

## UCC Sign-In Sheet

County: WakeDate: 06/26/2018

Name	Company	Email	Phone Number
Dustin Horn's	DEH Underground	Dundersound@nc.rr.com	919-720-5183
MARK Slentz	City of Raleigh DOT	mark.slentz@raleighnc.gov	919-994-6020
Brigitt Rivers	PSNC	brives@scana.com	919-501-2472
Ryan Zakany	BRANZ Safety	ryan.zakany@branzsafely.com	919-995-4204
Jessy Newman	COR Public Utilities	Jessica.Newman@raleighnc.gov	919-996-2332
David Ketscher	Town of Cary	JOHN.MOEMIN@TOWN OF CARY, ORG	919-459-8122
Kevin Matier	PSNC	DAVID.KETSCHER@TESINC.COM	919-616-9093
Tori Williams	PSNC	Kevin.Matier@scana.com	919-819-9743
NASH Hardy	HARDY Landscapes	TWilliams2@scana.com	919-389-2719
Angela Rubbo	Sullivan Eastern	hardylandscapes@yahoo.com	919-1069-8477
Rana DeVaux	SOUTHEAST CROSS	arubbo@sullivan-eastern.com	919-4848983
Reginald Quander	SOUTHERN CROSS	FOULAND@SOUTHEASTCROSSINC.COM	743-994-1913
Kim Sullivan	Razorbuck Boring	quander@scana-creative.com	412-514-3037
Ann Rushing	NC811	Kim@razorbuckboring.com	919-341-3050
Jay Hawreluk	COR Public Utilities	dannushing@nc811.org	336-944-5518
Danndra Johnson	PSNC Energy	Jay.Hawreluk@raleighnc.gov	919-218-2600
MIKE HOBBER	TOWN OF CARY	StJohnson2@scana.com	919-836-2421
		Michael.Hobber@town of cary, nc	919-241-8231

Kevin Smith NC811

K Smith at Cary, NC 336-757-4528



UCC Sign-In Sheet

County:

Wake

Date:

06/26/2018

Name	Company	Email	Phone Number
DOE MIGHT	PRE	DOE.MIGHT@PRE.COM	919 441 1877
Jason Williams	Century Link	jason.williams@centurylink.com	336-215-8732
David Snygart	ITS	dsnygart@its-inc.com	919-369-9763
Tripp Jefferys	Wake Forest Power	tjefferys@wakeforestnc.gov	
David Holder	City of Raleigh PL	david.holder@raleighnc.gov	919-996-2328
Jimmy Petrie	City of RA	James.Petrie@raleighnc.gov	719-500-2021
Tim Yarbrough	Ansoo & Associates	Tim.Yarbrough@ansoo.com	704-734-8060
TOBY ARMEN	DIXIE PIPELINE	Altman@epwrf.com	919-290-2210
Heather Sagner	Vaughan Grading & Utilities	USGUA1986@vaughannc.com	919-266-3158
Ryan Mail	Park Construction of NC	rmail@parknc.com	919-810-5830
Phil Roberts	Lombert's Cable	phil.roberts@lombertsable.com	919-971-5302
FRANKIE BONETT	PNT	FRANKIE.BONETT@PNTI.COM	919-796-0311
TIFFANY ELIE	PSNC	tiffany.elie@psnc.com	919-836-2439
Mike Walsh	City of Raleigh	michael.walsh@raleighnc.gov	
Alan Roberts	Lombert's Cable Splicing	alan.roberts@lombertsable.com	919-609-8570
Richard Fearnick	CAECORUM UNDERGROUND	caecorum@caecoruminc.com	919-961-4456
Frederick Hawley	Town of Cary	frederick.hawley@townofcary.org	919-323-0718
Louis Panzer	NE811	Louis@NE811.ORG	336-707-1734
Don Bach	PSNC	donbach@psnc.com	919-849-9983

*Wake County Utility Coordinating Meeting*

PSNC Energy-South Raleigh Office

Located at 4211 Global Street, Raleigh, North Carolina 27610

June 26, 2018



**Meeting Time:**

The Wake County Utility Coordinating Meeting was called to order by Guy Smith with Precision Networks Incorporated has accepted the position as the Chairperson at the local level with Wake County Utility Coordinating Committee on June 26, 2018 at 11:06 am.

