

NC811 UCC Report for January 2017

Mayland UCC

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: 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						
Yancey		3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3HR	% CNCL	% NEW	% RXMT	% UPDT
	2015	0	1	45	1	162	209	2015	0.0%	0.5%	21.5%	0.5%	77.5%
	2016	0	0	33	1	128	162	2016	0.0%	0.0%	20.4%	0.6%	79.0%
	+/- Var	0.0%	-100.0%	-26.7%	0.0%	-21.0%	-22.5%	Diff +/-	0.0%	-0.5%	-1.2%	0.1%	1.5%
					Avg Locates per Day		9						
Avery		3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3HR	% CNCL	% NEW	% RXMT	% UPDT
	2015	0	3	67	0	24	94	2015	0.0%	3.2%	71.3%	0.0%	25.5%
	2016	0	0	50	1	23	74	2016	0.0%	0.0%	67.6%	1.4%	31.1%
	2016	0.0%	-300.0%	-25.4%	100.0%	-4.2%	-21.3%	Diff +/-	0.0%	-3.2%	-3.7%	1.4%	5.5%
					Avg Locates per Day		4						
Mitchell		3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3HR	% 3HR	% NEW	% RXMT	% UPDT
	2015	0	5	46	4	68	123	2015	0.0%	4.1%	37.4%	3.3%	55.3%
	2016	0	0	21	1	115	137	2016	0.0%	0.0%	15.3%	0.7%	83.9%
	2016	0.0%	-100.0%	-54.3%	-75.0%	69.1%	11.4%	Diff +/-	0.0%	-4.1%	-22.1%	-2.5%	28.7%
					Avg Locates per Day		8						

County Ticket Volume

2016 Stats Compared with 2015

YTD		Type Ticket						% Measured against Total Tickets					
Yancey		3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3HR	% CNCL	% NEW	% RXMT	% UPDT
	2015	1	3	944	30	1657	2635	2015	0.0%	0.1%	35.8%	1.1%	62.9%
	2016	4	14	723	28	1868	2637	2016	0.2%	0.5%	27.4%	1.1%	70.8%
	+/- Var	300.0%	366.7%	-23.4%	-6.7%	12.7%	0.1%	Diff +/-	0.1%	0.4%	-8.4%	-0.1%	8.0%
					Avg Locates per Day		11						
Avery		3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3HR	% CNCL	% NEW	% RXMT	% UPDT
	2015	0	20	1224	13	269	1526	2015	0.0%	1.3%	80.2%	0.9%	17.6%
	2016	4	14	1075	13	288	1394	2016	0.3%	1.0%	77.1%	0.9%	20.7%
	+/- Var	400.0%	-30.0%	-12.2%	0.0%	7.1%	-8.7%	Diff +/-	0.3%	-0.3%	-3.1%	0.1%	3.0%
					Avg Locates per Day		6						
Mitchell		3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3HR	% CNCL	% NEW	% RXMT	% UPDT
	2015	2	17	1160	45	554	1778	2015	0.1%	1.0%	65.2%	2.5%	31.2%
	2016	11	21	679	23	926	1660	2016	0.7%	1.3%	40.9%	1.4%	55.8%
	+/- Var	450.0%	23.5%	-41.5%	-48.9%	67.1%	-6.6%	Diff +/-	0.6%	0.3%	-24.3%	-1.1%	24.6%
					Avg Locates per Day		7						

County Ticket Distribution

YANCEY	162
BURNSVILLE	159
GREEN MOUNTAIN	2
MICAVILLE	1

County Ticket Distribution

AVERY	74
ALTAMONT	2
BANNER ELK	16
CRANBERRY	2
CROSSNORE	1
ELK PARK	4
INGALLS	1
LINVILLE	10
NEVLAND	35
PLUMTREE	1
SUGAR MOUNTAIN	2

