



Utilities Coordinating Committee of the Lower Cape Fear
Serving New Hanover, Brunswick, and Pender Counties
January 17, 2017

Meeting held at Piedmont Natural Gas (1321 S. 10th Street, Wilmington)
Time begins: 9:05am Time end: 10:05am

Members' Introductions – 18 members attended

Call meeting to order – Glenn Carroll
Glenn Carroll - Chairperson
Joyce Cantrell- Secretary

This month's challenge – Bring a friend to annual BBQ

NC 811 – Howard Corey
Video – NC Dig It
Locate Requests / Transmission numbers
County Ticket Volume
County Ticket Distribution
2016 Damages
Remote Ticket Entry
NC811 App
Pipes Plus in Spanish
Safe Digging Partner – City of Raleigh
NC Underground Damage Prevention Review Board Process
NC811 Holiday Schedule
2017 State UCC meeting
NC811 Board meeting
www.ncucc.org

Resolutions for the New Year for UCC Meetings

- Chairperson – Glenn Carroll
- Damage Prevention meetings with companies that do numerous damages – a group of UCC members meet with the company to discuss safety and damage prevention
- Open agenda meetings – bring items to discuss with the group, ie damages, projects, problems
- Promote white lining on locates – use of white paint to clarify the locate area
- Guest Speakers – have ideas for this year, let Glenn or Joyce know
- Give back to the Community – get involve, ie. Food drive

Discussions

Damages – what may cause numerous damages

1. Lack of knowledge
2. Less time to install new facility by going forward then going around existing facilities
3. Installing new facility too fast (based on production)
4. Lack of training
5. Mis-located marks

Google Project in Raleigh – Glenn mentioned that the Google Project is shutting down. It will not be heading to Wilmington. AT&T project is still a go on upgrading their system.

North Carolina is an aggressive state as it goes to damage prevention.

Adjourn Meeting

Next month's meeting February 21st at Brunswick County Public Utilities Ops (250 Grey Water Rd, Supply) at 9:00 a.m.

Name

Joseph m. Hutcherson
TODD KING
Yvonne Spencer
~~Misty Rose~~
Christina Ross
Lynne VAN Story
Wendy Brannini - WFO
Terry Davis cow st.
MARK Melholland Cow Streets
ED LAMENDOLA
TODD Shermen
MARK FOWLER
JEFF KLEIN
Philip Shuster
Randell Chappell
Joyce Cantrell
Hunter Mar-easy
O. Gaitros
Howard Corey

NC811 UCC Report for January 2017

Lower Cape Fear (New Hanover, Brunswick & Pender)

Downtown Asheville







2016

A Year In Review

A graphic featuring a man in a suit and red tie 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

	Type Ticket							% Measured against Total Tickets				
						Total Tickets						
New Hanover	3 HR	CNCL	NEW	RXMT	UPDT			% 3HR	% CNCL	% NEW	% RXMT	% UPDT
2015	19	25	2075	34	573	2726	2015	0.7%	0.9%	76.1%	1.2%	21.0%
2016	17	46	2144	47	1064	3318	2016	0.5%	1.4%	64.6%	1.4%	32.1%
+/- Var	-10.5%	84.0%	3.3%	38.2%	85.7%	21.7%	Diff +/-	-0.2%	0.5%	-11.5%	0.2%	11.0%
	Avg Locates per Day					184						

County Ticket Volume

December stats compared with 2015

	Type Ticket							% Measured against Total Tickets				
Brunswick	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3HR	% CNCL	% NEW	% RXMT	% UPDT
2015	6	15	1477	28	535	2061	2015	0.3%	0.7%	71.7%	1.4%	26.0%
2016	31	29	1936	53	902	2951	2016	1.1%	1.0%	65.6%	1.8%	30.6%
+/- Var	416.7%	93.3%	31.1%	89.3%	68.6%	43.2%	Diff +/-	0.8%	0.3%	-6.1%	0.4%	4.6%
		Avg Locates per Day				164						

