

NC811 UCC Report for January 2017

Cleveland, Gaston, & Rutherford Counties

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



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: 10,655,012

38.5% increase over 2015

County Ticket Volume

December stats compared with 2015

Cleveland	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3HR	% CNCL	% NEW	% RXMT	% UPDT
2015	4	7	513	5	294	823	2015	0.5%	0.9%	62.3%	0.6%	35.7%
2016	4	14	603	12	118	751	2016	0.5%	1.9%	80.3%	1.6%	15.7%
	0.0%	100.0%	17.5%	140.0%	-59.9%	-8.7%		0.0%	1.0%	18.0%	1.0%	-20.0%

County Ticket Volume

December stats compared with 2015

Gaston	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3HR	% CNCL	% NEW	% RXMT	% UPDT
2015	12	27	1677	22	464	2202	2015	0.5%	1.2%	76.2%	1.0%	21.1%
2016	9	67	1934	49	641	2700	2016	0.3%	2.5%	71.6%	1.8%	23.7%
	-25.0%	148.1%	15.3%	122.7%	38.1%	22.6%		-0.2%	1.3%	-4.5%	0.8%	2.7%

County Ticket Volume

December stats compared with 2015



Rutherford	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3HR	% NEW	% RXMT	% UPDT
2015	2	3	289	11	20	325	2015	0.6%	88.9%	3.4%	6.2%
2016	18	1	403	7	108	537	2016	3.4%	75.0%	1.3%	20.1%
	800.0%	-66.7%	39.4%	-36.4%	440.0%	65.2%		2.7%	-13.9%	-2.1%	14.0%

County Ticket Volume

2016 Stats Compared with 2015

Cleveland	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3HR	% CNCL	% NEW	% RXMT	% UPDT
2015	59	66	8458	218	2450	11251	2015	0.5%	0.6%	75.2%	1.9%	21.8%
2016	153	169	9884	138	2194	12538	2016	1.2%	1.3%	78.8%	1.1%	17.5%
	159.3%	156.1%	16.9%	-36.7%	-10.4%	11.4%		0.7%	0.8%	3.7%	-0.8%	-4.3%

County Ticket Volume

2016 Stats Compared with 2015

Gaston	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3HR	% CNCL	% NEW	% RXMT	% UPDT
2015	123	258	22783	638	5094	28896	2015	0.4%	0.9%	78.8%	2.2%	17.6%
2016	835	527	29616	658	8134	39770	2016	2.1%	1.3%	74.5%	1.7%	20.5%
	578.9%	104.3%	30.0%	3.1%	59.7%	37.6%		1.7%	0.4%	-4.4%	-0.6%	2.8%

County Ticket Volume

2016 Stats Compared with 2015

Rutherford	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3HR	% CNCL	% NEW	% RXMT	% UPDT
2015	30	46	4129	175	1050	5430	2015	0.6%	0.8%	76.0%	3.2%	19.3%
2016	91	66	5740	102	1007	7006	2016	1.3%	0.9%	81.9%	1.5%	14.4%
	203.3%	43.5%	39.0%	-41.7%	-4.1%	29.0%		0.7%	0.1%	5.9%	-1.8%	-5.0%

County Ticket Distribution

CLEVELAND	751
BOILING SPRINGS	18
CASAR	11
EARL	2
ELIZABETH CITY	1
FALLSTON	1
GROVER	38
KINGS MOUNTAIN	204
KINGSTOWN	5
LATTIMORE	2
LAWNDALE	23
MOORESBORO	11
OAKGROVE	1
PATTERSON SPRINGS	5
POLKVILLE	2
SHELBY	420
WACO	7

