

Mecklenburg County

February 2018



North 811
Carolina 
www.nc811.org



**Welcome to
the Team!**



NC811 has 2
new liaisons
working hard
for you!



John Conner
Piedmont Triad
Region



Brian Morehouse
Western Region



Locate Requests & Transmissions

Jan. 2018 vs 2017

Tickets

2018: 152,459

2017: 147,568

Difference: +3.3%

Transmissions

2018: 864,096

2017: 834,883

Difference: +3.5%

County Ticket Volume

YTD stats compared with previous year

| | 3 HR | CNCL | NEW | RXMT | UPDT | TOTAL |
|-------------|-------------|-------------|---------------|------------------------|-------------|---------------|
| 2017 | 544 | 568 | 19916 | 413 | 8039 | 29480 |
| 2018 | 1122 | 177 | 16251 | 867 | 7462 | 25879 |
| | 106.3% | -68.8% | -18.4% | 109.9% | -7.2% | -12.2% |
| | | | | Locates per day | | 1176 |

County Ticket Distribution

| | |
|--------------------|--------------|
| MECKLENBURG | 25879 |
| BERRYHILL | 33 |
| CHARLOTTE | 21863 |
| CORNELIUS | 869 |
| DAVIDSON | 303 |
| HUNTERSVILLE | 1555 |
| MATTHEWS | 530 |
| MINT HILL | 384 |
| PINEVILLE | 323 |
| PROVIDENCE | 5 |
| STALLINGS | 6 |

Top Callers by County

| | | |
|--|------|----------------------------|
| AT&T UTILITY OPERATIONS | 1759 | Drop buries/AT&T |
| MEARS GROUP | 1598 | Replacing/new/PNG |
| ANSCO & ASSOCIATES, LLC | 1425 | AT&T |
| A & A TRENCHING SERVICES, INC | 1199 | Drop buries/Spectrum |
| PIKE ELECTRIC | 959 | U/G Pike & Duke |
| UTILITY LINES CONSTRUCTION SERVICE, INC. | 758 | Install U/G Duke |
| DAVADI CONTRACTORS LLC | 650 | Place cable/AnSCO & AT&T |
| METRO TECH SYSTEMS INC. | 349 | Main buries/UG Spectrum |
| CHARLOTTE WATER | 346 | Repairs/replace Char Water |
| MIGHTY SERVICES | 343 | Main buries/Spectrum |

| Work Performed | Events | % of Grand Total |
|-----------------------|---------------|-------------------------|
| Telecommunications | 57 | 48.31% |
| Natural Gas | 12 | 10.17% |
| Water | 11 | 9.32% |
| Sewer | 9 | 7.63% |
| Electric | 9 | 7.63% |
| Irrigation | 4 | 3.39% |
| Landscaping | 3 | 2.54% |
| Fencing | 3 | 2.54% |
| Site Development | 2 | 1.69% |
| Pole | 2 | 1.69% |
| Demolition | 1 | 0.85% |
| Road Work | 1 | 0.85% |
| Unknown/Other | 1 | 0.85% |
| Drainage | 1 | 0.85% |
| Cable TV | 1 | 0.85% |
| Storm Drain/Culvert | 1 | 0.85% |
| Grand Total | 118 | 100.00% |

| Facility Damaged | Events | % of Grand Total |
|-------------------------|---------------|-------------------------|
| Telecommunications | 31 | 26.27% |
| Natural Gas | 28 | 23.73% |
| Electric | 21 | 17.80% |
| Cable TV | 19 | 16.10% |
| Water | 16 | 13.56% |
| Unknown/Other | 3 | 2.54% |
| Grand Total | 118 | 100.00% |

Destroyed Marks & 3 Hour Tickets

When to properly use each

A series of several parallel white lines of varying lengths, slanted diagonally from the bottom-left towards the top-right, located in the lower right quadrant of the slide.

DESTROYED MARKS

If locate marks have been destroyed, the excavator must contact NC811 to issue a Destroyed Marks ticket requesting a remark of the area from the original ticket.

A Destroyed Marks ticket does not extend the life of ticket; it will expire the same day as the original locate request. A 3 Hour Ticket should not be used in case of destroyed marks.

3 HOUR TICKET

If an operator fails to respond to the positive response system, the excavator may proceed if there are no visible indications of a facility at the proposed excavation or demolition area, such as a pole, marker, pedestal, meter, or valve. However, if the excavator is aware of or observes indications of an unmarked facility at the proposed excavation or demolition area, the excavator shall not begin excavation or demolition until an additional call is made to the Notification Center detailing the facility and an arrangement is made for the facility to be marked by the operator within three hours from the time the additional call is received by the Notification Center. A 3 Hour Ticket should not be used in the case of destroyed marks.



