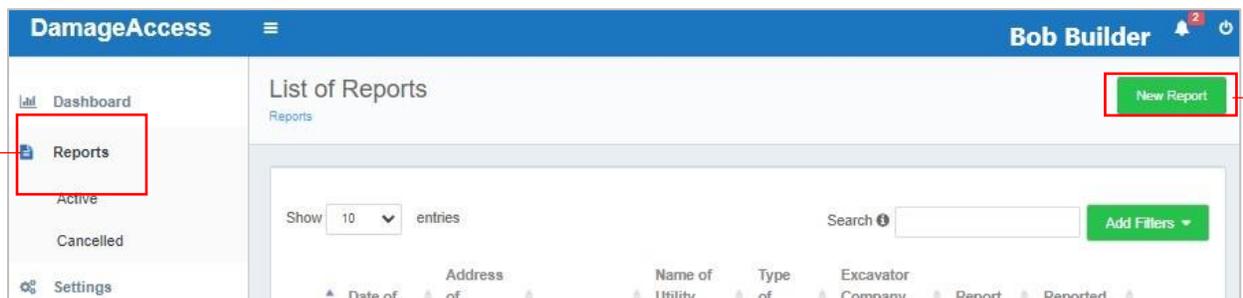
Validate your account via the link in your registration email.



Login to create your report.

2 Fill in a New Report:

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



To load the reporting form, identify who you are and what you're reporting, and if you have a CBYD ticket associated with the incident, enter it into the field, then click **Proceed**.

Are you the reporting...

Utility

Damage to your own facility

CBYD Request Number

Utility

Excavator

Damage to your own facility

Damage to another utility facility

Violation (No Damage)

Cancel Proceed

- 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 drop-down 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. When typing in the email address of your Supervisor, select the correct person from the drop-down menu:

Email Address: *

supervisor@email.com
Mrs. Supervisor Name
Company Name

3a

Add Supporting Files:

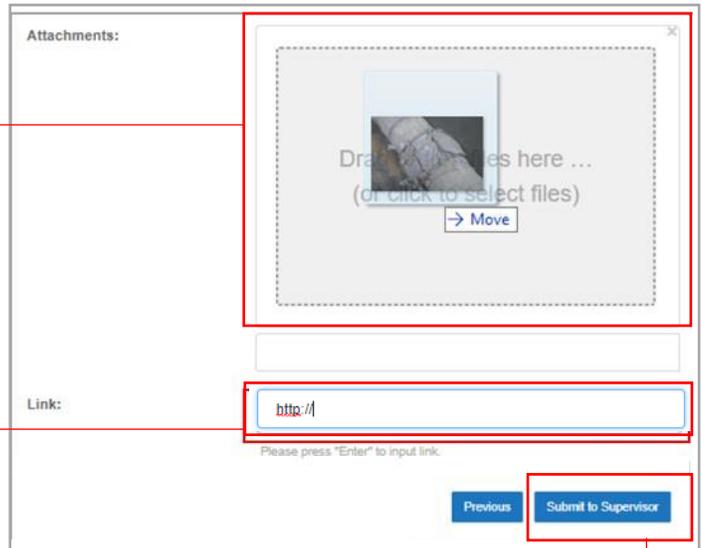


The **5. Damage Impact** tab allows you to upload supporting photos, videos or other documents to your report.

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.

Attachments can be removed by clicking the trash  icon below the attachment.



4

Submit to Supervisor:

Once the report is complete, click the **Submit to Supervisor** button in the **5. Damage Impact** tab. The report will be sent to your selected Supervisor who receives a notification that there is a report that is ready to review and they will:

- Assess the report and pass it onto PURA for a decision or,
- Edit the report themselves and pass it on to PURA for a decision or,
- Send the report back to you for the content to be revised.

Once you have submitted the report to your Supervisor, on your Active > List of Reports dashboard it will show the status as **“Supervisor Review”**:

Report Status	Date Submitted	Actions
Supervisor Review	2/26/2024 2:10:24 PM	View Print Edit

4a

Supervisor Rejects report:

If, after reviewing the report you submitted, your Supervisor deems information is missing or needs correcting, they will reject the report back to the Originator.

You will receive a notification when this occurs, and the report status will show as “**Needs Corrections**”:



You can then click “**Edit**” to modify or add the necessary details, save your changes, and then submit back to the Supervisor for review.

