



# Buncombe UCC

## February 2017



*Brown Mountain Overlook*

A business analyst in a dark suit and red tie is pointing with his right hand towards a central blue hexagonal graphic. The background is a dark blue grid of hexagons with various business-related icons. The overall theme is business analytics and data visualization.

# business analytics

The logo for North Carolina 811 features the text "North Carolina" in green and "811" in yellow, both with black outlines. Below the text is a stylized shovel icon. The website address "www.nc811.org" is written in yellow below the shovel.

**North Carolina 811**  
www.nc811.org



# Locate Requests & Transmissions

## Jan. 2017 vs 2016

### Tickets

2017: 147,568

2016: 122,523

Difference: +20.4%

### Transmissions

2017: 834,883

2016: 651,388

Difference: +28.2%

## YTD Totals 2017

**Tickets: 147,568**

20.4% over 2016

**Transmissions: 834,883**

28.2% over 2016

# County Ticket Volume



# County Ticket Volume

YTD stats compared with previous year

YTD & Jan.	Type Ticket						% Measured against Total Tickets						
	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL	% 3 HR	% CNCL	% NEW	% RXMT	% UPDT		
2016	17	43	1675	54	633	2422	2016	2.7%	1.8%	69.2%	2.2%	26.1%	
2017	16	24	1843	47	845	2775	2017	0.6%	0.9%	66.4%	1.7%	30.5%	
+/- Var	-5.9%	-44.2%	10.0%	-13.0%	33.5%	14.6%	Diff +/-	-2.1%	-0.9%	-2.7%	-0.5%	4.3%	
-	-	-	Locates per day			139							

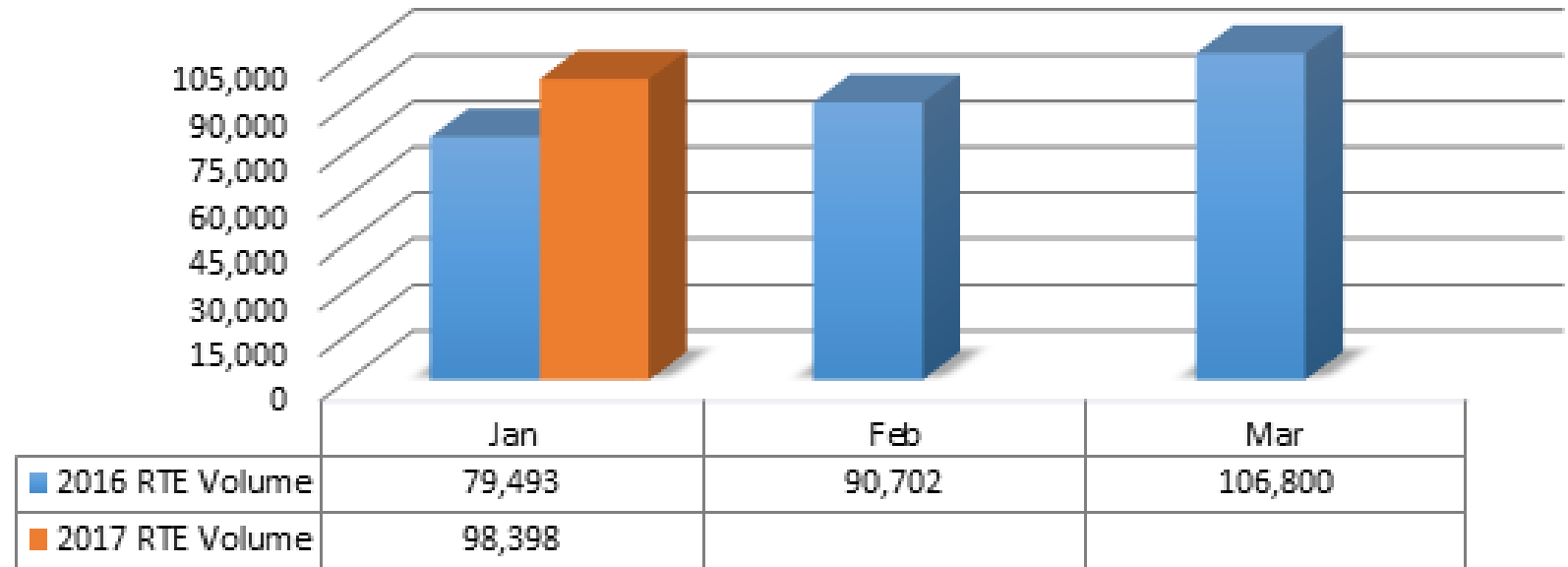
# County Ticket Distribution

BUNCOMBE	2775
ALEXANDER	11
ARDEN	207
ASHEVILLE	1667
AVERY CREEK	13
BARNARDSVILLE	6
BENT CREEK	1
BILTMORE FOREST	17
BLACK MOUNTAIN	151
CANDLER	132
ENKA	4
ENKA VILLAGE	1
FAIRVIEW	143
LEICESTER	79
MILLS RIVER	2
MONTREAT	6
RIDGECREST	1
ROYAL PINES	1
SKYLAND	3
SWANNANOA	118
WEAVERVILLE	133
WOODFIN	79

# REMOTE TICKET ENTRY

<b>Total Tkt Summary</b>	<b>147,568</b>
In-House Tkt Summary	49,170
RTE Ticket Summary; incl. UL	98,398
RTE Ticket Summary; excl. UL	84,239
RTE % Volume; excl. UL	57.08%
RTE % Volume	66.68%

