

Minutes –Burke / Caldwell Counties - NC 811 Meeting

January 11, 2017

Present:

Ralph Johnson – Brentwood Water
Robert Turner – Brentwood Water
Troy Houser – Brentwood Water
Roger Lowery – Brentwood Water
Ken Suttles – Suttles Surveying Inc.
Shane Stines – City of Morganton

David Perkins – Brentwood Water
Doug Suttles – Suttles Surveying Inc.
David Poore – West Consultants Inc.
Tommy Chapman – REMC
Shawn Kelly – Badger Daylighting
Mark Schuman – NC 811

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

Officers for 2017 were elected as follows:

Chairman: Ralph Johnson
Vice Chairman: Ken Suttles
Secretary: Robert Turner

Mark Schuman Comments:

1. 2017 marks the 75th anniversary of NC 811 UCC. The organization will be giving to all member a special anniversary tee shirt.
2. Mark reported that he has 35 counties in Western North Carolina. And with Madison County coming on board, all 35 counties now have active NC 811 UCC organizations meeting.
3. **Please refer to Marks Presentation (attached to email) for specific statistics concerning Tickets and Transmissions.**
4. Mark reported that NC811 will hold an “Open House” in their Greensboro offices on January 20, 2017 beginning at 1:00 PM. Their offices are located at 2300 West Mediview Road, Greensboro, NC. Take the exit off I-40 at the Sheridan Hotel and go left across the interstate towards the GSO Coliseum. This is Mediview Road. Turn left.
5. Pipes Plus testing is now offered in Spanish for those operators who cannot handle the English language well enough to take the test in English.
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 discussed in depth, how the State Complaints and Compliances Board will meet and how decisions are made and fines are handed down. **Rather than try to put this information into words, please refer to the several sides in Mark's slide presentation which is attached to the email sending these minutes to you.**

Round-table Discussion Time:

Shane Stines -City of Morganton: New dentist office going in on East Parker Road. Also, Buffalo Wide Wings is under construction at the Walmart Plaza location.

Tom Chapman - REMC: Dealing with snow related weather issues, had about 1,000 customers out of power over their 10-county area. All power is back on now.

David Poore – West Consultants Inc.: Not much going on right now.

David Perkins - Brentwood Water: Still having a few leaks to deal with. With the bad weather, not able to do a lot outside. Have a bad leak in the Mountain Shadow Sub-division to fix that will require turning off the water for this location to make the repairs.

Ken Suttles & Doug Suttles - Suttles Surveyors: Routine work. The Mountain View School Project is ready for bids to be let for the construction of the new school.

Shawn Kelly – Badger Daylighting: New to the area, working primarily in Lenoir for Duke Energies. Not much going on in this area. Most work be done is in the Charlotte area.

Mark's presentation accompanies these minutes. Remember to visit the NC811 website for very informative information. www.ncucc.org. A link to the presentation is also on the website.

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

Submitted by: Robert Turner – Secretary

NC811 UCC Report for January 2017

Burke-Caldwell UCC

Downtown Asheville







2016

A Year In Review

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, some containing faint icons like a pie chart, a person silhouette, a globe, a bar chart, a clock, a gear, and a presentation board.

**business
analytics**

North Carolina 811
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
Burke												
2015	2	3	402	2	168	577	2015	0.3%	0.5%	69.7%	0.3%	29.1%
2016	2	5	400	9	97	513	2016	0.4%	1.0%	78.0%	1.8%	18.9%
+/- Var	0.0%	66.7%	-0.5%	350.0%	-42.3%	-11.1%	Diff +/-	0.0%	0.5%	8.3%	1.4%	-10.2%
				Locates per day		29						
Caldwell												
2015	9	1	319	7	132	468	2015	1.9%	0.2%	68.2%	1.5%	28.2%
2016	11	5	320	14	83	433	2016	2.5%	1.2%	73.9%	3.2%	19.2%
+/- Var	22.2%	400.0%	0.3%	100.0%	-37.1%	-7.5%	Diff +/-	0.6%	0.9%	5.7%	1.7%	-9.0%
				Locates per day		24						