This completes the Originator role explanation.

Next Section: Supervisor Role

Supervisor

When an Originator selects you as their Supervisor when they fill out the damage report form, you are required to review the damage report and sign off on the content before passing it to PURA for their review.

An Originator can be their own supervisor by providing their own contact details in the Supervisor section.

1

Register:



If you are selected to be a Supervisor you will be notified by email.



If you are not already registered as a supervisor, follow the Supervisor Registration link in the email to do so.

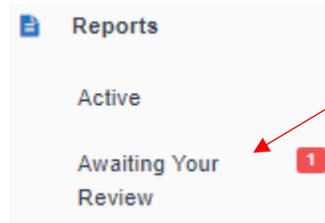


Login to review and approve report.

2

Review:

Select the **Reports** tab. Choose **Awaiting Your Review**.

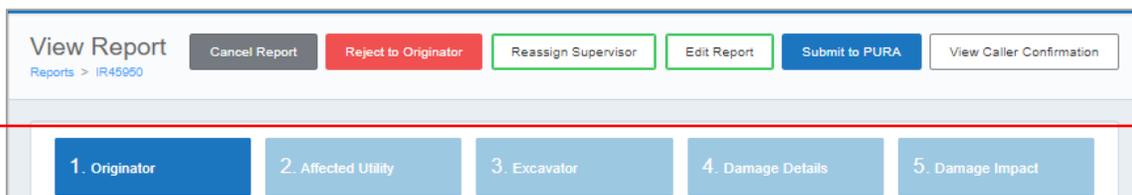


Report Status	Date Submitted	Actions
Supervisor Review	11/28/2023 2:11:40 AM	View
Needs Corrections	11/28/2023 3:00:15 AM	View
Submitted to PURA	11/28/2023 3:29:30 AM	View

This will display all reports that you have been assigned as the Supervisor for that require reviewing (status will be **Supervisor Review**). Then click **View**.

*NOTE: if you have also undertaken the role as Originator for some reports these will also be shown in the **Active** list.*

• Each page of the report can be reviewed.



3

Reject report back to Originator:

If the content of the report requires amendments, further information or corrections, it can be returned to the Originator via **Reject to Originator**.

Provide details as to why the report is being rejected.

The status will update to **Needs Corrections**.

The screenshot shows the 'View Report' interface for report ID IR45950. At the top, there are several action buttons: 'Cancel Report', 'Reject to Originator' (highlighted with a red box), 'Reassign Supervisor', 'Edit Report', 'Submit to PURA' (highlighted with a red box), and 'View Caller Confirmation'. Below the buttons is a progress bar with five steps: '1. Originator' (active), '2. Affected Utility', '3. Excavation', '4. Damage Details', and '5. Damage Impact'.

Report Status	Date Submitted	Actions
Supervisor Review	11/28/2023 2:11:40 AM	View
Needs Corrections	11/28/2023 3:00:15 AM	View
Submitted to PURA	11/28/2023 3:29:30 AM	View

Please provide details as to why this report was rejected.

4

Submit to PURA:

When the content of the report is satisfactory, it is ready to be passed on to PURA via **Submit to PURA**.

The status will update to **Submitted to PURA**.

An email notification is sent to the Originator to update them on the progress.

This completes the Supervisor user role explanation.

