

NC811 UCC Report for January 2017

LERR LAKE UCC

JANUARY 10, 2017

Downtown Asheville





A business analyst in a dark suit and red tie is pointing 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: 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				
VANCE	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL		% 3 HR	% CNCL	% NEW	% RXMT	% UPDT
2015	3	4	339	4	86	436	2015	0.7%	0.9%	77.8%	0.9%	19.7%
2016	3	5	296	11	104	419	2016	0.7%	1.2%	70.6%	2.6%	24.8%
+/- Var	0.0%	25.0%	-12.7%	175.0%	20.9%	-3.9%	Diff +/-	0.0%	0.3%	-7.2%	1.7%	5.1%

County Ticket Volume

December stats compared with 2015

	Type Ticket							% Measured against Total Tickets				
WARREN	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL		% 3 HR	% CNCL	% NEW	% RXMT	% UPDT
2015	0	0	113	1	31	145	2015	0.0%	0.0%	77.9%	0.7%	21.4%
2016	2	2	124	3	17	148	2016	1.4%	1.4%	83.8%	2.0%	11.5%
+/- Var	200%	200%	9.7%	200.0%	-45.2%	2.1%	Diff +/-	1.4%	1.4%	5.9%	1.3%	-9.9%

County Ticket Volume

December stats compared with 2015

	Type Ticket							% Measured against Total Tickets				
FRANKLIN	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL		% 3 HR	% CNCL	% NEW	% RXMT	% UPDT
2015	10	8	584	7	240	849	2015	1.2%	0.9%	68.8%	0.8%	28.3%
2016	3	7	543	16	90	659	2016	0.5%	1.1%	82.4%	2.4%	13.7%
+/- Var	-70.0%	-12.5%	-7.0%	128.6%	-62.5%	-22.4%	Diff +/-	-0.7%	0.2%	13.6%	1.6%	-14.6%

County Ticket Volume

December stats compared with 2015



	Type Ticket							% Measured against Total Tickets				
GRANVILLE	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL		% 3 HR	% CNCL	% NEW	% RXMT	% UPDT
2015	4	12	490	8	127	641	2015	0.6%	1.9%	76.4%	1.2%	19.8%
2016	3	7	295	2	131	438	2016	0.7%	1.6%	67.4%	0.5%	29.9%
+/- Var	-25.0%	-41.7%	-39.8%	-75.0%	3.1%	-31.7%	Diff +/-	0.1%	-0.3%	-9.0%	-0.7%	10.1%

County Ticket Volume

2016 Stats Compared with 2015

VANCE	Type Ticket							% Measured against Total Tickets				
	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL		% 3 HR	% CNCL	% NEW	% RXMT	% UPDT
2015	39	45	4467	75	1890	6516	2015	0.6%	0.7%	68.6%	1.2%	29.0%
2016	79	57	4329	106	1720	6291	2016	1.3%	0.9%	68.8%	1.7%	27.3%
+/- Var	102.6%	26.7%	-3.1%	41.3%	-9.0%	-3.5%	Diff +/-	0.7%	0.2%	0.2%	0.5%	-1.7%

Work Days	Total Tickets	Avg Locates per Day
247	6291	25

County Ticket Volume

2016 Stats Compared with 2015

WARREN	Type Ticket							% Measured against Total Tickets				
	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL		% 3 HR	% CNCL	% NEW	% RXMT	% UPDT
2015	20	16	2076	66	1347	3525	2015	0.6%	0.5%	58.9%	1.9%	38.2%
2016	67	25	2620	46	501	3259	2016	2.1%	0.8%	80.4%	1.4%	15.4%
+/- Var	235.0%	56.3%	26.2%	-30.3%	-62.8%	-7.5%	Diff +/-	1.5%	0.3%	21.5%	-0.5%	-22.8%

Work Days	Total Tickets	Avg Locates per Day
247	3259	13

County Ticket Volume

2016 Stats Compared with 2015



FRANKLIN	Type Ticket							% Measured against Total Tickets				
	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL		% 3 HR	% CNCL	% NEW	% RXMT	% UPDT
2015	27	130	7250	136	1628	9171	2015	0.3%	1.4%	79.1%	1.5%	17.8%
2016	47	143	7704	123	1409	9426	2016	0.5%	1.5%	81.7%	1.3%	14.9%
+/- Var	74.1%	10.0%	6.3%	-9.6%	-13.5%	2.8%	Diff +/-	0.2%	0.1%	2.6%	-0.2%	-2.9%