**Total Members Present**

There was a total of **38** members present at the June Wake County Utility Coordinating Meeting according to the sign in sheet. **Members have been asked to please sign in so an accurate count of attendees for each meeting can be documented.**

**Welcome of Members and Guest:**

Guy Smith with Precision Networks Incorporated welcomed everyone to the **6th** UCC meeting of the year. Housekeeping rules given out for newcomers. Bathrooms are located out the double doors and straight down the hallway to the left. In case of a fire emergency, everyone should exit out through the double doors turn right into the hall way exiting out the door and walk towards the street and wait at the PSNC Energy Logo sign at the front of the entrance.

**Blessing of the Food:** Given by Ann Rushing with NC811 before breaking for lunch.

**Introduction of the Members and Guest:**

Guy Smith with Precision Networks Incorporated welcomed everyone to today's meeting again and a formal introduction of the guests and members from right to left announcing their name along with the company they are affiliated with.

**Safety Moments:**

## **Approval of Minutes:**

Robert Yu with USIC shared a safety moment with the members. We seem to migrate and talk about safety when we are behind the wheel driving and we also talk about slip, trips, and falls, but one thing that we don't talk about enough as an independent company when we are on the highways are the challenges that we face in traffic and not only with other vehicles but in some cases it may be people in general.

We had a technician down in Johnson County that pulled up on a job site and a person walk up and wanted some money. At the end of the day maybe we didn't do a good enough job of being in that environment, but unfortunately the employee was assaulted and thankfully it wasn't anything serious. It was just a challenging time and trying to reach out to the police. As the individual was running away the employee was taking a video of the suspect. He was able to show the video to the police. We are not showing that they apprehended that suspect as of yet, but the technician is okay. A lesson learned with not being there that things can happen pretty quickly and we talk about what we could have done to improve things and it happened so quickly that all he could do was just run and unfortunately he couldn't run far enough or quickly enough. We believe the person who attacked our employee may have been under the influence never the less we have to make sure that folks who are working independently and folks working at night, on call and meter readers who are out there by themselves it is very important that we are aware of what's going on around us to make sure that we are safe and if we feel that something is not right then we need to just call time out and call your immediate supervisor and find an alternative in the mean time to get it done.

This is our second injury that we've had from an assault this year. We had another incident in Cumberland County where a technician was out and a person walk up and wanted a dollar and all he could remember was that two days later he woke up in the hospital. So thankfully he was found lying on the side of the road by one of the contractors doing paving and we were able to get him safe. When you are out there by yourselves just be sharp and alert and aware of your surroundings and what's going on around you.

**First Approval:** [Approved by Members](#)

**2nd the Motion:** [Approved by Members](#)

## **Special Guest:**

Kevin Smith with NC811 is our new Education Liaison who is here to introduce Eric Prince, Sales Manager with Tracer Electronics LLC to provide us with some technology that we may or may not be familiar with. Eric is not from the utility industries, but he was a police officer for about 7 years and decided to develop an opportunity with the railroad. He was there for about two and a half years. He then found this job with Tracer Electronics and enjoy it. We sell a little bit of everything guys. We sell leak detectors, Locators devices, cameras at different price ranges. We sell everything and whatever you need. We sell new equipment and if you ever have

anything to stop working just call me. We send it out to Tennessee at our home office. We have a repair and calibration facility. Eric presented the group with several different devices that are for sale that we could use in the utility industry.

#### **Old Business:**

The unknown utility that Lee Mai with the City of Raleigh was looking for well a representative with the City of Raleigh advised that she was working with him and provided him a contact of Level 3. Guy indicated that's what our group is all about getting together and understanding the circumstances that didn't have an immediate obviously resolution and coming together like this in this form it look like we have it work out.

#### **New Business:**

Guy Smith advised that Donna Zuniga with Duke Energy wanted to share some information with the members this morning. Unfortunately she was not able to be here with us today. This is in regards to damaged claims to damages of facilities owned by Duke Energy Progress and my understanding is that PRG will be taking over that claims process and Donna ask Guy to share some basic information with the members. I will just read verbatim what she have shared.

