

NC811 UCC Report for January 2017

DAVIDSON COUNTY

Downtown Asheville







2016

A Year In Review

A graphic featuring a man in a suit pointing at a blue hexagon with the text 'business analytics'. The background is a dark blue grid of hexagons, each containing a different business-related icon: a hierarchy chart, a pie chart, a presentation board, a person silhouette, a globe, a bar chart with an upward arrow, a clock, and gears.

**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

	Type Ticket							% Measured against Total Tickets				
	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL		% 3 HR	% CNCL	% NEW	% RXMT	% UPDT
2015	6	10	1352	14	349	1731	2015	0.3%	0.6%	78.1%	0.8%	20.2%
2016	11	10	1283	27	226	1557	2016	0.7%	0.6%	82.4%	1.7%	14.5%
	83.3%	0.0%	-5.1%	92.9%	-35.2%	-10.1%		0.4%	0.1%	4.3%	0.9%	-5.6%

County Ticket Volume

2016 Stats Compared with 2015



	Type Ticket							% Measured against Total Tickets				
	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL		% 3 HR	% CNCL	% NEW	% RXMT	% UPDT
2015	37	229	17730	315	2802	21113	2015	0.2%	1.1%	84.0%	1.5%	13.3%
2016	181	227	19324	289	3040	23061	2016	0.8%	1.0%	83.8%	1.3%	13.2%
	389.2%	-0.9%	9.0%	-8.3%	8.5%	9.2%		0.6%	-0.1%	-0.2%	-0.2%	-0.1%

County Ticket Distribution

DAVIDSON	1557
ARCADIA	189
COTTON GROVE	11
DENTON	55
HEDRICK GROVE	2
HIGH POINT	95
JACKSON HILL	3
LEXINGTON	588
LINWOOD	18
MIDWAY	74
REEDY CREEK	12
SILVER HILL	4
SILVER VALLEY	9
SOUTHMONT	25
THOMASVILLE	316
TYRO	16
WALLBURG	110
WELCOME	26

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%



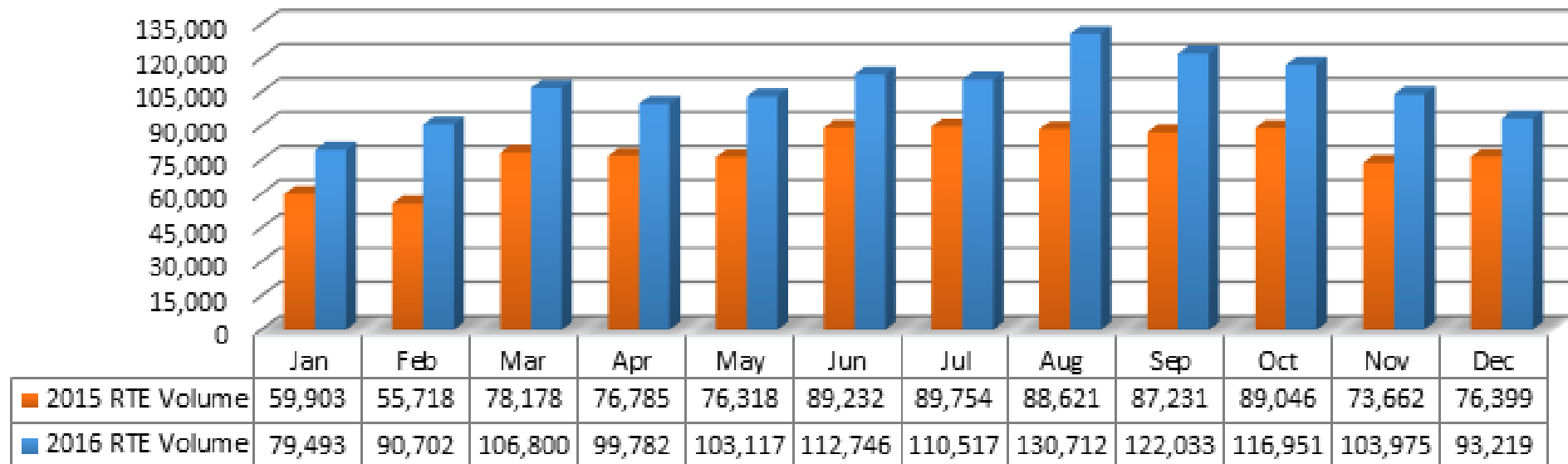
Harnett	3	0.55%
Henderson	3	0.55%
Pitt	3	0.55%
Rockingham	3	0.55%
Craven	2	0.36%
Moore	2	0.36%
Rowan	2	0.36%
Wilson	2	0.36%
Caldwell	1	0.18%
Chowan	1	0.18%
Davie	1	0.18%
Franklin	1	0.18%
Granville	1	0.18%
Greene	1	0.18%
Haywood	1	0.18%
Lee	1	0.18%
Macon	1	0.18%
Montgomery	1	0.18%
Onslow	1	0.18%
Person	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

