

## **Ashe-Alleghany County UCC Meeting January 13, 2017**

### **Attendees:**

Eric Holt, Skyline TMC, 336-876-6591, [eric.holt@skyline.org](mailto:eric.holt@skyline.org)

Eric Church, Skyline TMC, 336-876-6130, [eric.church@skyline.org](mailto:eric.church@skyline.org)

Mark Schuman, North Carolina One-Call Center, [mschuman@nc811.org](mailto:mschuman@nc811.org)

Susie Huffman, NC Department of Transportation, [sohuffman@ncdot.gov](mailto:sohuffman@ncdot.gov)

Randall Miles, NC Department of Transportation, [rsmls@ncdot.gov](mailto:rsmls@ncdot.gov)

Grady Caudill, Frontier Natural Gas, [gcaudill@egas.net](mailto:gcaudill@egas.net)

The meeting was called to order at 11:50 am.

### **Upcoming Projects**

Skyline: Hwy 221 road project. Fiber to River Run subdivision. Installations for service orders.

**The next meeting will be held on Friday March 10, 2017 at 11:15 am at Smokey Mountain BBQ.**

## UCC Sign-In Sheet

County: Ashe-Alleghany UCC Date: 1 / 13 / 17

[illegible]

# NC811 UCC Report for January 2017

## Ashe-Alleghany UCC

*Downtown Asheville*







# 2016

A Year In Review



A graphic featuring a man in a suit pointing at a blue hexagon with the text 'business analytics'. The background is dark blue with a hexagonal grid pattern. Various business icons are scattered around: a hierarchy chart, a pie chart, a presentation board, a person silhouette, a globe, a bar chart with an upward arrow, a clock, and gears.

# business analytics

**North Carolina 811**  
[www.nc811.org](http://www.nc811.org)



# Locate Requests & Transmissions

## Dec. 2016 vs 2015

### Tickets

2016: 138,076

2015: 116,302

Difference: +18.7%

### Transmissions

2016: 775,155

2015: 612,719

Difference: + 26.5%

## Year end totals 2016

**Tickets: 1,949,995**

26.9% increase over 2015

**Transmissions: 10,655,012**

38.5% increase over 2015

# County Ticket Volume



# County Ticket Volume

December stats compared with 2015

Dec.	Type Ticket							% Measured against Total Tickets				
	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3 HR	% CNCL	% NEW	% RXMT	% UPDT
Ashe												
2015	1	0	140	2	79	222	2015	0.5%	0.0%	63.1%	0.9%	35.6%
2016	2	3	119	2	67	193	2016	1.0%	1.6%	61.7%	1.0%	34.7%
+/- Var	100.0%	300.0%	-15.0%	0.0%	-15.2%	-13.1%	Diff +/-	0.6%	1.6%	-1.4%	0.1%	-0.9%
				Locates per day		11						
Alleghany												
	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3 HR	% CNCL	% NEW	% RXMT	% UPDT
2015	0	0	51	1	118	170	2015	0.0%	0.0%	30.0%	0.6%	69.4%
2016	0	0	42	3	8	53	2016	0.0%	0.0%	79.2%	5.7%	15.1%
+/- Var	0.0%	0.0%	-17.6%	200.0%	-93.2%	-68.8%	Diff +/-	0.0%	0.0%	49.2%	5.1%	-54.3%
				Locates per day		3						

# County Ticket Volume

2016 Stats Compared with 2015

YTD	Type Ticket							% Measured against Total Tickets				
	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3 HR	% CNCL	% NEW	% RXMT	% UPDT
Ashe												
2015	12	30	2212	67	672	2993	2015	0.4%	1.0%	73.9%	2.2%	22.5%
2016	33	33	2422	79	1700	4267	2016	0.8%	0.8%	56.8%	1.9%	39.8%
+/- Var	175.0%	10.0%	9.5%	17.9%	153.0%	42.6%	Diff +/-	0.4%	-0.2%	-17.1%	-0.4%	17.4%
				Locates per day		17						
Alleghany												
	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3 HR	% CNCL	% NEW	% RXMT	% UPDT
2015	0	3	1106	14	2051	3174	2015	0.0%	0.1%	34.8%	0.4%	64.6%
2016	6	32	1295	19	1421	2773	2016	0.2%	1.2%	46.7%	0.7%	51.2%
+/- Var	600.0%	966.7%	17.1%	35.7%	-30.7%	-12.6%	Diff +/-	0.2%	1.1%	11.9%	0.2%	-13.4%
+/- Var				Locates per day		11						

# County Ticket Distribution

ASHE	193
BALDWIN	2
CRESTON	6
CRUMPLER	3
FLEETWOOD	56
GLENDALE SPRINGS	3
JEFFERSON	19
LANSING	3
NATHANS CREEK	2
TODD	10
WARRENSVILLE	3
WEST JEFFERSON	86

# County Ticket Distribution

ALLEGHANY	53
ENNICE	7
GLADE VALLEY	5
LAUREL SPRINGS	5
ROARING GAP	6
SPARTA	27
STRATFORD	2
VOX	1

# 2016 Damages

## *By Events*

County	Events	% of Grand Total
Mecklenburg	172	31.33%
Wake	106	19.31%
Durham	59	10.75%
Union	24	4.37%
Buncombe	15	2.73%
Guilford	14	2.55%
Orange	13	2.37%
Forsyth	11	2.00%
Cabarrus	10	1.82%
New Hanover	10	1.82%
Brunswick	9	1.64%
Lincoln	8	1.46%
Catawba	7	1.28%
Johnston	7	1.28%
Cumberland	6	1.09%
Davidson	6	1.09%
Gaston	6	1.09%
Iredell	6	1.09%
Pender	6	1.09%
Alamance	5	0.91%
Cleveland	4	0.73%
Burke	3	0.55%
Carteret	3	0.55%
Chatham	3	0.55%