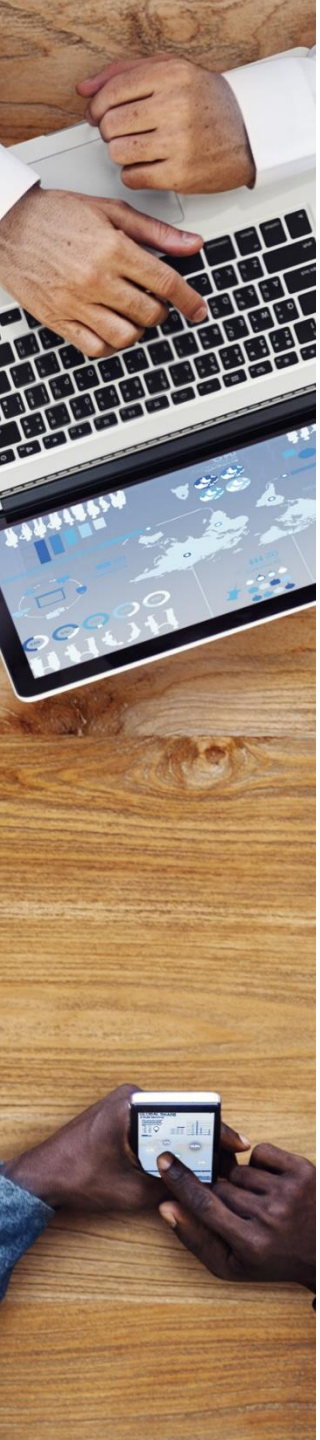
County Ticket Distribution

GASTON	2700
ALEXIS	6
BELMONT	618
BESSEMER CITY	106
CHERRYVILLE	59
CRAMERTON	58
DALLAS	122
GASTONIA	1128
GASTONIA OUT	8
HIGH SHOALS	12
KINGS MOUNTAIN	13
LOWELL	38
MCADENVILLE	20
MOUNT HOLLY	301
RANLO	20
SOUTH GASTONIA	5
STANLEY	182

County Ticket Distribution

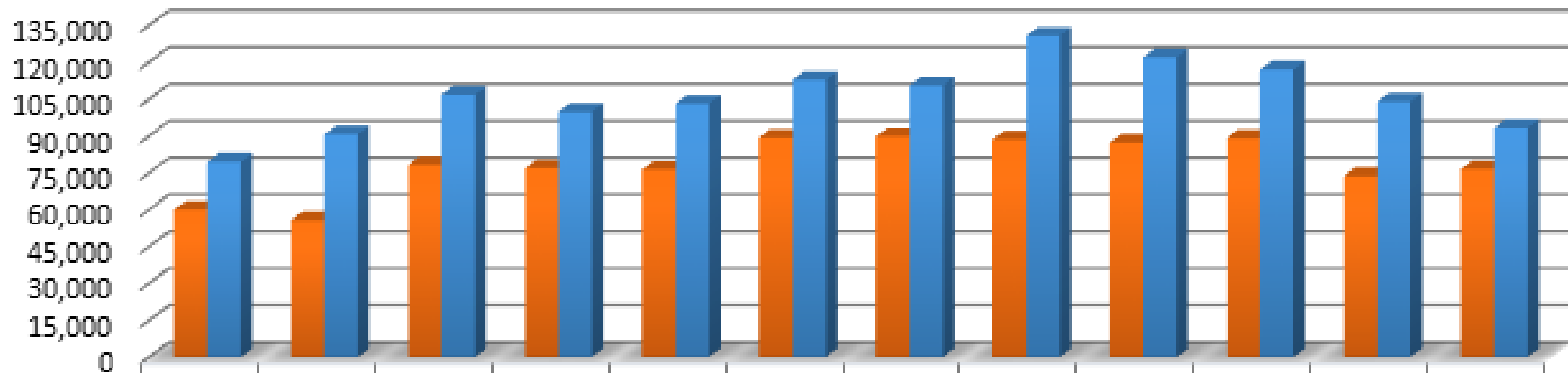
RUTHERFORD	537
BOSTIC	22
CAROLEEN	1
CHIMNEY ROCK	2
DUNCANS CREEK	1
ELLENBORO	34
FOREST CITY	158
GILKEY	1
GREEN HILL	3
HENRIETTA	2
LAKE LURE	34
RUTHERFORDTON	239
SPINDALE	30
SUNSHINE	1
UNION	2
UNION MILLS	5
WHITEHOUSE	1