County Ticket Volume

December stats compared with 2015

	Type Ticket							% Measured against Total Tickets				
Pender	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3HR	% 3HR	% NEW	% RXMT	% UPDT
2015	5	4	604	8	108	729	2015	0.7%	0.5%	82.9%	1.1%	14.8%
2016	12	5	700	13	240	970	2016	1.2%	0.5%	72.2%	1.3%	24.7%
+/- Var	140.0%	25.0%	15.9%	62.5%	122.2%	33.1%	Diff +/-	0.6%	0.0%	-10.7%	0.2%	9.9%
		Avg Locates per Day				54						

County Ticket Volume

2016 Stats Compared with 2015

	Type Ticket							% Measured against Total Tickets				
						Total Tickets						
New Hanover	3 HR	CNCL	NEW	RXMT	UPDT			% 3HR	% CNCL	% NEW	% RXMT	% UPDT
2015	96	402	28484	630	9313	38925	2015	0.2%	1.0%	73.2%	1.6%	23.9%
2016	341	553	30300	679	12216	44089	2016	0.8%	1.3%	68.7%	1.5%	27.7%
+/- Var	255.2%	37.6%	6.4%	7.8%	31.2%	13.3%	Diff +/-	0.5%	0.2%	-4.5%	-0.1%	3.8%
		Avg Locates per Day				178						

County Ticket Volume

2016 Stats Compared with 2015

	Type Ticket							% Measured against Total Tickets				
Brunswick	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3HR	% CNCL	% NEW	% RXMT	% UPDT
2015	50	263	19482	506	5246	25547	2015	0.2%	1.0%	76.3%	2.0%	20.5%
2016	253	366	24452	456	9180	34707	2016	0.7%	1.1%	70.5%	1.3%	26.4%
+/- Var	406.0%	39.2%	25.5%	-9.9%	75.0%	35.9%	Diff +/-	0.5%	0.0%	-5.8%	-0.7%	5.9%
		Avg Locates per Day				141						

County Ticket Volume

2016 Stats Compared with 2015

	Type Ticket							% Measured against Total Tickets					
						Total Tickets							
Pender	3 HR	CNCL	NEW	RXMT	UPDT			% 3HR	% CNCL	% NEW	% RXMT	% UPDT	
2015	13	104	7673	110	1990	9890	2015	0.1%	1.1%	77.6%	1.1%	20.1%	
2016	87	104	9263	122	2894	12470	2016	0.7%	0.8%	74.3%	1.0%	23.2%	
+/- Var	569.2%	0.0%	20.7%	10.9%	45.4%	26.1%	Diff +/-	0.6%	-0.2%	-3.3%	-0.1%	3.1%	
		Avg Locates per Day				50							

County Ticket Distribution

County/Place	12 Dec
NEW HANOVER	3318
BAYSHORE	9
CAROLINA BEACH	104
CASTLE HAYNE	137
KINGS GRANT	8
KIRKLAND	12
KURE BEACH	27
MASONBORO	13
MURRAYSVILLE	57
MYRTLE GROVE	32
OGDEN	120
SEA BREEZE	4
SEAGATE	6

SILVER LAKE	27
SKIPPERS CORNER	1
WILMINGTON	2675
WILMINGTON BEACH	5
WILMINGTON OUT	8
WRIGHTSBORO	46
WRIGHTSVILLE BEACH	27

County Ticket Distribution

County/Place	12 Dec
BRUNSWICK	2951
ASH	13
BALD HEAD ISLAND	18
BELVILLE	10
BOILING SPRING LAKES	36
BOLIVIA	74
BRICK LANDING	4
BRICK LANDING PLANTA	2
CALABASH	45
CAROLINA SHORES	12
CASWELL BEACH	1
HOLDEN BEACH	40
LELAND	1570
LONG BEACH	1