County Ticket Distribution

MITCHELL	137
BAKERSVILLE	5
GRASSY CREEK	4
GREEN MOUNTAIN	2
SPRUCE PINE	126

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

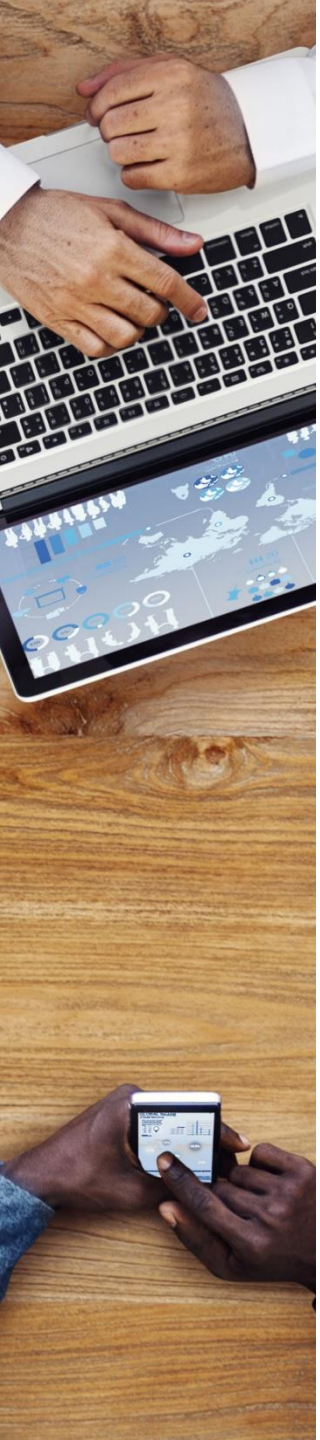
2016 Damages

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%		

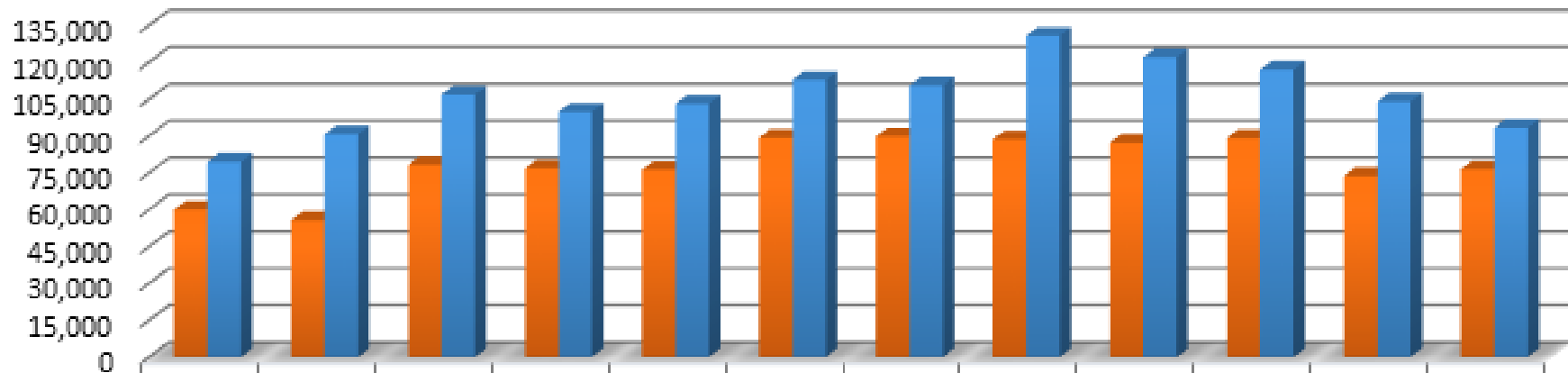
NC811, December 2016: 549 Damage Events in 48 Counties