Harnett	3	0.55%
Henderson	3	0.55%
Pitt	3	0.55%
Rockingham	3	0.55%
Craven	2	0.36%
Moore	2	0.36%
Rowan	2	0.36%
Wilson	2	0.36%
Caldwell	1	0.18%
Chowan	1	0.18%
Davie	1	0.18%
Franklin	1	0.18%
Granville	1	0.18%
Greene	1	0.18%
Haywood	1	0.18%
Lee	1	0.18%
Macon	1	0.18%
Montgomery	1	0.18%
Onslow	1	0.18%
Person	1	0.18%
Randolph	1	0.18%
Robeson	1	0.18%
Stanly	1	0.18%
Wayne	1	0.18%
Grand Total	549	100.00%

**NC811, December 2016: 549 Damage Events in 48 Counties**

# 2016 Damages

*Which Facility Was Damaged When What Work Was Performed?*

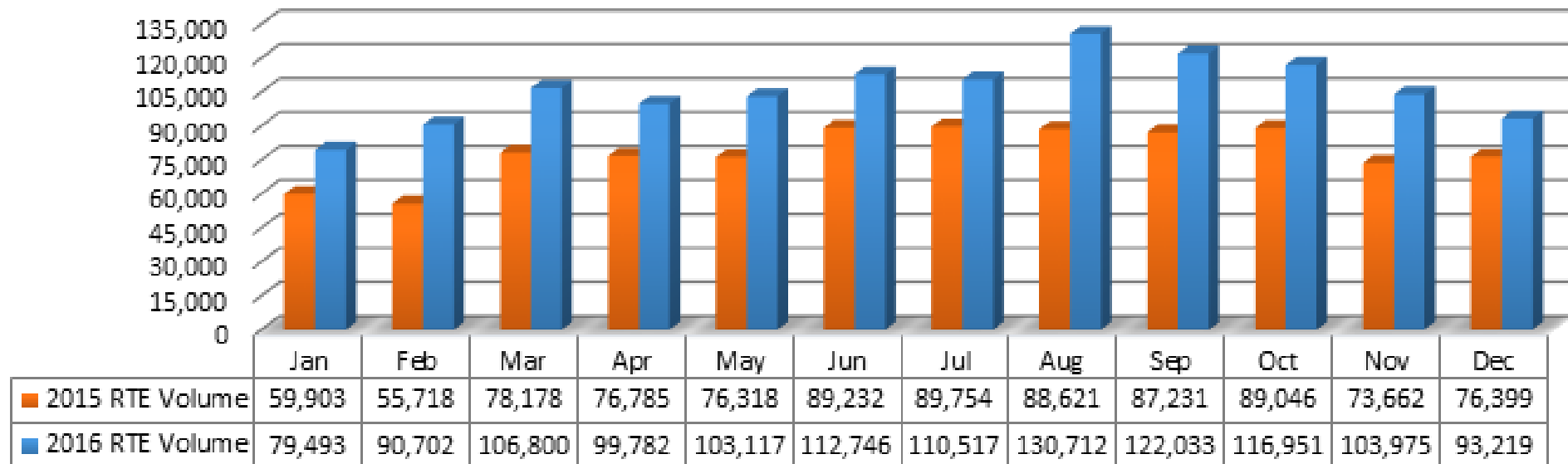
	Facility Damaged							Grand	
	Telco	Cable TV	Electric	Nat Gas	Water	Unk/Other	Sewer	Total	GT%
Telecommunications	34	40	28	72	54	4	4	236	42.99%
Natural Gas	25	19	15		9	2	2	72	13.11%
Water	29	11	8	1	2	6		57	10.38%
Electric	22	14	11	2	3			52	9.47%
Sewer	5	13	8	1		1		28	5.10%
Cable TV	12		5	4	5			26	4.74%
Unknown/Other	5	5	5	3		2		20	3.64%
Fencing	4	2	4			1		11	2.00%
Landscaping	5	2		1				8	1.46%
Road Work	5	1		1		1		8	1.46%
Storm Drain/Culvert	1		2	1	1			5	0.91%
Pole	4	1						5	0.91%
Irrigation	1	3						4	0.73%
Bldg. Construction			3			1		4	0.73%
Street Light	1	1	1	1				4	0.73%
Drainage	1		2					3	0.55%
Driveway	2							2	0.36%
Site Development	1							1	0.18%
Curb/Sidewalk	1							1	0.18%
Grading							1	1	0.18%
Traffic Signal		1						1	0.18%
Grand Total	158	113	92	87	74	18	7	549	100.00%
	28.78%	20.58%	16.76%	15.85%	13.48%	3.28%	1.28%		

**NC811, December 2016: 549 Damage Events in 48 Counties**

# REMOTE TICKET ENTRY

<b>Total Tkt Summary</b>	<b>138,076</b>
In-House Tkt Summary	44,857
RTE Ticket Summary; incl. UL	93,219
RTE Ticket Summary; excl. UL	80,183
RTE % Volume; excl. UL	58.07%
RTE % Volume	67.51%

