

# NC811 UCC Report for January 2017

## Richmond County

*Downtown Asheville*







# 2016

A Year In Review



A graphic featuring a man in a suit pointing at a blue hexagon with the text 'business analytics'. The background is a dark blue grid of hexagons with various business icons. The man's hand is in the foreground, pointing towards the hexagon. The overall theme is business and technology.

# business analytics

**North Carolina 811**  
[www.nc811.org](http://www.nc811.org)



# Locate Requests & Transmissions

## Dec. 2016 vs 2015

### Tickets

2016: 136,076

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: 7,693,822**

38.5% increase over 2015

# County Ticket Volume



# County Ticket Volume

December stats compared with 2015

	Type Ticket					
	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL
<b>2015</b>	<b>25</b>	<b>48</b>	<b>3080</b>	<b>81</b>	<b>1161</b>	<b>4395</b>
<b>2016</b>	<b>49</b>	<b>65</b>	<b>4282</b>	<b>106</b>	<b>2250</b>	<b>6752</b>
	96.0%	35.4%	39.0%	30.9%	93.8%	53.6%



# County Ticket Volume

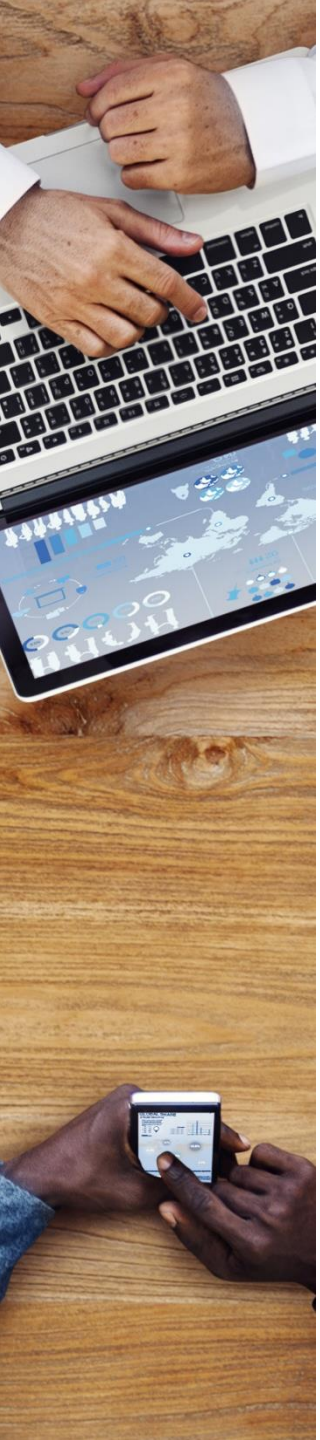
2016 Stats Compared with 2015

	Type Ticket					
	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL
<b>2015</b>	<b>2</b>	<b>2</b>	<b>199</b>	<b>5</b>	<b>77</b>	<b>285</b>
<b>2016</b>	<b>9</b>	<b>4</b>	<b>259</b>	<b>11</b>	<b>107</b>	<b>390</b>
	350.0%	100.0%	30.2%	120.0%	39.0%	36.8%

# County Ticket Distribution

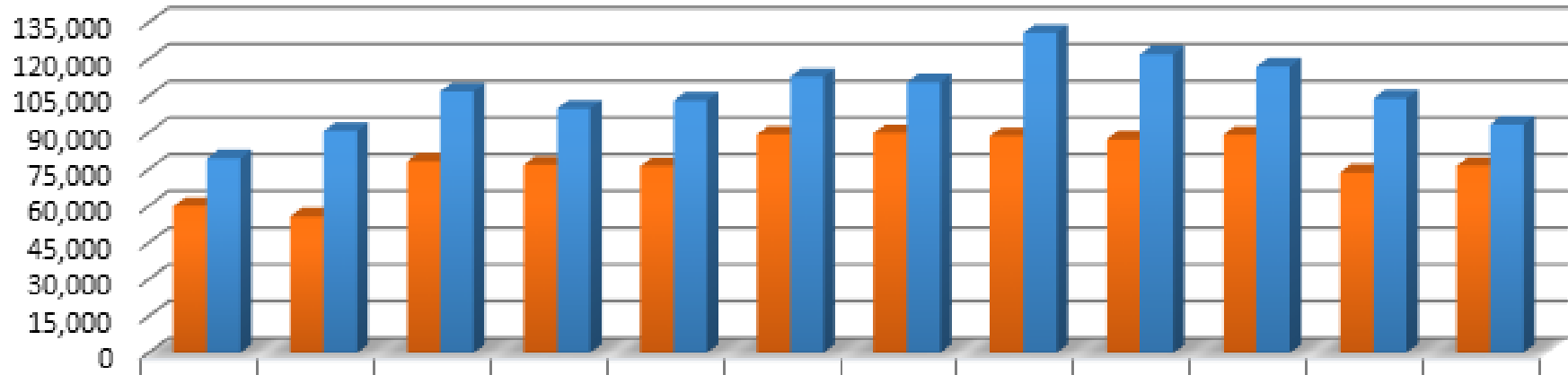
<b>RICHMOND</b>	<b>390</b>
CORDOVA	5
DOBBINS HEIGHTS	5
EAST ROCKINGHAM	1
ELLERBE	25
EX-WAY	1
HAMLET	86
HOFFMAN	20
MARSTON	1
NORMAN	1
ROCKINGHAM	245