REMOTE TICKET ENTRY



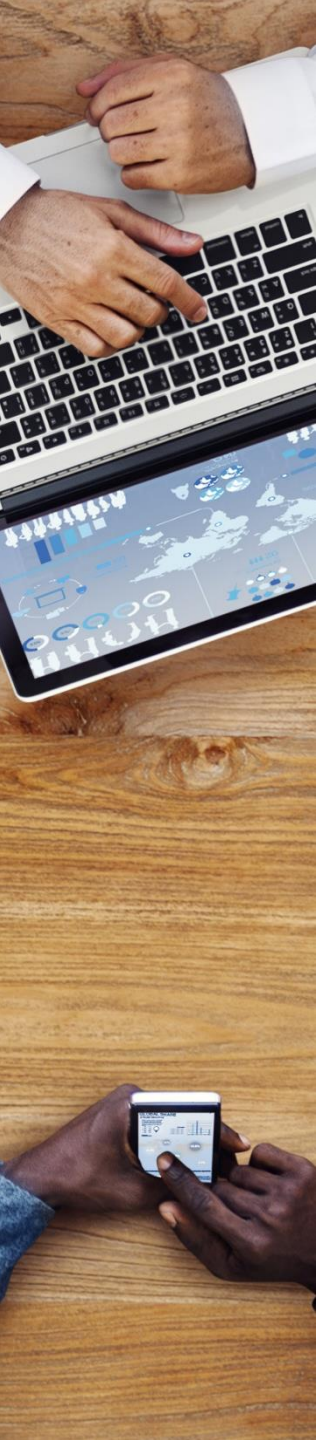
Total Tkt Summary	138,076
In-House Tkt Summary	44,857
RTE Ticket Summary; incl. UL	93,219
RTE Ticket Summary; excl. UL	80,183
RTE % Volume; excl. UL	58.07%
RTE % Volume	67.51%