**RTE Volume 2016 vs 2015**

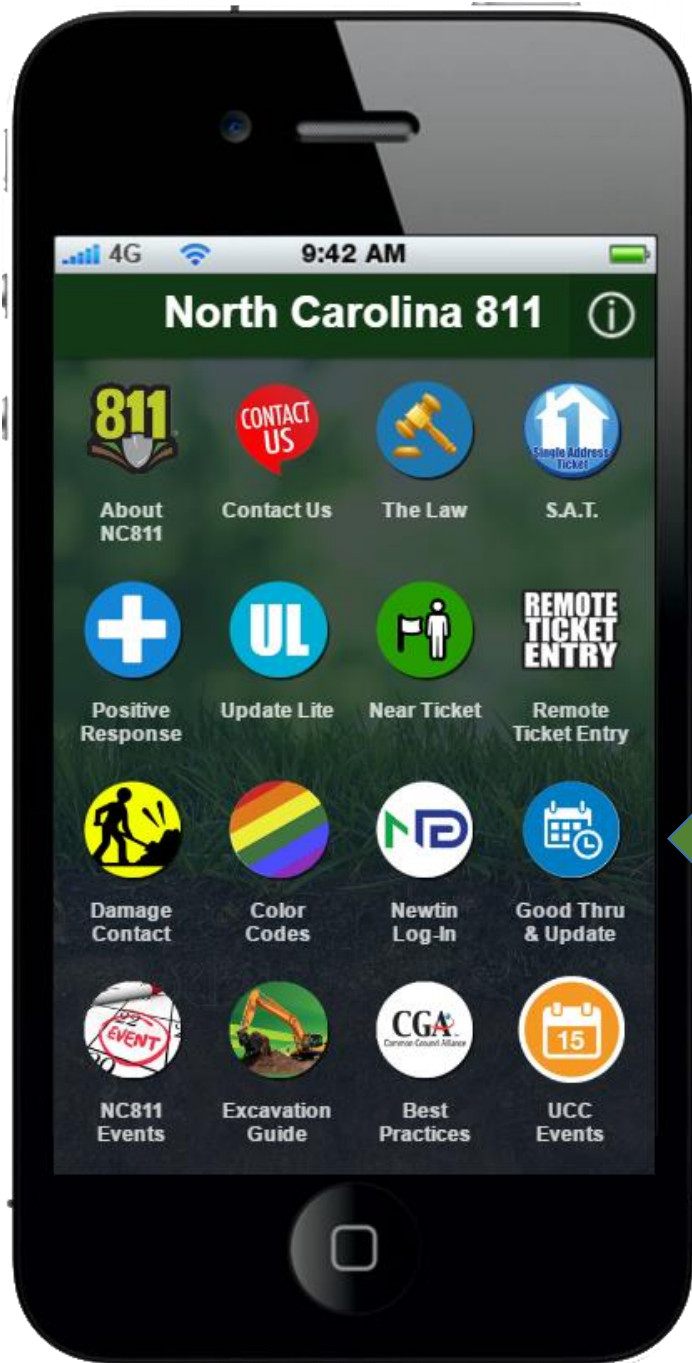


# REMOTE TICKET ENTRY

## Acquired RTE Participants 2016 vs 2015

Qtr	Month	2016	2015	Difference (+/-) 2016 v/s 2015
1QTR	Jan	71	76	-5
	Feb	87	62	25
	Mar	85	57	28
2QTR	Apr	81	54	27
	May	83	46	37
	Jun	82	66	16
3QTR	Jul	49	62	-13
	Aug	82	78	4
	Sep	67	57	10
4QTR	Oct	61	67	-6
	Nov	65	52	13
	Dec	47	48	-1
YTD Total		860	725	135
1Q		243	195	48
2Q		246	166	80
3Q		198	197	1
4Q		173	167	6