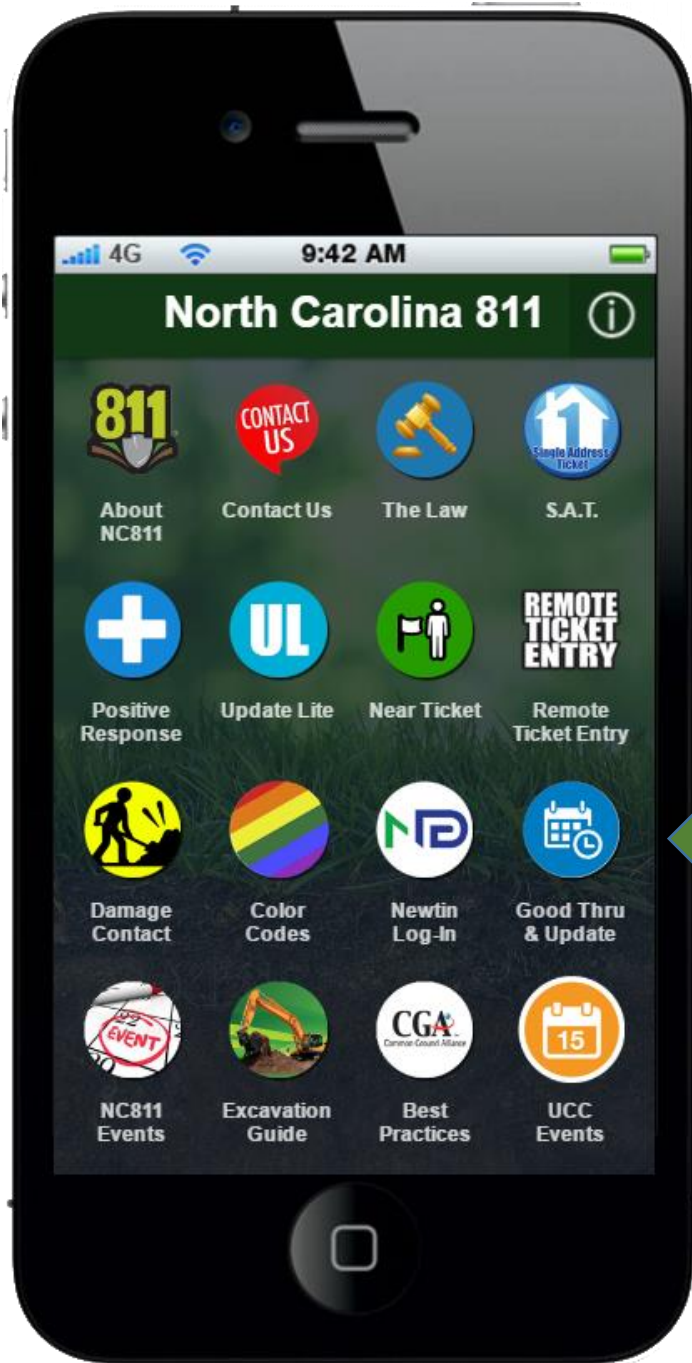
REMOTE TICKET ENTRY

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



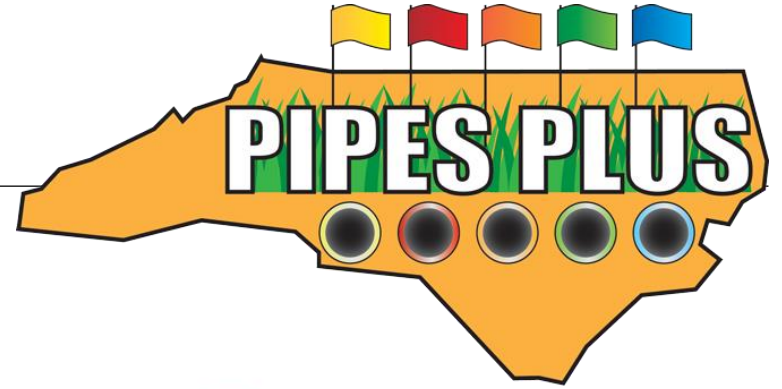
Good Thru & Update



**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

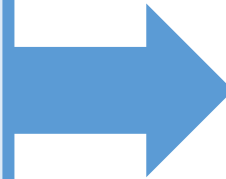
Safe Digging Partner

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

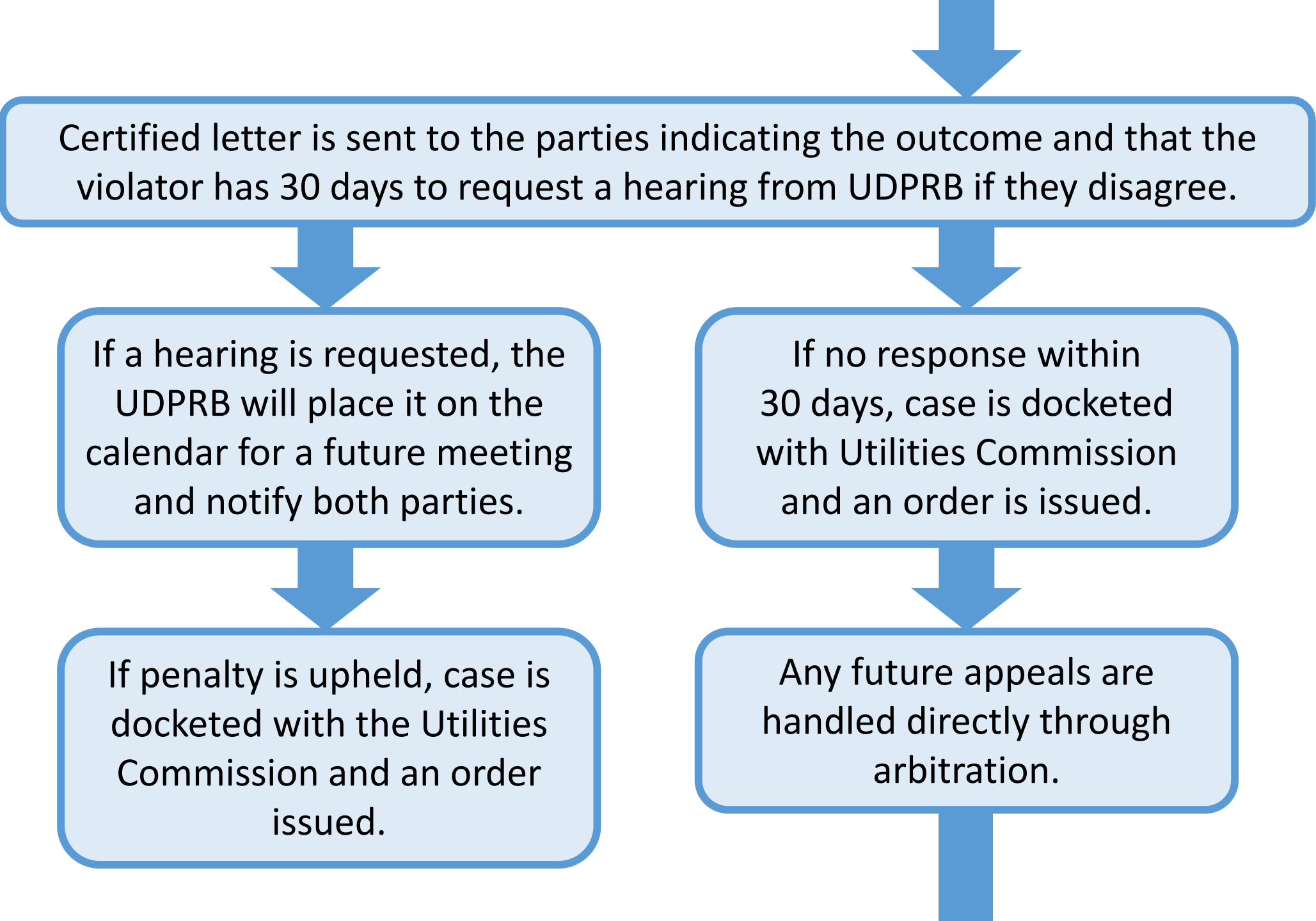


NC Underground Damage Prevention Review Board Process

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[ ] --> B[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 --> C[If a hearing is requested, the UDPRB will place it on the calendar for a future meeting and notify both parties.]; B --> D[If no response within 30 days, case is docketed with Utilities Commission and an order is issued.]; C --> E[If penalty is upheld, case is docketed with the Utilities Commission and an order issued.]; D --> F[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

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



RSVP

In order to have space for everyone who would like to attend the UCC meetings; please remember to RSVP to your meeting invitation.