#### **When will the PRG investigation start?**

- PRG will begin handing claims for Duke Energy in the Carolinas as of 6/25/2018. They will do the investigation, billing, and collecting. We should see an overall improvement in the process, particularly having real time investigations for all damages and timeliness of billing.

#### **Do these Investigators work only on your contracts or others?**

- The PRG Investigator will be designated only to Duke.

#### **Will Contractors deal directly with PRG with questions or Duke Claims Investigations Program Coordinators?**

- All questions and disputes should go directly to PRG. If there are issues that need escalating, PRG will get us involved.

Member ask if we knew anything about PRG and where did they originated from?

One of our members, Doug Knight with PRG is a dispatcher for the Raleigh area. He advised that the company originated from Denver, Colorado. We do have satellite offices throughout the country. There were approximately 22 people hired for North Carolina and they have a supervisor. The response time on a damage is a lot tighter than it is like for a Charter facility or some of the others facilities unless it is a fiber damage. I believe that our response time is less than 70 minutes anywhere in the state that there is a damage. Of course he is not in that particular group and all of this is new.

As far as the investigation goes he is sure it will be similar to what we do. The major difference is that all of the utilities or a representative from PRG and a representative from Duke Energy that the contractor that did the damage all of those guys are supposed to be onsite at the same time so there's no question that you hit this line yesterday and why did you not show up? Basically everything is being done real time.

As far as a process and all Doug stated all that he can give us at this time is that it is a Charter process because he haven't done anything yet. A lot of times we receive a damage from a Charter representative and sometimes we receive a damage from a locate company. Sometimes there's an outage that generate a response and regional operation center from Charter will get the call. We can get them several different ways. We also get them directly from the technician responding. Anyway, for an example we get a call in regards to a damage at 102 Third Street. Okay great can you give me a span map of roughly what you're talking about and sometimes it can get confusing as they will give the outage address and not the damage address. Once we obtain that information then we try to figure out if there's a locate ticket for it before we leave our office. We try to look up whatever locate ticket that we can. We try to get the information that we can before we leave the office. Once we get to the house and determine that the damage may have happened two days ago as it happens a lot then we just use the locate ticket.

For an example we see that Mastec was there two days ago installing a gas line for PSNC. The first thing he will do is call to see if they located the line. Even though Mastec was in the area they might not have caused the damage. It could have been a leak from two years ago when AT&T was in the ground and now the cable fiber have gone bad. I am just using that as an example. That's pretty much what we do and if we find out that Mastec once we are finish with our investigation when it happen and where it happened, what was the cause of the incident, was there a dig wall to use to support our investigation. Maybe they were digging within our tolerance level or maybe it was a barrier hanging line. I am just using that as an example, but that's what we try to do is use that may go along with that particular type of damage then that is what we will use. We do take pictures. We take a video usually we take about 20 pictures and video is about a minute or a few seconds. If you guys are ever on the receiving end you can request all the pictures and to look at the video. You can dispute it. The biggest thing and this happen not too long ago, but don't forget to call NC811 and say that you hit something. Remember that doesn't mean that you are reliable. That doesn't mean that you are at fault either. All that means is that you noticed that there was a damage when you were there and it could have been shallow or stuck to the bottom, concrete pulled up, or may be the locate part. If you don't call in to NC811 to let them know of the damage so they can send someone out to investigate it as far as the law is concerned we will use that stating that you did not report the damage to NC811. You called Charter to report it, but you didn't call NC811 to let them know.

Guy Smith with Precision Networks Incorporated advised that there might be some confusion. There's several telephone calls to make. One will be for the emergency locate to get things



located so you can do your excavation on the actual damage ticket and making sure you notify the utility owner. The question was ask what point in the process do you perform the billing? Doug Knight advised let's say the damage occurred on a Tuesday and we went out there Wednesday and did the investigation. The investigator doesn't do the billing. We then turn it over to recovery and send the entire package which is split up between Jennifer and Charlie. You never know who the information will go to, but it will still be between PRG. Just another day and a half delay before anything is invoiced, because they are having to go over the entire package before they can do any billing. Another issue if it happen on Tuesday and they get a temporary slice on Tuesday on that facility to get that customer back up. If it takes two weeks or 30 days for the contractor to come back in to do the necessary repairs. Thank you Doug for providing the members of a general process similar to that for Duke Energy Progress repairs.

