

NC811 UCC Report for January 2017

Mecklenburg County

Downtown Asheville







2016

A Year In Review

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					
	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL		% 3 HR	% CNCL	% NEW	% RXMT	% UPDT
2015	224	223	11786	276	6021	18530	2015	1.2%	1.2%	63.6%	1.5%	32.5%
2016	1333	513	16925	555	10356	29682	2016	4.5%	1.7%	57.0%	1.9%	34.9%
	495.1%	130.0%	43.6%	101.1%	72.0%	60.2%		3.3%	0.5%	-6.6%	0.4%	2.4%

County Ticket Volume

2016 Stats Compared with 2015

Type Ticket							% Measured against Total Tickets					
	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL		% 3 HR	% CNCL	% NEW	% RXMT	% UPDT
2015	2092	2238	139231	6005	60609	210175	2015	1.0%	1.1%	66.2%	2.9%	28.8%
2016	15526	6447	220874	7371	123493	373711	2016	4.2%	1.7%	59.1%	2.0%	33.0%
	642.2%	188.1%	58.6%	22.7%	103.8%	77.8%		3.2%	0.7%	-7.1%	-0.9%	4.2%

County Ticket Distribution

MECKLENBURG	29682
BERRYHILL	3
CALDWELL	5
CHARLOTTE	24374
CHARLOTTE OUT	5
CORNELIUS	804
DAVIDSON	339
HUNTERSVILLE	2370
MATTHEWS	624
MIDLAND	2
MINT HILL	782
PAW CREEK	8
PINEVILLE	227
PROVIDENCE	16
STALLINGS	6
UNIVERSITY PLACE	115

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%

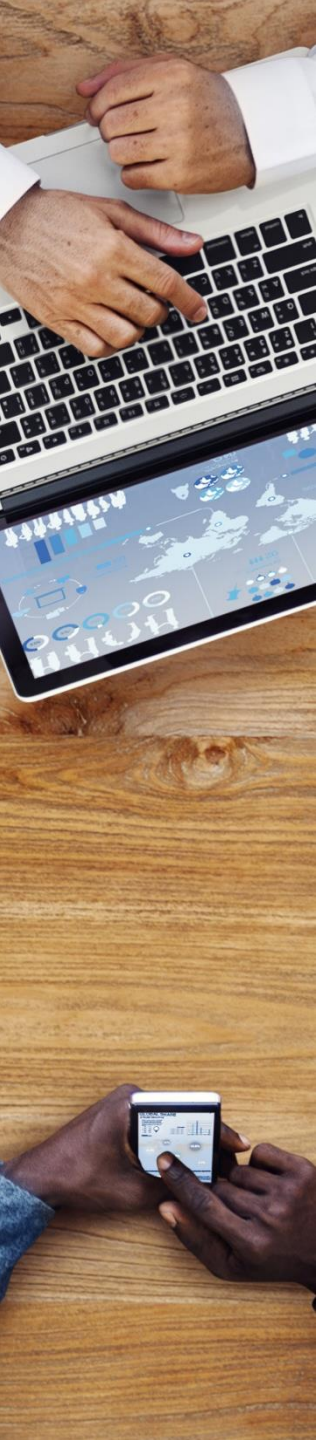


Harnett	3	0.55%
Henderson	3	0.55%
Pitt	3	0.55%
Rockingham	3	0.55%
Craven	2	0.36%
Moore	2	0.36%
Rowan	2	0.36%
Wilson	2	0.36%
Caldwell	1	0.18%
Chowan	1	0.18%
Davie	1	0.18%
Franklin	1	0.18%
Granville	1	0.18%
Greene	1	0.18%
Haywood	1	0.18%
Lee	1	0.18%
Macon	1	0.18%
Montgomery	1	0.18%
Onslow	1	0.18%
Person	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