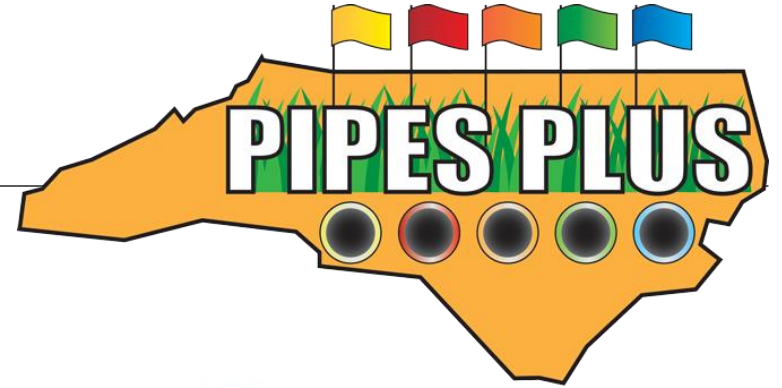
# Good Thru & Update



**Know the life of your ticket  
and when to update it with  
the Good Thru & Update  
section on the NC811 App**

# Pipes Plus in Spanish

**Available online now!**



**[www.ncpipesplus.org](http://www.ncpipesplus.org)**

# Safe Digging Partner

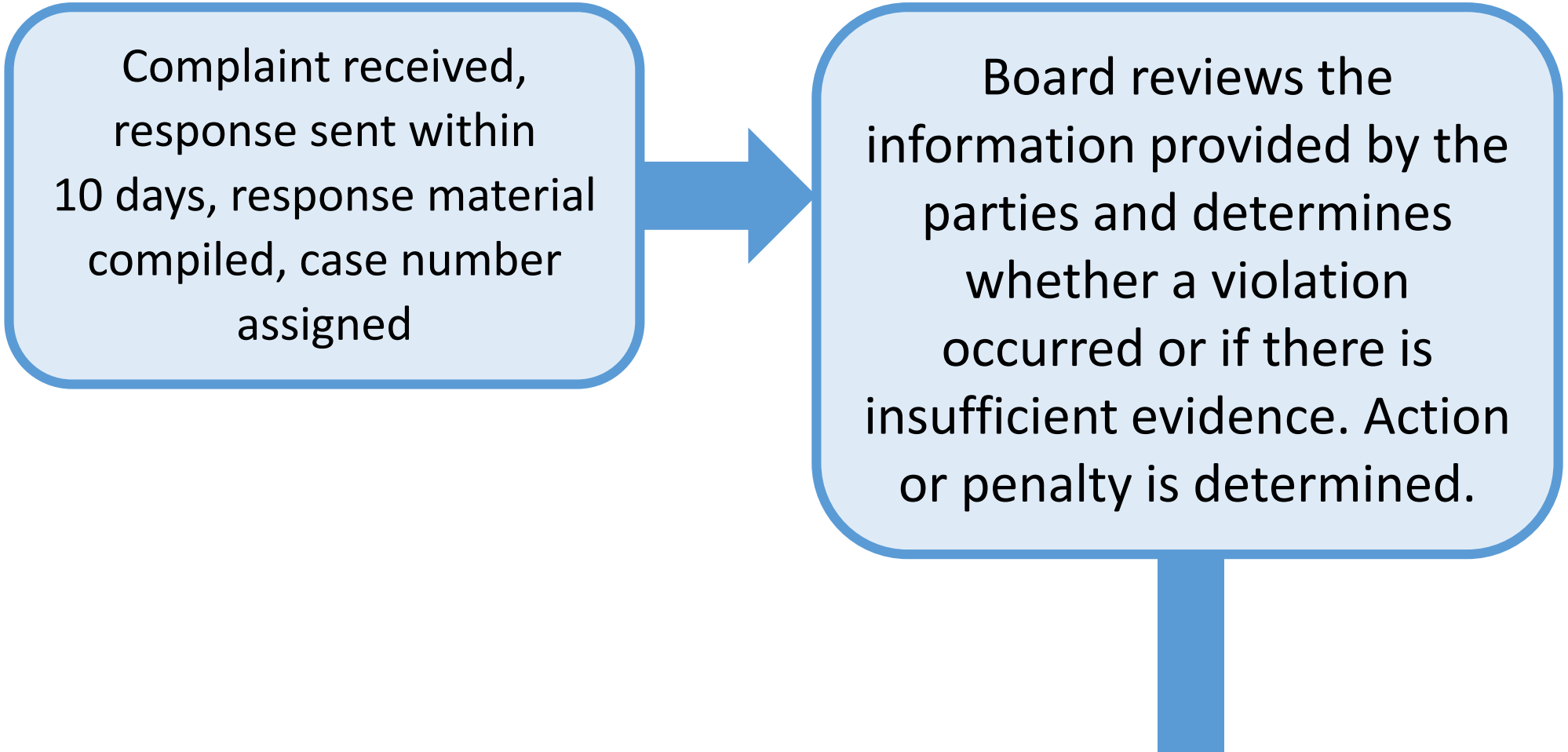
[www.nc811.org/safe-digging-partner.html](http://www.nc811.org/safe-digging-partner.html)





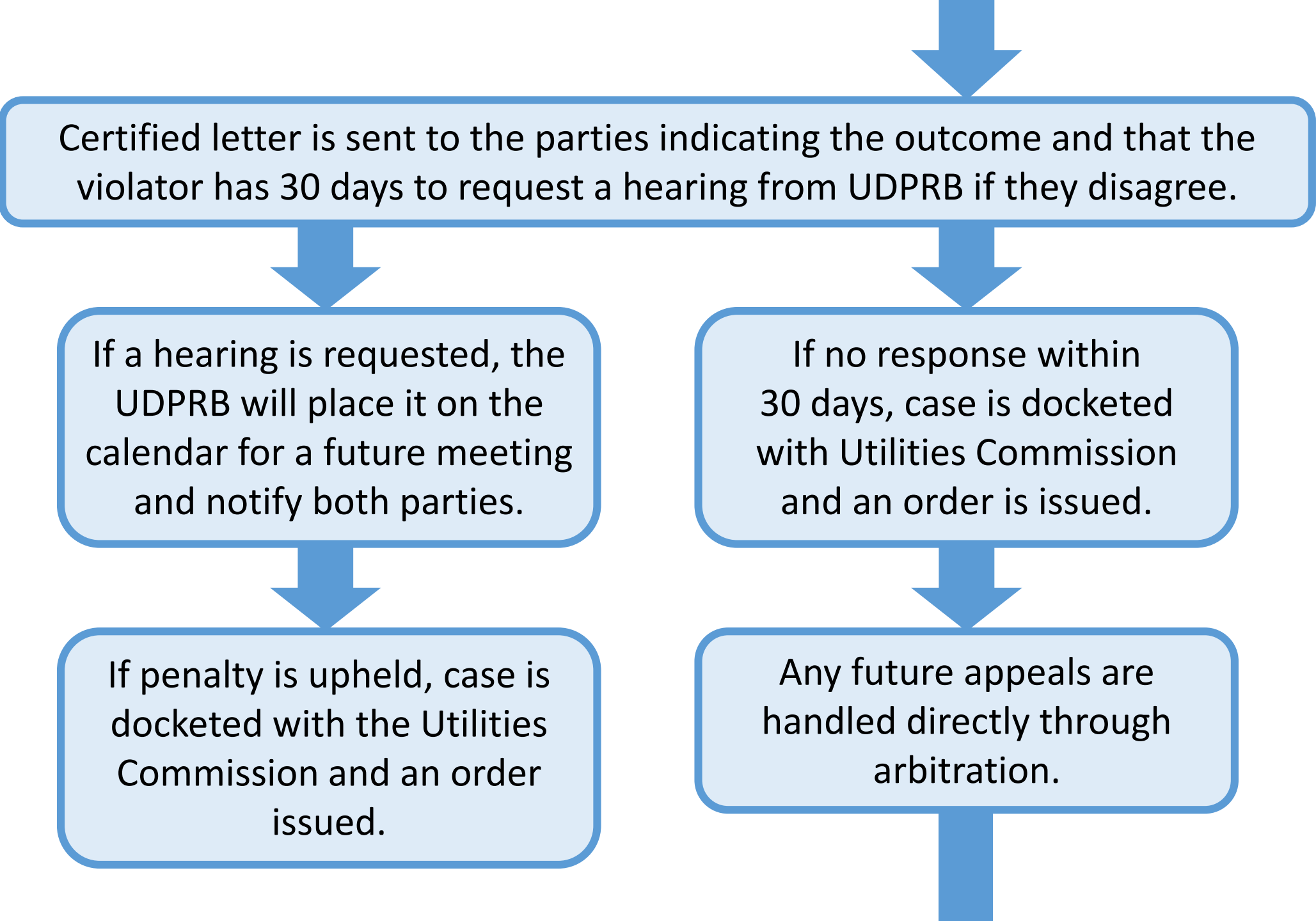
# NC Underground Damage Prevention Review Board Process