LONGWOOD	1
NAVASSA	126
NORTHWEST	17
OAK ISLAND	214
OCEAN ISLE BEACH	107
SAINT JAMES	92
SEASIDE	3
SHALLOTTE	98
SOUTHPORT	322
SUNSET BEACH	34
SUNSET HARBOR	3
SUPPLY	78
TOWN CREEK	3
VARNAMTOWN	1
WINNABOW	26

County Ticket Distribution

County/Place	12 Dec
PENDER	970
ASHTON	1
ATKINSON	5
BURGAW	170
CURRIE	150
HAMPSTEAD	425
MALPASS CORNER	7
PENDERLEA	1
ROCKY POINT	96
SAINT HELENA	2
SCOTTS HILL	4

SURF CITY	50
TOPSAIL	39
TOPSAIL BEACH	9
WALLACE	2
WATHA	4
WILLARD	5

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?

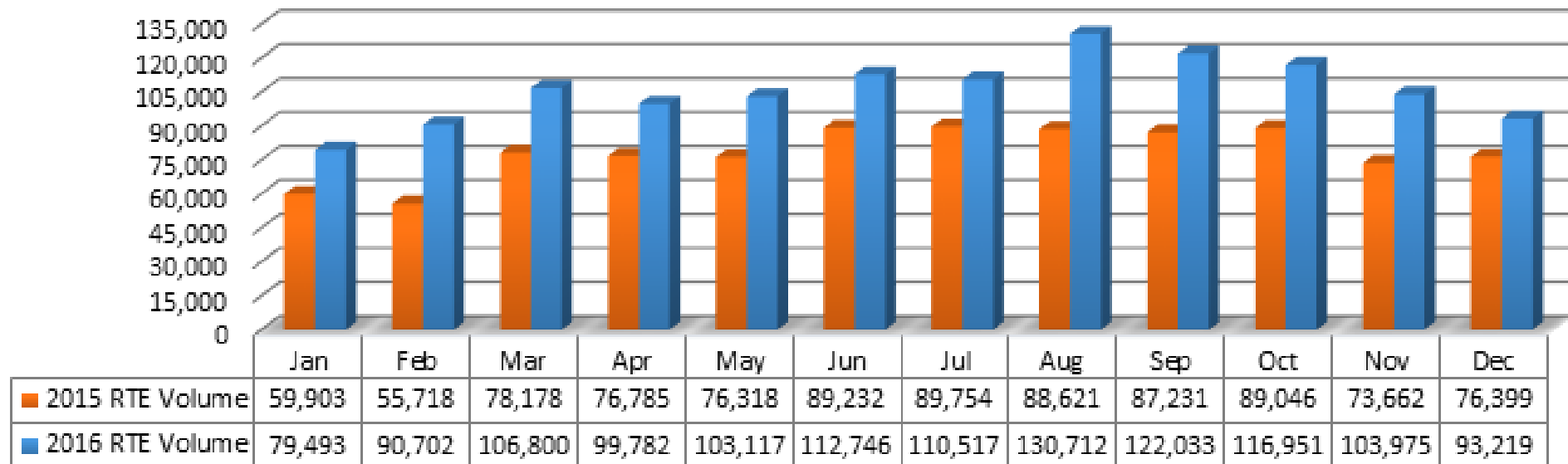
	Facility Damaged							Grand	
	Telco	Cable TV	Electric	Nat Gas	Water	Unk/Other	Sewer	Total	GT%
Telecommunications	34	40	28	72	54	4	4	236	42.99%
Natural Gas	25	19	15		9	2	2	72	13.11%
Water	29	11	8	1	2	6		57	10.38%
Electric	22	14	11	2	3			52	9.47%
Sewer	5	13	8	1		1		28	5.10%
Cable TV	12		5	4	5			26	4.74%
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

