

Minutes –Burke / Caldwell Counties - NC 811 Meeting

February 14, 2017

Present:

Ralph Johnson – Brentwood Water  
David Perkins – Brentwood Water  
Robert Turner – Brentwood Water  
Troy Houser – Brentwood Water  
Roger Lowery – Brentwood Water  
Max Chapman – Brentwood Water  
Ken Suttles – Suttles Surveying Inc.  
Doug Suttles – Suttles Surveying Inc.  
Chris Hollifield – Burke County

Keith Farris – Burke County  
John Leger – Town of Rutherford College  
David Wortman – Town of Rhodhiss  
Tommy Chapman – REMC  
Shawn Kelly – Badger Daylighting  
Mark Schuman – NC 811  
Richard Deal – USIC

Meeting was called to order by President, Ralph Johnson. Robert Turner of Brentwood Water Corp. offered a prayer of blessings on the meeting and meal.

Two new members have joined the Burke / Caldwell Counties UCC group, they are Chris Hollifield and Keith Farris of the Burke County Government.

Mark Schuman Comments:

1. The Tickets / Transmission Report for January 2017 are as follows:
  - a. Ticket entered: 147,568 this is up by 20.4% over this time last year.
  - b. Transmissions Received: 834,883 this is up by 28.5% over last year.
  - c. For the Burke County, up by 18.1% or a total of 589 for the month.
  - d. For Caldwell County, up 17.7% or 556 for the month.
2. 2017, Total tickets receive were: 147,568 of this total, 49,000 were called into the Call Center. There were 84,000 Remote Tickets (which was 66.8% increase) entries for January 2017.
3. **Please refer to Marks Presentation (attached to email) for specific statistics concerning Tickets and Transmissions.**
4. Mark reported that the Fire Station Marquee Contest for 2017 will be beginning soon, and the prize this year will be \$1,000 to the winning station. Free banners are available for those stations who request them.
5. The Safe Dig Partners for the month was Onslow County Water & Sewage Department.

6. Reminder that the NC811 app is available for your smart phone applications. This is a good app for members to be using.
7. Mark again discussed in depth, how the State Complaints and Compliances Board will meet and how decisions are made and fines are handed down. This board has met, and the results of the meeting are listed below:
  - a. 65 complains were submitted, 54 submissions were reviewed and letters sent out.
  - b. 33 submissions were determined to be violations.
  - c. 15 submissions were missing information, or the wrong data or missing information was noted.
  - d. 6 submission were found to not be a violation.
  - e. 3 submissions had fines issued

The board meets quarterly and the next meeting will be on April 18, 2017 in Raleigh.

**Round-table Discussion Time:**

Richard Deal – USIC: Still staying very busy. They are still hiring new locators, and doing training session every two to three weeks.

Shawn Kelly – Badger Daylighting: Very busy!

Ken Suttles & Doug Suttles - Suttles Surveyors: Routine work. One of older projects looks like will begin soon, this is a hotel in the Asheville area.

John Leger – Town of Rutherford College: Things are slow right now. Catching up on a few leaks and general routine maintenance items.

David Perkins - Brentwood Water: Still having a deal with a few leaks. Installing a few new taps, and doing general repairs and maintenance to pump stations and pumps.

David Wortman – Town of Rhodhiss: Not much going on right now. Hope to see work beginning on their grant late summer to early fall.

Tom Chapman - REMC: Dealing with wind and storm related weather issues. Working on a new project on the Piedmont Road, out of Morganton; this is a large trace of land that is being developed and should bring REMC several new customers.

Chris Hollifield – Burke County: Nothing really to report. There is a new EMS Station site in development on the Miller Bridge Road just off NC 18 South.

