

UCC Sign-In Sheet

County: Henderson - Polk ^{ucc} Date: 1 / 12 / 17

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NC811 UCC Report for January 2017

Henderson-Polk-Transylvania UCC

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 dark blue with a hexagonal grid pattern. Various business icons are scattered around: 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

Dec.	Type Ticket							% Measured against Total Tickets				
	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3HR	% CNCL	% NEW	% RXMT	% UPDT
Henderson												
2015	7	9	805	17	188	1026	2015	0.7%	0.9%	78.5%	1.7%	18.3%
2016	9	9	1111	24	245	1398	2016	0.6%	0.6%	79.5%	1.7%	17.5%
+/- Var	28.6%	0.0%	38.0%	41.2%	30.3%	36.3%	Diff +/-	0.0%	-0.2%	1.0%	0.1%	-0.8%
				Avg Locates per Day		78						
Transylvania												
	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3HR	% CNCL	% NEW	% RXMT	% UPDT
2015	0	0	192	3	30	225	2015	0.0%	0.0%	85.3%	1.3%	13.3%
2016	0	2	230	6	62	300	2016	0.0%	0.7%	76.7%	2.0%	20.7%
2016	0.0%	200.0%	19.8%	100.0%	106.7%	33.3%	Diff +/-	0.0%	0.7%	-8.7%	0.7%	7.3%
				Avg Locates per Day		17						
Polk												
	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3HR	% 3HR	% NEW	% RXMT	% UPDT
2015	6	1	248	3	49	307	2015	2.0%	0.3%	80.8%	1.0%	16.0%
2016	0	2	133	7	84	226	2016	0.0%	0.9%	58.8%	3.1%	37.2%
2016	-100.0%	100.0%	-46.4%	133.3%	71.4%	-26.4%	Diff +/-	-2.0%	0.6%	-21.9%	2.1%	21.2%
				Avg Locates per Day		13						

County Ticket Volume

2016 Stats Compared with 2015

YTD		Type Ticket							% Measured against Total Tickets					
		3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3HR	% CNCL	% NEW	% RXMT	% UPDT	
Henderson														
	2015	49	195	11591	305	2245	14385	2015	0.3%	1.4%	80.6%	2.1%	15.6%	
	2016	138	158	13648	228	3937	18109	2016	0.8%	0.9%	75.4%	1.3%	21.7%	
+/- Var		181.6%	-19.0%	17.7%	-25.2%	75.4%	25.9%	Diff +/-	0.4%	-0.5%	-5.2%	-0.9%	6.1%	
					Avg Locates per Day		73							
Transylvania														
	2015	1	15	2254	43	314	2627	2015	0.0%	0.6%	85.8%	1.6%	12.0%	
	2016	23	33	3722	59	823	4660	2016	0.5%	0.7%	79.9%	1.3%	17.7%	
+/- Var		2200.0%	120.0%	65.1%	37.2%	162.1%	77.4%	Diff +/-	0.5%	0.1%	-5.9%	-0.4%	5.7%	
					Avg Locates per Day		19							
Polk														
	2015	19	27	2026	91	689	2852	2015	0.7%	0.9%	71.0%	3.2%	24.2%	
	2016	53	46	2602	74	1545	4320	2016	1.2%	1.1%	60.2%	1.7%	35.8%	
+/- Var		178.9%	70.4%	28.4%	-18.7%	124.2%	51.5%	Diff +/-	0.6%	0.1%	-10.8%	-1.5%	11.6%	
					Avg Locates per Day		17							

County Ticket Distribution

HENDERSON	1398
BALFOUR	2
BARKER HEIGHTS	1
BAT CAVE	1
BLUE RIDGE	2
EAST FLAT ROCK	23
EDNEYVILLE	13
ETOWAH	45
FLAT ROCK	135
FLETCHER	167
HENDERSONVILLE	772
HOOPERS CREEK	5
HORSE SHOE	13
LAKEVIEW ESTATES	1
LAUREL PARK	8
MILLS RIVER	170
MOUNTAIN HOME	6
SALUDA	4
TUXEDO	2
VALLEY HILL	6
ZIRCONIA	22

County Ticket Distribution

TRANSYLVANIA	300
BALSAM GROVE	1
BLANTYRE	4
BREVARD	168
CEDAR MOUNTAIN	9
LAKE TOXAWAY	32
LITTLE RIVER	1
PENROSE	15
PISGAH FOREST	33
QUEBEC	1
ROSMAN	10
SAPPHIRE	1
TOXAWAY FALLS	25

County Ticket Distribution

POLK	226
COLUMBUS	62
GREEN CREEK	4
KROSS KEYS	1
MILL SPRING	29
SALUDA	28
SUNNY VIEW	1
TRYON	101

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

2016 Damages

Which Facility Was Damaged When What Work Was Performed?

