

# NC811 UCC Report for January 2017

## Cabarrus/Rowan/Stanly

*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, a presentation board, and a hierarchy diagram.

**business  
analytics**

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



# Locate Requests & Transmissions

## Dec. 2016 vs 2015

### Tickets

2016: 136,076

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: 7,693,822**

38.5% increase over 2015

# County Ticket Volume



# County Ticket Volume

December stats compared with 2015

Cabarrus	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3HR	% CNCL	% NEW	% RXMT	% UPDT
2015	24	34	1881	29	871	2839	2015	0.8%	1.2%	66.3%	1.0%	30.7%
2016	58	19	1865	42	1005	2989	2016	1.9%	0.6%	62.4%	1.4%	33.6%
	141.7%	-44.1%	-0.9%	44.8%	15.4%	5.3%		1.1%	-0.6%	-3.9%	0.4%	2.9%



# County Ticket Volume

December stats compared with 2015

Rowan	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3HR	% CNCL	% NEW	% RXMT	% UPDT
2015	4	4	842	6	531	1387	2015	0.3%	0.3%	60.7%	0.4%	38.3%
2016	9	24	1023	29	433	1518	2016	0.6%	1.6%	67.4%	1.9%	28.5%
	125.0%	500.0%	21.5%	383.3%	-18.5%	9.4%		0.3%	1.3%	6.7%	1.5%	-9.8%

# County Ticket Volume

December stats compared with 2015



Stanly	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3HR	% 3HR	% NEW	% RXMT	% UPDT
2015	1	9	300	6	206	522	2015	0.2%	1.7%	57.5%	1.1%	39.5%
2016	5	4	338	14	134	495	2016	1.0%	0.8%	68.3%	2.8%	27.1%
	400.0%	-55.6%	12.7%	133.3%	-35.0%	-5.2%		0.8%	-0.9%	10.8%	1.7%	-12.4%

# County Ticket Volume

2016 Stats Compared with 2015

	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3HR	% CNCL	% NEW	% RXMT	% UPDT
<b>2015</b>	131	315	27560	707	8985	37698	2015	0.3%	0.8%	73.1%	1.9%	23.8%
<b>2016</b>	459	492	30428	757	10794	42930	2016	1.1%	1.1%	70.9%	1.8%	25.1%
	250.4%	56.2%	10.4%	7.1%	20.1%	13.9%		0.7%	0.3%	-2.2%	-0.1%	1.3%

# County Ticket Volume

2016 Stats Compared with 2015

	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3HR	% CNCL	% NEW	% RXMT	% UPDT
<b>2015</b>	27	149	12759	311	5936	19182	2015	0.1%	0.8%	66.5%	1.6%	30.9%
<b>2016</b>	127	279	15142	237	6524	22309	2016	0.6%	1.3%	67.9%	1.1%	29.2%
	370.4%	87.2%	18.7%	-23.8%	9.9%	16.3%		0.4%	0.5%	1.4%	-0.6%	-1.7%

# County Ticket Volume

2016 Stats Compared with 2015

	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3HR	% CNCL	% NEW	% RXMT	% UPDT
<b>2015</b>	27	149	12759	311	5936	19182	2015	0.1%	0.8%	66.5%	1.6%	30.9%
<b>2016</b>	127	279	15142	237	6524	22309	2016	0.6%	1.3%	67.9%	1.1%	29.2%
	370.4%	87.2%	18.7%	-23.8%	9.9%	16.3%		0.4%	0.5%	1.4%	-0.6%	-1.7%

# County Ticket Distribution

<b>CABARRUS</b>	<b>2989</b>
CABARRUS	36
CONCORD	1675
CONCORD OUT	101
FISHER TOWN	1
HARRISBURG	354
KANNAPOLIS	655
LOCUST	3
MIDLAND	105
MOUNT PLEASANT	44
NEW GILEAD	4
POPLAR TENT	10
ROBERTA MILL	1