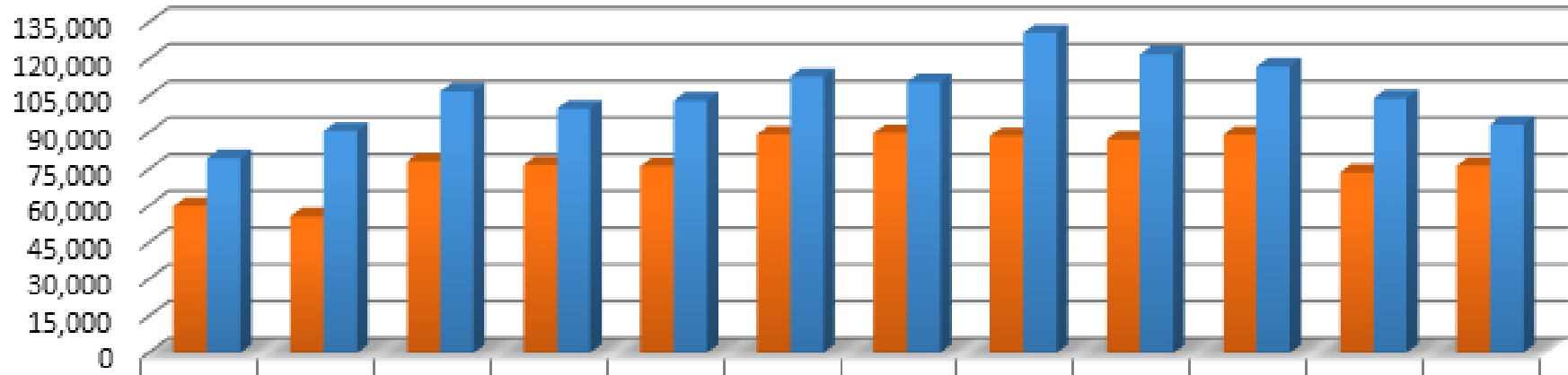
Work Performed	Events	% of Grand Total
Telecommunications	118	68.60%
Natural Gas	18	10.47%
Water	7	4.07%
Electric	7	4.07%
Sewer	6	3.49%
Landscaping	4	2.33%
Irrigation	2	1.16%
Unknown/Other	2	1.16%
Fencing	2	1.16%
Cable TV	2	1.16%
Bldg. Construction	1	0.58%
Road Work	1	0.58%
Storm Drain/Culvert	1	0.58%
Curb/Sidewalk	1	0.58%
Grand Total	172	100.00%

REMOTE TICKET ENTRY



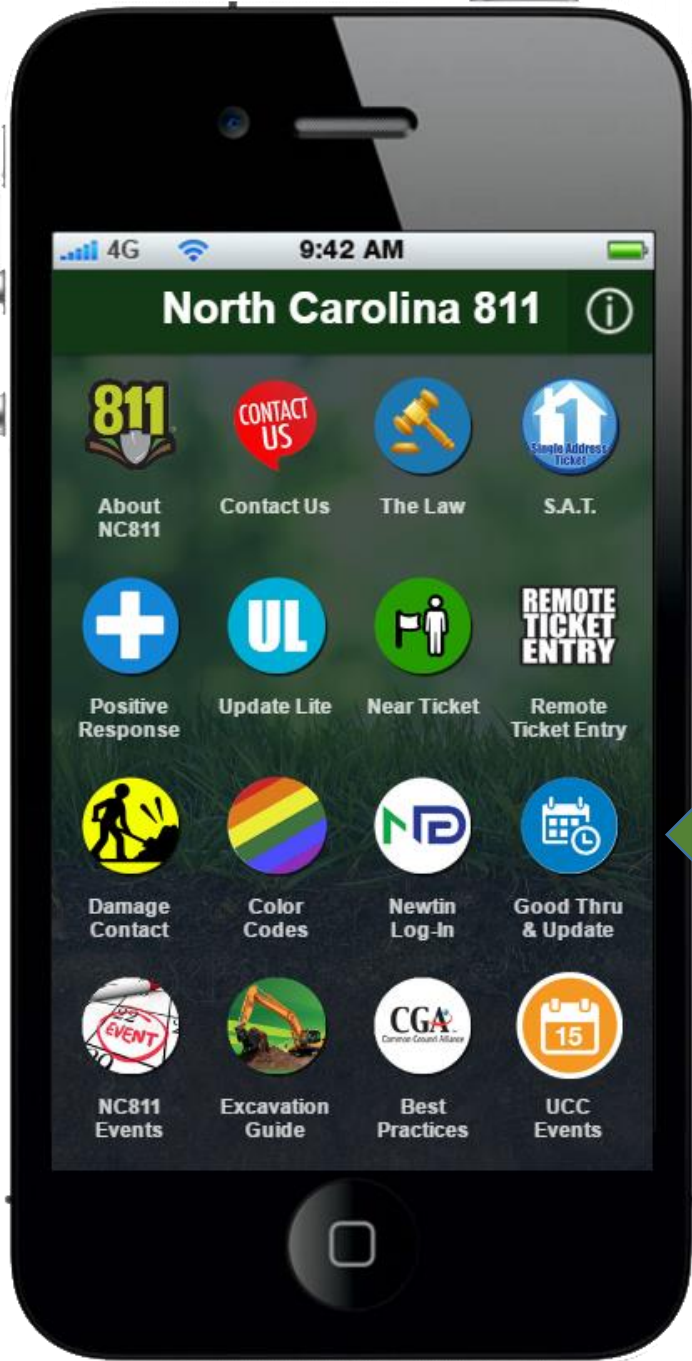
Total Tkt Summary	138,076
In-House Tkt Summary	44,857
RTE Ticket Summary; incl. UL	93,219
RTE Ticket Summary; excl. UL	80,183
RTE % Volume; excl. UL	58.07%
RTE % Volume	67.51%