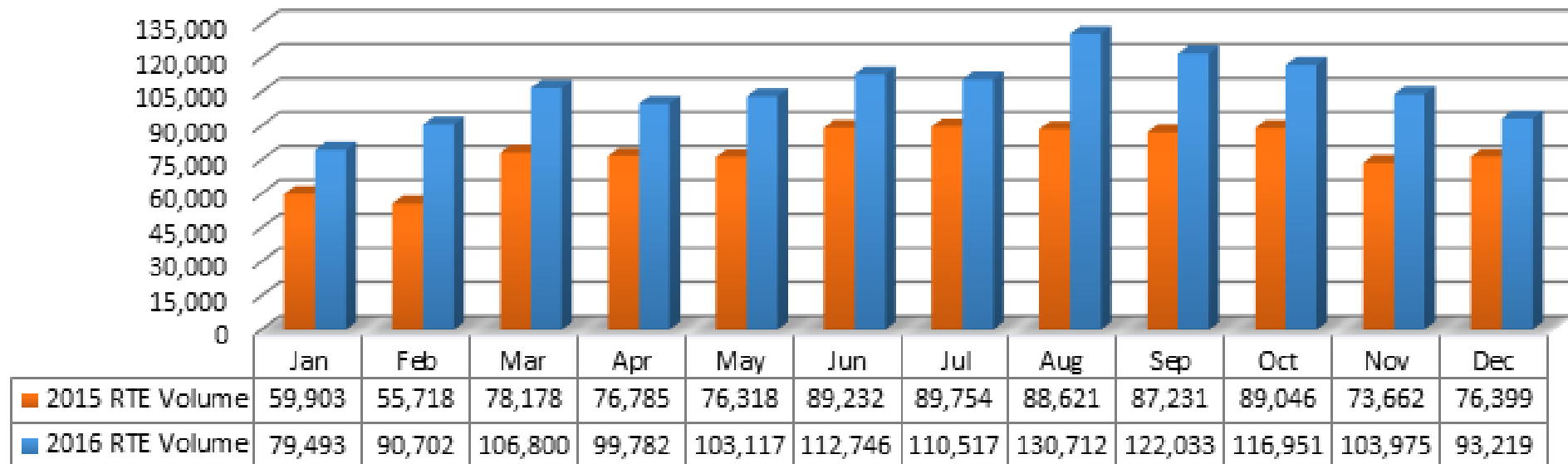
	Facility Damaged							Grand	
	Telco	Cable TV	Electric	Nat Gas	Water	Unk/Other	Sewer	Total	GT%
Telecommunications	34	40	28	72	54	4	4	236	42.99%
Natural Gas	25	19	15		9	2	2	72	13.11%
Water	29	11	8	1	2	6		57	10.38%
Electric	22	14	11	2	3			52	9.47%
Sewer	5	13	8	1		1		28	5.10%
Cable TV	12		5	4	5			26	4.74%
Unknown/Other	5	5	5	3		2		20	3.64%
Fencing	4	2	4			1		11	2.00%
Landscaping	5	2		1				8	1.46%
Road Work	5	1		1		1		8	1.46%
Storm Drain/Culvert	1		2	1	1			5	0.91%
Pole	4	1						5	0.91%
Irrigation	1	3						4	0.73%
Bldg. Construction			3			1		4	0.73%
Street Light	1	1	1	1				4	0.73%
Drainage	1		2					3	0.55%
Driveway	2							2	0.36%
Site Development	1							1	0.18%
Curb/Sidewalk	1							1	0.18%
Grading							1	1	0.18%
Traffic Signal		1						1	0.18%
Grand Total	158	113	92	87	74	18	7	549	100.00%
	28.78%	20.58%	16.76%	15.85%	13.48%	3.28%	1.28%		

