



**MONTHLY UPDATE**  
**OCTOBER 2022**

***Burke/Caldwell UCC***



October is...

Tackling Hunger Month

[www.NationalDayCalendar.com](http://www.NationalDayCalendar.com)



**#TacklingHungerMonth**



## HOW TO OBSERVE

Donate non-perishable food to your local homeless shelter. If you use social media, utilize the #TacklingHungerMonth to post on social media and spread the word! October is the time of year people start getting ready for holidays. Now is a great time to start thinking about helping those who may not get to enjoy Thanksgiving dinners or cookies on Christmas Eve. There are many simple ways you can help, and it won't take much time or money.

- **Bulk up your food drive.** Canned goods, peanut butter, dry beans, brown rice, olive oil, nuts, and soups are all excellent foods to donate, and they won't put a dent in your bank account.  
\*\*Donate a cake mix/icing\*\*
- **Donate money.** Relief agencies like Action Against Hunger, the Hunger Project, Feeding America, and Share Our Strength are always accepting donations with a goal in mind to make sure nobody goes hungry.
- **Support food banks** and make contributions of any kind, whenever you can. A little bit goes a long way when someone is going hungry.

# #TacklingHungerMonth



# Halloween Safety Tips

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Have a way to reach your kids



Keep your home lit all night



Check all treats before eating



Arm your security system



Drive carefully



Adjust your security cameras



Wear light-colored or reflective clothing or carry lights while trick-or-treating



Use common sense



Watch out for foods your kids are allergic to

# A few words from Louis Panzer

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- Volume continuing to climb: let's remember The 3 C's: Calm, Continuous, Communication.
- Letters going out to those who damage without a ticket. We must understand the "why's" of a no call.
- CGA releases 2022 DIRT report this month: theme will be to address trends in root causes and a "look in the mirror" moment.
- Looking forward to welcoming our new Western liaison!
- Enjoy the onset of fall and stay safe!



# Extraordinary Circumstances

<https://nc811.org/extraordinary-circumstances/>

When extraordinary circumstances like a hurricane take place visit the NC811 website to see who has declared extraordinary circumstances and when normal services will resume. This section is located under Resources / Member Services.



## A reminder from Louis Panzer

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Confirm valid caller  
contact info & phone  
number for field  
representative on locate  
request