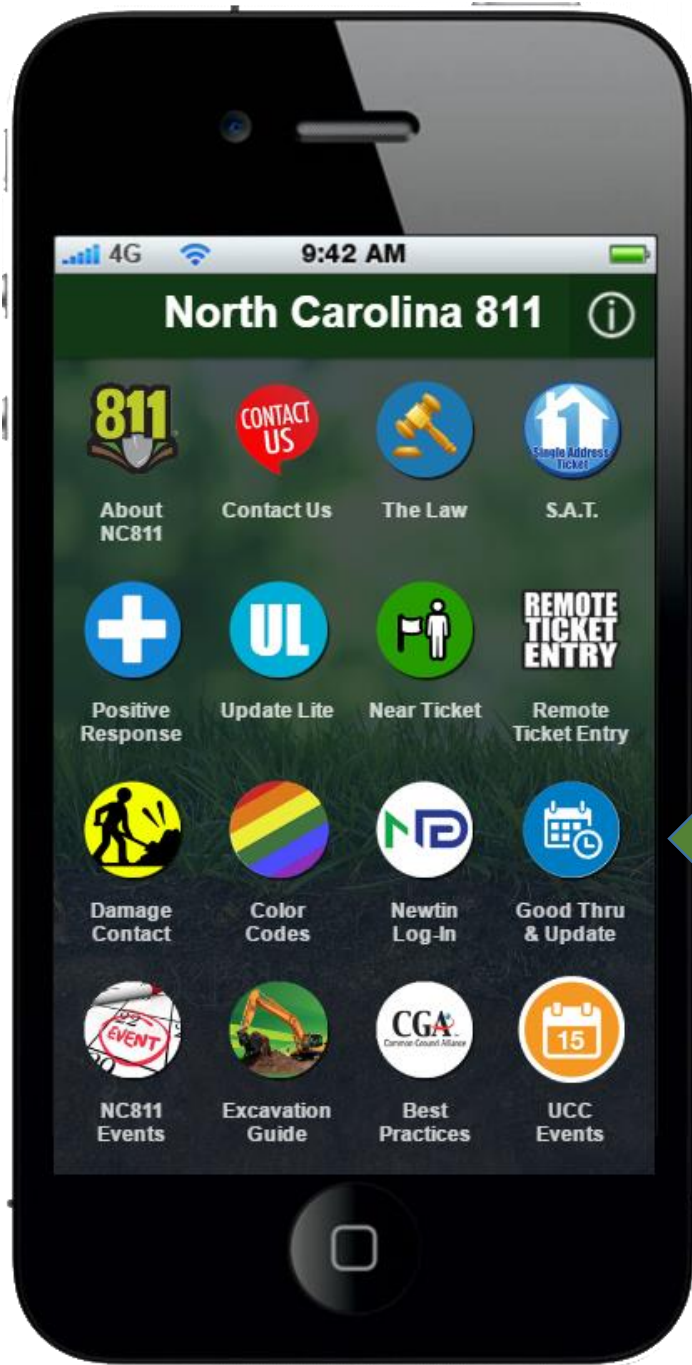


REMOTE TICKET ENTRY

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

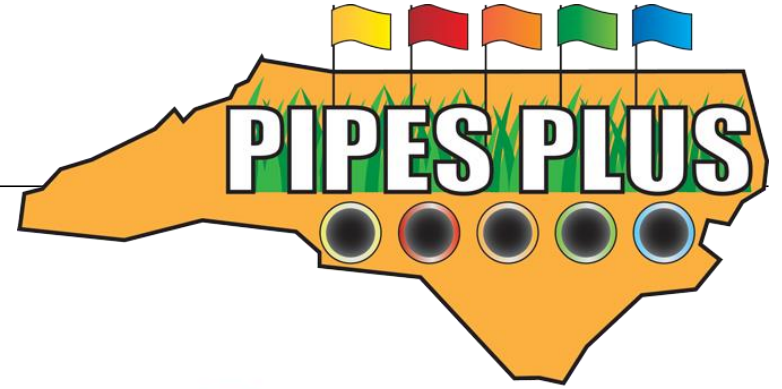
Good Thru & Update



**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

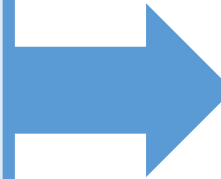
Safe Digging Partner