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
Burke												
2015	25	113	6510	141	2018	8807	2015	0.3%	1.3%	73.9%	1.6%	22.9%
2016	90	91	6515	155	1787	8638	2016	1.0%	1.1%	75.4%	1.8%	20.7%
+/- Var	260.0%	-19.5%	0.1%	9.9%	-11.4%	-1.9%	Diff +/-	0.8%	-0.2%	1.5%	0.2%	-2.2%
				Locates per day		35						
Caldwell												
2015	35	76	5524	125	1259	7019	2015	0.5%	1.1%	78.7%	1.8%	17.9%
2016	204	89	5553	181	2732	8759	2016	2.3%	1.0%	63.4%	2.1%	31.2%
+/- Var	482.9%	17.1%	0.5%	44.8%	117.0%	24.8%	Diff +/-	1.8%	-0.1%	-15.3%	0.3%	13.3%
+/- Var				Locates per day		35						

County Ticket Distribution

BURKE	513
BRINDLETOWN	1
CHESTERFIELD	2
CONNELLY SPRINGS	64
DREXEL	4
GLEN ALPINE	4
HICKORY	16
HILDEBRAN	33
ICARD	27
JONAS RIDGE	3
LINVILLE	5
LONG VIEW	5
MORGANTON	240
OAK HILL	4
PLEASANT GROVE	1
RHODHISS	4
RUTHERFORD COLLEGE	7
SALEM	5
VALDESE	88

County Ticket Distribution

CALDWELL	433
BATON	1
BLOWING ROCK	1
CAJAHS MOUNTAIN	2
CEDAR ROCK	2
DRACO	2
DUDLEY SHOALS	2
GAMEWELL	6
GRANITE FALLS	99
HICKORY	35
HUDSON	27
INDIAN HILLS	1
LENOIR	246
RHODHISS	1
SAW MILLS	8