Justus Everett with ABE Utilities wanted to know if PRG have the responsibility to be onsite to deny a claim or not? Doug Knight advised absolutely as there's supposed to be someone who should have located that facility onsite as well. All the groups that had anything to do with the damages are supposed to be onsite at the same time. It will still be determined before everyone leave that site. It's a little different than what we do on the charter size right now, but he wish that he could provide you with more information.

Robert Yu with USIC stated Duke rolled us out in all areas in phases in all of their market. Ann Rushing with NC811 stated that the Western part is not going live until the middle of July and the Eastern part from here all the way to the East it is live as of yesterday. The Western part will be around in the middle of July so if you are attending any UCC Meetings out there it will basically be here to out west. The gentlemen name is Brian Sambuca and he's out of Little Rock, Arkansas so he's not even in the state. So right now it will be Donna Zuniga and Brian Sambuca.

#### **NC811 Presentation:**

- Kevin Smith is the new Education Liaison for the Piedmont Triad Region. Kevin Smith presented the NC811 report for the month of June 2018.
- Safety Tips for working outdoors this summer is to Drink up-Drink plenty of water-a cup every 15 to 20 minutes. Avoid caffeine, alcohol, and Red Bull which can dehydrate you. Drinking milk is much better. It takes time to working in the heat. Work with your supervisor to gradually increase your work load and heat exposure. Cover up and Protect- Wear light, loose-fitting clothing, UV rated sunglasses, and a wide-brim hat. Apply sunscreen with a Sun Protection Factor (SPF) of at least 30 and UVA/UVB protection. Reapply every 2 hours and after sweating.
- The NC811 Center received locate request totaling **179,485** in June 2018. The total locate request in June **2017** was **175,092**. This was a difference of 2.5%. Transmission Locate request was **995,720** in June 2017. Current Locate request in Transmission was **1,007,191** in 2018. This was a difference of 1.2%.

- There was a total ticket volume of **22,697** for Wake County in June 2018. The average locate per day was **1,032**.
- **County Ticket Distribution** was a total of **22,697**. The **Raleigh** area have the highest number showing a total of **9,249**.



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

#### **2018 NC811 Board Meetings:**

2Q18 on July 20, 2018 in Lake Lure, North Carolina

3Q18 on October 19, 2018 in New Bern, North Carolina

For booking information, contact Tonya Hargraves: [tonya@nc811.org](mailto:tonya@nc811.org)

**NC Underground Damage Prevention Review Board Meetings located at 2550 Operations Way, Raleigh, North Carolina. Located on the corner of Operations Way and Westinghouse Blvd.**

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

#### **State NCUCC Meetings:**

July 10, 2018 at 10 am to noon in Hickory, North Carolina at Piedmont Natural Gas

September 11, 2018 at 10 am to noon in Concord, North Carolina at PSNC Energy

**Mark Your Calendar Now: August 11<sup>th</sup> is National 811 Day. [NC811.org/811day.html](http://NC811.org/811day.html)**

#### **Next UCC Meeting:**

**The next Wake County Utility Coordinating meeting will be held on Tuesday, July 31, 2018 at 11:00 am at [PSNC Energy-South Raleigh Office](#) located at 4211 Global Street, Raleigh, North Carolina.**

**Lunch will be provided by Bobby Freed, Cort Bennett, and Luis Negrin with PSNC Energy. Thank you PSNC Energy for providing lunch for us during this meeting.**

**The following companies have volunteered to bring lunch for us during our future meetings:**

- ❖ August 2018- The Town of Cary



- ❖ September 2018 – Tom Miller with ITS
- ❖ October 2018 – Justus Everett with ABE Utilities

