

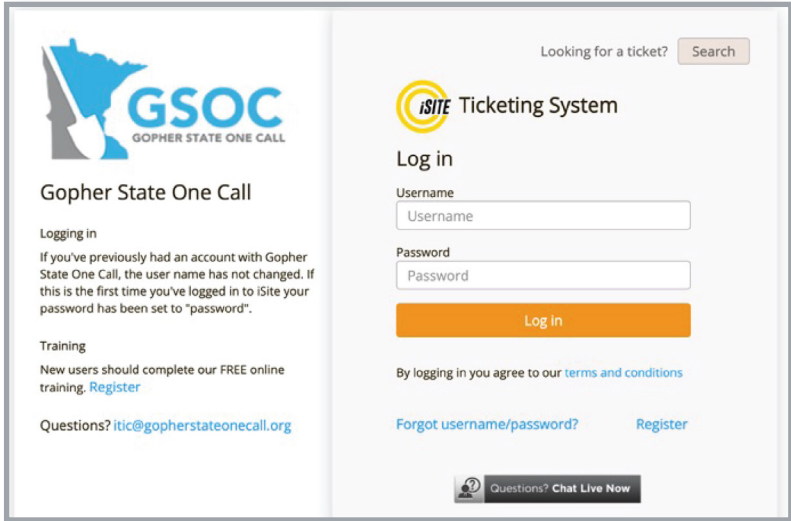
Electronic Positive Response (EPR) Facility Operator Guide

Starting August 1, 2026, all facility operators are required to provide an electronic positive response on each excavation notice through the Gopher State One Call (GSOC) notification center prior to expiration of the required locate period. The following is a step-by-step guide for submitting positive response electronically.

How to Submit an Electronic Positive Response

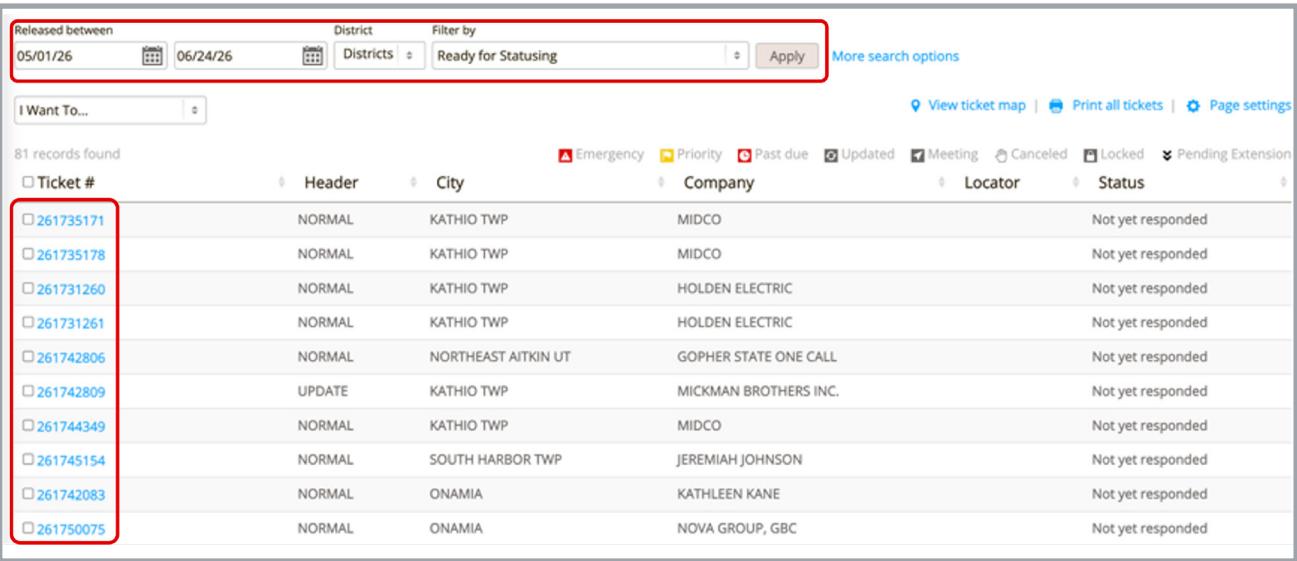
Step 1: Log Into iSite

Log into iSite at mn.itic.occinc.com using your login credentials. If you need to set up an account, you can reach out to customersupport@gopherstateonecall.org to request login access and/or training.



Step 2: Navigate to the Ticket You'll Responding To

Your organization's tickets will be listed. To narrow down the tickets shown, you can adjust the list the date range, districts, or other filters. Click on the ticket number to open the ticket.



Ticket #	Header	City	Company	Locator	Status
261735171	NORMAL	KATHIO TWP	MIDCO		Not yet responded
261735178	NORMAL	KATHIO TWP	MIDCO		Not yet responded
261731260	NORMAL	KATHIO TWP	HOLDEN ELECTRIC		Not yet responded
261731261	NORMAL	KATHIO TWP	HOLDEN ELECTRIC		Not yet responded
261742806	NORMAL	NORTHEAST AITKIN UT	GOPHER STATE ONE CALL		Not yet responded
261742809	UPDATE	KATHIO TWP	MICKMAN BROTHERS INC.		Not yet responded
261744349	NORMAL	KATHIO TWP	MIDCO		Not yet responded
261745154	NORMAL	SOUTH HARBOR TWP	JEREMIAH JOHNSON		Not yet responded
261742083	NORMAL	ONAMIA	KATHLEEN KANE		Not yet responded
261750075	NORMAL	ONAMIA	NOVA GROUP, GBC		Not yet responded

Step 3: Click on “Change Status/Locator”

Select a status from the dropdown, fill in optional notes, and then click the “Save and...” button. Examples of statuses may include Marked, Clear/No Conflict, or Marking Will Be Delayed.

Update Public Status for TEST03

Cancel Save and...

Status

✓ Please select

Clear/No conflict

Marked

Marking will be delayed

Not complete/In progress

Marked, critical facilities in area

No access to site

Maps Provided - Abandoned Line

Update assigned locator

Locator

Please select

Update internal status

Open / Close

Open

Group

-

Add custom responses

flags?: *

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Flags:

--

completed:

--

Is this flagged and painted: *

--

Private or main:

completed:

Need Assistance?

Visit the GSOC Positive Response webpage (gopherstateonecall.org/facility-operators/positive-response) for more information.

If your organization is not currently using Electronic Positive Response, GSOC can help you get started. Contact GSOC at customersupport@gopherstateonecall.org for training, assistance, or questions regarding the positive response process.



Visit GSOC Positive Response Webpage

Additional Requirement Beginning January 1, 2027: Maintain Current Contact Information

Facility operators must provide updated contact information with GSOC whenever changes occur, when practicable, OR at least quarterly following any change. **Updates can be submitted on the GSOC website under “Facility Operators.”**



Visit Operator Information Update Page

GSOC 811 Before you dig, call Gopher State One Call

Ticketing Professional Excavators Homeowners Facility Operators News & Events About Us Resource Center

Update Facility Operator Information

Company Information

Primary Contact Information

Contact Phone Numbers

Ticket Delivery Information

Emergency Contact Information

Submit

Company Information

District Code(s)

Company Name

Office Hours

NOTE: Mon-Fri, 8am - 5pm CST is assumed