DamageAccess ™

User Guide- Originator

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.

From January 1, 2018 DamageAccess replaces the existing printed forms that are completed and sent to CBYD.

To use DamageAccess you will need internet access and one of the following internet browsers: Chrome, Internet Explorer 11 or Firefox/Mozilla.

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.

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, while a PURA user can return a report to its Supervisor if need be for additional revisions.

DAMAGE OR INCIDENT OCCURS	ORIGINATOR	SUPERVISOR	PURA

	*Can be from Utility or excavator company
	
	1) Register
	2) Fill in report
	3) Select a supervisor
	4) Submit to supervisor
		1) Register
		2) Review
		3) Return to Originator
		   (if incomplete or incorrect)
		4) Submit to PURA
		   (when accurate and complete)
			1) Register
			2) Review
			3) Return to Supervisor
			   (if incomplete or incorrect)
			4) Make decisions regarding enforcement
			5) Submit to DIRT

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 from your own company who 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.

PURA
(Public Utility Regulatory Agency)
The State Regulators that track and investigate facility damages. They make the decisions regarding penalties and enforcement of state excavation laws.

DIRT
(Damage Incident Report Tool)
The National Damage Database that PURA uploads completed damage information to for statistical compilation and high-level analysis on industry trends.

Originator

Register:

Self-register at: https://damageaccess.com/cbyd

Register your contact details.

Validate your account via the link in your registration email.

Login to create your report.

② **Fill in Report:**

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

DamageAccess	≡		Bob Builder 🔔 ⏻
📊 Dashboard	List of Reports		New Report
	Reports		
📄 Reports			
👥 Supervisor	Show 10 ▾ entries		Search:
⚙ Settings			
	Address	Name of	Excavator
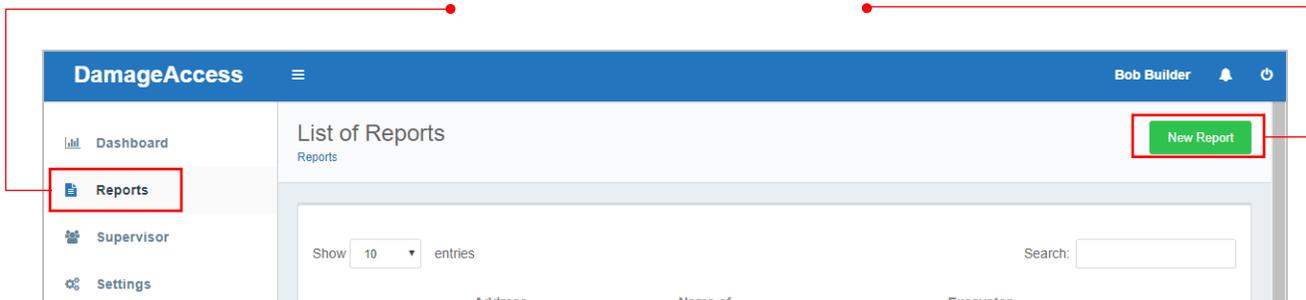
To load the reporting form, identify who you are and what you're reporting, then click **Proceed**.

Are you the

Utility ▾

Utility ▲

Utility

Excavator

reporting...

Damage to your own facility ▾

Damage to your own facility ▲

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 dropdown 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 Company Name: *
Bob the Builder
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.

You can keep track of who the Supervisor is, the Date Nominated for that supervisor and Date Submitted to PURA for each report via the **Supervisor** main menu tab.

If needed, the Supervior can be changed by editing the details before it is Submitted to PURA.

DamageAccess

📊 Dashboard

📄 Reports

👥 Supervisor

⚙ Settings

3a

Add Supporting Files:

1. Originator	2. Affected Utility	3. Excavator	4. Damage Details	5. Damage Impact
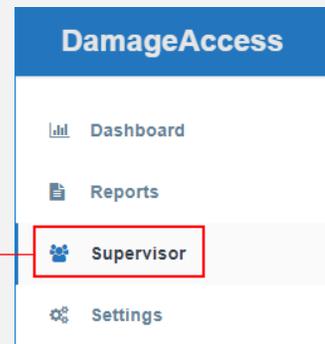
The **5. Damage Impact** tab allows you to upload supporting photos, videos or other documents to your report.

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:

Drag the files here … (or click to select files)

→ Move

Link:

http://

Please press "Enter" to input link.