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

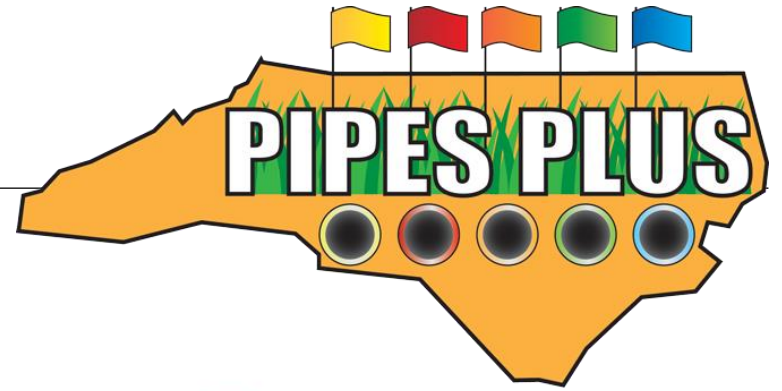
Good Thru & Update



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

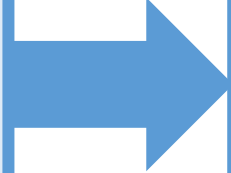
www.nc811.org/safe-digging-partner.html




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



- 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



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

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



RSVP

In order to have space for everyone who would like to attend the UCC meetings; please remember to RSVP to your meeting invitation from Constant Contact.



**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.

Mecklenburg UCC Meeting
January 25, 2017
Piedmont Natural Gas PTC Charlotte, NC

- Call to Order 10:02 AM
- Introduction
- Safety Level 1
- Review and Approval of Minutes
 - Minutes Accepted
- Monthly Mecklenburg County UCC Report- Provided by Tami Stout of NC 811
 - Went over the number of years the UCC has been around- 75
 - Special events for 2017 around this
- 2016 Year in Review
 - 2016- 597 Meetings (55,000 Contacts)
 - 2015- 492 Meetings (40,000 Contacts)
- Tickets
 - Ticket vs. Transmissions
 - Tickets compared to December 2015- Up 18.7%
 - Transmissions compared to December 2015- Up to 26.5%
 - Statewide Year end totals
 - Tickets 1,949,995
 - 26.9% Increase
 - Transmissions 10,655,012
 - 38.5% increase
 - County Ticket Volume
 - December 2015-11,786
 - December 2016- 16,925
 - 43.6% Increase
 - New Tickets Mecklenburg County- 58.6%
 - Total Tickets Mecklenburg County- 373,711
 - 77.8% increase
 - Majority of tickets in Charlotte
- Damages
 - 549 damages in 48 counties in December of 2016
- Remote Ticket Entry
- Discussed NC811 app
 - DIRT Lite button- only for facility owners
- Pipes Plus now available in Spanish
- Safe Digging Partner- City of Raleigh
- Underground Damage Prevention Review Board
 - Reviewed Process
 - Board has heard most of complaints
 - Can request an appeal
 - Cost involved- \$250 fee, arbitrator, and lawyer
 - 54 cases reviewed and letters were sent
 - 65 cases submitted
 - 33 found to have violations