Next Section: All Users: Reports Table and Report Actions

All Users: Reports Table and Report Actions

ID	Date of Incident	Address of Incident	Town/City	Name of Utility Affected	Type of Utility	Excavator Company Name	Report Type	Reported By	Report Status	Actions
IR45956	11/28/2023 12:00:00 AM	Main St	ANDOVER	Connecticut Department of Transport	Natural Gas	PelicanCorp	Damage to my facility	Utility	Supervisor Corrections	Q View Print
IR45955	11/13/2023 11:59:00 PM	Main St	AVON	Connecticut Department of Transport	Electric	PelicanCorp	Damage to my facility	Utility	Submitted to PURA	Q View Print Edit
IR45953	11/28/2023 12:00:00 AM	Main St	ANDOVER	Brookfield Water Company	Liquid Pipeline	PelicanCorp	Damage to my facility	Utility	Under PURA Investigation	Q View Print
IR45952	11/28/2023 12:00:00 AM	Main St	ANSONIA	Brookfield Water Company	Natural Gas	PelicanCorp	Damage to my facility	Utility	Under PURA Investigation	Q View Print
IR45951	11/28/2023 12:00:00 AM	Main St	ASHFORD	Brookfield Water Company	Electric	PelicanCorp	Damage to my facility	Utility	PURA Reviewing	Q View Print
IR45950	11/28/2023 12:00:00 AM	Main St	ANDOVER	Brookfield Water Company	Electric	PelicanCorp	Damage to my facility	Utility	Needs Corrections	Q View Print
IR45949	11/28/2023 12:00:00 AM	Main St	ASHFORD	Connecticut Department of Transport	Cable Television	PelicanCorp	Damage to my facility	Utility	Submitted to PURA	Q View Print Edit
IR45948	11/28/2023 1:00:00 AM	Main St	ANDOVER	Connecticut Power and Light	Electric	PelicanCorp	Damage to my facility	Utility	Needs Corrections	Q View Print
IR45946	11/28/2023 12:00:00 AM	Main St	ANDOVER	Bethel Consolidated	Natural Gas	PelicanCorp	Damage to my facility	Utility	Supervisor Review	Q View Print

Showing 1 to 9 of 9 entries

Report Fields

Report Status

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)
Reported By	Whether the incident reported by the Utility or Excavator
Date Submitted	The date the Originator submitted the report to the Supervisor

Draft	An incomplete report has been saved
Supervisor Review	Originator completes report and assigns to Supervisor
Needs Corrections	Supervisor rejects report from Originator and returns for edits
Submitted To PURA	Supervisor assigns report to PURA for their review and sign off
PURA Reviewing	PURA performs an initial review of the report
Supervisor Corrections	PURA returns report to supervisor for editing
Under PURA Investigation	PURA is actively investigating the details of the incident report
Completed	PURA approves/signs off on the report
Cancelled	The report had been cancelled

Report Actions

**Report actions are related to the status of the report, e.g. once a report has been submitted to PURA and is set as "PURA Reviewing" or "Under PURA Investigation" statuses, it can no longer be edited or deleted.*

View	All Reports can be Viewed at any time by the Originator, the designated Supervisor, Reporting Manager, Member Admin & PURA users.
Print	All Reports can be Printed at any time by the Originator, the designated Supervisor, Reporting Manager, Member Admin & PURA users.
Edit	Edits can be made to a report at any time EXCEPT when the report is under statuses: Under PURA Review or Under PURA Investigation.
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. Once a report is cancelled, it will not show in the Active Reports list. It will be shown under Cancelled. PURA cannot delete a report.

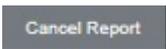
Notifications

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.

Report Status	Date Submitted	Actions
Draft Report		View Print Edit Delete
Under PURA Investigation	11/28/2023 3:08:33 AM	View Print
Under PURA Investigation	11/28/2023 3:07:27 AM	View Print
PURA Reviewing	11/28/2023 3:06:09 AM	View Print
Needs Corrections	11/28/2023 3:03:39 AM	View Print Edit

In addition to the notifications icon within DamageAccess, whenever a report changes status, an email notification is also sent to the Originator.



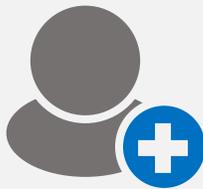
Cancel Report		If a report needs to be cancelled due to error (no longer needed, duplicate report, etc.). Once a report is cancelled, it will no longer be displayed in the Active reports list. It will be listed under the Cancelled reports tab separately. PURA cannot cancel a report.
Reassign Supervisor		If the wrong supervisor has been assigned the report, there is an option to Reassign it to a different Supervisor.
View Caller Confirmation		If a CBYD ticket number was entered on the report during creation, you can View the Caller Confirmation PDF.

Reporting Manager

A Reporting Manager is person designated by your company Member Administrator that would require read-only access to all reports submitted by their company for reporting or auditing purposes.

Your Member Admin will invite you to accept this role via email.

1 Register:



Register your contact details through the user invite email received.



Validate your account via the link in your registration email.



Login to your account and View Reports entered by your company.

2 Report Actions Available:

A Reporting Manager has the ability to perform the following actions:

- View & Print any Report for their company.
- Submit Reports themselves (can act as an Originator).
- Cancel Reports: *Can only cancel reports entered by themselves.*
- Reassign Supervisor for an existing company entered report: *Can only reassign the Supervisor if the report is under one of the following statuses: Submitted to PURA, Supervisor Review, Supervisor Corrections, Needs Corrections.*
- Can Reject a report back to the Originator: *Can only be performed if the report is under the Supervisor Review status.*

This completes the Reporting Manager Role explanation.