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

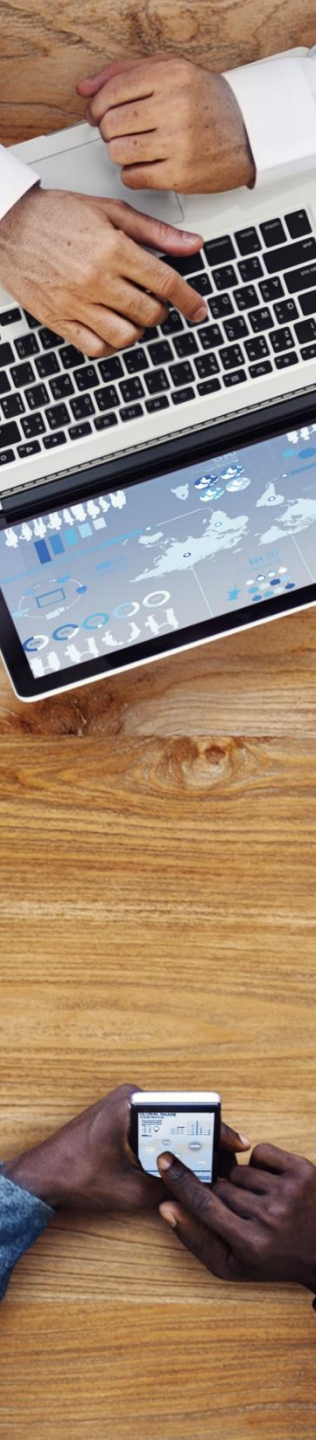
2016 Damages

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%		

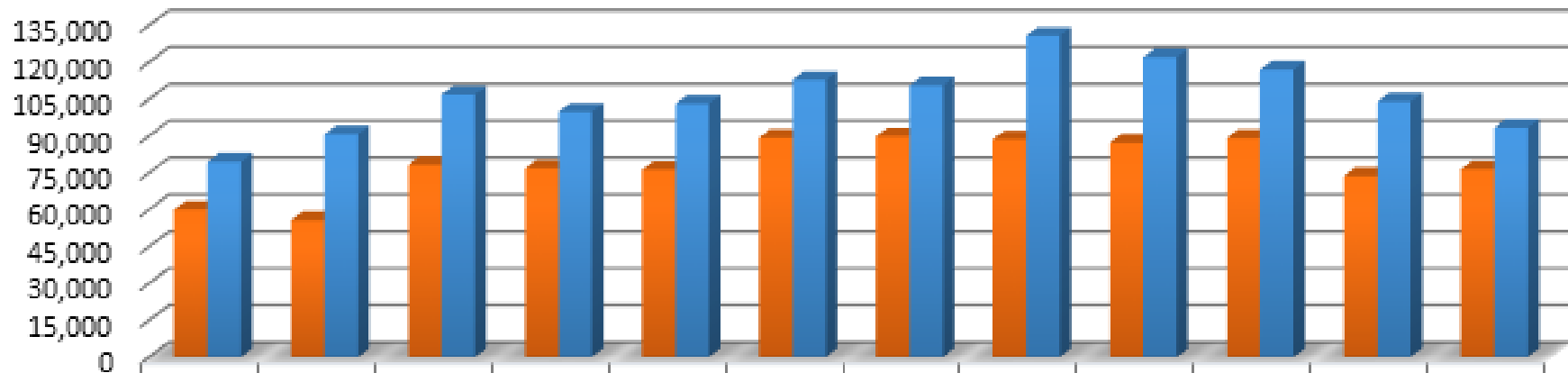
NC811, December 2016: 549 Damage Events in 48 Counties

REMOTE TICKET ENTRY



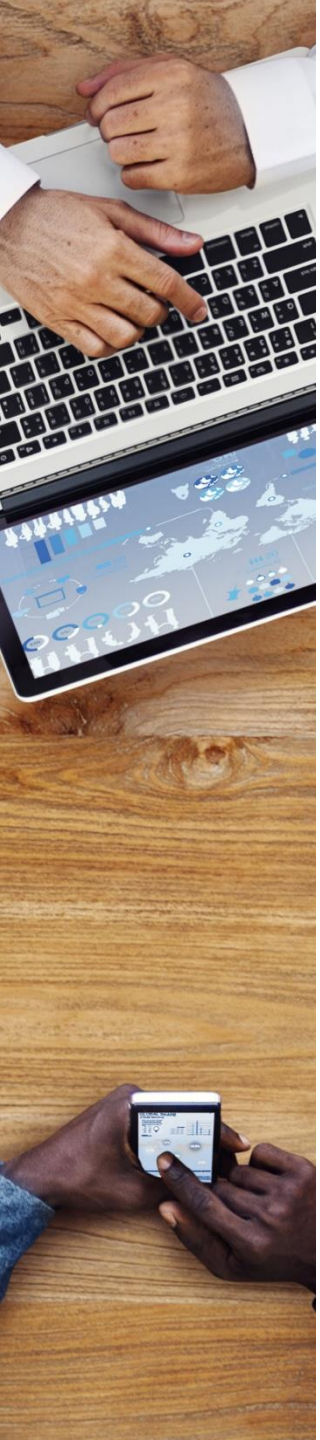
Total Tkt Summary	138,076
In-House Tkt Summary	44,857
RTE Ticket Summary; incl. UL	93,219
RTE Ticket Summary; excl. UL	80,183
RTE % Volume; excl. UL	58.07%
RTE % Volume	67.51%

RTE Volume 2016 vs 2015



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015 RTE Volume	59,903	55,718	78,178	76,785	76,318	89,232	89,754	88,621	87,231	89,046	73,662	76,399
2016 RTE Volume	79,493	90,702	106,800	99,782	103,117	112,746	110,517	130,712	122,033	116,951	103,975	93,219