Complaint received,  
response sent within  
10 days, response material  
compiled, case number  
assigned



```
graph LR; A[Complaint received, response sent within 10 days, response material compiled, case number assigned] --> B[Board reviews the information provided by the parties and determines whether a violation occurred or if there is insufficient evidence. Action or penalty is determined.];
```

Board reviews the  
information provided by the  
parties and determines  
whether a violation  
occurred or if there is  
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or penalty is determined.



```
graph TD; A[ ] --> B[Certified letter is sent to the parties indicating the outcome and that the violator has 30 days to request a hearing from UDPRB if they disagree.]; B --> C[If a hearing is requested, the UDPRB will place it on the calendar for a future meeting and notify both parties.]; B --> D[If no response within 30 days, case is docketed with Utilities Commission and an order is issued.]; C --> E[If penalty is upheld, case is docketed with the Utilities Commission and an order issued.]; D --> F[Any future appeals are handled directly through arbitration.];
```

Certified letter is sent to the parties indicating the outcome and that the violator has 30 days to request a hearing from UDPRB if they disagree.

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Any future appeals are handled directly through arbitration.



An order issued from Utilities Commission from arbitration, may be appealed to the superior court division of the General Court of Justice in the county of alleged violation or in Wake County

The party cited with a violation will have (90) days to comply with the training requirement once docketed by the Utilities Commission. Their order will explain the details of compliance for fines and training to the individual receiving the order.

# **NC Underground Damage Prevention Review Board Process**

# NC Underground Damage Prevention Review Board Meetings

Located at: 2550 Operations Way, Raleigh, NC



- January 17, 2017 - 9am to 4pm
- April 18, 2017 - 10am to 4pm
- July 18, 2017 - 10am to 4pm
- October 17, 2017 - 10am to 4pm

# NC811 Holiday Schedule



HOLIDAY	DATE	DAY OF WEEK
New Years Day	January 2	Monday
*Martin Luther King Jr's Birthday	January 16	Monday
Good Friday	April 14	Friday
Memorial Day	May 29	Monday
Independence Day	July 4	Tuesday
Labor Day	September 4	Monday
*Veterans Day	November 10	Friday
Thanksgiving	November 23	Thursday
*Thanksgiving Day After	November 24	Friday
Christmas Eve & Christmas Day	December 25 & December 26	Monday / Tuesday
*Christmas Day After	December 27	Wednesday

*All above holidays are excluded from the three working day notice.\* Denotes Observed Holidays. NC811 will be open to accept all locate requests on observed holidays. The observed holiday is excluded from the three working day notice as well.*

# 2017 NC811 Board Meetings



## 4Q16

January 20, 2017  
Grandover Resort &  
Conference Center  
Greensboro, NC

## 1Q17

April 21, 2017  
Chetola Resort  
Blowing Rock, NC

## 2Q17

July 21, 2017  
The 1927 Lake Lure  
Inn and Spa  
Lake Lure, NC



For booking info, contact Tonya Hargraves: [tonya@nc811.org](mailto:tonya@nc811.org)

# 2017 State UCC Meetings

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January 10<sup>th</sup>, 2017  
Piedmont Natural Gas  
2611 Greengate Dr,  
Greensboro, NC

March 14<sup>th</sup>, 2017  
4211 Global Street  
Raleigh, NC

## **SC/NC Joint Utility Coordinating Committee Conference**

Wed, April 5, 2017 thru  
Fri, April 7, 2017  
10000 Beach Club Dr,  
Myrtle Beach, SC 29572





**Thank you for your time and attention.  
You can get a PDF copy of this presentation on  
[www.ncucc.org](http://www.ncucc.org)**



Use the UCC Issues form to voice your concerns  
to both local and state level UCC meetings in North Carolina.  
Available on both the NCUCC website and the NC811 app.

