

# NC811 UCC Report for January 2017

## Outer Banks (Dare/Currituck Counties)

*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](http://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						
Dare	3 HR	CNCL	NEW	RXMT	UPDT			% 3 HR	% CNCL	% NEW	% RXMT	% UPDT
2015	8	3	567	7	164	749	2015	1.1%	0.4%	75.7%	0.9%	21.9%
2016	5	6	512	8	114	645	2016	0.8%	0.9%	79.4%	1.2%	17.7%
+/- Var	-37.5%	100.0%	-9.7%	14.3%	-30.5%	-13.9%	Diff +/-	-0.3%	0.5%	3.7%	0.3%	-4.2%
	Locates per day					36						



# County Ticket Volume

December stats compared with 2015



Work Days	# Tickets	Average Locates Per Day
18	1045	58

Type Ticket							% Measured against Total Tickets					
Currituck	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3 HR	% CNCL	% NEW	% RXMT	% UPDT
2015	4	5	343	10	108	470	2015	0.9%	1.1%	73.0%	2.1%	23.0%
2016	3	0	342	3	52	400	2016	0.8%	0.0%	85.5%	0.8%	13.0%
+/- Var	-25.0%	-100.0%	-0.3%	-70.0%	-51.9%	-14.9%	Diff +/-	-0.1%	-1.1%	12.5%	-1.4%	-10.0%
			Locates per day			22						



# County Ticket Volume

2016 Stats Compared with 2015

	Type Ticket							% Measured against Total Tickets				
Dare	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3 HR	% CNCL	% NEW	% RXMT	% UPDT
2015	61	76	9161	160	1790	11248	2015	0.5%	0.7%	81.4%	1.4%	15.9%
2016	54	64	8392	112	1779	10401	2016	0.5%	0.6%	80.7%	1.1%	17.1%
+/- Var	-11.5%	-15.8%	-8.4%	-30.0%	-0.6%	-7.5%	Diff +/-	0.0%	-0.1%	-0.8%	-0.3%	1.2%
			Locates per day			42						

# County Ticket Volume

2016 Stats Compared with 2015

Work Days	# Tickets	Average Locates Per Day
247	16671	67

Type Ticket							% Measured against Total Tickets					
Currituck	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets		% 3 HR	% CNCL	% NEW	% RXMT	% UPDT
2015	21	65	4809	96	755	5746	2015	0.4%	1.1%	83.7%	1.7%	13.1%
2016	36	41	5082	72	1039	6270	2016	0.6%	0.7%	81.1%	1.1%	16.6%
+/- Var	71.4%	-36.9%	5.7%	-25.0%	37.6%	9.1%	Diff +/-	0.2%	-0.5%	-2.6%	-0.5%	3.4%
Locates per day						25						

# County Ticket Distribution

County/Place	12 Dec
<b>DARE</b>	<b>645</b>
AVON	20
BUXTON	26
COLINGTON	5
DUCK	34
FRISCO	8
HATTERAS	15
<b>KILL DEVIL HILLS</b>	<b>155</b>
<b>KITTY HAWK</b>	<b>106</b>
KITTY HAWK BEACH	1
LITTLE KINNAKEET	1
MANNS HARBOR	10
<b>MANTEO</b>	<b>82</b>
<b>NAGS HEAD</b>	<b>86</b>

RODANTHE	5
SALVO	9
SANDERLING	3
<b>SOUTHERN SHORES</b>	<b>63</b>
STUMPY POINT	2
WANCHESE	10
WAVES	4



# County Ticket Distribution

County/Place	12 Dec
<b>CURRITUCK</b>	<b>400</b>
AYDLETT	8
BARCO	5
COINJOCK	7
<b>COROLLA</b>	<b>149</b>
CURRITUCK	20
GRANDY	18
HARBINGER	6
JARVISBURG	19
KNOTTS ISLAND	7
MAPLE	4
<b>MOYOCK</b>	<b>107</b>

