

Connecticut One Call service Call Before You Dig, Inc. (CBYD) transform their damage reporting processes.

- Hamden, CT, USA – Tuesday 20th 2018 –

PelicanCorp, industry leading provider of software and services specifically for the protection of essential infrastructure today announced they have successfully introduced the cloud based service, DamageAccess, into Connecticut's One Call service Call Before You Dig, Inc. (CBYD) to improve and modernize the process for utilities and contractors to report damages and violations of safe digging regulations to underground assets.

As a result of the launch with DamageAccess, CBYD have eliminated all manual handling of damage reports achieving greater accuracy in reporting to the Public Utilities Regulatory Authority (PURA), increase efficiencies and improved visibility across all incidents.

"Automating the damage reporting process and making it available on-line means that CBYD are no longer double handling incoming reports from contractors and utilities. This has freed up our staffing resources to better focus their efforts on our damage prevention activities. When evaluating DamageAccess from PelicanCorp, we were excited by the self-service solution, providing a single portal where excavators and utilities can now complete the online form, anytime of the day from any location" said Pat Moran, Vice President of Operations, CBYD.

As a legislated requirement, DamageAccess has also streamlined the process for PURA when updating the Connecticut damage incident details into DIRT.

"PURA now has instant visibility and greater awareness of incidents via the real-time alerts triggered when events are reported. DamageAccess reports can be submitted immediately from the scene of an incident, which results in more accurate and better-quality reporting and subsequent data" said Dan Nivison, Public Utilities Engineer, Gas Pipeline Safety Unit PURA.

PelicanCorp consulted, designed and implemented the solution in collaboration with CBYD and PURA. DamageAccess is a cloud based solution, accessible 24 hours a day via the public cbyd.com website. One Call centers and Regulatory Bodies across the USA are recognizing the value and advantages in moving away from the traditional paper based manual processes into automated cloud based services.

"PelicanCorp are proud to be partnering with an innovative organization like PURA. Modernizing and automating the damage reporting processes across the state via a new technology solution enables them to stay at the forefront of best practice in the damage prevention industry." Said Nick Holly, Business Development Manager, PelicanCorp.

DamageAccess is a cloud based service for the reporting of damages by Utilities and Contractors within any state. An online tool that allows utilities and excavators to report both damages to underground utility facilities and violations of safe excavating practices that did not result in asset damage. Reports can then be reviewed by state regulatory bodies and the data updated to DIRT.

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- End Story -

Call Before You Dig, Inc., is a state regulated, non-profit organization comprised of all public utilities and municipalities within the state of Connecticut. The Public Utilities Regulatory Authority (PURA) oversees CBYD.

For more information
visit www.CBYD.com



The Public Utilities Regulatory Authority (PURA) is statutorily charged with regulating the rates and services of Connecticut's investor owned electricity, natural gas, water and telecommunication companies.

For more information
visit www.ct.gov/pura