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

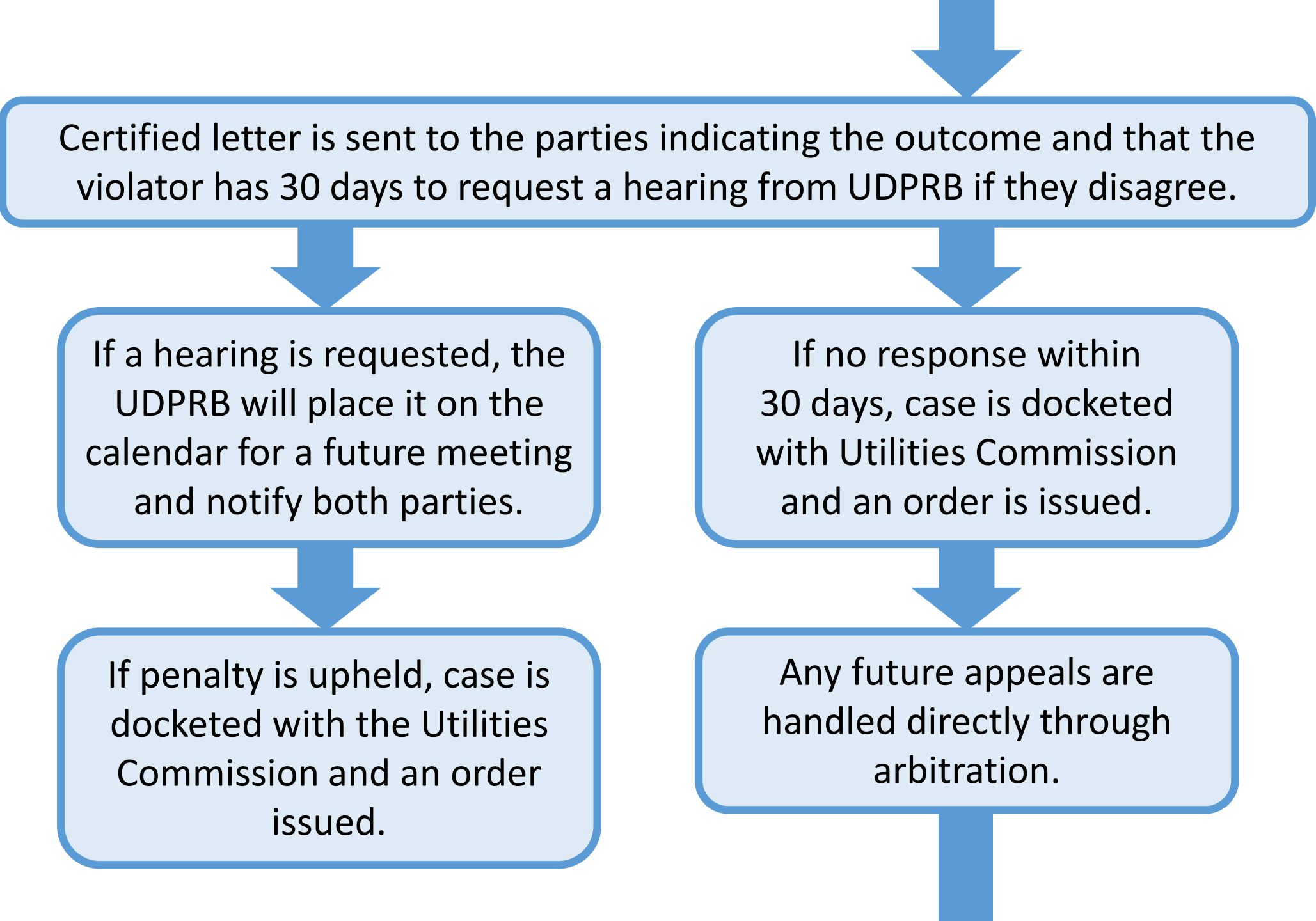


NC Underground Damage Prevention Review Board Process

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



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[ ] --> 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.