POINT HARBOR	4
POPLAR BRANCH	10
POWELLS POINT	26
SHAWBORO	8
WATERLILY	2

# 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%		

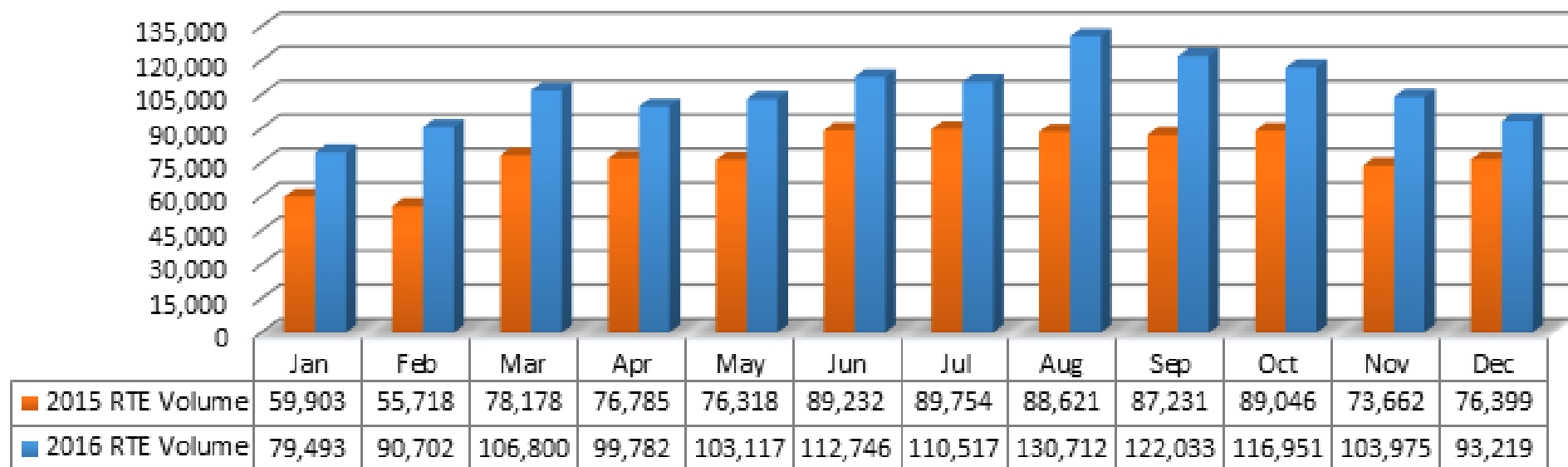
**NC811, December 2016: 549 Damage Events in 48 Counties**



# REMOTE TICKET ENTRY

<b>Total Tkt Summary</b>	<b>138,076</b>
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**