# REMOTE TICKET ENTRY



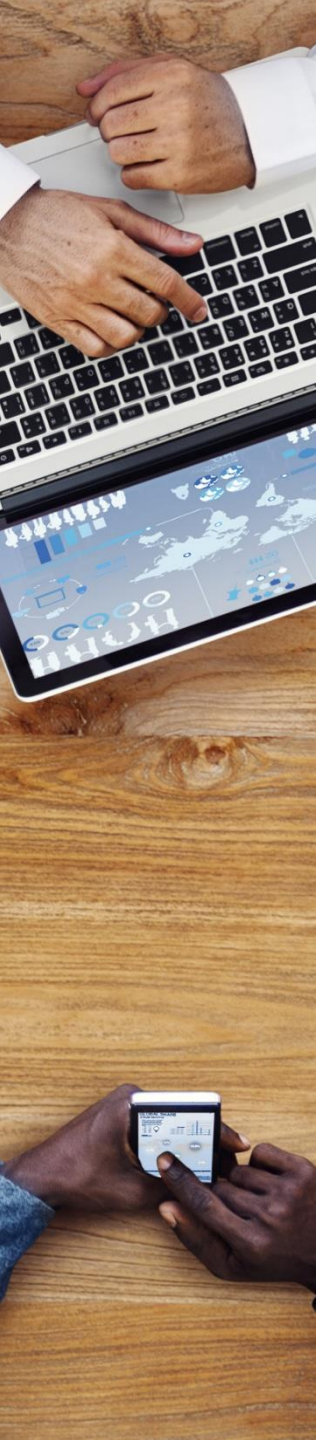
<b>Total Tkt Summary</b>	<b>138,076</b>
In-House Tkt Summary	44,857
RTE Ticket Summary; incl. UL	93,219
RTE Ticket Summary; excl. UL	80,183
RTE % Volume; excl. UL	58.07%
RTE % Volume	67.51%