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

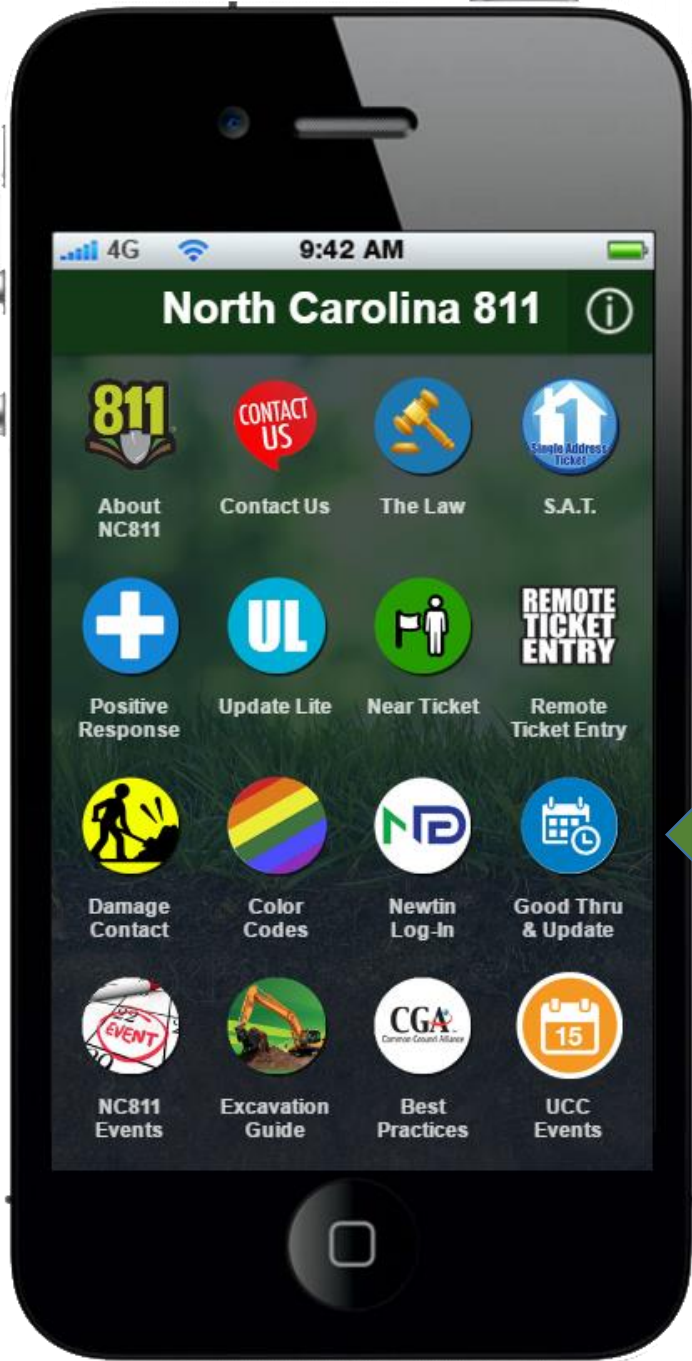
REMOTE TICKET ENTRY



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

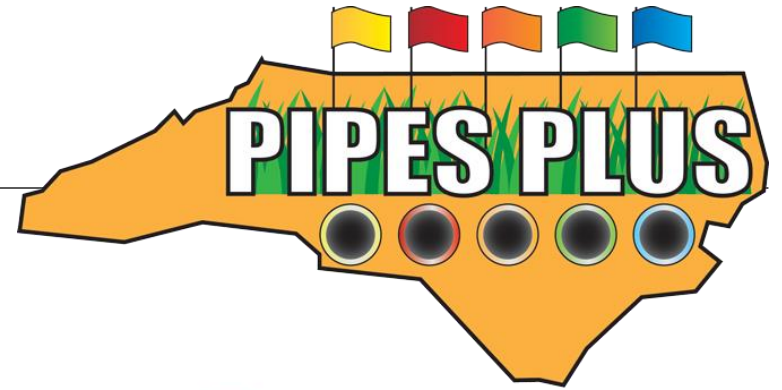
Good Thru & Update



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

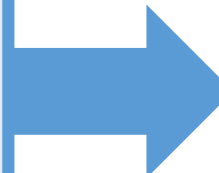
www.nc811.org/safe-digging-partner.html



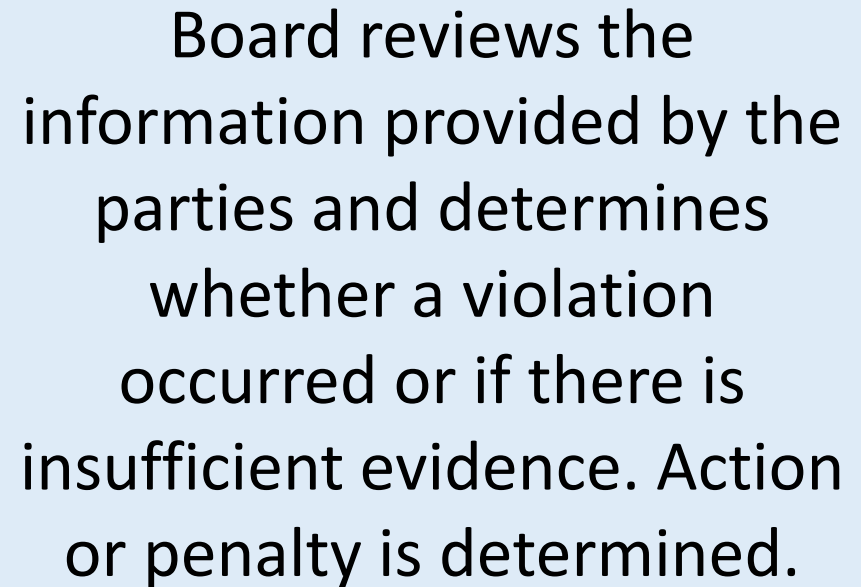
Safe Digging Partner

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.



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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, 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.