# NC811 UCC Report for January 2017

## Ashe-Alleghany UCC

*Downtown Asheville*







# 2016

A Year In Review



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# business analytics

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+/- Var	100.0%	300.0%	-15.0%	0.0%	-15.2%	-13.1%	Diff +/-	0.6%	1.6%	-1.4%	0.1%	-0.9%
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CRESTON	6
CRUMPLER	3
FLEETWOOD	56
GLENDALE SPRINGS	3
JEFFERSON	19
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Catawba	7	1.28%
Johnston	7	1.28%
Cumberland	6	1.09%
Davidson	6	1.09%
Gaston	6	1.09%
Iredell	6	1.09%
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Cleveland	4	0.73%
Burke	3	0.55%
Carteret	3	0.55%
Chatham	3	0.55%



Harnett	3	0.55%
Henderson	3	0.55%
Pitt	3	0.55%
Rockingham	3	0.55%
Craven	2	0.36%
Moore	2	0.36%
Rowan	2	0.36%
Wilson	2	0.36%
Caldwell	1	0.18%
Chowan	1	0.18%
Davie	1	0.18%
Franklin	1	0.18%
Granville	1	0.18%
Greene	1	0.18%
Haywood	1	0.18%
Lee	1	0.18%
Macon	1	0.18%
Montgomery	1	0.18%
Onslow	1	0.18%
Person	1	0.18%
Randolph	1	0.18%
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Stanly	1	0.18%
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*Which Facility Was Damaged When What Work Was Performed?*

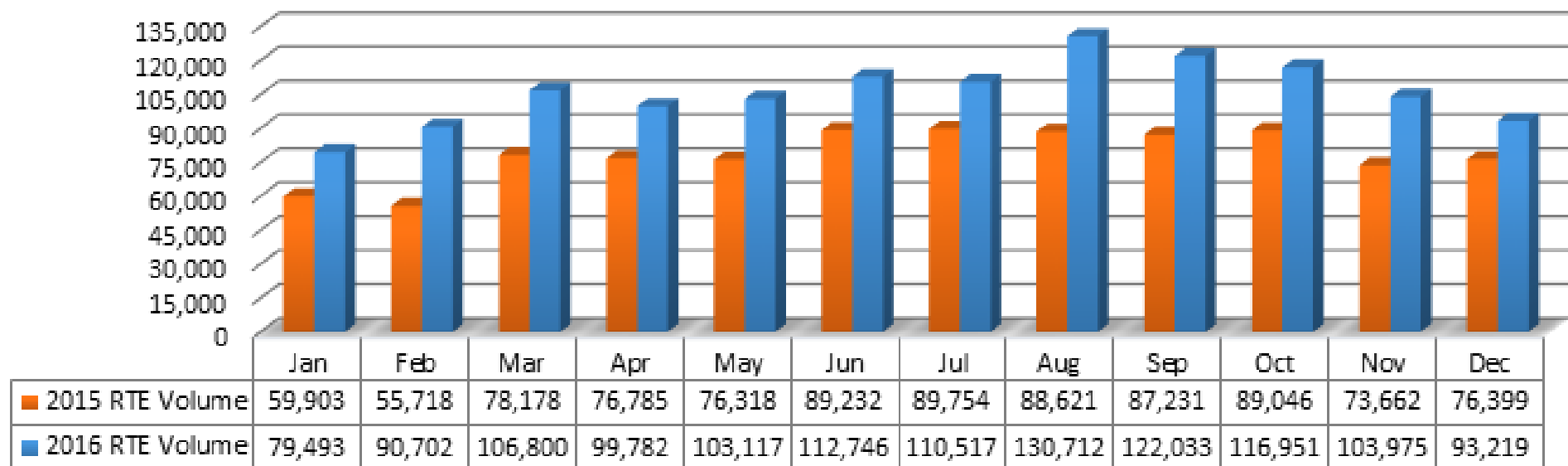
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Water	29	11	8	1	2	6		57	10.38%
Electric	22	14	11	2	3			52	9.47%
Sewer	5	13	8	1		1		28	5.10%
Cable TV	12		5	4	5			26	4.74%
Unknown/Other	5	5	5	3		2		20	3.64%
Fencing	4	2	4			1		11	2.00%
Landscaping	5	2		1				8	1.46%
Road Work	5	1		1		1		8	1.46%
Storm Drain/Culvert	1		2	1	1			5	0.91%
Pole	4	1						5	0.91%
Irrigation	1	3						4	0.73%
Bldg. Construction			3			1		4	0.73%
Street Light	1	1	1	1				4	0.73%
Drainage	1		2					3	0.55%
Driveway	2							2	0.36%
Site Development	1							1	0.18%
Curb/Sidewalk	1							1	0.18%
Grading							1	1	0.18%
Traffic Signal		1						1	0.18%
Grand Total	158	113	92	87	74	18	7	549	100.00%
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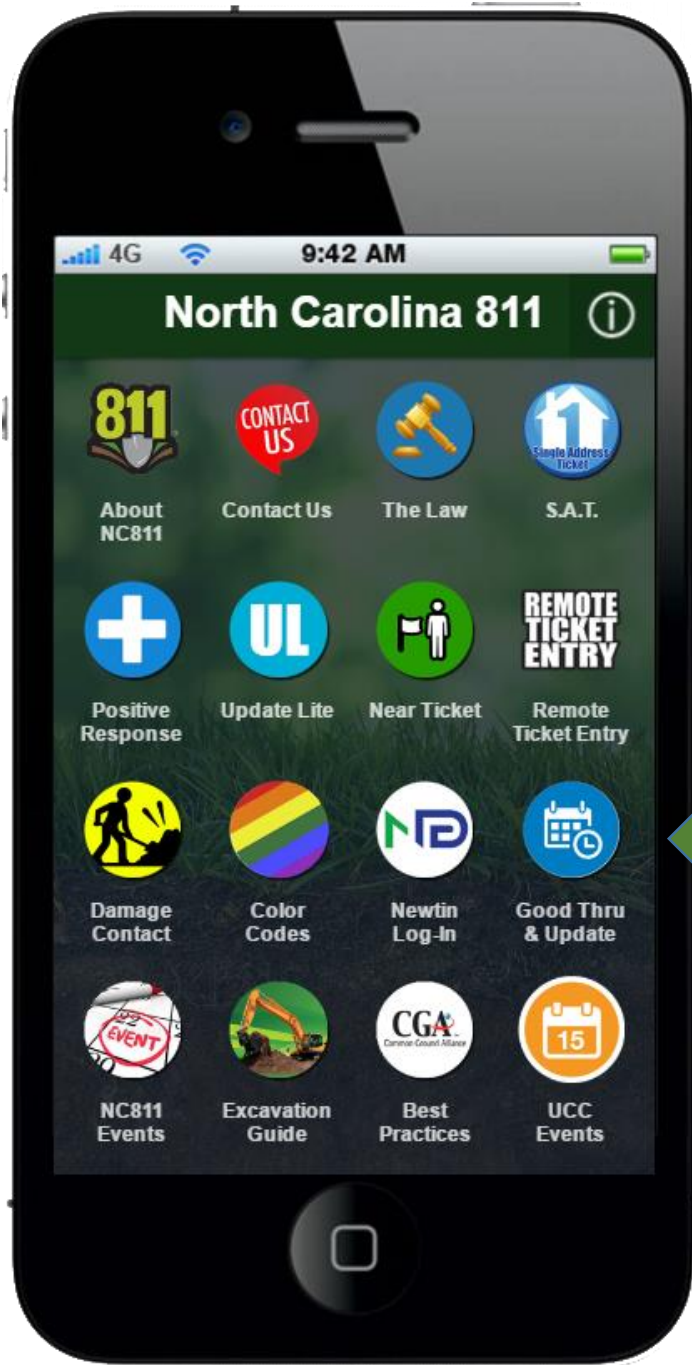