REMOTE TICKET ENTRY



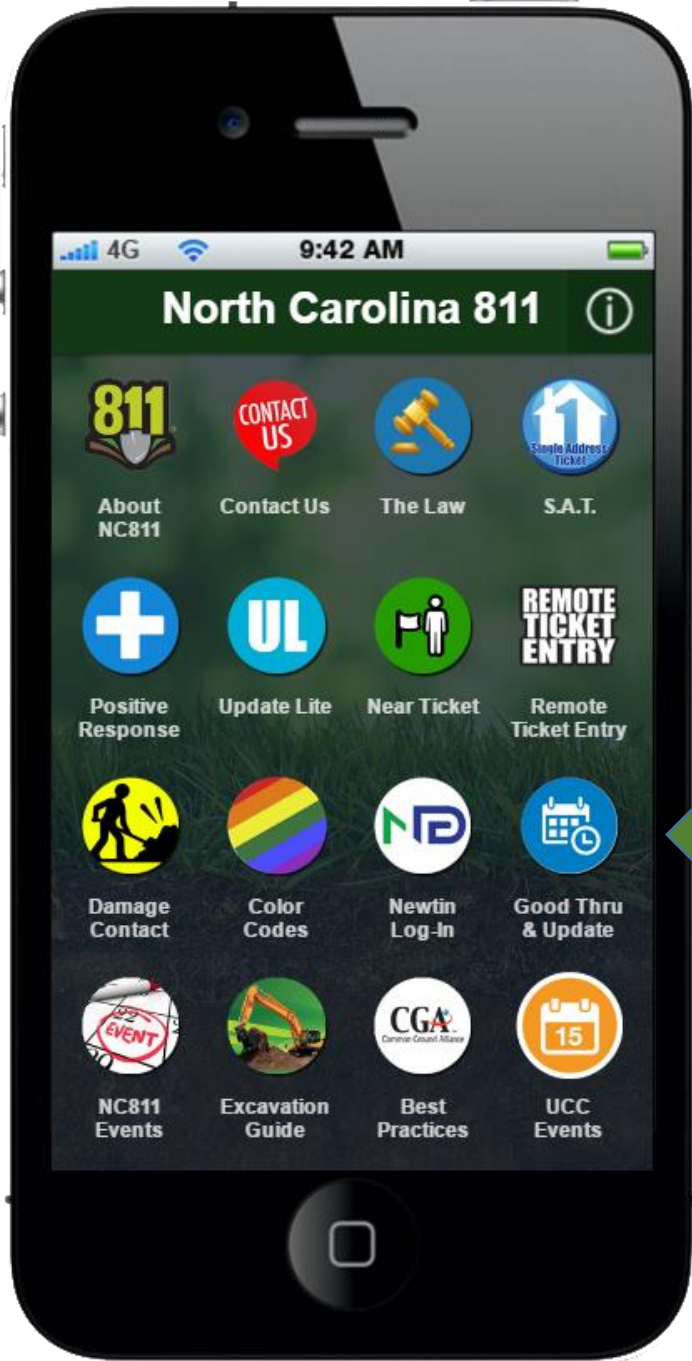
Total Tkt Summary	138,076
In-House Tkt Summary	44,857
RTE Ticket Summary; incl. UL	93,219
RTE Ticket Summary; excl. UL	80,183
RTE % Volume; excl. UL	58.07%
RTE % Volume	67.51%

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

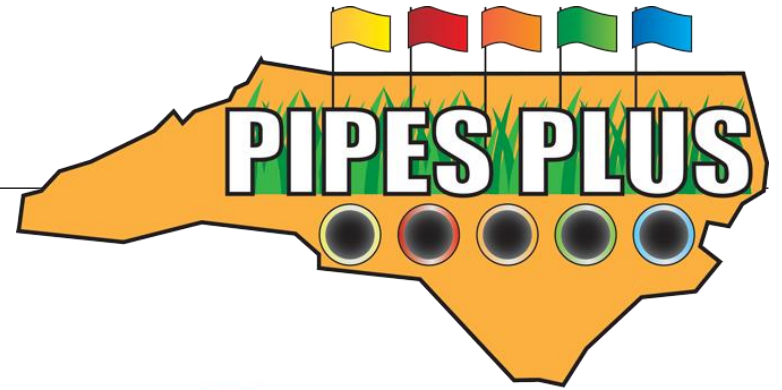
Good Thru & Update



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

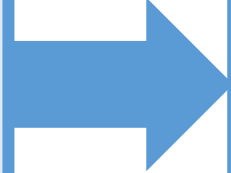
www.nc811.org/safe-digging-partner.html




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



RSVP

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

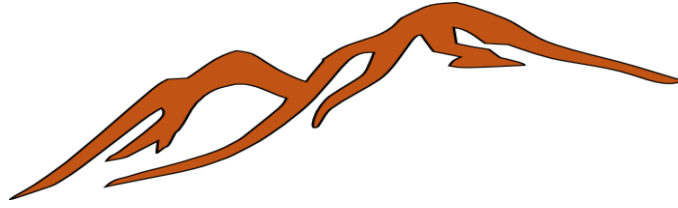


**Thank you for your time and attention.
You can get a PDF copy of this presentation on
www.ncucc.org**



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.

North Carolina Foothills Utilities Coordination Committee



Meeting Minutes

Date: 1/5/17

Place: Ken & Mary's

Address: 1628 S. Dekalb St.

Town: Shelby, NC

Called to Order & Welcomed to Guest

- Kevin Johnson called the meeting to order @ **11:00** AM
- Chase Gibson went over housekeeping and emergency evacuation.

