



# Haywood UCC

## February 2017



*Brown Mountain Overlook*



**business  
analytics**



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





# Locate Requests & Transmissions

## Jan. 2017 vs 2016

### Tickets

2017: 147,568

2016: 122,523

Difference: +20.4%

### Transmissions

2017: 834,883

2016: 651,388

Difference: +28.2%

## YTD Totals 2017

**Tickets: 147,568**

20.4% over 2016

**Transmissions: 834,883**

28.2% over 2016

# County Ticket Volume



# County Ticket Volume

YTD stats compared with previous year

YTD & Jan.	Type Ticket						% Measured against Total Tickets					
	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL		% 3 HR	% CNCL	% NEW	% RXMT	% UPDT
2016	1	5	280	3	223	512	2016	0.2%	1.0%	54.7%	0.6%	43.6%
2017	2	0	209	5	251	467	2017	0.4%	0.0%	44.8%	1.1%	53.7%
+/- Var	100.0%	-100.0%	-25.4%	66.7%	12.6%	-8.8%	Diff +/-	0.2%	-1.0%	-9.9%	0.5%	10.2%
	-			Locates per day		23						

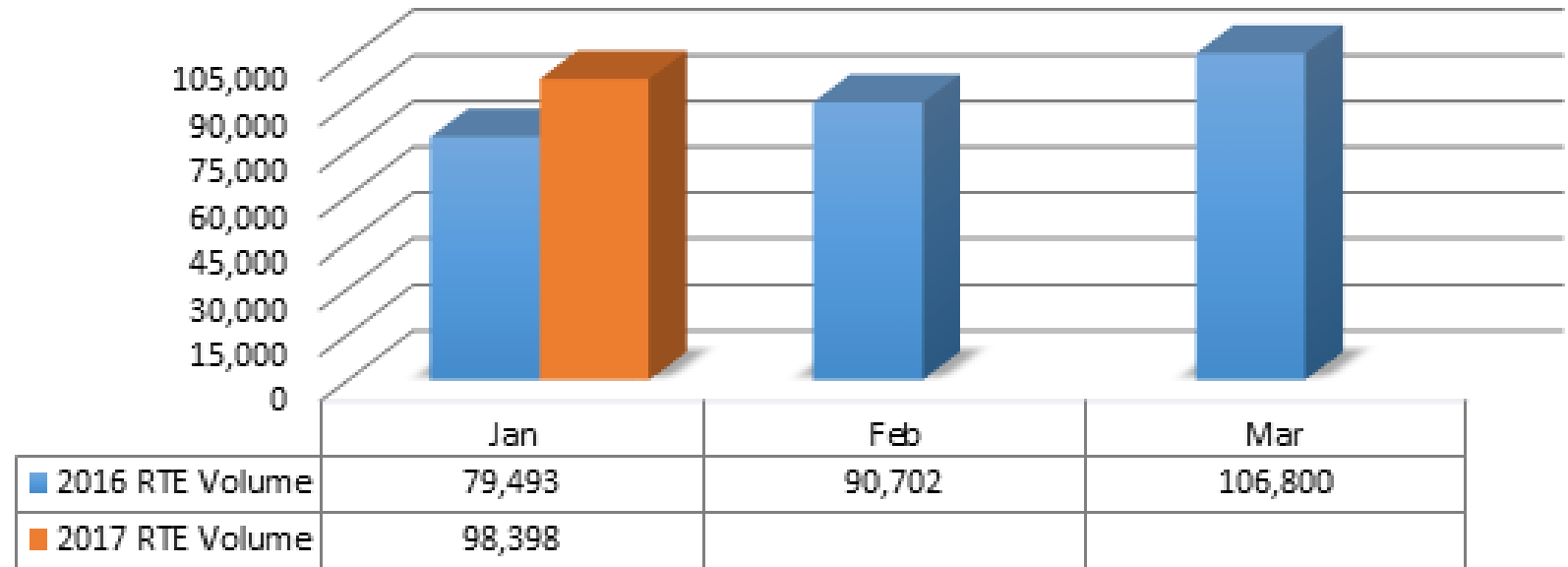
# County Ticket Distribution

HAYWOOD	467
BEAVERDAM	1
CANTON	58
CLYDE	44
CRABTREE	4
IRON DUFF	24
JONATHAN	22
LAKE JUNALUSKA	86
MAGGIE VALLEY	13
WAYNESVILLE	215

# REMOTE TICKET ENTRY

<b>Total Tkt Summary</b>	<b>147,568</b>
In-House Tkt Summary	49,170
RTE Ticket Summary; incl. UL	98,398
RTE Ticket Summary; excl. UL	84,239
RTE % Volume; excl. UL	57.08%
RTE % Volume	66.68%

### RTE Volume 2017 vs 2016







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



# 2017 NC811 Fire Station Marquee Challenge

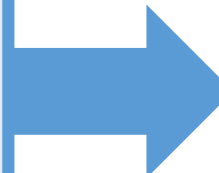


Enter to win **\$1,000**




# 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 Update

- Board meeting Quarterly
- 54 cases have been reviewed and letters have been sent
- Some quick stats:
  - Of 65 total complaints received, 54 have been reviewed by the Board
  - 33 were found to be violations
  - Of those 3 had fines recommended
  - 15 had either the wrong party identified or were missing critical information to make a determination
  - 6 were found to be not violations