Work Days	Total Tickets	Avg Locates per Day
247	9426	38

County Ticket Volume

2016 Stats Compared with 2015



GRANVILLE	Type Ticket							% Measured against Total Tickets				
	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL		% 3 HR	% CNCL	% NEW	% RXMT	% UPDT
2015	28	80	5250	152	1488	6998	2015	0.4%	1.1%	75.0%	2.2%	21.3%
2016	84	100	6304	110	2162	8760	2016	1.0%	1.1%	72.0%	1.3%	24.7%
+/- Var	200.0%	25.0%	20.1%	-27.6%	45.3%	25.2%	Diff +/-	0.6%	0.0%	-3.0%	-0.9%	3.4%

Work Days	Total Tickets	Avg Locates per Day
247	8760	35

County Ticket Distribution



VANCE	419
DABNEY	6
HENDERSON	370
KITTRELL	17
MIDDLEBURG	13
SOUTH HENDERSON	2
TOWNSVILLE	7
WATKINS	1
WILLIAMSBORO	3

County Ticket Distribution

WARREN	148
ARCOLA	1
ELAMS	6
ENTERPRISE	4
MACON	22
MANSON	10
NORLINA	21
VAUGHAN	15
WARRENTON	69

County Ticket Distribution

FRANKLIN	659
BUNN	50
CENTERVILLE	2
FRANKLINTON	119
INGLESIDE	1
LOUISBURG	194
PEARCES	1
PILOT	8
WAKE FOREST	12
WHITE LEVEL	1
YOUNGSVILLE	271

