

UCC Sign-In Sheet

County: Wake LRPC Date: 2/27/18

Name	Company	Email	Phone Number
Donna Zuniga	Duke Energy	donna.zuniga@duke-energy.com	916-429-3131
Guy Smith	PWR	gsmith@pwr.com	919-438-3192
JEFF BARTLEY	NC811	JBARTLEY@NC811.ORG	336-707-4528
Louis Panzer	NC811	LOUIS@NC811.ORG	336-707-1734
Kevin Bowers	Southern Cross Inc.	KBOWERS@SOUTHERNCROSSINC	205-966-1166
RANA OUTLAW	SOUTHERN CROSS	ROUTLAW@SOUTHERNCROSSINC.COM	743-999-1913
Kevin Smith	ANSCO & ASSOC	Kevin.Smith@ANSO.com	
PATRICK LANDRETH	SEN	PLANDRETH@SEN.COM	434-944-8660
Kim Taylor	SEN	Ktaylor@SEN.com	434-942-7823
John Conner	NC 811	jconner@nc811.org	(336)610-8427
Jimmy Petrie	City of Raleigh	James.Petrie@raleigh.nc.gov	(919)-505-2221
DON GRIESEDECK	Charter Comm	don.griesedeck@Charter.com	919-573-7386

WAKE COUNTY LOCATE RESOLUTION PARTNERSHIP COMMITTEE

Meeting Minutes

February 27, 2018

PSNC Energy

4211 Global Street

Raleigh, NC

Don Griesedieck, Chair
Sandra Johnson, Co-Chair
Donna Zuniga, Secretary

Don Griesedieck called the meeting to order at 11:36am and began introductions of the group.

Jimmy Petrie asked if NC811 could provide the top callers for update tickets and the reason for the updates. Utilities could then address this with their individual contractors and coach them in an effort to reduce the number of update tickets. Unnecessary update tickets cost everyone time and money. Jimmy also asked if NC811 can provide top callers for emergency locates. Louis Panzer explained he would rather run the data by type of work, not caller. He advised callers are asked if there is a threat to life, health or property, but the phone reps have to take the call as an emergency if the caller requests it. An emergency ticket is still a 3-day ticket. Always read the comments from the caller, you may be able to wait until the next day. Excessive emergency tickets degrades locate response time.

Louis advised the WLRPC can send letters to callers we feel are incorrectly using the emergency ticket process.

Donna Zuniga asked if Louis could provide a general letter template for the WLRPC to use. If we have a standard letter we will maintain consistency. Louis agreed and will provide a letter template for us to use.

Louis recommended we leverage our NC811 liaisons to contact and educate offenders of excessive update and emergency tickets.

John Conner asked us to bring him examples/copies of unnecessary tickets.

Don recommended we make phone calls and invite offenders to our UCC meetings. Patrick Landreth agreed, noting working together is a huge help.

Our next meeting will be March 27, 2018, following the Wake UCC meeting.

Meeting adjourned 12:03pm

Minutes submitted by:

Donna Zuniga, Duke Energy