

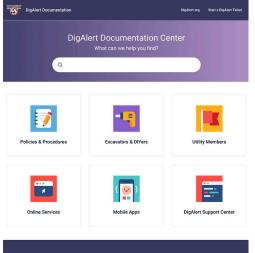
#### 811 Notification Center Updates

December 2024

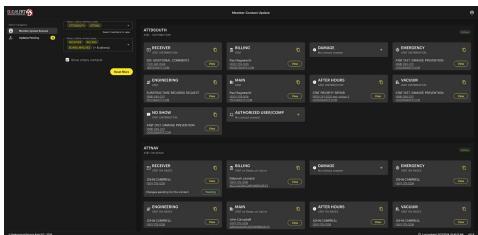
*Presented by:* DigAlert – Ann Diamond

# **Technology Updates**

- Redesigned new member contact update page
- Improved promotional orders page
- Updated mapping to the latest 2025 data
- Updated core network switches
- Updated servers to latest Windows and SQL versions
- Created Jira service desk for member services, IT & online services



- Added more redundancy to VPN and site to site tunnels
- Updated firewalls to most current hardware and software releases
- New public documentation site
- Using AI voice generation for updated prompts and workflow for calls into the center



## More Technology Updates

- Automatically emailing monthly notices to members with a 100% no response EPR rate for the previous month
- Created more API end points for members to use for EPR and documentation
- Storage now on updated hardware and software
- Pushing social media regarding new law and EPR changes coming
- Updated procedures for excavator provided Lat/Long locations
- Member termination form, fully automated now



Date: 11/1/2024

To: John Doe Company: John Doe Gas Service Member Code: JDG501

We are informing you that in October 2024, John Doe Gas Service has had a total of 125 tickets that required an electronic positive response (EPR) to DigAlert's EPR System, yet **no responses** have been provided.

EPR is required by State Law and failure to provide an EPR for each required ticket is in violation of CA Government Code 4216. In this same law, DigAlert is required to report every member that fails to provide an EPR to the Underground Safe Excavation Board which could result in financial penalties. We are sending you this notice in order to help John Doe Gas Service be in compliance with the law and avoid any violations.

Please contact our member services department to find out how to get you in compliance at <u>memberservices@digalert.org</u> or by calling (951) 808-8191.

For more information on EPR, the requirements and options, please visit  $\underline{docs.digalert.org/epr}$ .

Sincerely, Jim Schwilk Vice President



### **Technology Updates Coming Soon**

- Creating 4 independent NAS servers to store backup data at 4 separate locations
- Deploying 4 independent NAS servers to handle DNS at 4 separate locations for redundancy



- New email servers
- New internal documentation site to match new external one

#### **General Updates**

#### • Processed 23rd Millionth Ticket on September 25th

