

Minutes –Burke / Caldwell Counties - NC 811 Meeting

May 17, 2019

Present:

Brian Morehouse -NC811 UCC  
Robert Turner – Brentwood Water  
Troy Houser – Brentwood Water  
Roger Lowery – Brentwood Water  
Kevin Clark – Brentwood Water  
Ken Suttles – Suttles Surveying  
Doug Suttles – Suttles Surveying

David Poore – West Consulting  
Tom Chapman – REMC  
Will Dennis – Town of Rhodhiss  
Jeremy Hussey – USIC  
Mike Sheffield – PRG Consulting  
Mike Champion – Burke County  
Jennifer Henderson – Heath Consulting

The May 2019 Meeting was held on Tuesday, May 14, 2019 at 12:00 noon at the Timberwood Restaurant in Morganton, NC. The meeting was called to order by Ken Suttles, Vice Chairperson. Troy Houser offered a prayer of blessings on the meeting and meal.

**Brian Morehouse Contact Information: Email at: [bmorehouse@nc811.org](mailto:bmorehouse@nc811.org). Cell Number is: 336-482-6890**

Brian Morehouse of NC811 UCC made the presentation of data for the meeting month of May 2019. A complete listing of all stats for the previous month of April 2019 are included in his presentation. The presentation is attached to the email used to send these minutes to each of you.

**Brian Morehouse’s Comments:**

- He reminded the group that if you have not already done so, that you need to download the 811 App and begin using the remote ticket entry. It is very easy to use, and the app has everything that you need to successfully communicate with NC 811.
- Also, please communicate to him any issues we may have that is causing delays in get the locates done in a timely fashion.
- **April Tickets Info:** Total in 2019: 203,000 tickets    2018: 175,000 tickets
- **Burke County:**            Averaged 43 tickets/day. With a **10.6% Increase**. For a total of 1,019 tickets for the month. Mostly in the City of Morganton.
- **Caldwell County:**        Averaged 36 tickets/day. With a **-1.9% decrease**. For a total of 789 tickets for the month. Mostly in City of Lenoir.
- **Remote Tickets:**        **Everyone needs to start using the Remote Ticket request from the App. It is a lot faster, and very easy to use.** The DOT is beginning to use the NC811

App to set up locates. IF you see any problems in using the APP, let Brian know so he can address with those that may need to know. Also remember, that you can follow-up on your requested locates and those locates around you. This way you are always informed!

- Finally, in calling in “following ups” on you locates that have not be done, be sure and specify the ones that are missing. Example, Gas, Electrical, Telephone, Cable, sewage, water, and etc.
- **Listed below is the contact Information for the Local Supervisors:**

<b>Burke County:</b>	<b>Daniel Breland, USIC -</b>	<b>704-441-4513</b>
<b>Caldwell County:</b>	<b>Jeremy Hussey, USIC -</b>	<b>704-441-4631</b>
<b>PNG:</b>	<b>Jennifer Henderson, Heath Consulting –</b>	<b>980-613-1579</b>

- The UCC survey is coming out soon. This will be sent to all of the membership. Please take the time to participate in this important survey.
- Lowes Home Improvement & Home Depot continues to be a part of the NC811 partnership for safe digging. They are put information on each tree being sold to remind everyone the importance of “Calling Before You Dig”!
- The NC Locate Resolution Partnership Committee: meets every two months at the NC 811 Offices in Greensboro, NC. The next scheduled meetings are June 19<sup>th</sup>, and August 21<sup>st</sup> at 1:00 PM. Remember that one half of all damages occur between June and September of each year.
- Brian requested that if our companies or organizations has a website, that we consider put a link on our website that will take our customers directly to their website.  
<http://www.nc811.org>

- **Round-table Discussions:**

Suttles Surveying: They are very busy. They are still having a major problem with getting locates done on time and with complete information. In some cases, they are NOT done at all! This is the reason that the 3 hour locates are up so much in the county. Just trying to get the locates made so they can meet their customers’ requirements and deadlines. With residential constructions starting up heavily in the county, **this is a Major Problem!**

Tom Chapman – REMC: We continue to see routine line maintenance along with transformer updates and replacements. Also working out replacements of outdoor lighting. REMC sees similar situations when they call in a locate request.