### RTE Volume 2016 vs 2015



	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

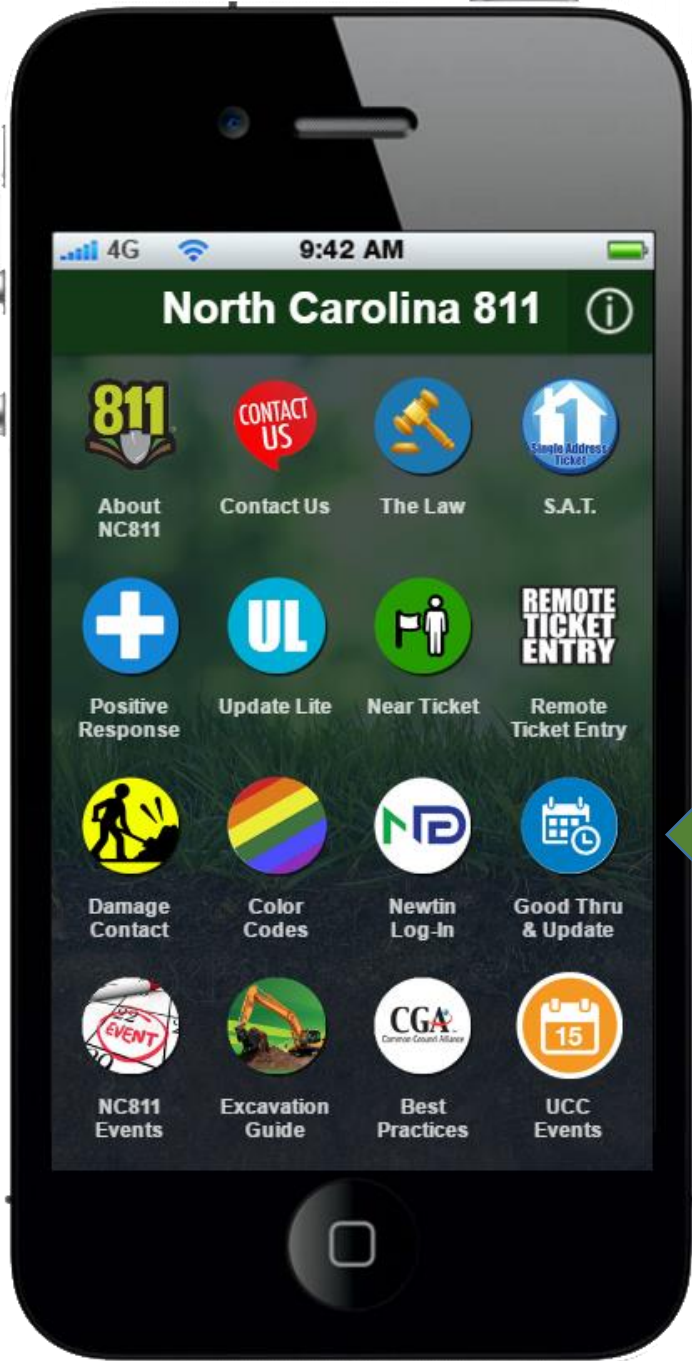
# REMOTE TICKET ENTRY



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
<b>YTD Total</b>		<b>860</b>	<b>725</b>	<b>135</b>
1Q		243	195	48
2Q		246	166	80
3Q		198	197	1
4Q		173	167	6

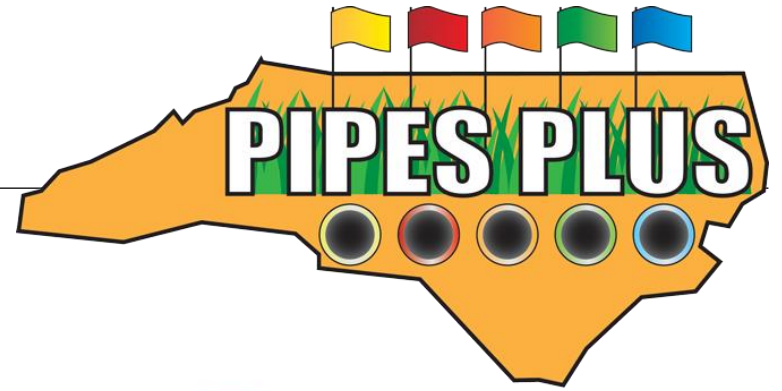
# Good Thru & Update



**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)

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



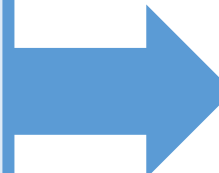
# Safe Digging Partner






# 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 and 18, 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](mailto:tonya@nc811.org)

# 2017 State UCC Meetings

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January 10<sup>th</sup>, 2017  
Piedmont Natural Gas  
2611 Greengate Dr,  
Greensboro, NC

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.



1/19/17

# Richmond County UCC

1 of 2

\* Level 1 & Safety Topic John Parsons  
(Slips & Trips)

• Mins last meeting (NA)

• Hoke Co UCC 9:00 Palmer St 1/24/17  
Raetford 1st Meeting

• Scotland Co trying to startup UCC

Project • DOT - Jones Springs Rd bridge matter  
- Hwy 74 Road Laurel Hill direction Islands  
- Hwy 220 By Pass Hold  
- US 1 By Pass on Hold (Pixie Pipeline 2018)  
- Widen Green St. Truck Route (Study)  
- Hoffman - Upgrade sewer with grant (2017-2018)

Hamlet - Maint Work

- Franklin St Fiber work & power to Trinity  
- Taylor to Earl Franklin communications lines

Rhame - New Fiber from 220 to Long Dr for County  
Fiber to New building Okemunc

- Holly Brook pump station (Byron Bell Park) 2017-2018?  
- Sewer Behind Hawks buildin complete (74 business)

PEE DEE - Cottonville work

- Maint. work

- New service

PWB - • Donald Ross - So. Plains

• New


• R5F line Repairs took good per John Brock

• Green - tie for strengthen system

• Vulcan replacement line 1

Philp Perkins - At&T / Windstream up grades Fiber  
- Crows in Residential 2017-2018 ???  
- Work in Camp McCall  
- Goggle on Hold here

Tim Nickens - Good  
- Mastec - calls in lots of updates

March 2017  UCC 3<sup>rd</sup> Thursday March 16<sup>th</sup>

- Contractors Luncheon Tami