**\*\*A Special Thank You to All the Companies/Members who volunteer to help to provide lunch for the Wake County Utility Coordinating Committee throughout the year\*\***

**\*\*Another Special Thank You to All the Members for your time and support throughout the year as well\*\***

**Bonding Together is what makes our County a Great Success!!!**

**Meeting Adjourned:** The Wake County Utility Coordinating Meeting adjourned on June 26, 2018 at 12:35 pm.

**Minutes Prepared by Tiffany Elie with PSNC Energy, Telephone Number 919-836-2439**





**JUNE** is  
**NATIONAL  
SAFETY MONTH**

**Wake County**

# Safety Tips for working outdoors this summer



## **DRINK UP**

Thirsty or not, drink plenty of water – a cup every 15 to 20 minutes. Avoid caffeine or alcohol which can dehydrate you.

## **ACCLIMATIZE**

It takes time to adjust to working in heat. Work with your supervisor to gradually increase your work load and heat exposure.



# Safety Tips for working outdoors this summer

Water is the most logical form of **hydration**. However, sports drinks like **Gatorade** contain sugar and electrolytes like sodium and potassium. Sports drinks can help replace what we lose during longer duration exercise, especially in the heat. Electrolytes and carbohydrates help athletes refuel and rehydrate.

Caffeine then raises the possibility of increased fluid loss which could lead to dehydration. (Diuretic)

## DRINK UP

- \*WATER
- \*GATORADE
- \*O.J. – POMEGRANATE JUICE

## AVOID

- \*COFFEE
- \*ALCOHOL
- \*SODA
- \*RED BULL – MONSTER DRINKS





# Safety Tips for working outdoors this summer



## **COVER UP AND PROTECT**

Wear light, loose-fitting clothing, UV rated sunglasses, and a wide-brim hat. Apply sunscreen with a Sun Protection Factor (SPF) of at least 30 and UVA / UVB protection. Re-apply every 2 hours and after sweating.

## **SHIELD FROM SUN**

Set up shade structures or use umbrellas, buildings, or trees to shield you from the rays of the sun. You can get sunburn on a cloudy day.



# Safety Tips for working outdoors this summer



## TIME IT RIGHT

Try and avoid the sun and strenuous tasks between 11:00 a.m. and 4:00 p.m. when the sun's rays are strongest.

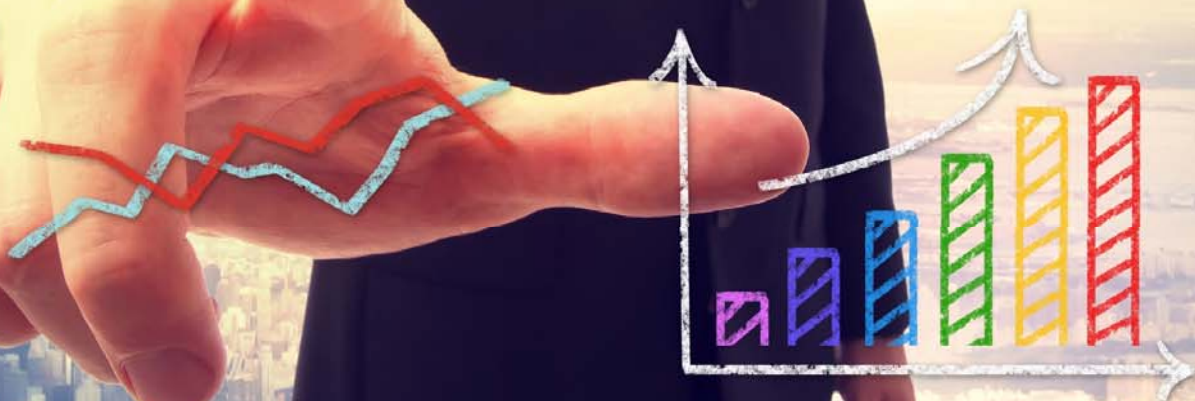
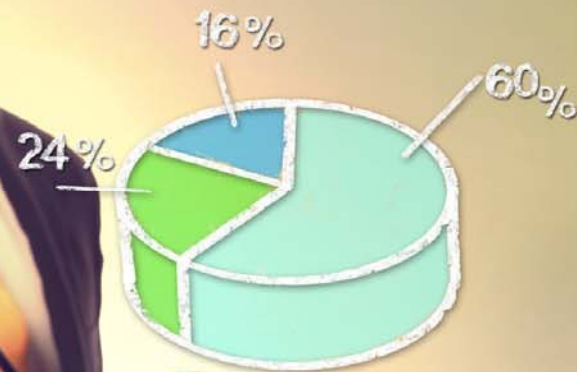
## COOL OFF