Mike Sheffield – PRG Consulting: PRG handles Damage Investigations for the area. We had 8 damage reported in this area last month. These damages for both with and without tickets be prepared. This also included overhead and in-ground damages.

Miles Champion – Burke County: Projects on Rhoney Road and Hwy 18 South continue to be the main focus. A lot of problems with working around existing underground utilities and stone. A new elevator is going to be installed at the courthouse. This too has a lot of underground utilities in place that must be worked around.

Will Dennis – Town of Rhodhiss: Currently identifying existing underground lines in preparation for a new grant project to extend utilities services to areas not included in the last project.

David Poore – West Consulting: Currently working on the Burke County Hwy 18 South project. Also do a project for the City of Morganton on Sewage and Water for the north edge of town which includes the new hotel project on North Green Street. This is an upgrade to their existing underground system.

Kevin Clark - Brentwood Water: Selling a lot of new water taps. Do some leak repairs. Locates of underground services is also a problem for their company. “No one comes out to do these locates on time.

Jennifer Henderson – Heath Consulting: Does the locates for PNG Services. Reach out to her if you are having any problems with natural gas location.

Jeremy Hussey - USIC: Is the assigned supervisor for the Caldwell County area for USIC Locating Services. They are able to get their locates done in a timely manner. Burke County has a shortage of manpower. In the past, he has been providing manpower assistances to Burke County to try and get them caught up.

Thank you for making a special effort to attend this very important meeting. We hope that you will tell others about the value of getting together to network and invite others to attend our next meeting which **will be held again on Tuesday, June 11, 2019 at 12:00 noon at the Timberwood Restaurant in Morganton. Hope to see you next month!!**

Submitted by: Robert Turner – Secretary







May 2019



Burke-Caldwell







# Locate Requests & Transmissions

## Apr. 2019 vs 2018

## Year-to-Date

### Tickets

2019: 202,893

2018: 175,205

Difference: 15.8%

### Tickets

2019: 755,120

2018: 644,073

Difference: 17.2%

### Transmissions

2019: 1,087,162

2018: 961,306

Difference: 13.1%

### Transmissions

2019: 4,091,671

2018: 3,525,463

Difference: 16.1%



# County Ticket Volume



YTD stats compared with previous year

<b>Burke</b>	<b>3 HR</b>	<b>CNCL</b>	<b>NEW</b>	<b>RXMT</b>	<b>UPDT</b>	<b>Total Tickets</b>
<b>2018</b>	37	29	3015	60	785	3926
<b>2019</b>	180	36	3051	82	994	4343
<b>+/- Var</b>	<b>386.5%</b>	<b>24.1%</b>	<b>1.2%</b>	<b>36.7%</b>	<b>26.6%</b>	<b>10.6%</b>
				Locates per day		43

# County Ticket Volume



YTD stats compared with previous year

<b>Caldwell</b>	<b>3 HR</b>	<b>CNCL</b>	<b>NEW</b>	<b>RXMT</b>	<b>UPDT</b>	<b>Total Tickets</b>
<b>2018</b>	99	26	2575	89	991	3780
<b>2019</b>	231	27	2661	92	699	3710
<b>+/- Var</b>	<b>133.3%</b>	<b>3.8%</b>	<b>3.3%</b>	<b>3.4%</b>	<b>-29.5%</b>	<b>-1.9%</b>
				Locates per day		36



# County Ticket Volume

2019 Stats Compared with 2018



Burke	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets
2018	14	6	903	18	286	1227
2019	33	3	623	27	333	1019
+/- Var	135.7%	-50.0%	-31.0%	50.0%	16.4%	-17.0%
				Locates per day		49



# County Ticket Volume

2019 Stats Compared with 2018



Caldwell	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets
2018	21	6	545	16	222	810
2019	40	2	577	22	148	789
+/- Var	90.5%	-66.7%	5.9%	37.5%	-33.3%	-2.6%
				Locates per day		38