# County Ticket Distribution

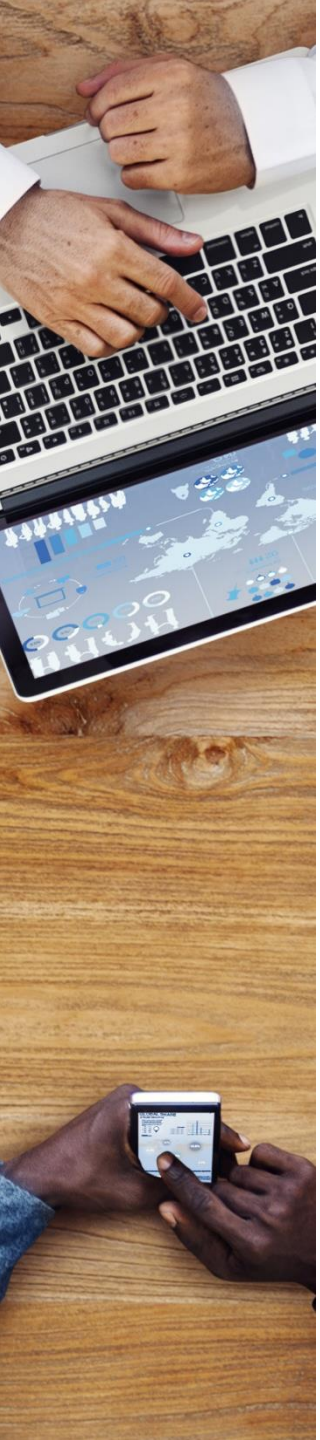
ROWAN	1518
CHINA GROVE	205
CLEVELAND	55
EAST SPENCER	5
ENOCHVILLE	15
FAITH	6
FRANKLIN	5
GOLD HILL	16
GRANITE QUARRY	11
KANNAPOLIS	306
LANDIS	80
MOUNT ULLA	45
ROCKWELL	44
SALISBURY	666
SPENCER	33
WOODLEAF	24

# County Ticket Distribution

STANLY	495
ALBEMARLE	235
AQUADALE	17
BADIN	9
COTTONVILLE	1
ENDY	1
LOCUST	63
NEW LONDON	16
NORWOOD	53
OAKBORO	39
RED CROSS	4
RICHFIELD	17
STANFIELD	40