**Mark's presentation accompanies these minutes. Remember to visit the NC811 website for very informative information. [www.ncucc.org](http://www.ncucc.org). A link to the presentation is also on the website.**

**Our next meeting will be held again on Tuesday, March 14, 2017 at 12:00 noon at the Timberwood Restaurant in Morganton. Hope to see you then!**

Submitted by: Robert Turner – Secretary



# Burke-Caldwell 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

**North Carolina 811**  
[www.nc811.org](http://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				
Burke	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3 HR	% CNCL	% NEW	% RXMT	% UPDT
2016	1	4	393	4	144	546	2016	0.2%	0.7%	72.0%	0.7%	26.4%
2017	3	3	464	15	104	589	2017	0.5%	0.5%	78.8%	2.5%	17.7%
+/- Var	200.0%	-25.0%	18.1%	275.0%	-27.8%	7.9%	Diff +/-	0.3%	-0.2%	6.8%	1.8%	-8.7%
				Locates per day		29						
Caldwell	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3 HR	% CNCL	% NEW	% RXMT	% UPDT
2016	12	11	372	11	149	555	2016	2.2%	2.0%	67.0%	2.0%	26.8%
2017	8	12	438	7	91	556	2017	1.4%	2.2%	78.8%	1.3%	16.4%
+/- Var	-33.3%	9.1%	17.7%	-36.4%	-38.9%	0.2%	Diff +/-	-0.7%	0.2%	11.7%	-0.7%	-10.5%
				Locates per day		28						

# County Ticket Distribution

BURKE	589
BRINDLETOWN	2
CHESTERFIELD	6
CONNELLY SPRINGS	65
DREXEL	13
GLEN ALPINE	21
HICKORY	17
HILDEBRAN	32
ICARD	17
JONAS RIDGE	1
LINVILLE	5
LONG VIEW	4
MORGANTON	323
OAK HILL	1
RHODHISS	2
SALEM	2
VALDESE	78