# NC811 Data Insights

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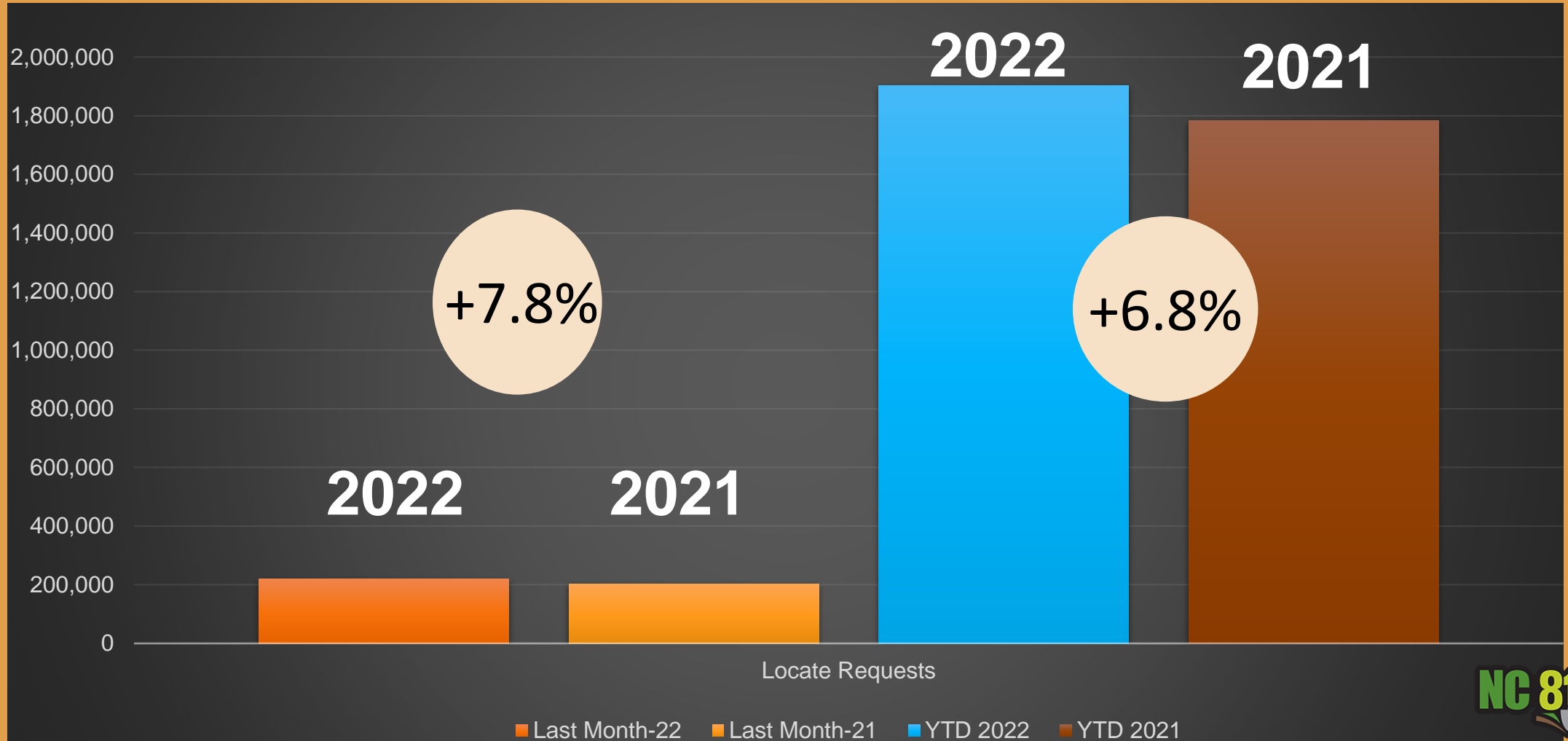
- ✓ Locate requests
- ✓ Transmissions
- ✓ County ticket volume and distribution