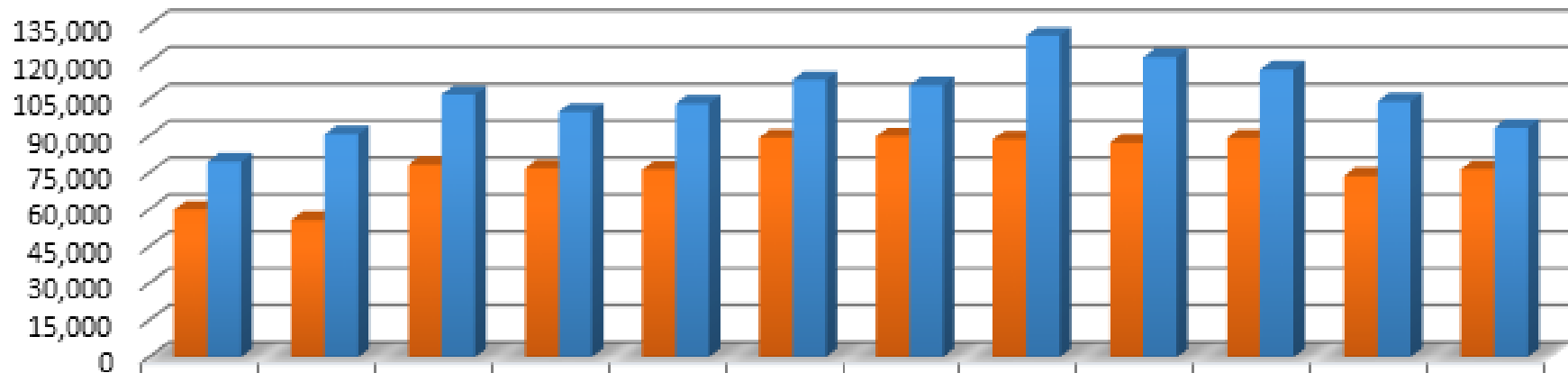


# REMOTE TICKET ENTRY



<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



	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

# 2016 Damages

## *By Events*

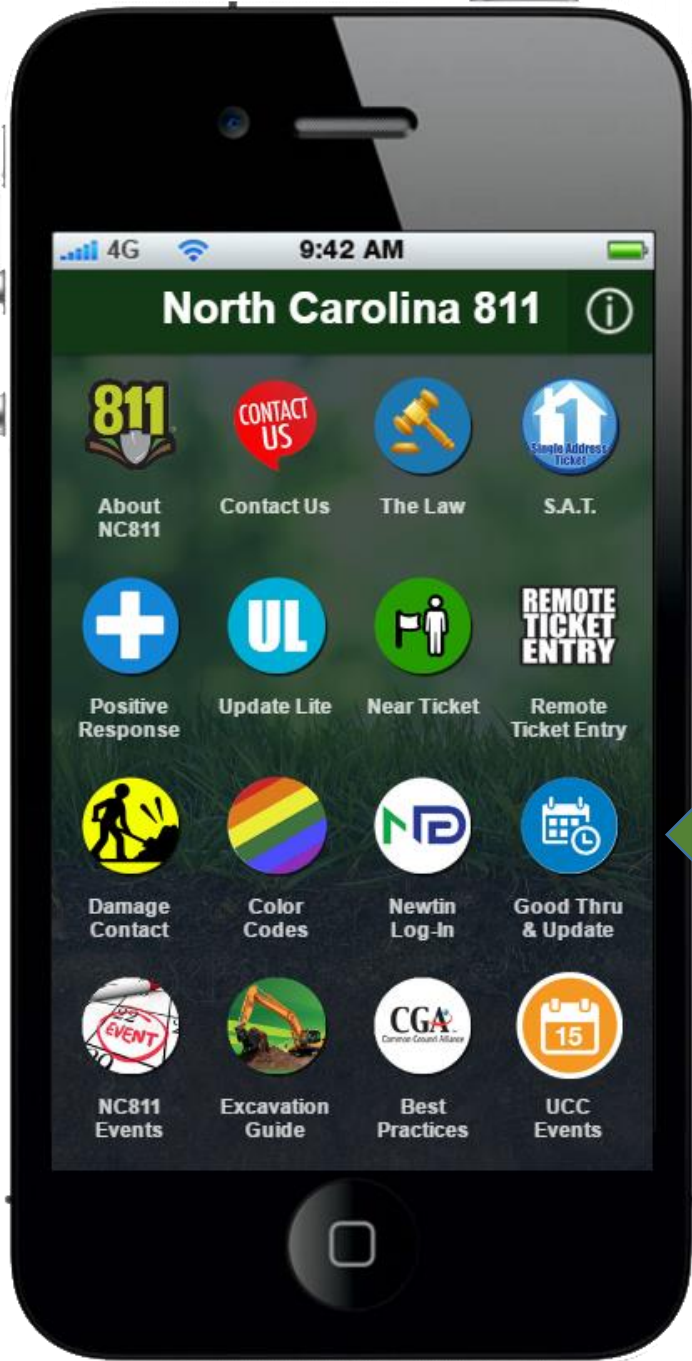
County	Events	% of Grand Total
Mecklenburg	172	31.33%
Wake	106	19.31%
Durham	59	10.75%
Union	24	4.37%
Buncombe	15	2.73%
Guilford	14	2.55%
Orange	13	2.37%
Forsyth	11	2.00%
Cabarrus	10	1.82%
New Hanover	10	1.82%
Brunswick	9	1.64%
Lincoln	8	1.46%
Catawba	7	1.28%
Johnston	7	1.28%
Cumberland	6	1.09%
Davidson	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%
<b>Grand Total</b>	<b>549</b>	<b>100.00%</b>