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

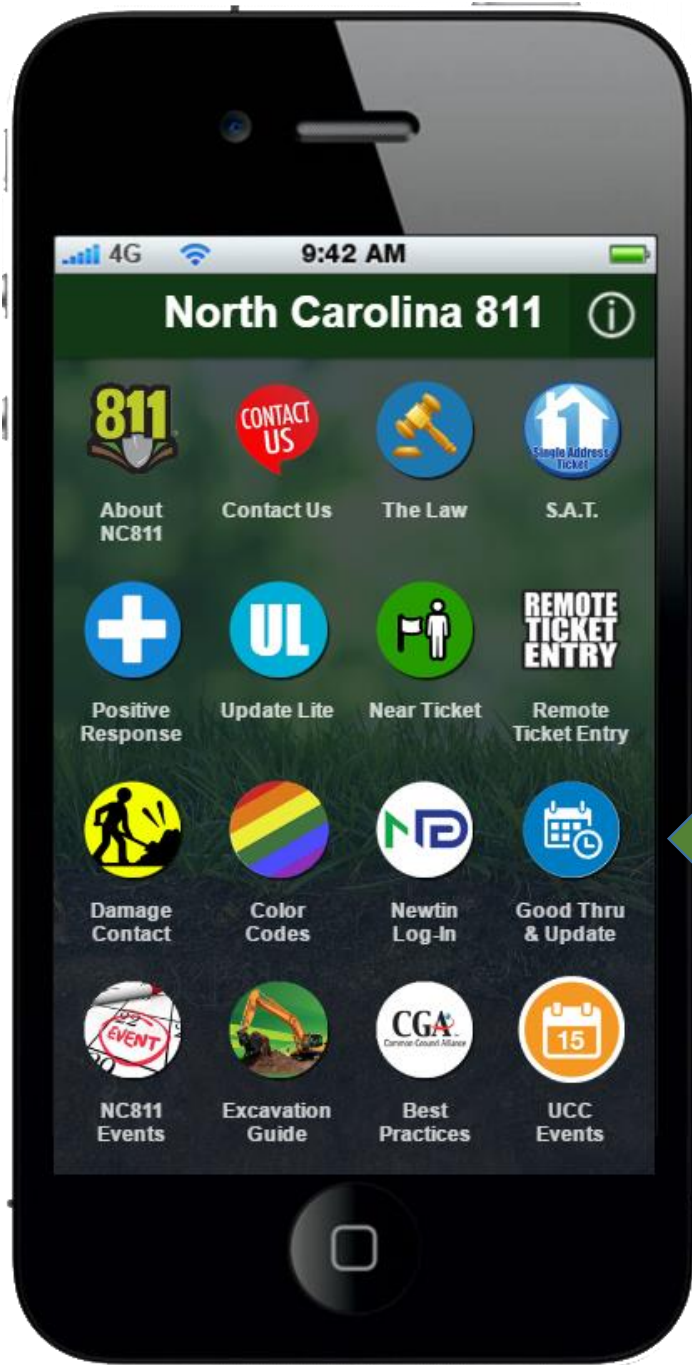


REMOTE TICKET ENTRY

Acquired RTE Participants 2016 vs 2015

Qtr	Month	2016	2015	Difference (+/-) 2016 v/s 2015
1QTR	Jan	71	76	-5
	Feb	87	62	25
	Mar	85	57	28
2QTR	Apr	81	54	27
	May	83	46	37
	Jun	82	66	16
3QTR	Jul	49	62	-13
	Aug	82	78	4
	Sep	67	57	10
4QTR	Oct	61	67	-6
	Nov	65	52	13
	Dec	47	48	-1
YTD Total		860	725	135
1Q		243	195	48
2Q		246	166	80
3Q		198	197	1
4Q		173	167	6