**We share the 811 message all the time,
but it means so much more coming from you.**
Create a link to nc811.org on your company website.
We provide everything your webmaster will need.

Visit www.nc811.org/share-nc811.html for more

April is National Safe Digging Month



Get the toolkit and help us promote safe digging month.

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

National Safe Digging Month Toolkit

- Social media infographics and campaign messages
- The 5 steps to safe digging (graphics)
- NSDM proclamation template: So cities and counties can officially make the proclamation! Reach out to your mayors and county commissioners.
- Generic Press Release articles
- Safe digging videos on our YouTube channel
- NSDM, Safe Digging Partner graphics
- "Can You Dig It?" game graphic HTML code:
Game starts each year on April 1 at safedigging.me.

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

2018 NC811 Board Meetings



1Q18

April 20, 2018
Harrah's
Cherokee, NC

2Q18

July 20, 2018
Lake Lure, NC



For booking info, contact Tonya Hargraves: tonya@nc811.org



2018 State UCC Meetings

PSNC Energy
March 13th, 2018
4211 Global Street
Raleigh, NC

**Be sure to RSVP. PSNC
will provide lunch for
attendees.**

NC/SC Joint Utility
Coordinating
Committee Conference
Wed., May 2nd, 2018
thru Fri, May 4, 2018
Harrh's Cherokee Casino Resort,
777 Casino Dr, Cherokee, NC



NC Underground Damage Prevention Review Board Meetings

Located at: 2550 Operations Way,
Raleigh, NC

- April 17, 2018 - 10am to 4pm
- July 17, 2018 - 10am to 4pm
- October 16, 2018 - 10am to 4pm



How can an NC811 liaison help you today?



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 Minutes 2-28-18

Meeting began 10:03 a.m.

- Roger Richards gave a safety moment should there be an emergency. Everyone will meet out in the parking lot at gate entrance. The sign in sheet will be the accountability. Regina Canovai will handle CPR. Tami Stout will call 911.
- Roger Richards welcomed Louis Panzer-NC811 Executive Director to the UCC meeting. Louis Panzer stated he is honored to be here and always honored to help the process become better.
- Attendees gave introductions. Guest: Evelyn Smith & Kevin Besse with Travelers were asked to attend due to the LRPC discussion should there be an injury, etc. The focus is to bring light to the Contractors/Utility Owners to focus on safety. Travelers has a stake in damages & covering claims.
- Regina Canovai agreed to the Secretary position moving forward for the Mecklenburg UCC.
- Chatted last month about moving the meeting to the Windstream Galleria location, but the room was not large enough. We will continue to have the location at 131 W. Matthews St unless someone is willing to host. PNG-Tom Kraft and Shuhurah Lee-City of Charlotte are willing to offer up locations for future meetings.
- NC811- Tami Stout gave the 811 report. Much discussion was around the 3 Hr. ticket. Take care of your due diligence. At the end of the day, you have to make the best decision based on your situation. Build those relationships. There was discussion of the abuse of 3 Hr. tickets. Louis Panzer gave an updated on the Underground Damage Prevention Review Board. 130+ cases heard. To find information visit [NC Utilities Commission](#)
- Louis Panzer stated that the enhanced positive response is soon to begin in the next month or so. Locators will have the ability to add info, pics, etc. to the positive response. As well, anyone that is an RTE user can add images, etc.
- PNG-Tom Kraft stated they are 70 to 80% caught up on past due tickets. They were concerned their damages would be high due to the new Locating Company transition, but are happy with the outcome so far. Marks on the ground are looking good. Quality marks on the ground by summer time should be great. Heath Consultants is working on ticket management system technical issue with positive response. Pike provided issue tickets, which helped Heath recognize that they had a problem with their ticket management system. Damages are great compared to the 97,000 tickets with the entire footprint of PNG. 14 at fault damages at this time. PNG/Heath is happy with the damage rate based on ticket volume.
- Damages:
 - PNG - 14 (Heath)
 - City of Charlotte Water- Approx. 12 water services - 5 mismarked or unmarked. Two dug before ticket due. Five main hits, 1 not marked. A recent sewer main hit was just recently discovered. Five sewer services. Hit a 2" PNG main. Hit couple PNG service lines.
 - Pike – They get a report of mismarked & see allot of issues.
 - Blythe – 4 damages
 - Louis stated that we only look at whether there was a ticket or not for damage reporting data. I hope that the enhanced positive response will help reduce damages.
 - PRG – (Charter) 12 out of 40 damages had no locates.

- Price Plumbing – 5 damages. Two were miss-located and one dug on expired ticket. Cut one that they were at fault.

Meeting adjourned 11:19 a.m.

Next Meeting: Wednesday, March 28, 2018 – Windstream, 131 W. Matthews St., Matthews, NC

Meck JCC

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Date: 2/28/18

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|---|--------------------------------------|
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