# NC Underground Damage Prevention Review Board Meetings

Located at: 2550 Operations Way,  
Raleigh, NC



- 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
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



## 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

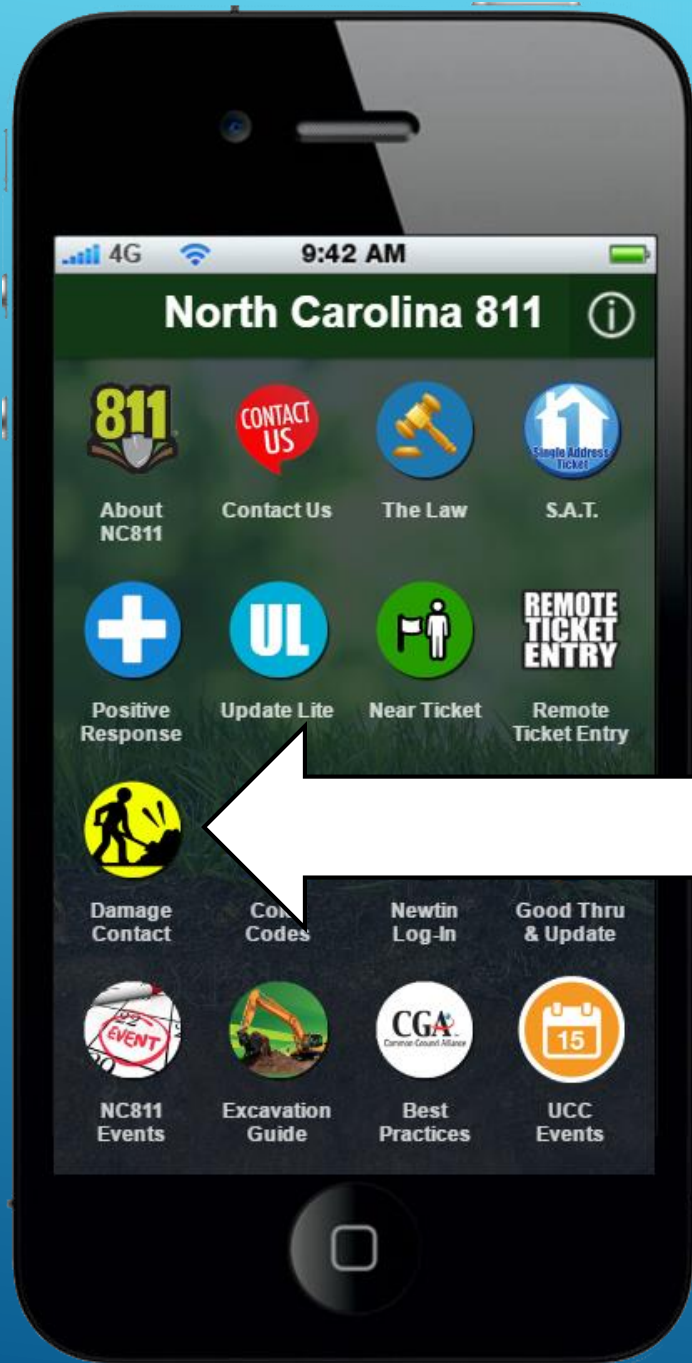
March 14<sup>th</sup>, 2017  
4211 Global Street  
Raleigh, NC

**SC/NC Joint Utility  
Coordinating  
Committee Conference**  
Wed, April 5, 2017 thru  
Fri, April 7, 2017  
10000 Beach Club Dr,  
Myrtle Beach, SC 29572



# Damage Contact

When a utility is damaged, know who to contact in your area with the Damage Contact section of the app.



# County Member Damage Notification Information

NORTH CAROLINA

County

Members Notified for County ALAMANCE

Code	Name	Damage Contact	Phone
ATT01	ATT/T (TRANSMISSION)	STUART HIGHTOWER	(803)929-1925
ATT312*	ATT/D (DISTRIBUTION)	ATT REPRESENTATIVE	(877)737-2478
CAR01	CARDINAL PIPELINE COMPANY	GAS CONTROL	(800)440-8475
CAR02	CARDINAL PIPELINE COMPANY	GAS CONTROL	(800)440-8475
CIS01*	HOTWIRE COMMUNICATIONS, LLC		
COB01	CITY OF BURLINGTON		
COB02	CITY OF BURLINGTON	DEAN COBLE	(336)516-6654
COP02	COLONIAL PIPELINE COMPANY	CONTROL CTR SENIOR CONTROLLER	(800)926-2728
COP05	COLONIAL PIPELINE COMPANY	CONTROL CTR SENIOR CONTROLLER	(800)926-2728
CPL10*	DUKE ENERGY	DUKE ENERGY REPRESENTATIVE	(800)452-2777
CPL30*	DUKE ENERGY	DUKE ENERGY REPRESENTATIVE	(800)452-2777
CTT02*	CTLCL-CENTURYLINK	GENERAL NUMBER	(800)788-3600
CTT11*	CTLCL-CENTURYLINK	GENERAL NUMBER	(800)788-3600
CTT12*	CTLCL-CENTURYLINK	GENERAL NUMBER	(800)788-3600
CVI04*	TIME WARNER CABLE	1 - TWC CALL CENTER	(855)261-9374
CVI04*	TIME WARNER CABLE	2 - HUNTER MAREADY	(910)742-8454



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.