Next Section: Member Admin Role

Member Admin

A Member Admin is an administrator for the company that has access to lower-level company members and can perform various administrative functions for employees' accounts.

You will receive an invitation email to accept this role.

1 Register:



Register your contact details through the user invite email received.



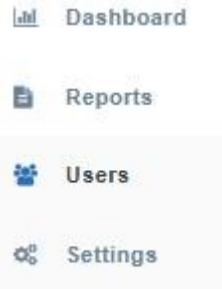
Validate your account via the link in your registration email.



Login to your account and View Reports entered by your company.

2 View & Invite Users Registered to your Company:

Click on the **Users** tab from the left-side menu



From there, you can view all users registered to your company and Invite a user to join your company:

List of all users Invite User

All Users

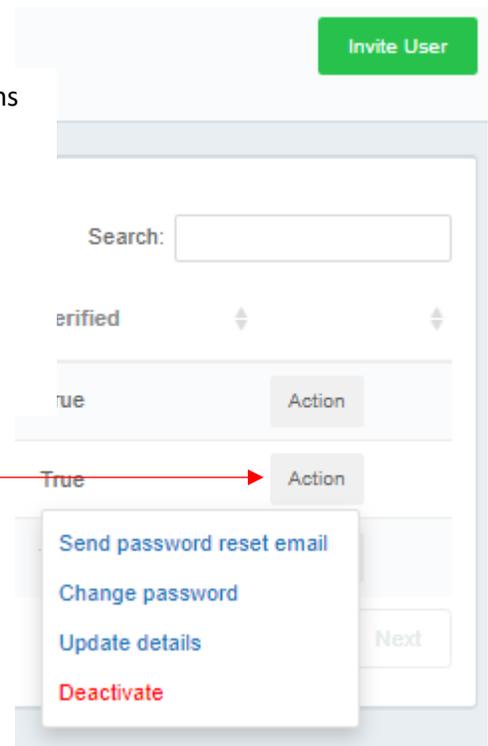
Show entries Search:

Name	Username	Email	Role	Verified	
Initiator1	laura.initiator1	user@email.com	Initiator	True	Action
Reportingmanager	laura.reportingmanager1	user@email.com	ReportingManager	True	Action
Supervisor1	laura.supervisor1	user@email.com	Supervisor	True	Action

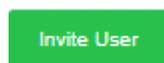
Showing 1 to 3 of 3 entries Previous **1** Next

If you click the **Action** button, you can perform various administrative functions for a user:

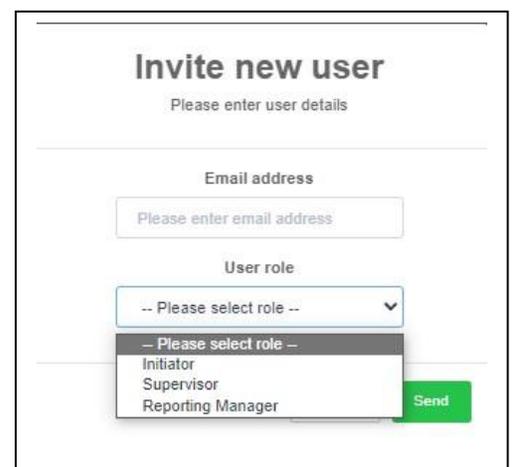
- Send the user a password reset email
- Change a user's password
- Update a user's Contact Details
- Deactivate a user's account



To invite a new user to register as part of your company, click **Invite User**:



Enter their email address and select which role they should be assigned.



The user will then receive an invite email to register as a new user.

3 Report Actions Available:

A Member Admin has the ability to perform the following actions on their company's reports:

- View, Print & Edit
- Submit Reports themselves (Can act as an Originator)
- Cancel Reports: *Can only cancel reports that have not yet been Submitted to PURA*
- Reassign Supervisor for an existing company entered report: *Can only reassign the Supervisor if the report is under: Submitted to PURA, Supervisor Review, Needs Corrections*
- Can Reject a report back to the Originator: *Can only be performed if the report is under the Supervisor Review status*

**If you need help with establishing this role, please reach out to support:*

customersupport@pelicancorp.com

This completes the Member Admin Role explanation.