# County Ticket Distribution



BURKE	1019
CONNELLY SPRINGS	116
HICKORY	100
HILDEBRAN	39
ICARD	24
LINVILLE	37
MORGANTON	556
VALDESE	95



# County Ticket Distribution



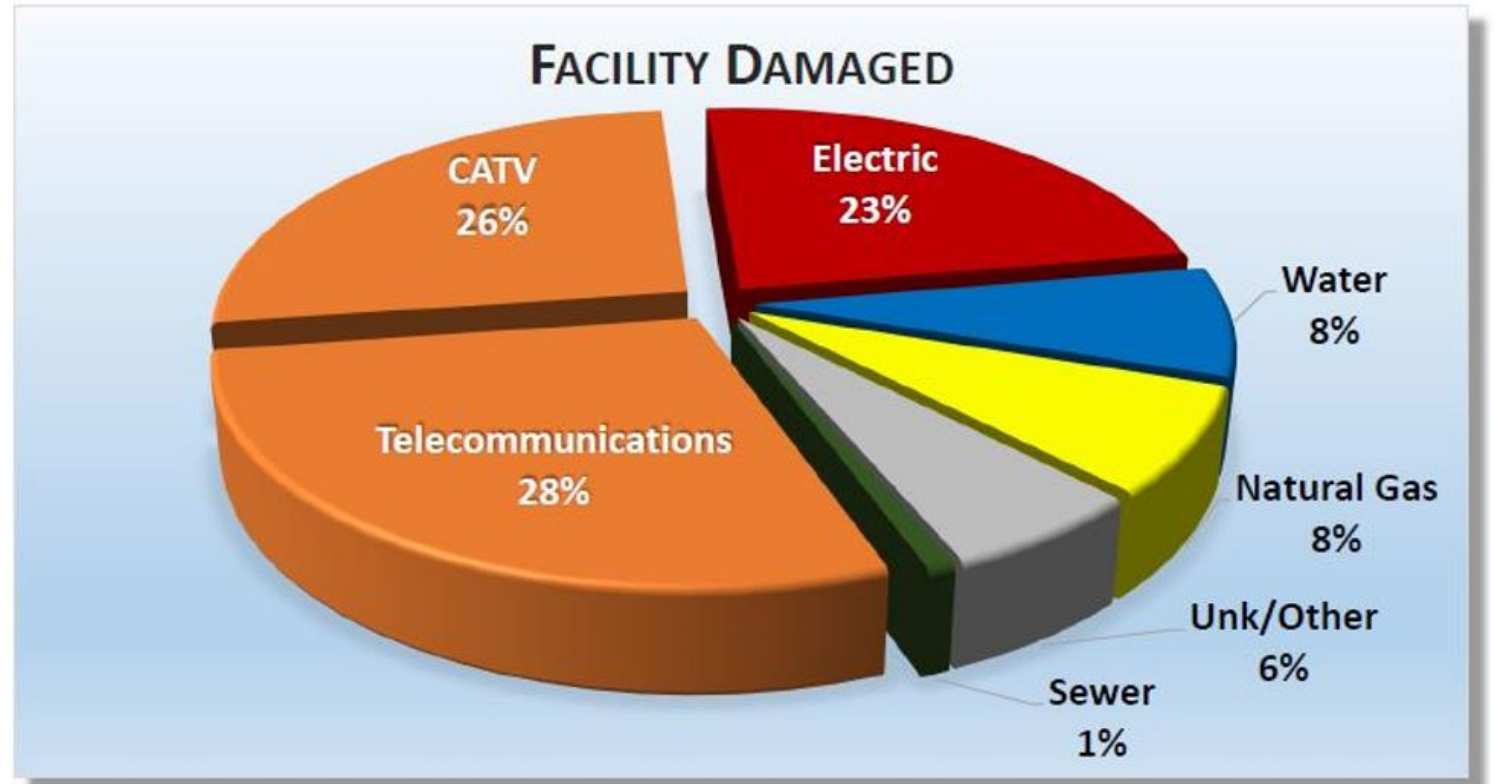
CALDWELL	789
CAJAHS MOUNTAIN	14
CEDAR ROCK	10
DUDLEY SHOALS	10
GAMEWELL	23
GRANITE FALLS	195
HICKORY	35
HUDSON	89
LENOIR	382