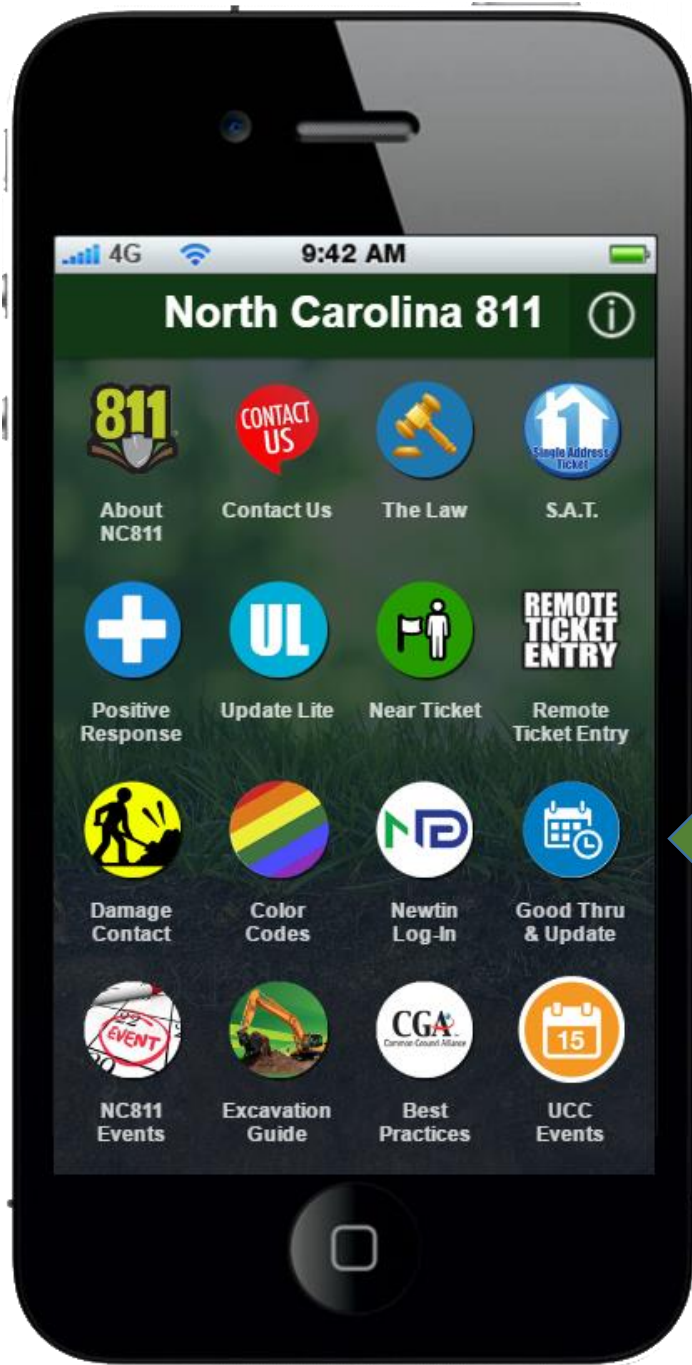


# REMOTE TICKET ENTRY

## 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

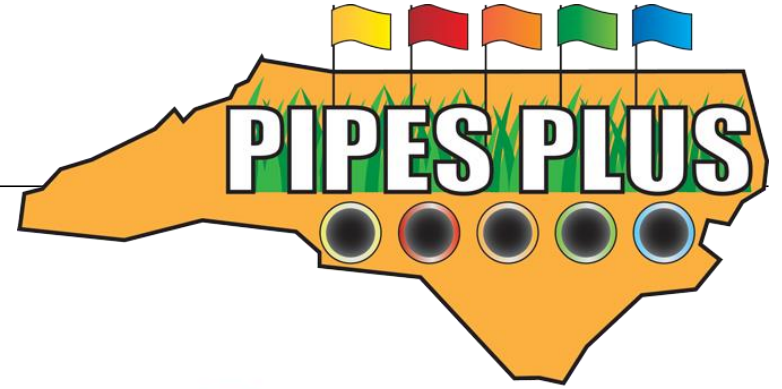


**Know the life of your ticket  
and when to update it with  
the Good Thru & Update  
section on the NC811 App**



# Pipes Plus in Spanish

**Available online now!**



**[www.ncpipesplus.org](http://www.ncpipesplus.org)**

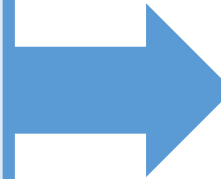
# Safe Digging Partner

[www.nc811.org/safe-digging-partner.html](http://www.nc811.org/safe-digging-partner.html)



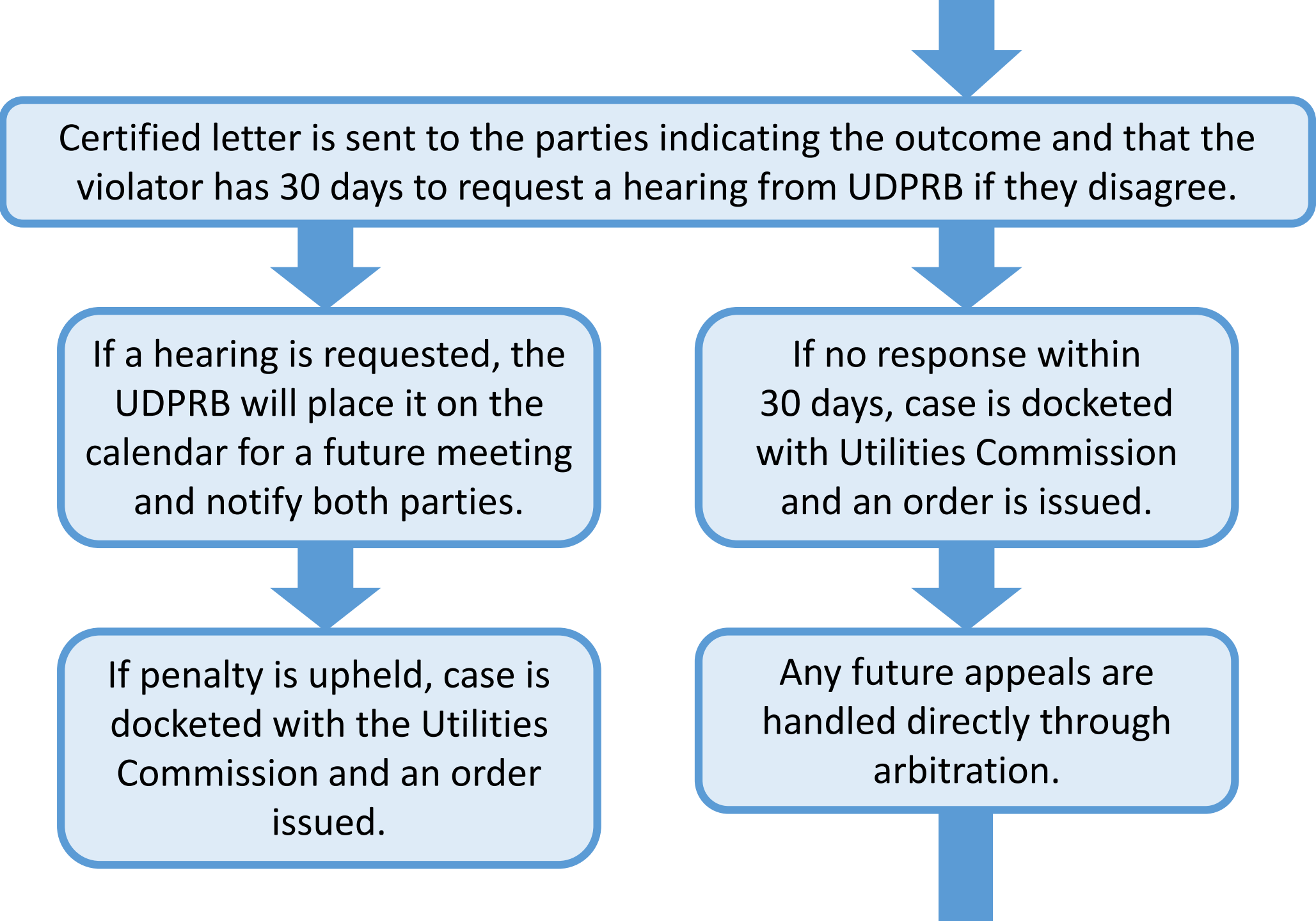
# NC Underground Damage Prevention Review Board Process