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3QTR	Jul	49	62	-13
	Aug	82	78	4
	Sep	67	57	10
4QTR	Oct	61	67	-6
	Nov	65	52	13
	Dec	47	48	-1
YTD Total		860	725	135
1Q		243	195	48
2Q		246	166	80
3Q		198	197	1
4Q		173	167	6

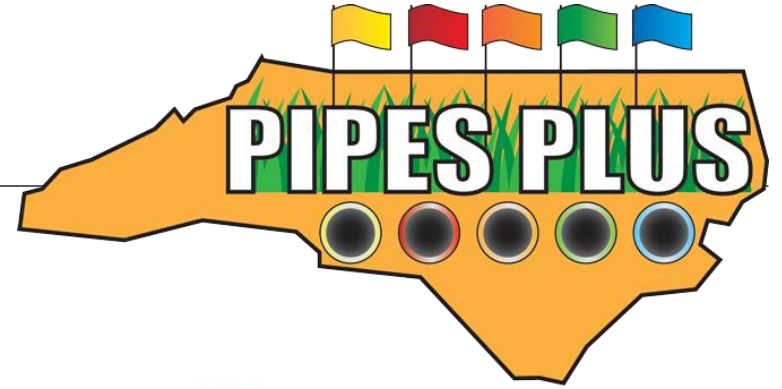
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**[www.ncpipesplus.org](http://www.ncpipesplus.org)**

# Safe Digging Partner

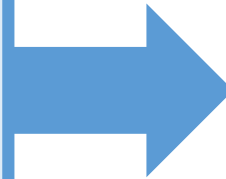
[www.nc811.org/safe-digging-partner.html](http://www.nc811.org/safe-digging-partner.html)