- 3 had fines recommended
 - 15 had wrong party or missing critical information
 - Make sure documentation is good
 - Time stamp your photos
 - Responsibilities- Notification Center, Facility Owner, Excavator
 - Quarterly meetings at the City of Raleigh
- NC 811 2017 Holidays
- Board Meeting Locations
- State UCC Meeting
- Update from State UCC- Tim Yarborough
 - Open Discussion
 - CGA Best Practices presented by Louis Panzer
 - Voting on Conference Location for 2018 at next meeting in Raleigh
- Damages for companies
 - Piedmont Natural Gas
 - November- 159 Damages
 - December- 140 Damages
 - Damages due to shovels/ congested areas
 - Charlotte Water
 - Damages from Sharpshooters
 - Main hits down- Service hits up
 - Suggested to stop boring once you hit one line
 - Duke Energy
 - Per BW-his area is Nov. 37 University, Newell, & Matthews. In Nov, there were 27 and in Dec. 20 damages
 - Has had a lot of damages
 - Right about the same as they have each year
 - Subcontractors sometimes call 811 but not operators when there is a damage
 - Trying to get all excavators on the same page
 - BRG
 - 56 Damages
 - 44 by Communications
 - Majority had a ticket
 - They let callers know to call other companies and NC 811
- Discussed Sub-committee
 - Number of update tickets and how we can lower these numbers
 - Facility owners and locators are trying to find ways to reduce
 - Stop calling in tickets that you do not need
- Charlotte Water and Pike Electric
 - 3 locators locate waters company locators
 - Not a positive response in one area, might be in a different area
 - Pike and Charlotte Water discussed locate problems
 - Exchanged information
 - NC811 will investigate where these tickets are routed
- Facility owners need to clean up their own ticket process and try to cut back on tickets that they know they are not going to get around to
- Discussed NC811 functionality to attach iPad pictures to tickets
- Pike had some issues with marking when they only replace a pole

- Roger mentioned it would be good for them to white line to prevent this
 - It will also speed up the tickets they can get done
- Discussed marks on property
 - USIC covers scope of ticket
 - Homeowners sometimes have issues
 - Let NC811 know, maybe they can help spot educate the homeowners
 - In a subdivision, door hangers could be great to know what is going on
- New locator- Utility Locators
 - Locate for Google
- Discussed bad subcontractors
 - Encouraged communication when there is a bad subcontractor that is jumping from company to company
 - For bad contractors- reach out to NC Licensing Committee for licensing contractors
 - NC 811 still wants the ability to educate them
- Asked locators what to do if the locator says they cannot hook up and leave the site
 - Locator said this is not typical and they should contact someone to come in and help
- Who should be contacted if Google Fiber is hit
 - Google Fiber is listed on the contacts on the NC App
- Meeting Adjourned 11:32 AM

A	B	C
	Mecklenburg County UCC Meeting	1/25/2017
NAME	EMAIL ADDRESS	COMPANY
Cory Hunter		PNG
John Leeco		Charter
Mark Schumann		NC811
Tami Spout	tami@nc811.org	NC811
John Leeco		CHARTER
Brian Maxwell	bmaxwell@occls.com	OCCLS
Brendan Hall	Brendan@pwr.com	PWR RENTS
TRAVIS KNIGHT	knightt@google.com	Google Fiber
DINO BECK	dino.beck@vermeerma.com	VERMEER MFD ATLANTA
Charles Milan	CharlesMilan@USICLLC.com	USIC
BUD ALL	Briec@duke-energy.com	Duke Energy
Robert Druekmiller	Robert.druekmiller@usie.com	USIE
Ray Smith	Charles.smith@usicllc.com	USIC
BO Turner		USIC
Tim Yabro	Tim.Yabro@ansco.com	Anso & Associates
Jason Sugg	jsugg@becktel.com	Bechtel
Jason Helecl	jhelecl@becktel.com	Bechtel
Jason Humphreys	jhumphreys@pike.com	Pike
Thurman Hector	T.Hector@pike.com	Pike
Thomas D. Nason	T.NASON@Pike.com	PIKE
Mik Schuman	mschuman@nc811.org	NC811
Catharina Gruber	cgruber@charltnegov	Charlotte Storm Water
Kerri Kessler		Charlotte development
Ann Rushing	annrushing@nc811.org	NC811
Shawn Kelly	SKELLY@Rodgers.com	Rodgers
Shubrahee	swlee@charlottenegov	Charlotte Water
Casper Day	Casper@Pike.com	Pike
Adele Beck	Adele@Pike.com	Pike
Merrie Solvs	msolvs@mathewsnc.gov	Town of Matthews
Kevin Nelson	Knelson@integrityloc.com	Integrity Locating Services, LLC

A	B	C
1	Mecklenburg County UCC Meeting	1/25/2017
2		
3	EMAIL ADDRESS	COMPANY
4	MWHERR@INTGRI.TYLO.COM	INTEGRITY LOCATING SERVICES City of Charlotte
5	Corky Botkin cbotkin@charlotte.nc.gov	PNC
6	Russ Farnsworth russell.farnsworth@duke-energy.com	PNC
7	Thomas Kraft Thomas.Kraft@duke-energy.com	PNC
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		
26		
27		
28		
29		
30		
31		
32		
33		