RTE Volume 2017 vs 2016







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



**2017 NC811**  
**Fire Station**  
**Marquee**  
**Challenge**



**Enter to win \$1,000**



# NC Underground Damage Prevention Review Board Update

- Board meeting Quarterly
- 54 cases have been reviewed and letters have been sent
- Some quick stats:
  - Of 65 total complaints received, 54 have been reviewed by the Board
  - 33 were found to be violations
  - Of those 3 had fines recommended
  - 15 had either the wrong party identified or were missing critical information to make a determination
  - 6 were found to be not violations

# NC Underground Damage Prevention Review Board Meetings

Located at: 2550 Operations Way,  
Raleigh, NC



- 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
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



## 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

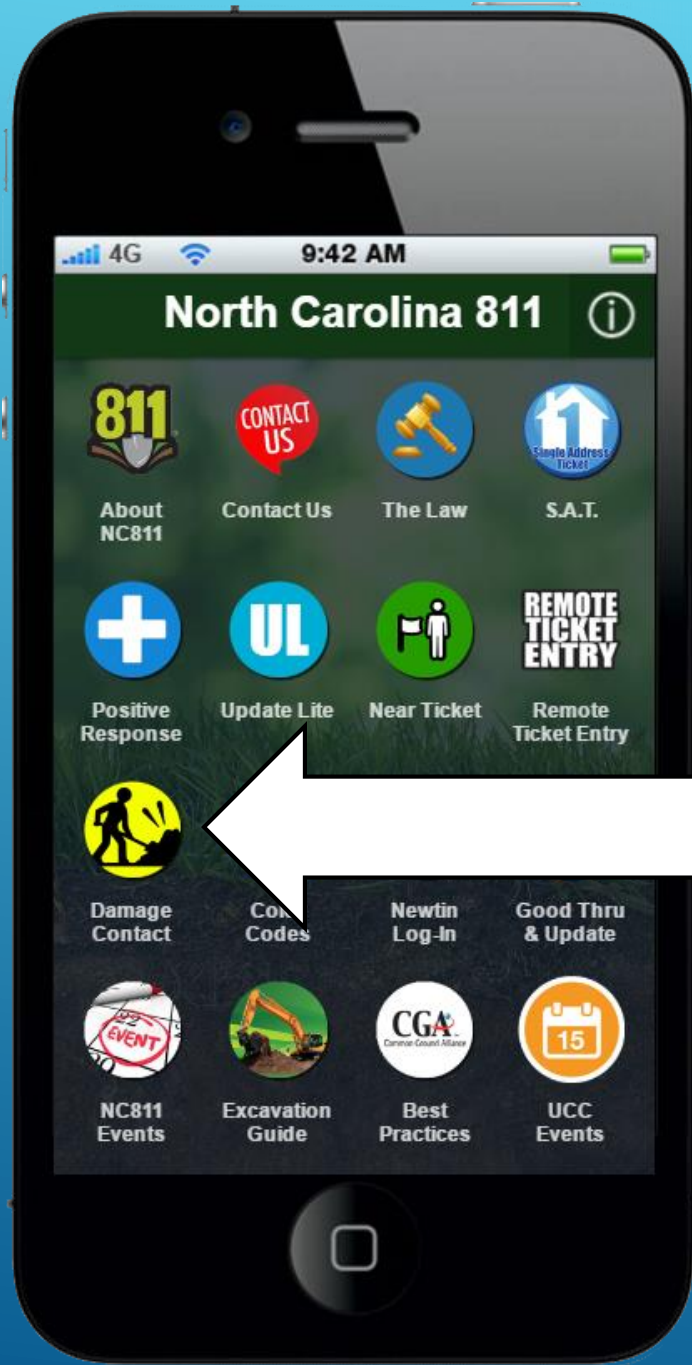
March 14<sup>th</sup>, 2017  
4211 Global Street  
Raleigh, NC

**SC/NC Joint Utility  
Coordinating  
Committee Conference**  
Wed, April 5, 2017 thru  
Fri, April 7, 2017  
10000 Beach Club Dr,  
Myrtle Beach, SC 29572



# Damage Contact

When a utility is damaged, know who to contact in your area with the Damage Contact section of the app.



# County Member Damage Notification Information

NORTH CAROLINA

County

Members Notified for County ALAMANCE

Code	Name	Damage Contact	Phone
ATT01	ATT/T (TRANSMISSION)	STUART HIGHTOWER	(803)929-1925
ATT312*	ATT/D (DISTRIBUTION)	ATT REPRESENTATIVE	(877)737-2478
CAR01	CARDINAL PIPELINE COMPANY	GAS CONTROL	(800)440-8475
CAR02	CARDINAL PIPELINE COMPANY	GAS CONTROL	(800)440-8475
CIS01*	HOTWIRE COMMUNICATIONS, LLC		
COB01	CITY OF BURLINGTON		
COB02	CITY OF BURLINGTON	DEAN COBLE	(336)516-6654
COP02	COLONIAL PIPELINE COMPANY	CONTROL CTR SENIOR CONTROLLER	(800)926-2728
COP05	COLONIAL PIPELINE COMPANY	CONTROL CTR SENIOR CONTROLLER	(800)926-2728
CPL10*	DUKE ENERGY	DUKE ENERGY REPRESENTATIVE	(800)452-2777
CPL30*	DUKE ENERGY	DUKE ENERGY REPRESENTATIVE	(800)452-2777
CTT02*	CTLCL-CENTURYLINK	GENERAL NUMBER	(800)788-3600
CTT11*	CTLCL-CENTURYLINK	GENERAL NUMBER	(800)788-3600
CTT12*	CTLCL-CENTURYLINK	GENERAL NUMBER	(800)788-3600
CVI04*	TIME WARNER CABLE	1 - TWC CALL CENTER	(855)261-9374
CVI04*	TIME WARNER CABLE	2 - HUNTER MAREADY	(910)742-8454



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.