# Incidents



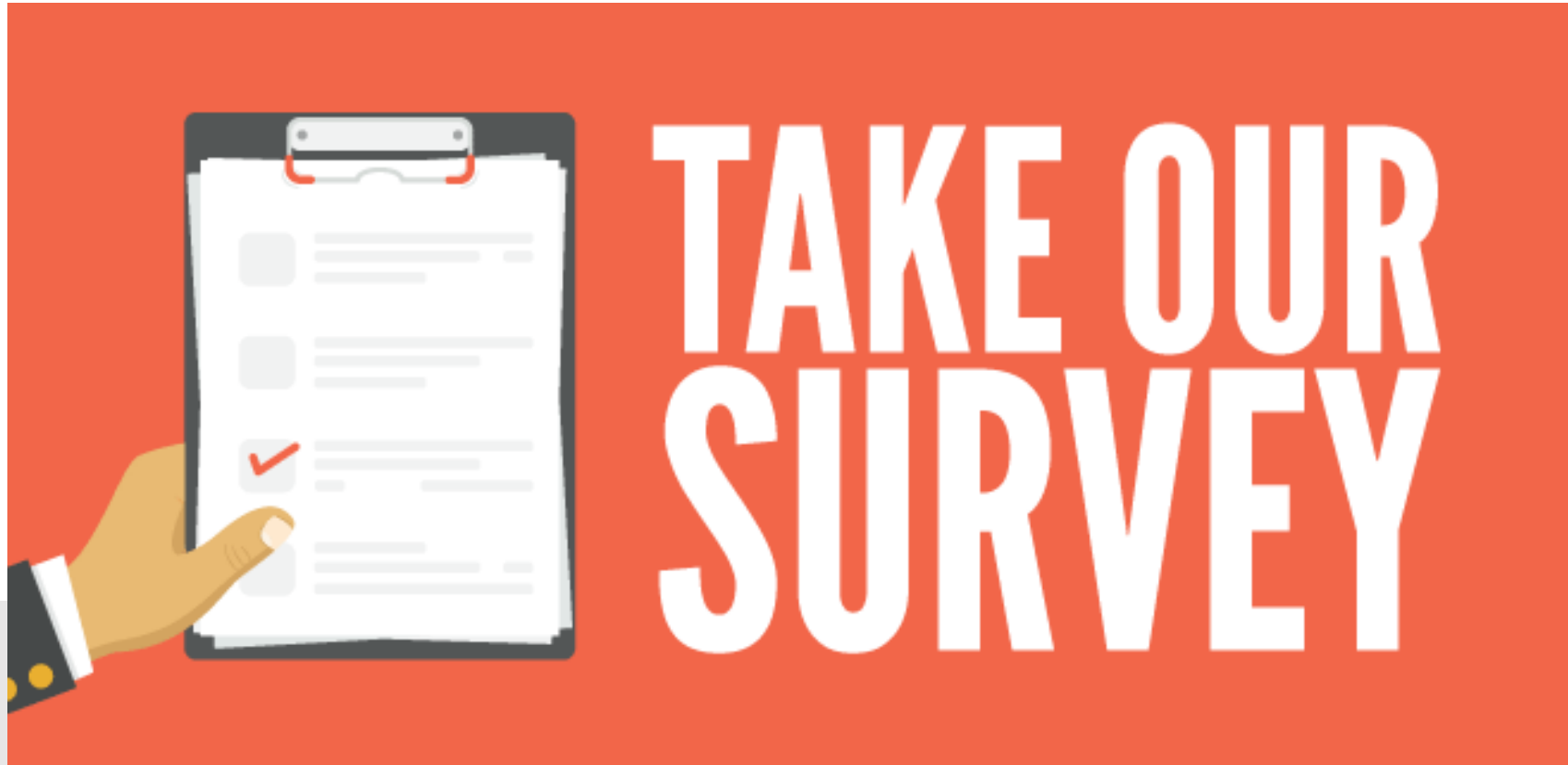
Facility Damaged	Events	% of Grand Total
Telecommunications	739	28.33%
CATV	679	26.03%
Electric	612	23.46%
Water	206	7.90%
Natural Gas	198	7.59%
Unknown/Other	154	5.90%
Sewer	21	0.80%
<b>Grand Total</b>	<b>2609</b>	<b>100%</b>



**NC811, Q1 2019: 2609 Damage Events in 83 Counties**



**Online UCC Survey coming soon.**



Help us grow  
your local UCC  
with your  
feedback.