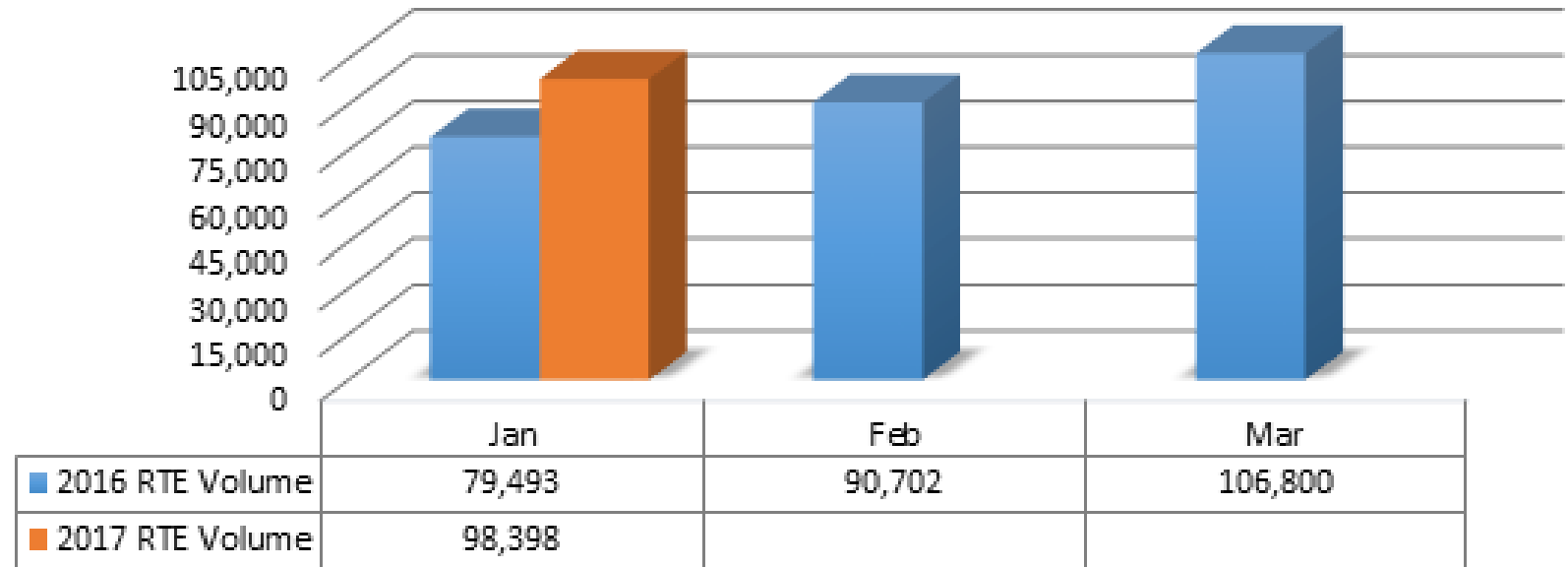
# County Ticket Distribution

CALDWELL	556
BATON	1
BLOWING ROCK	1
CAJAHS MOUNTAIN	5
COLLETTSVILLE	1
DUDLEY SHOALS	1
GAMEWELL	9
GRACE CHAPEL	1
GRANITE FALLS	142
HAPPY VALLEY	1
HICKORY	53
HUDSON	46
LENOIR	272
NORTHLAKES	11
PATTERSON	4
RHODHISS	4
SAW MILLS	4

# 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 not to have 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

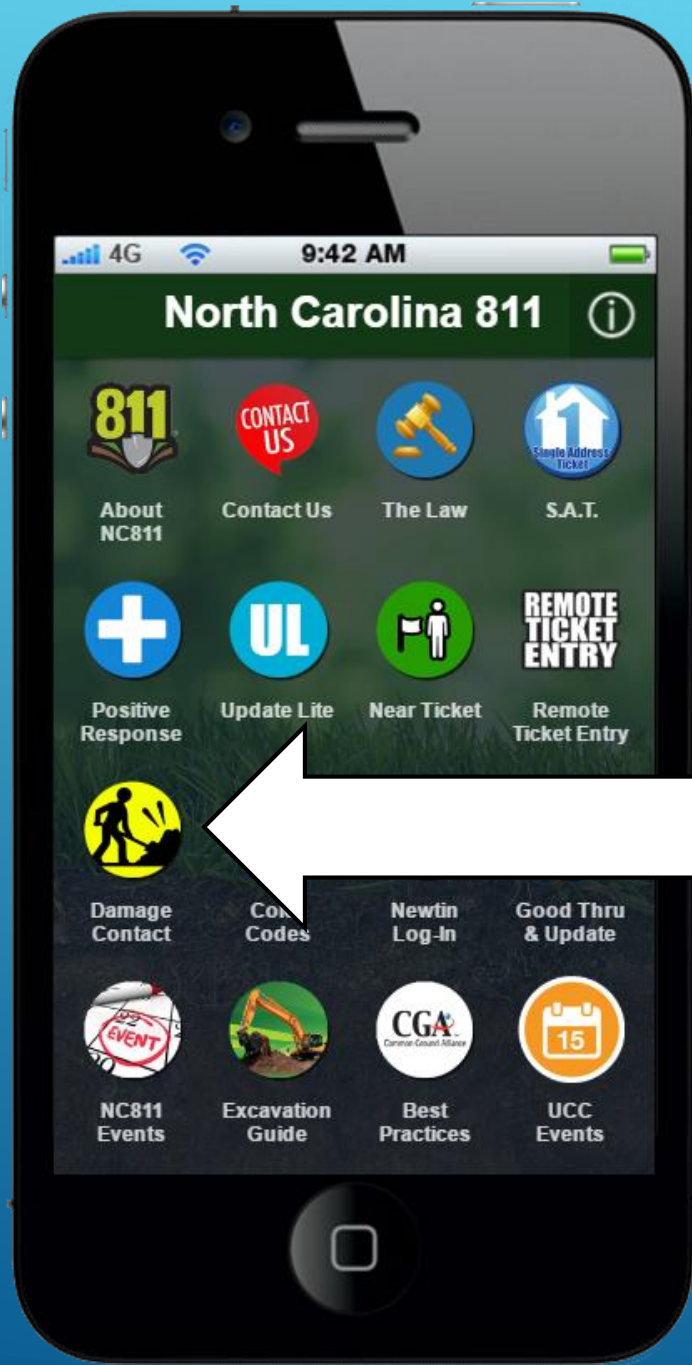
March 14<sup>th</sup>, 2017  
4211 Global Street  
Raleigh, NC

**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.