


Positive Response is included in the service provided by Pass Word, Inc. and PelicanCorp to One-Call of Wyoming, Inc. at no additional cost. It enables One-Call of Wyoming, Inc, its Members and Excavators using this service to become compliant with Wyoming Positive Response Statutes. All software required is incorporated in the PelicanCorp OneCallAccess used by Excavators and the Damage Prevention Portal used by Members. For more information, please email supportocw@passwordinc.com.

1. This is what the Excavator sees upon logging in to his/her account with no previous tickets in the history, with the Positive Response button below the New Ticket button:

The screenshot displays the Wyoming811 user interface. At the top left is the Wyoming811 logo. Below it, the user's email (announcements@passwordinc.com) and name (Rod Bacon) are shown, along with the company name (Pass Word, Inc.). A 'Settings' icon is in the top right corner. The main interface is divided into two panels. The left panel, titled 'Details', contains a form with the following information: Customer ID (1082), Name (Rod Bacon), Company (Pass Word, Inc.), Phone (509 624 5235), and Email (announcements@passwordinc.com). The right panel, titled 'Tickets', features a 'Create a new ticket' section with a yellow 'New Ticket' button. Below this is a 'Positive Response' section with a dark grey 'Positive Response' button and the text 'Access your collated response codes'.

2. Here is the screen where there are tickets in the history.

Wyoming 811
Know What's Below

announcements@passwordinc.com , Rod Bacon : Pass Word, Inc.

Settings Account Log Out

Console

Details

Customer ID: 1082

Name: Rod Bacon


Company: Pass Word, Inc.

Phone: 509 624 5235

Email: announcements@passwordinc.com


Tickets

Create a new ticket



User Ticket History


Search and view previously submitted tickets




Ticket Number	Status	Submit date (PST)	Ticket Start Date (PST)	Working For or User Reference	Address	
Select	20210500017	Original	02/05/2021 - 04:43:01 pm	02/10/2021	Test Ticket Please Ignore.	800 Werner Ct, Casper, WYOMING 82601

Positive Response

Access your collated response codes



- Upon entering a ticket, the Excavator will see the ticket below, with the Positive Response button at the right. Upon clicking the Positive Response button, the Excavator will see the next screen.

 Wyoming 811
Wyoming 811
Know What's Below

announcements@passwordinc.com , Rod Bacon : Pass Word, Inc.

[New](#)
[Settings](#)
[Account](#)
[Home](#)
[Log Out](#)

Request Details

Ticket Number	20210500017
Ticket created on	02/05/2021 - 04:43:01 pm
Priority	Normal
Ticket created by	Web
Delivery Method	Email - announcements@passwordinc.com

Ticket Details

Address	800 Werner Ct Casper WYOMING 82601
Nearest cross street	Poplar
Nearest Community	Casper
Ticket Type	Regular
Type of Work	Construction
Activity	Trenching
Excavation Method	Trenching
Depth	>48in

Your Wyoming 811 Ticket has been submitted.
 Shortly you will receive an email confirming your ticket listing the utility owners who will respond to you regarding the location of their facilities.










If you **do not** receive a confirmation email for this ticket, please contact the call center by calling 1- 888-987-3742 Customer support.


Important: Refer to the web site for guidelines and details - <https://www.onecallofwyoming.com>


Remember - Do not proceed with your work until ALL utility owners listed have either marked the location of their facilities, OR provided you information about the location of their assets, OR have provided you with a clearance to dig.


Utility List

The following utilities are affected by this ticket. IF THERE ARE NO FACILITY OWNERS LISTED THIS IS BECAUSE NONE ARE REGISTERED WITH 811 WYOMING IN THE AREA OF YOUR DIG SITE. Retain this ticket number for reference. Confirm the information pertaining to your dig site to make sure that it is accurate.

Type	Authority	Station code	Phone	Status
 Electricity	BLACK HILLS ENERGY (KM7)	KM7	3035663524	Notification Sent
 Private Asset Owner	CENTURYLINK (QL1)	QL1	7205788090	Notification Sent
 Communications	CHARTER COMMUNICATIONS (A10)	A10	3073997940	Notification Sent
 Council/Shire	CITY OF CASPER, (ECC)	ECC	307-235-8268	Notification Sent
 Council/Shire	CITY OF CASPER STREET/TRAFFIC (CST)	CST	3072358420	Notification Sent
 Electricity	ROCKY MOUNTAIN POWER (PP1)	PP1	5038135782	Notification Sent
 Communications	RT COMMUNICATIONS (RC3)	RC3	7194710229	Notification Sent
 Pipeline	SINCLAIR PIPELINE COMPANY (SCP)	SCP	3073242636	Notification Sent
 Gas & Petroleum	Wyoming State Authority	QQQ	616-530-7238	Notification Sent

 Continue Ticket

 Print View

 Positive Response

4. This screen shows the ticket entered, with a button to see the utilities which are Positive Response, and which are not.

The screenshot displays the PositiveResponse web application interface. At the top, a red header contains the logo and navigation icons. Below the header, a sidebar on the left includes a 'MINIMISE MENU' button and a 'My tickets' section with a count of 1. The main content area is titled 'My Tickets' and features a search bar, a date range filter for 'Created On' (05 Jan 2021 - 05 Feb 2021), and status filters for 'OPEN' (1) and 'WORKS DONE' (0). A single ticket is listed with ID '20210500017', location '800 Werner Ct Casper Wyomi...', and a 'View' button. Below the ticket list, a message states 'That's all your jobs with the current settings.' To the right, a map of the United States is shown, with a green circle highlighting the state of Wyoming. The map includes labels for various Indian Reservations and National Forests, as well as state names like MONTANA, WYOMING, IDAHO, UTAH, and COLORADO.

5. Here is the display of the Utilities and whether they are Positive Response or not together with their next possible response date.

20210500017 800 Werner Ct Casper Wyoming 82601

Send reminders Download X

Ticket Open Works Done

0/6 RECEIVED

Start date: 10 Feb 2021
Created on: 05 Feb 2021, 04:43 pm

Created by: RodBacon

Add internal note

Reference: Test Ticket Please Igno...

Search by Asset Owner or Station Code Most recent

	RESPONSE CODE	STATION CODE	RECEIVED
<input type="checkbox"/> BLACK HILLS ENERGY (KM7) Next possible reminder: 10 February	-	KM7	-
<input type="checkbox"/> CENTURYLINK (QL1) Next possible reminder: 10 February	-	QL1	-
<input type="checkbox"/> CHARTER COMMUNICATIONS (A10) Next possible reminder: 10 February	-	A10	-
<input type="checkbox"/> CITY OF CASPER STREET/TRAFFIC (CST) ⊗ Not Positive Response utility	-	CST	-
<input type="checkbox"/> CITY OF CASPER, (ECC) Next possible reminder: 10 February	-	ECC	-
<input type="checkbox"/> ROCKY MOUNTAIN POWER (PP1) Next possible reminder: 10 February	-	PP1	-
<input type="checkbox"/> RT COMMUNICATIONS (RC3) ⊗ Not Positive Response utility	-	RC3	-
<input type="checkbox"/> SINCLAIR PIPELINE COMPANY (SCP) ⊗ Not Positive Response utility	-	SCP	-