**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.

Davidson County Utility Coordinating Committee

“To provide a forum to promote safety standards, common concerns and the awareness of prevention of unnecessary damages to utilities’ infrastructure within Davidson County.”



MINUTES

January 11th, 2017

I. Call to Order: 11:45 a.m.

- Justin Lollis called the meeting to order.

II. Recognition of Attendees

- Justin Lollis welcomed everyone in attendance.
(see roster)

III. Safety Share

- Justin Lollis discussed various safety practices that could be implemented in the recent winter weather including: traffic safety, following distances and proper attire for emergencies. Tami Stout brought up the potential for head-on type accidents. Phillip Callahan brought up snow/ice clearing around buildings, parking lots etc. and the potential for slip and fall injuries.

IV. Old Business

- Adoption of minutes from December meeting.
Diane Hampton moved for the adoption.
Tami Stout seconded.
- Justin Lollis reaffirmed his election to Co-Chair with Phillip Callahan and Tim Garrett as secretary from the December meeting.

V. January Narrative

- Tami Stout discussed the 75th Anniversary of UCC.
She presented the 2016 in Review video.
Tami also informed the attendees that the Safe Digging partner for the Month is the City of Raleigh.
(See website for complete narrative)

VI. New Business

- Justin Lollis discussed meal sponsors for upcoming meetings and/or the possibility of having an alternative site for the meeting, such as a restaurant. Justin requested that attendees check with contacts for potential sponsors. Justin also asked for input concerning potential presentations for future meetings. Open discussion then followed.

Davidson County Utility Coordinating Committee

“To provide a forum to promote safety standards, common concerns and the awareness of prevention of unnecessary damages to utilities’ infrastructure within Davidson County.”



VII. Damage Reports

- **Telecommunications**
No report.
- **NCDOT**
No report.
- **CATV**
No report.
- **Water & Sewer**
No report.
- **Gas Transmission**
No report.
- **Gas Distribution**
Justin Lollis with Lexington Utilities Gas Dept. reported damage to a ¾” line by a hand probe.
- **Power Companies**
No report.

VIII. Round Table Discussion

- Lexington Utilities discussed the rework of their sewer outfall.
- Williams Gas discussed the completion of their underground work in Oct. 2016.
- Diane Hampton with NCDOT provided a current project list to attendees.
- Phillip Callahan with NCDOT discussed Beckner Rd. and Brodus Smith Rd. improvements.
- Lexington Gas discussed the Reedy Creek Church Rd. project.
- Tami Stout invited all of the attendees to the Open House at their Greensboro office at 1:00 p.m., after the Board meeting on Friday, January 20th.

IX. State UCC Meeting Recap

- Various members made mention of things discussed at the State UCC Meeting held the day prior, in Greensboro, NC. David Mode discussed the project by Lowes Home Improvements where all trees sold carried a special 811 tag, informing customers to call prior to digging.

Davidson County Utility Coordinating Committee

“To provide a forum to promote safety standards, common concerns and the awareness of prevention of unnecessary damages to utilities’ infrastructure within Davidson County.”