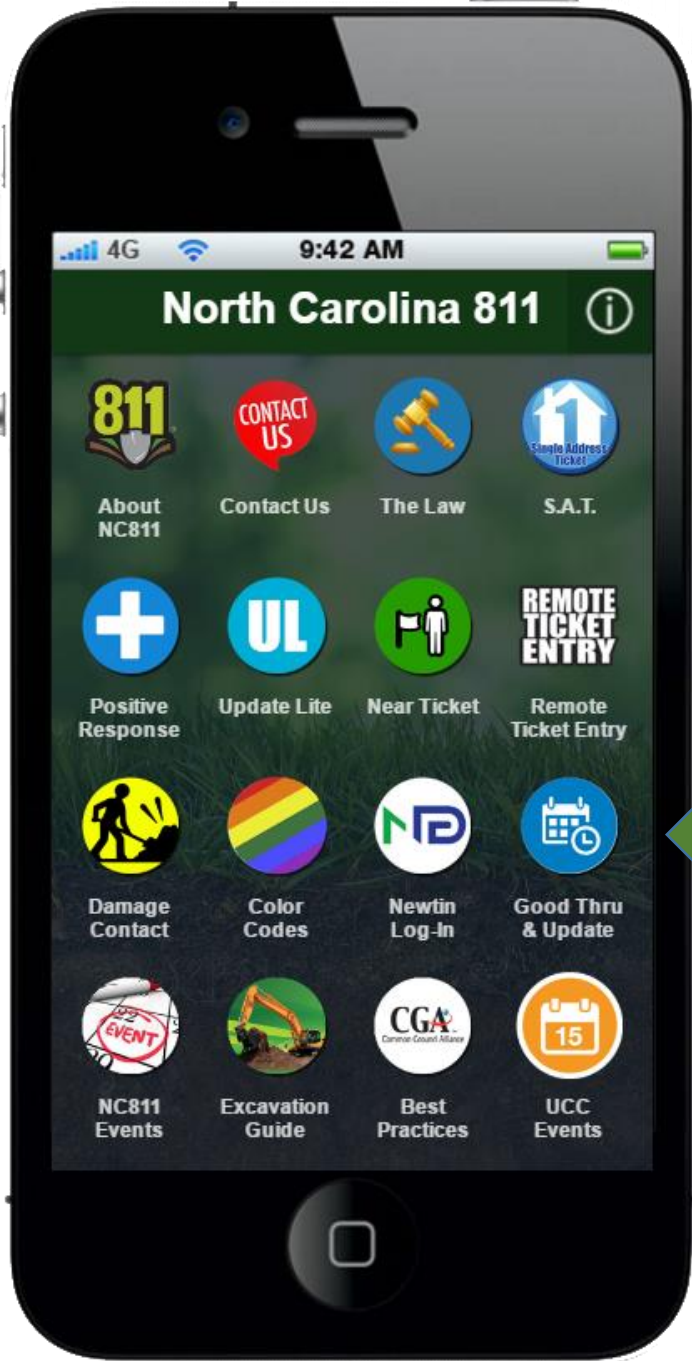
REMOTE TICKET ENTRY



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

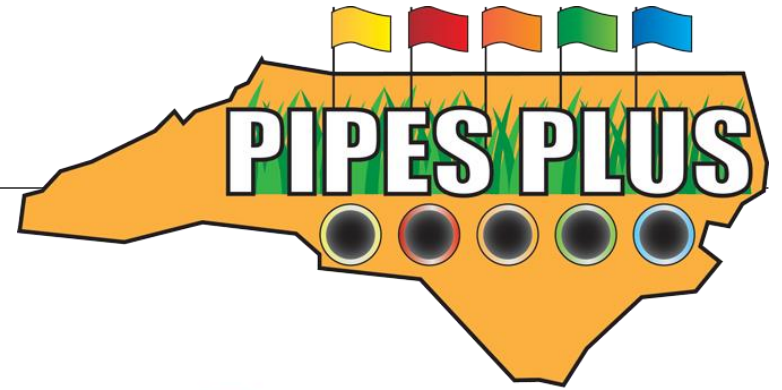
Good Thru & Update



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


www.nc811.org/safe-digging-partner.html




Safe Digging Partner

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.



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graph TD; A[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[If a hearing is requested, the UDPRB will place it on the calendar for a future meeting and notify both parties.]; A --> C[If no response within 30 days, case is docketed with Utilities Commission and an order is issued.]; B --> D[If penalty is upheld, case is docketed with the Utilities Commission and an order issued.]; C --> E[Any future appeals are handled directly through arbitration.];
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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 and 18, 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

2017 State UCC Meetings

January 10th, 2017
Piedmont Natural Gas
2611 Greengate Dr,
Greensboro, NC

March 14th, 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**



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.