**Know what's below.  
Call before you dig.**

## **811 and Lowe's are teaming up for safety!**

Lowe's has partnered with 811 to share the "Call Before You Dig" message. Each tree in their Garden Center now has 811 on the wrap.

#811Loves







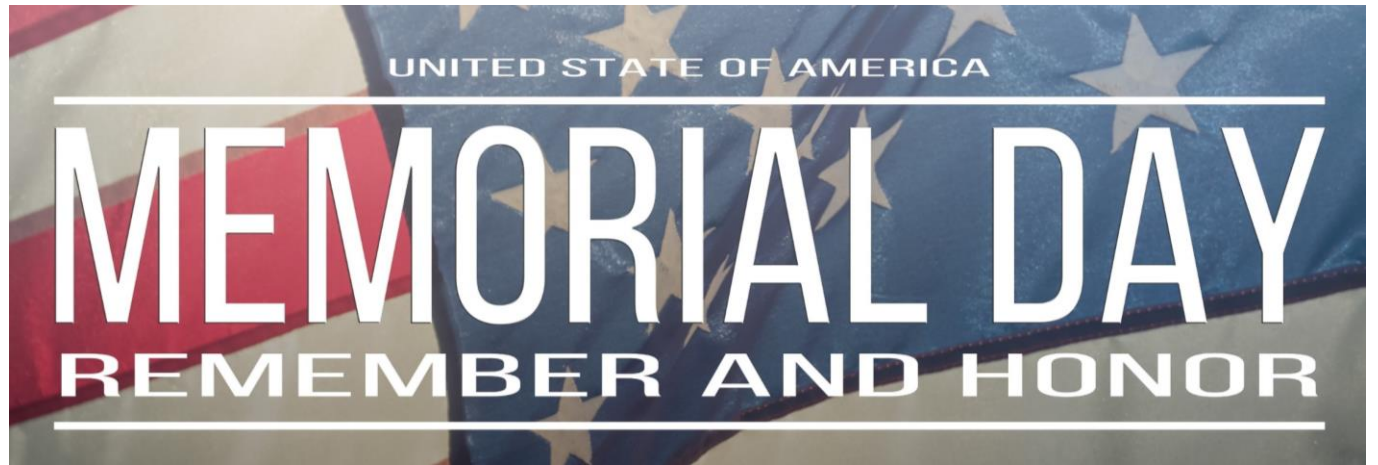
# Meetings & Events



# Holidays in May



**Mother's Day**  
**May 12th**



**\*May 27th**



**May 18th**

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





**BOARD  
MEETING**



**2Q19**

July 19, 2019

NC811 Event Center, Greensboro, NC

**3Q19**

October 18, 2019

Shell Island Resort, Wrightsville Beach, NC

For booking info, contact

Tonya Hargraves: [tonya@nc811.org](mailto:tonya@nc811.org)





# **NC Underground Damage Prevention Review Board**

**Located at: 2550 Operations Way, Raleigh, NC**

July 16, 2019 - 10am to 4pm

October 15, 2019 - 10am to 4pm

<https://www.nc811.org/report-a-violation.html>





# NC Locate Resolution Partnership Committee

Every 2 months on the third Wednesday  
NC 811, 5009 High Point Rd, Greensboro, NC

Wednesday, June 19, 11:00am – 1:00pm  
Wednesday, August 21, 11:00am – 1:00pm





# Half of All Damages Occur in Summer

50 percent of reported damages occurred between June and September in 2017.



A PDF of this presentation is available at [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.*