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

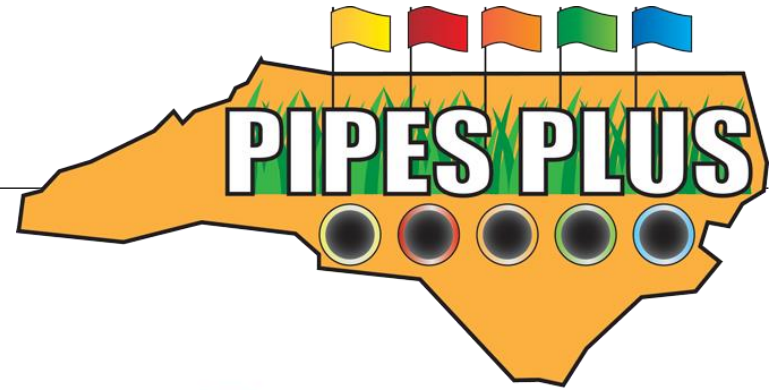
# Good Thru & Update



**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)

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

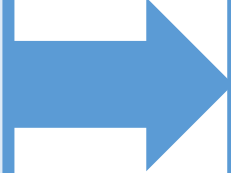


# Safe Digging Partner




# 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.



```
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.];
```

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](mailto:tonya@nc811.org)

# 2017 State UCC Meetings

---

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.

4. Approved agenda
  - Matter of officer elections was brought to the group.  
Co-Chair – position was filled by David Billingsley
5. NC811 Presentation
  - Tami Stout
  - 2016 Year in Review Video
  - Numbers of locate requests, ticket transmissions. YTD ticket totals & YTD transmissions
  - Compared 2015 & 2016 Tickets
  - NC Board Meeting Schedule & State UCC Meetings Schedule
  - Holiday Schedule for 811
  - Pipe Plus available in Spanish January 1, 2017
  - New excavation guide books also available in Spanish
  - App for Phone
  - Discussed 811 procedure for 3<sup>rd</sup> party damages
6. NCDOT – Update given by Diane Hampton
7. Open Discussion
  - All
  - PSNC, Jason Stover- I-85 widening project as well as surrounding infrastructure.
    - Hwy. 3 project near Kannapolis Pkwy, 7 mile tie in Midland
    - May 11, 2017 – Contractor Awareness Luncheon – Les Meyers Park, Concord, NC
    - NC/SC Joint UCC Conference – Myrtle Beach, SC – April 5<sup>th</sup>-7<sup>th</sup>
    - 14 Mile Fiber to Research Campus
  - PNG, Ray Lewis – Replacing high pressure with 8” Plastic to Badin Stanley County
  - Williams Gas Pipeline, David Chastain – Iredell/Mecklenburg to of work
  - City of Salisbury, Chauncey Sheppard – Timing improvements on Salisbury lights
  - Charter/Spectrum – David Eddins, D.O.T. going to online encroachments
  - Town of Harrisburg –TomPolito, Problem with irrigations systems in DOT right of way  
Problems with engineer’s not knowing rules about tracer wire requirements
  - Vermeer – Dino Beck, Freed up for more meetings

Meeting Adjourned @ 11:06 AM

#### **Agenda and Time of Next Meeting**

The next Meeting will be held at 10 AM on February 9, 2017 at:  
 PSNC Energy  
 1801 Trinity Church Road  
 Concord, NC

4. Approved agenda
  - Matter of officer elections was brought to the group.  
Co-Chair – position was filled by David Billingsley
5. NC811 Presentation
  - Tami Stout
  - 2016 Year in Review Video
  - Numbers of locate requests, ticket transmissions. YTD ticket totals & YTD transmissions
  - Compared 2015 & 2016 Tickets
  - NC Board Meeting Schedule & State UCC Meetings Schedule
  - Holiday Schedule for 811
  - Pipe Plus available in Spanish January 1, 2017
  - New excavation guide books also available in Spanish
  - App for Phone
  - Discussed 811 procedure for 3<sup>rd</sup> party damages
6. NCDOT – Update given by Diane Hampton
7. Open Discussion
  - All
  - PSNC, Jason Stover- I-85 widening project as well as surrounding infrastructure.
    - Hwy. 3 project near Kannapolis Pkwy, 7 mile tie in Midland
    - May 11, 2017 – Contractor Awareness Luncheon – Les Meyers Park, Concord, NC
    - NC/SC Joint UCC Conference – Myrtle Beach, SC – April 5<sup>th</sup>-7<sup>th</sup>
    - 14 Mile Fiber to Research Campus
  - PNG, Ray Lewis – Replacing high pressure with 8” Plastic to Badin Stanley County
  - Williams Gas Pipeline, David Chastain – Iredell/Mecklenburg to of work
  - City of Salisbury, Chauncey Sheppard – Timing improvements on Salisbury lights
  - Charter/Spectrum – David Eddins, D.O.T. going to online encroachments
  - Town of Harrisburg –TomPolito, Problem with irrigations systems in DOT right of way  
Problems with engineer’s not knowing rules about tracer wire requirements
  - Vermeer – Dino Beck, Freed up for more meetings