Introductions

- **Kevin Johnson** started introductions, and then went around the room.
- Safety Share presented by **Billy Rice**
- Topic – **Winter weather safety, watch out for ice, and super cold temperatures.**

Old Business

- Any Changes to last month's minutes? (NONE)
- **2017 Meeting Location Schedule – Meeting Dates will be scheduled on the First Tuesday of every month at 11:00 AM unless there is a conflict with a legal Holiday, or otherwise noted. All meeting locations, dates, and times will be determined, and scheduled by the Committee's Acting Officers.**
 - January 5th 2017 – Shelby, NC (*Thursday*)
 - February 7th, 2017 – Forrest City, NC
 - March 7th, 2017 – Gastonia, NC
 - April 4th, 2017 – Shelby, NC
 - May 2nd, 2017 - Forrest City, NC
 - June 6th, 2017 - Gastonia, NC
 - July 2017 – *No Meeting due to Holiday*
 - August 1st, 2107 – Forrest City, NC
 - September 5th, 2017 – Shelby, NC
 - October 3rd 2017 – Gastonia, NC
 - November 7th, 2017 – Forrest City, NC
 - December 5th 2017 – Gastonia, NC (*Contractor Awareness Breakfast.*)

○

Officer Reports

Chair- Kevin wanted to thank everyone for the help, and the great turnout at the contractor awareness breakfast. It was a huge success, and we more than doubled our attendance from last year!

Co-Chair/Secretary- Chase went over the new sign in sheet. He advised people to pay attention to it, and if anyone needs to make changes please do so.

New Business

- NC 811 / One Call presentation was given by: **Tami Stout**
- N.C.D.O.T. Update – N/A.

Open Discussion

- N/A

Reports

- NC 811 / One Call** – Tami advised us that 2017 is the 75th anniversary of the UCC. In North Carolina in 2016 one call received 1,949,995 ticket request which in turn created 10,655,012 transmissions. This is a 26.5% increase from 2015-2016.
- N.C.D.O.T** – N/A.
- PSNC Energy** – Had 6 damages during the month of December. Will be working on projects in Belmont, Cramer Woods, and South Point Rd.
- City of Kings Mountain** – Working on a project that will bring a 10,000 home subdivision to Kings Mountain.
- City of Shelby** – Small in-town projects off Trade St.
- Cleveland County Water** – N/A.
- Rutherford County** – N/A.
- USIC** – USIC is about a day ahead on everything. They will be hiring a few more in the coming weeks.
- Kennedy Network-** Working on widening 274 at the NC/SC Border (Grover.)
- Duke Energy** – Having issues in Charlotte, luckily no issues in our area.
- Charter** – 6 Damages during December.
- AT&T** – Paul offered to help out with Light Gig any way he could. Also he advised anyone calling in tickets to give a accurate, adequate description of the proposed digging area, and to please white line if possible.
- Williams Gas Pipeline** – N/A.
- AnSCO** – N/A.
- Piedmont Natural Gas** – N/A.
- Railroads** – N/A.
- Badger** – Mostly in Charlotte, and Asheville working with Google fiber.
- Wilson Septic Tank** – Nothing new to report.

Next Meeting – Tuesday, February 7th, 2017 at Big Dave's Family Seafood 123 Commercial Blvd. Forrest City, NC

Meeting adjourned at **12:30pm**

Minutes submitted by: **Chase Gibson**

North Carolina Foothills Utility Coordinating Committee

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	Dale	Harder		PSNC Energy	

North Carolina Foothills Utility Coordinating Committee

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	Jim	McQuaige	lmcquaige.rr.com	Hidden Doge fence Company "pet stop"	
	Jim	Rucker	jrucker5@yahoo.com	Cleveland Constructors	

North Carolina Foothills Utility Coordinating Committee

<u>Check in</u>	<u>First Name</u>	<u>Last Name</u>	<u>Email Address</u>	<u>Representing Company</u>	<u>Phone #</u>
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North Carolina Foothills Utility Coordinating Committee

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	Matt	Halt		PSNC Energy	
	Matt	Sterling		Carolina Communication Inc.	
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	Rob	Wade	rwade@benton-georgia.com	Benton Georgia	
	Rob	Duff	robd@dwotc.com	Ditch Witch of the Carolinas	

North Carolina Foothills Utility Coordinating Committee

<u>Check in</u>	<u>First Name</u>	<u>Last Name</u>	<u>Email Address</u>	<u>Representing Company</u>	<u>Phone #</u>
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North Carolina Foothills Utility Coordinating Committee

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