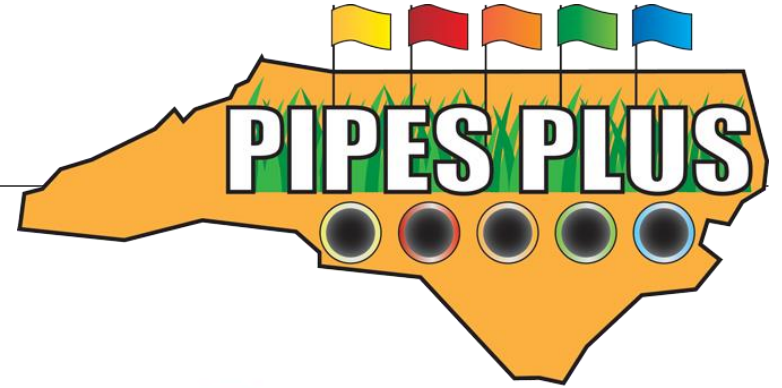
Good Thru & Update



**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

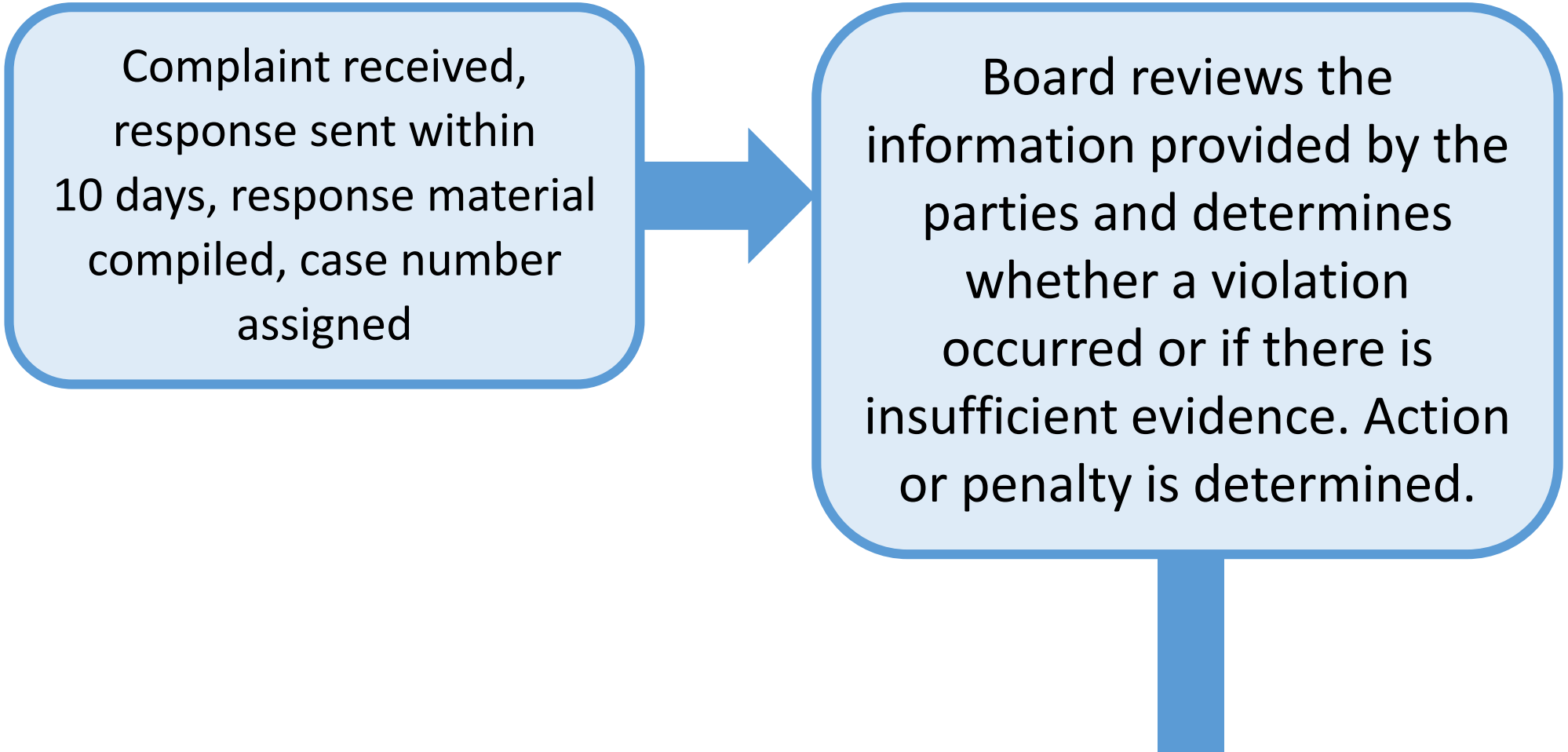
Safe Digging Partner

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



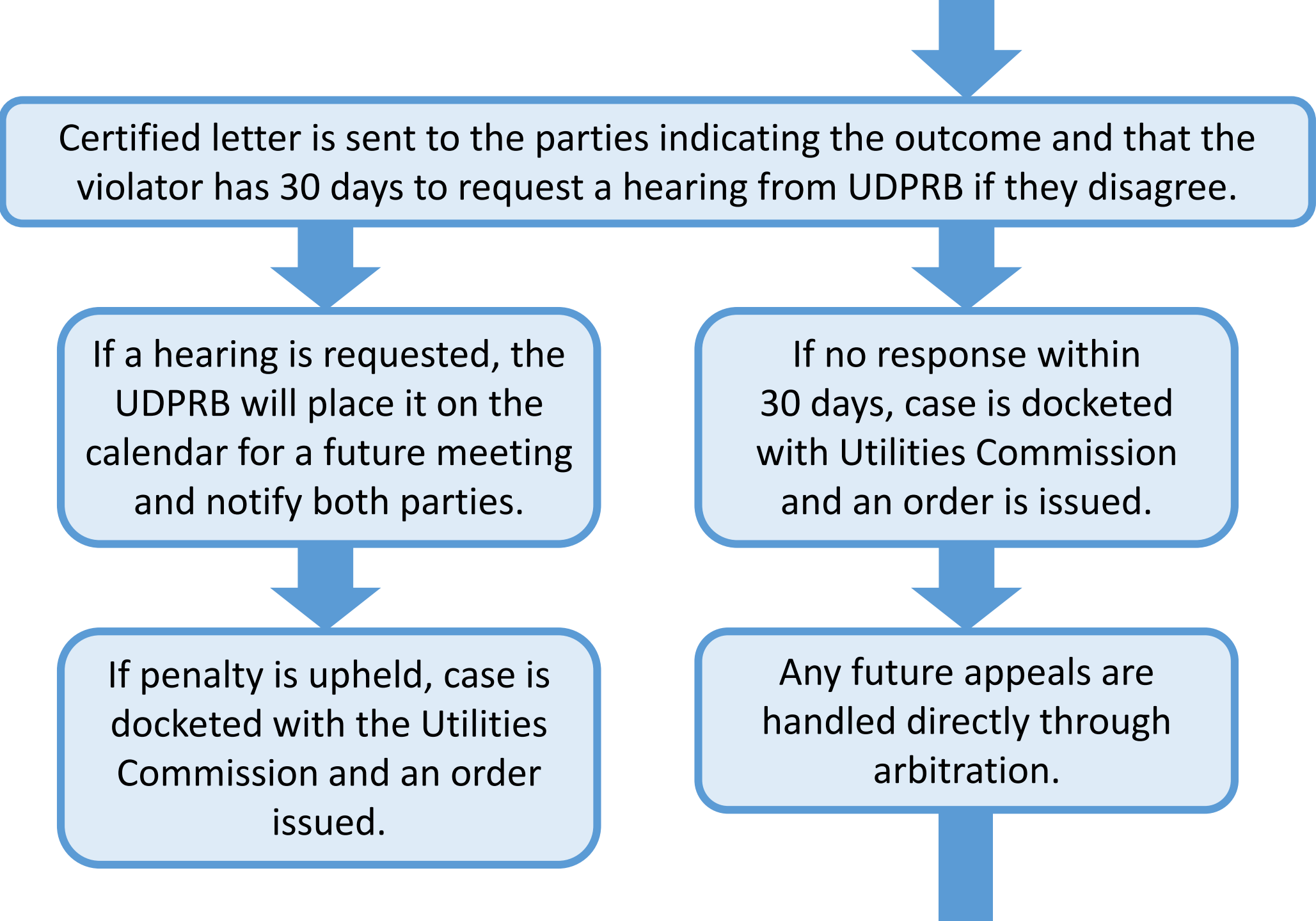
NC Underground Damage Prevention Review Board Process

Complaint received,
response sent within
10 days, response material
compiled, case number
assigned



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graph LR; A[Complaint received, response sent within 10 days, response material compiled, case number assigned] --> B[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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Board reviews the
information provided by the
parties and determines
whether a violation
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insufficient evidence. Action
or penalty is determined.



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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.];
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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, 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





**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.