X. Future Meeting Dates: (Locations T.B.D.)

- March 8th
- May 10th
- July 12th
- September 13th
- November 8th

XI. Meeting Adjourned: Approximately 1:00 p.m.

DAVIDSON COUNTY UTILITY COORDINATING COMMITTEE

2017 DAVIDSON COUNTY UCC ATTENDEES

11-Jan-17	8-Mar-17	10-May-17	12-Jul-17	13-Sep-17	8-Nov-17	LAST	FIRST	COMPANY	PHONE	EMAIL
0	0	0	0	0	0	Yarbro	Tim	Ansco & Associates	704-734-8060	tim.yarbro@anscollc.com
						Cotton	Alton	B&A Communications	336-239-9985	altoncotton@yahoo.com
						McGlocklin	Shane	Badger Daylighting	803-210-9804	smcglocklin@badgerinc.com
✓						Sink	Terry	Lexington Utilities- Electric	336-240-1993	tlsink@lexingtonnc.gov
						Potts	Steve	Lexington Utilities- Electric	336-240-2086	jspotts@lexingtonnc.gov
✓						Lollis	Justin	Lexington Utilities- Natural Gas	336-479-0164	jmlollis@lexingtonnc.gov
						Mode	David	Lexington Utilities- Natural Gas	336-240-1966	dbmode@lexingtonnc.gov
						O'Neil	Jared	Lexington Utilities- Natural Gas	336-479-0319	jsonel@lexingtonnc.gov
✓						Taylor	OJ	Lexington Utilities- Natural Gas	336-240-6799	dltaylor@lexingtonnc.gov
						Everhart	Johnny	Lexington Utilities- Natural Gas	336-240-1975	jreverhart@lexingtonnc.gov
						Lowder	Kinny	Lexington Utilities- Natural Gas	336-240-1963	kllowder@lexingtonnc.gov
						Thomas	Andy	Lexington Utilities- Natural Gas	336-248-3945	jathomas@lexingtonnc.gov
✓						Streater	Rodney	LEXINGTON PW	336-250-7651	restreater@lexingtonnc.gov

DAVIDSON COUNTY UTILITY COORDINATING COMMITTEE

2017 DAVIDSON COUNTY UCC ATTENDEES

11-Jan-17	8-Mar-17	10-May-17	12-Jul-17	13-Sep-17	8-Nov-17	LAST	FIRST	COMPANY	PHONE	EMAIL
0	0	0	0	0	0	Yarbro	Tim	Ansco & Associates	704-734-8060	tim.yarbro@anscollc.com
						Cotton	Alton	B&A Communications	336-239-9985	altoncotton@yahoo.com
						McGlocklin	Shane	Badger Daylighting	803-210-9804	smcglocklin@badgerinc.com
✓						Sink	Terry	Lexington Utilities- Electric	336-240-1993	tlsink@lexingtonnc.gov
						Potts	Steve	Lexington Utilities- Electric	336-240-2086	jspotts@lexingtonnc.gov
✓						Lollis	Justin	Lexington Utilities- Natural Gas	336-479-0164	jmlollis@lexingtonnc.gov
						Mode	David	Lexington Utilities- Natural Gas	336-240-1966	dbmode@lexingtonnc.gov
						O'Neil	Jared	Lexington Utilities- Natural Gas	336-479-0319	jsoneil@lexingtonnc.gov
✓						Taylor	OJ	Lexington Utilities- Natural Gas	336-240-6799	dltaylor@lexingtonnc.gov
						Everhart	Johnny	Lexington Utilities- Natural Gas	336-240-1975	jreverhart@lexingtonnc.gov
						Lowder	Kinny	Lexington Utilities- Natural Gas	336-240-1963	kllowder@lexingtonnc.gov
						Thomas	Andy	Lexington Utilities- Natural Gas	336-248-3945	jathomas@lexingtonnc.gov
✓						Streater	Rodney	LEXINGTON PW	336-250-7651	restreater@lexingtonnc.gov

DAVIDSON COUNTY UTILITY COORDINATING COMMITTEE

	Newman	Terry	USC	919-427-1005	terrynewman@usiclc.com
	LAST	FIRST	COMPANY	PHONE	EMAIL
✓	Jones	Keith	Welcome Fire & EMS	336-240-7244	jonesk@westlexingtonfd.com
	Barron	Mike	Williams	336-414-5549	michael.t.barron@williams.com
	Cowan	Dale	Williams	336-787-55582	dale.a.cowan@williams.com
	Fritts	Chad	Williams		
✓	Phillips	Eddie	Williams	336-479-3831	eddie.phillips@williams.com
	Ragle	Tye	Williams	704-975-0286	tye.ragle@williams.com
	Foster	Daniel	Williams	336-787-5582	danny.w.foster@williams.com
✓	Hampton	Diane	NCDOT	336-747-7800	dkhampton@ncdot.gov
	Huff	Zack	Lexington Utilities-Natural Gas	336-248-3945	
✓	Everhart	Larry	LEXINGTON PW	336-240-2017	lceverhart@lexingtonnc.gov
✓	West	David	Lexington Pw	336-240-2017	DWEST@lexingtonnc.gov