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



- 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

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## 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](mailto:tonya@nc811.org)

# 2017 State UCC Meetings

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March 14<sup>th</sup>, 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](http://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.

**OUTER BANKS UTILITY COORDINATING COMMITTEE  
MINUTES OF THE MEETING  
JANUARY 26, 2017**

Chris DeCou called the meeting to order around 10:00 at the Kitty Hawk Office at 5300 The Woods Road, Kitty Hawk, NC and welcomed the new and old members. The following people attended:

Joann Ball	Dominion	252-255-2191	<a href="mailto:joann.ball@dom.com">joann.ball@dom.com</a>
Howard Corey	NC811	336-317-5999	<a href="mailto:howard@nc811.org">howard@nc811.org</a>
Jeremy Meads	Piedmont Natural Gas		<a href="mailto:jeremy.meads@piedmontng.com">jeremy.meads@piedmontng.com</a>
Angela Stroud	Piedmont Natural Gas	252-264-4009	<a href="mailto:angela.stroud@piedmontng.com">angela.stroud@piedmontng.com</a>
Shane Ambrose	USIC	252-517-7366	
Cindy Muscia	Charter Spectrum	252-581-0049	<a href="mailto:cindy.muscia@chartercom.com">cindy.muscia@chartercom.com</a>
Nancy Rathgaber	USIC		<a href="mailto:nancy.rathgaber@usinc.com">nancy.rathgaber@usinc.com</a>
Elliott Robinson	Dare County Water		
Michael Sipe	Piedmont Natural Gas		<a href="mailto:Michael.p.sipe@piedmontng.com">Michael.p.sipe@piedmontng.com</a>
Brian Tyson	Piedmont Natural Gas	919-920-5310	<a href="mailto:brian.tyson@piedmontng.com">brian.tyson@piedmontng.com</a>
Ron Heath	Badger Day lighting Inc	804-221-0752	<a href="mailto:rheath@badgerinc.com">rheath@badgerinc.com</a>

The minutes from the last meeting were approved with one correction; Ryan Spurrell is with USIC, not Piedmont Natural Gas.

Howard Corey went over the ticket reports and we discussed them at the meeting, they are also on the Website for review. Saw a video on 811 Day in August and a Safe Digging Partner Video.

**Recent Damages:**

**DOMINION:** 3 cut primary, 4 cut 4/0 services, 1 cut duplex.

**PNG:** None.

**CHARTER:** Cut service drops.

**DARE:** Cut service drops.

**Upcoming Major Projects:**

**Dominion:** None.

**DARE:** None.

**PNG:** Wood Duck Ct, Water Park, Kilmarlic, KH Road, Hidden Oaks, Currituck Hwy System Upgrade Moyock.

**Charter:** None.

**Old/New Business:**

Discussed the primary north-end of Roanoke Island and clearing brush. Ron Heath w/Badger went over the kind of work his Company performs. We also went over the meeting schedule for 2017:

March 30, 2017

May 25, 2017 (Luncheon)

July 27, 2017

September 28, 2017

October 26, 2017

The next meeting will be on March 30, 2017 at the Dominion Office at 5300 The Woods Road in Kitty Hawk, NC. The meeting adjourned around 10:55am.