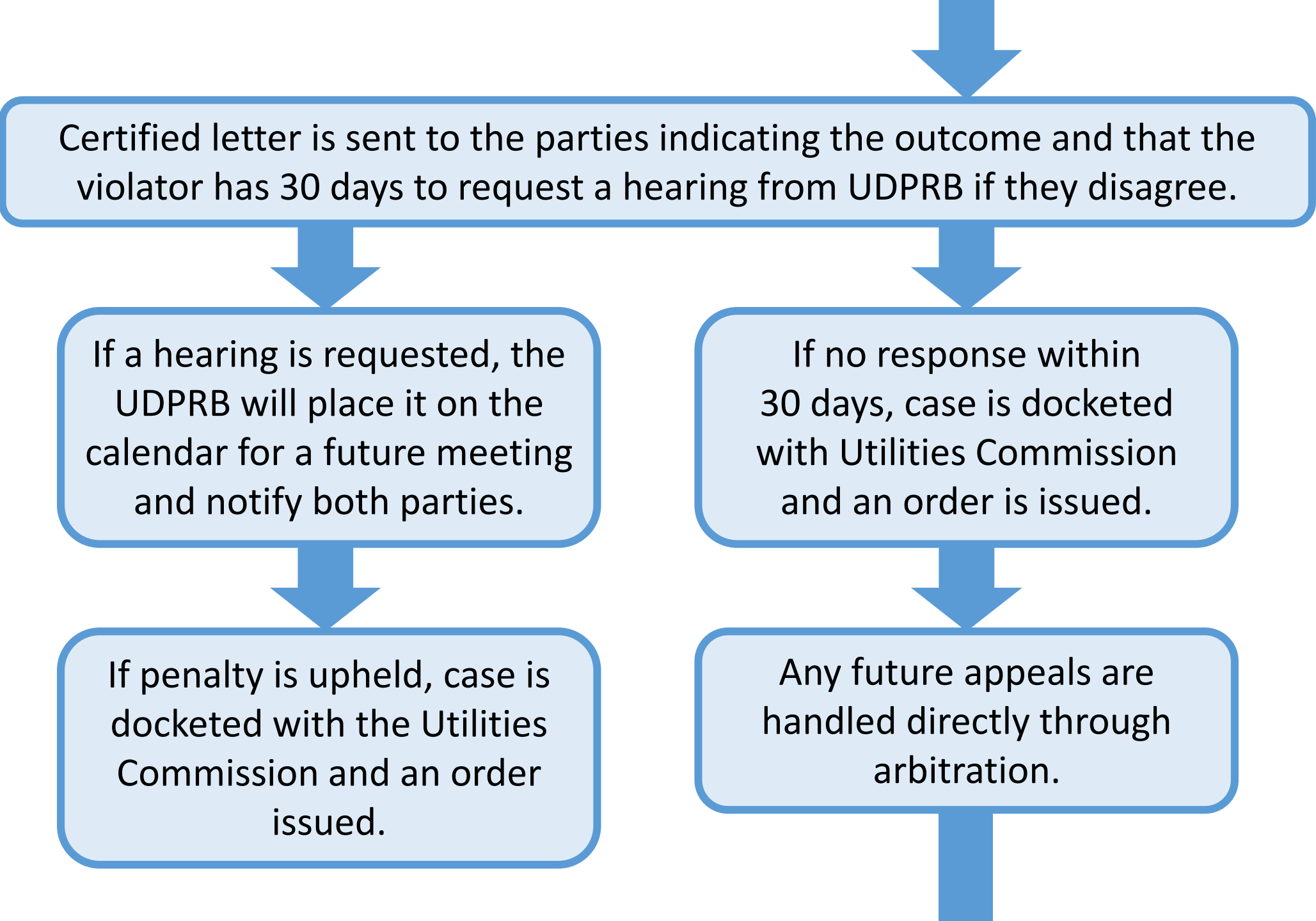


# NC Underground Damage Prevention Review Board Process

Complaint received,  
response sent within  
10 days, response material  
compiled, case number  
assigned



Board reviews the  
information provided by the  
parties and determines  
whether a violation  
occurred or if there is  
insufficient evidence. Action  
or penalty is determined.



```
graph TD; A[ ] --> B[Certified letter is sent to the parties indicating the outcome and that the violator has 30 days to request a hearing from UDPRB if they disagree.]; B --> C[If a hearing is requested, the UDPRB will place it on the calendar for a future meeting and notify both parties.]; B --> D[If no response within 30 days, case is docketed with Utilities Commission and an order is issued.]; C --> E[If penalty is upheld, case is docketed with the Utilities Commission and an order issued.]; D --> F[Any future appeals are handled directly through arbitration.];
```

Certified letter is sent to the parties indicating the outcome and that the violator has 30 days to request a hearing from UDPRB if they disagree.

If a hearing is requested, the UDPRB will place it on the calendar for a future meeting and notify both parties.

If penalty is upheld, case is docketed with the Utilities Commission and an order issued.

If no response within 30 days, case is docketed with Utilities Commission and an order is issued.

Any future appeals are handled directly through arbitration.



An order issued from Utilities Commission from arbitration, may be appealed to the superior court division of the General Court of Justice in the county of alleged violation or in Wake County

The party cited with a violation will have (90) days to comply with the training requirement once docketed by the Utilities Commission. Their order will explain the details of compliance for fines and training to the individual receiving the order.

# **NC Underground Damage Prevention Review Board Process**

# NC Underground Damage Prevention Review Board Meetings

Located at: 2550 Operations Way, Raleigh, NC



- January 17, 2017 - 9am to 4pm
- April 18, 2017 - 10am to 4pm
- July 18, 2017 - 10am to 4pm
- October 17, 2017 - 10am to 4pm

# NC811 Holiday Schedule



HOLIDAY	DATE	DAY OF WEEK
New Years Day	January 2	Monday
*Martin Luther King Jr's Birthday	January 16	Monday
Good Friday	April 14	Friday
Memorial Day	May 29	Monday
Independence Day	July 4	Tuesday
Labor Day	September 4	Monday
*Veterans Day	November 10	Friday
Thanksgiving	November 23	Thursday
*Thanksgiving Day After	November 24	Friday
Christmas Eve & Christmas Day	December 25 & December 26	Monday / Tuesday
*Christmas Day After	December 27	Wednesday

*All above holidays are excluded from the three working day notice.\* Denotes Observed Holidays. NC811 will be open to accept all locate requests on observed holidays. The observed holiday is excluded from the three working day notice as well.*

# 2017 NC811 Board Meetings



## 4Q16

January 20, 2017  
Grandover Resort &  
Conference Center  
Greensboro, NC

## 1Q17

April 21, 2017  
Chetola Resort  
Blowing Rock, NC

## 2Q17

July 21, 2017  
The 1927 Lake Lure  
Inn and Spa  
Lake Lure, NC



For booking info, contact Tonya Hargraves: [tonya@nc811.org](mailto:tonya@nc811.org)

# 2017 State UCC Meetings

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January 10<sup>th</sup>, 2017  
Piedmont Natural Gas  
2611 Greengate Dr,  
Greensboro, NC

March 14<sup>th</sup>, 2017  
4211 Global Street  
Raleigh, NC

## **SC/NC Joint Utility Coordinating Committee Conference**

Wed, April 5, 2017 thru  
Fri, April 7, 2017  
10000 Beach Club Dr,  
Myrtle Beach, SC 29572





**Thank you for your time and attention.  
You can get a PDF copy of this presentation on  
[www.ncucc.org](http://www.ncucc.org)**



Use the UCC Issues form to voice your concerns  
to both local and state level UCC meetings in North Carolina.  
Available on both the NCUCC website and the NC811 app.