Meeting Adjourned @ 11:06 AM

#### **Agenda and Time of Next Meeting**

The next Meeting will be held at 10 AM on February 9, 2017 at:  
 PSNC Energy  
 1801 Trinity Church Road  
 Concord, NC



January 12, 2017

NAME	COMPANY	PHONE #	EMAIL	PRESENT
✓ JASON STOVER	PSNC	704-723-4314	JASON.STOVER@SCANA.COM	X
CHUCK MILAM	USIC	704-533-6446	CHARLESMILAM@USICLLC.COM	
YASAN BEY	PRG	980-272-7099	YBEY@PRGCONSULTING.NET	
ANDRE LEIGH	PRG	704-910-9010	ALEIGH@PRGCONSULTING.NET	
DON BOYIAS	PSNC	704-574-1988	DBOYIAS@SCANA.COM	
LYNCH LOWDER	PSNC	704-574-8966	WILLIAM.LOWDER@SCANA.COM	
ANN RUSHING	NC811	336-944-5518	ANNRUSHING@NC811.ORG	
✓ TAMI STOUT	NC811	336-601-8644	TAMI@NC811.ORG	X
✓ LEESANN HOWELL	PSNC	704-723-4306	LHOWELL@SCANA.COM	X
BRIAN SLAGLE	PSNC	704-810-3386	GSLAGLE@SCANA.COM	
LORI EFIRD	NCDOT	704-983-4367	LMEFIRD@NCDOT.COM	
JOSH YELTON	CITY OF CONCORD	704-791-5308	YELTONJ@CONCORDNC.GOV	
LEO BROOKS	PSNC	704-718-0049	LEO.BROOKS@SCANA.COM	
MIKE CONNELL	CHARTER	704-378-2624	MICHAEL.CONNELL1@CHARTER.COM	
MARSHEL HERRING	PNG	704-506-5688	MARSHEL.HERRING@DUKE-ENERGY.COM	
✓ MICHAEL HOBBS	PSNC	704-723-4312	MHOBBS@SCANA.COM	X
TIM YARBRO	ANSCO & ASSOCIATES	704-734-8060	TIM.YARBRO@ANSCOLL.COM	
✓ RAY LEWIS	PNG	704-282-8472	RAY.LEWIS@DUKE-ENERGY.COM	X
BRAIDEN HARRINGTON	CITY OF SALISBURY	704-652-8995	BRHARR@SALISBURYNC.GOV	
PHIL LOWMAN	CITY OF SALISBURY	704-202-3581	PLOWMAN@SALISBURYNC.GOV	
GREG APPUL	CITY OF SALISBURY	704-960-8305	GAPPL@SALISBURYNC.GOV	
JASON FAIN	PNG	704-787-3191	JASON.FAIN@DUKE-ENERGY.COM	
✓ DAVID EDDINS	CHARTER	704-999-2522	DAVID.EDDINS@CHARTER.COM	X
ANGELICA WEATHERS	CHARTER	704-378-2874	ANGELICA.WEATHERS@CHARTER.COM	
KURTIS UNDERWOOD	USIC	704-617-5933	KURTISUNDERWOOD@USICLLC.COM	
SHAWN WHITE	USIC	704-564-2971	SHAWNWHITE@USICLLC.COM	
RENE BLAKNEY	PNG	704-797-2212	RENE.BLAKNEY@PIEDMONTNG.COM	
DAVID MOTLEY	PNG	704-201-7513	DAVID.MOTLEY@PIEDMONTNG.COM	
✓ DAVID BILLINGSLEY	PNG	704-431-5905	DAVID.BILLINGSLEY@PIEDMONTNG.COM	X
ALEX BURRIS	CITY OF CONCORD	704-920-5335	BURRISA@CONCORDNC.GOV	