Take breaks to rest and cool off in the shade or in air-conditioned buildings or vehicles. Don't over-exert yourself.



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

# STATISTICS







# Locate Requests & Transmissions



## May 2018 vs 2017

### Tickets

2018: 179,485

2017: 175,092

Difference: 2.5%

### Transmissions

2018: 1,007,191

2017: 995,720

Difference: 1.2%

## Year-to-Date

### Tickets

2018: 823,558

2017: 798,715

Difference: 3.1%

### Transmissions

2018: 4,620,039

2017: 4,528,162

Difference: 2.0%



# County Ticket Volume

2018 Stats  
Compared  
with 2017



Wake County	Type Ticket					
May	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL
2017	623	278	18,148	646	6,132	25,827
2018	695	203	16,403	424	4,972	22,697
+/- Var	11.6%	-27.0%	-9.6%	-34.4%	-18.9%	-12.1%
-	-	-	Locates per day			1,032

# County Ticket Volume

YTD stats  
compared  
with previous  
year



Wake County	Type Ticket					
YTD	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL
2017	2,602	1,356	87,417	2,696	27,333	121,404
2018	3,155	1,094	77,005	2,244	25,387	108,885
+/- Var	21.3%	-19.3%	-11.9%	-16.8%	-7.1%	-10.3%
-				Locates per day		1027

## County Ticket Distribution



WAKE	22,697
ANGIER	12
APEX	2,191
BAYLEAF	1
CARPENTER	1
CARY	3,532
CLAYTON	10
DURHAM	35
FELTONVILLE	1
FRIENDSHIP	1
FUQUAY VARINA	1,046
GARNER	772
HOLLEMANS CROSSROADS	1
HOLLY SPRINGS	1,698

KNIGHTDALE	558
LEESVILLE	9
MILLBROOK	1
MORRISVILLE	676
NEUSE	1
NEW HILL	45
NEW LIGHT	2
RALEIGH	9,249
ROLESVILLE	208
STONY HILL	1
WAKE FOREST	1,745
WENDELL	437
WILBON	1
WILLOW SPRINGS	100
ZEBULON	363

**Top 10  
Companies  
requesting  
locate  
tickets wake  
county**



RANK	COMPANY	TOTALS
1	AT&T UTILITY OPERATIONS	2,340
2	MASTEC	2,006
3	RG COMMUNICATIONS	1,429
4	INFRASTRUCTURE TECHNOLOGY (ITS)	1,254
5	PIKE ELECTRIC	625
6	CMP TECHNOLOGIES	415
7	DEN UNDERGROUND	368
8	ANSCO & ASSOCIATES	325
9	THE IRONSIDES GROUP	258
10	EVANS PLUMBING	242





**EVENTS**



**2018**

July 20, 2018  
Lake Lure, NC

**3Q18**

October 19, 2018

For booking info reach  
out to Tonya Hargraves  
[tonya@nc811.org](mailto:tonya@nc811.org)

## NC Underground Damage Prevention Review Board Meetings

**Located at:  
2550 Operations Way,  
Raleigh, NC**

July 17, 2018 & October 16, 2018  
at 10am to 4pm



## State NCUCC Meetings

July 10, 2018  
10am to noon  
in Hickory, NC  
at Piedmont Natural Gas

September 11, 2018  
10am to noon  
in Concord, NC  
at PSNC Energy

MARK YOUR CALENDAR NOW





# NC811 EDUCATION DEPARTMENT



Ann



Howard



Tami



Brian



Kevin



Steve

**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.