Previous   Submit

4
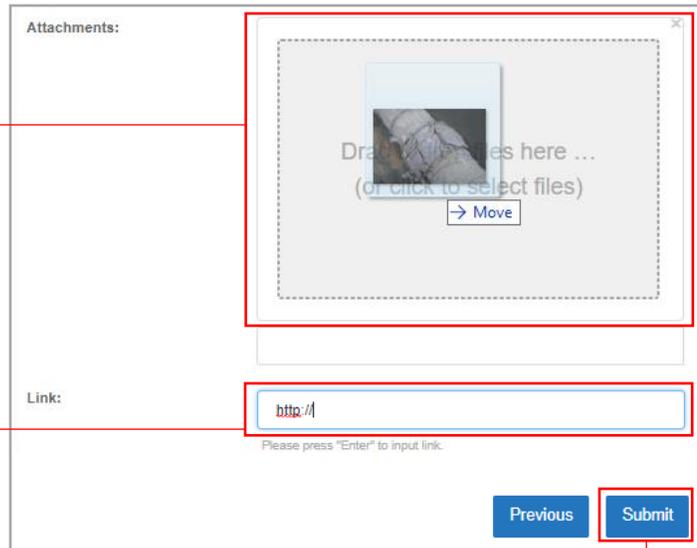
Submit to Supervisor:

Once the report is complete, click the **Submit** button in the **5. Damage Impact** tab. The report will be sent to your selected supervisor who will review and:

- 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.

Reports Table

ID	Date of Incident	Address of Incident	Town/City	Name of Utility Damaged	Type of Utility	Excavator Company Name	Report Type	Report Status	Date Submitted	Actions
IR40021	12/4/2017 2:02:00 AM	Bill Rd Ben St	BERLIN	Waterworks	Liquid Pipeline	Bob the Builder	Violation (No Damage)	Review	12/6/2017 7:10:29 AM	Q View | Print
IR86	9/19/2017 9:53:00 AM	2040 Whitney Ave	HAMDEN	Frontier Communications	Communications/CATV	BobtheBuilder		Returned to Supervisor	9/20/2017 3:17:11 AM	Q View | Print
IR130	10/11/2017 3:04:00 PM	2000 Whitney Ave	HAMDEN	Puffs of Steam	Steam	We Dig Holes	Violation (No Damage)	For Revision	10/24/2017 3:57:44 AM	Q View | Print
IR40035	11/30/2017 12:01:00 AM	88 Jones Rd	BEACON FALLS	CT Sewers	Sewer	Bob the Builder	Violation (No Damage)	For Revision	12/8/2017 5:11:40 AM	Q View | Print | Edit
IR125	10/12/2017 10:02:00 PM	2040 Whitney Ave	BRIDGEWATER	Puff the Magic Dragon	Steam	Bob		For PURA Approval	12/11/2017 3:03:52 AM	Q View | Print
IR40026	12/4/2017 12:00:00 PM	23 rock avenue	ANSONIA	Sparkies	Electric	Bob the Builder	Violation (No Damage)	For PURA Approval	12/11/2017 3:12:02 AM	Q View | Print
IR196	11/17/2017 12:00:00 AM				Water	Bob the Builder		Draft		Q View | Print | Edit | X Delete
IR163	11/7/2017 2:04:00 PM	290 Smith St	AVON	Flush It	Sewer	Bob the Builder		Completed	11/9/2017 2:56:16 PM	Q View | Print
IR178	11/13/2017 2:02:00 PM	78 high St	BEACON FALLS	Puffing Billy Steam Train	Steam	Bob the Builder		Completed	11/14/2017 10:54:42 PM	Q View | Print

Report Fields

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)
Date Submitted	The date the Originator submitted the report to the Supervisor
Date Nominated	The date the Originator assigned a report to a Supervisor. If a new supervisor is assigned this date may differ from the Date Submitted (appears in Supervisor/PURA menu tabs only).

Report Status

Draft	An incomplete report has been saved
Review	Originator completes report and assigns to Supervisor
For Revision	Supervisor rejects report from Originator and returns for edits
For PURA Approval	Supervisor assigns report to PURA for their review and sign off
In Progress	PURA opens and starts reviewing the report
Returned	PURA returns report to supervisor for editing
Completed	PURA approves/signs off on the report

Report Actions

Report actions are related to the status of the report e.g. once a report has been submitted to PURA and is under 'For Approval' status, it can no longer be edited or deleted.

View	All Reports can be Viewed at any time by the Originator, the designated Supervisor, CBYD & PURA users
Print	All Reports can be Printed at any time by the Originator, the designated Supervisor, CBYD & PURA users
Edit	Edits can only be made by an Originator up until they submit the report to their Supervisor. A Supervisor can only edit a report up until they submit it to PURA. However, if PURA return the report to the Supervisor they can then made additional edits. PURA can edit a report until they Approve it or Resubmit to the Supervisor for edits
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. 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.