County Ticket Distribution



GRANVILLE	438
BEREA	7
BULLOCK	2
BUTNER	38
CREEDMOOR	164
GRISSOM	7
OXFORD	172
STEM	39
STOVALL	4
WILBOURNS	1
WILTON	4

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

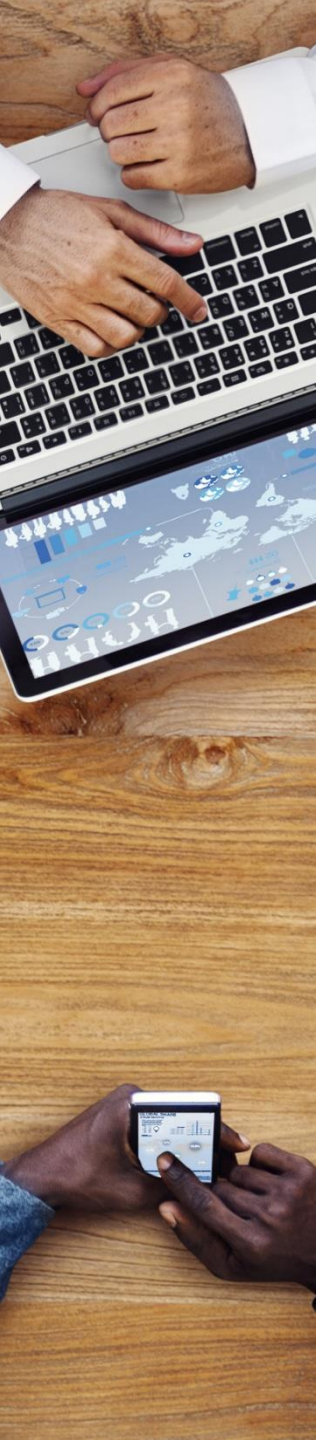
2016 Damages

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%		

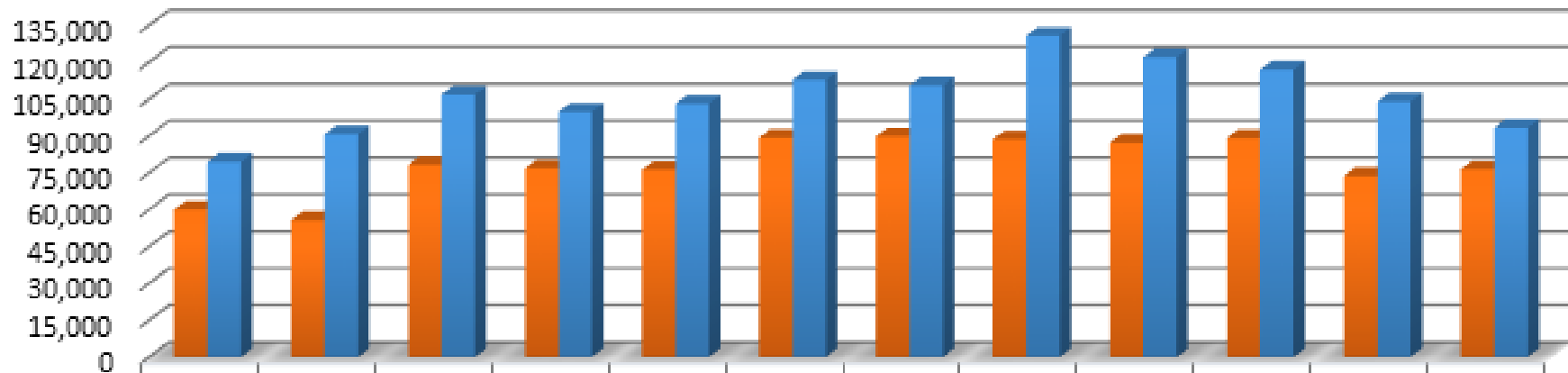
NC811, December 2016: 549 Damage Events in 48 Counties

REMOTE TICKET ENTRY



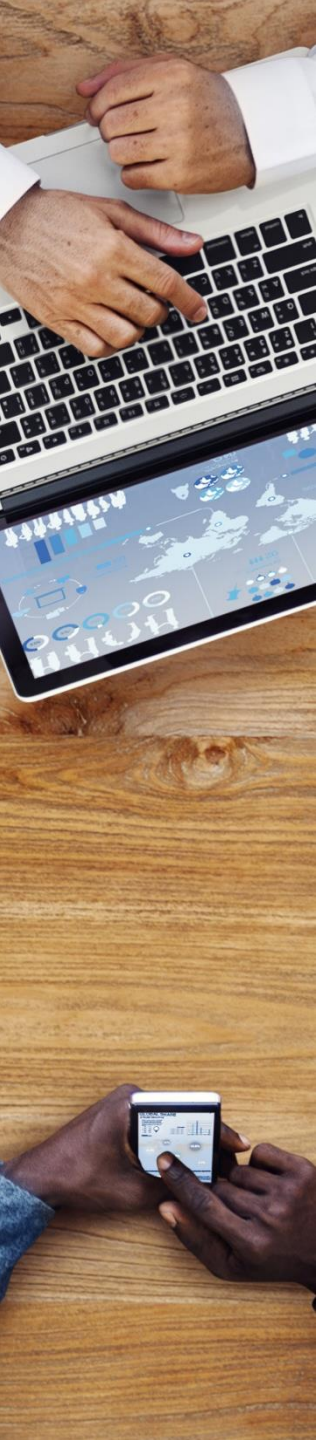
Total Tkt Summary	138,076
In-House Tkt. Summary	44,857
RTE Ticket Summary; incl. UL	93,219
RTE Ticket Summary; excl. UL	80,183
RTE % Volume; excl. UL	58.07%
RTE % Volume	67.51%

RTE Volume 2016 vs 2015



	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

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

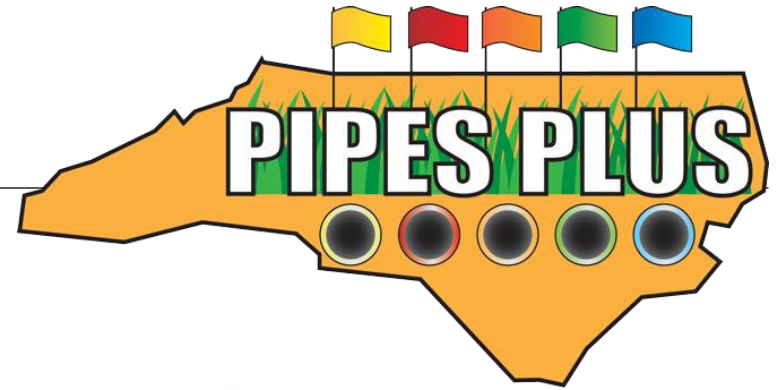
Good Thru & Update



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

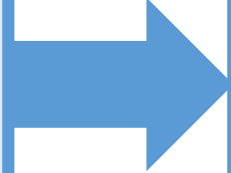
www.nc811.org/safe-digging-partner.html




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, 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.