# LOCATE REQUESTS IN NORTH CAROLINA

SEPT 2022 vs 2021

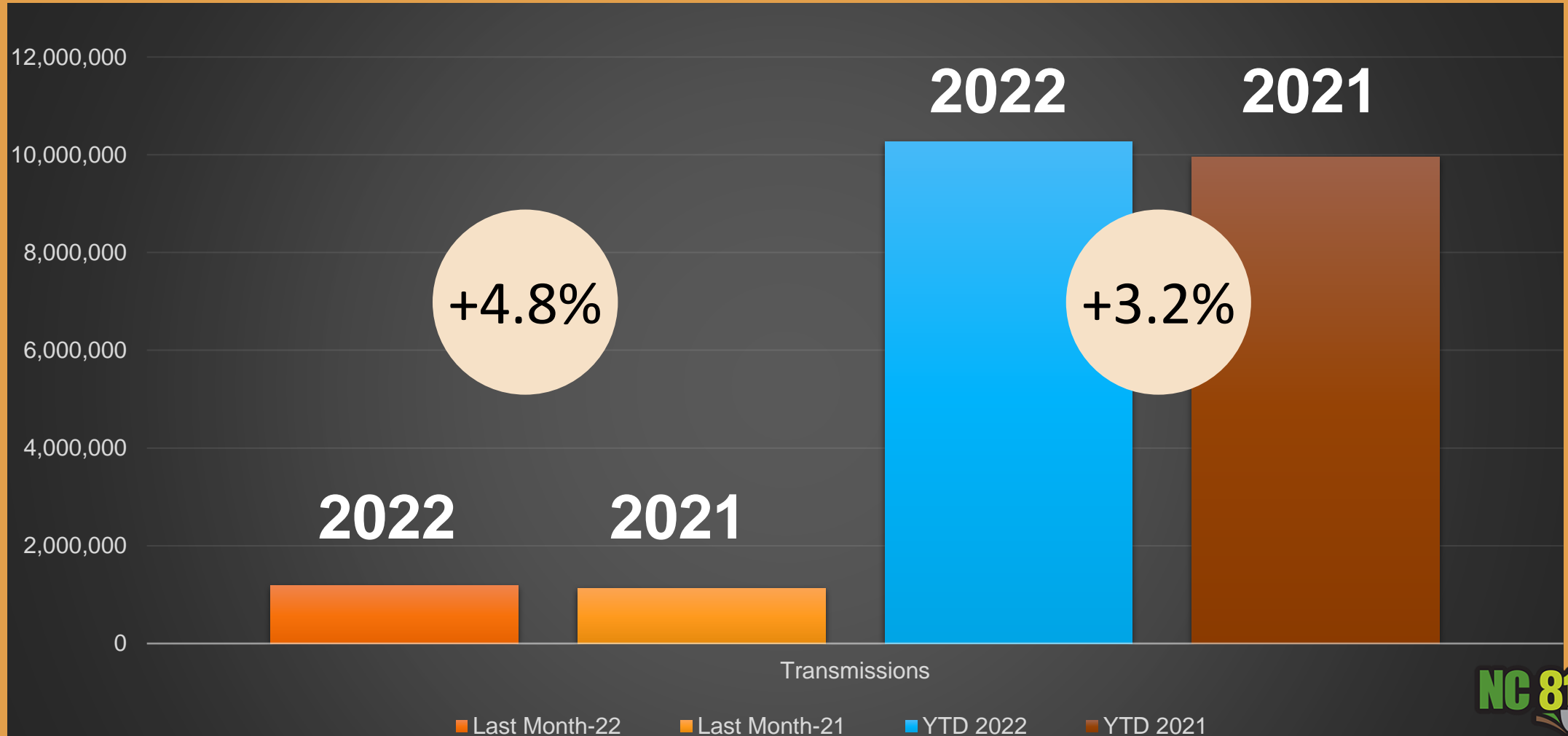
YTD 2022 vs 2021



# TRANSMISSIONS IN NORTH CAROLINA

SEPT 2022 vs 2021

YTD 2022 vs 2021



# County Ticket Volume

2022 stats compared with 2021



Burke	3 HR	CNCL	NEW	RXMT	UPDT	Total Tickets
2021	10	5	666	23	211	915
2022	24	7	671	15	228	945
Avg 41 locates per day	140.0%	40.0%	0.8%	-34.8%	8.1%	3.3%

# County Ticket Volume

2022 stats compared with 2021



	<b>3 HR</b>	<b>CNCL</b>	<b>NEW</b>	<b>RXMT</b>	<b>UPDT</b>	<b>Total Tickets</b>
<b>2021</b>	36	7	<b>475</b>	17	167	<b>702</b>
<b>2022</b>	24	8	<b>638</b>	12	176	<b>858</b>
Avg 37 locates per day	-33.3%	14.3%	<b>34.3%</b>	-29.4%	5.4%	<b>22.2%</b>

# County Ticket Volume

YTD stats compared with previous year



	<b>3 HR</b>	<b>CNCL</b>	<b>NEW</b>	<b>RXMT</b>	<b>UPDT</b>	<b>Total Tickets</b>
<b>2021</b>	192	79	<b>6316</b>	207	1721	<b>8515</b>
<b>2022</b>	174	86	<b>5572</b>	146	1931	<b>7909</b>
	-9.4%	8.9%	<b>-11.8%</b>	-29.5%	12.2%	<b>-7.1%</b>

# County Ticket Volume

YTD stats compared with previous year



	<b>3 HR</b>	<b>CNCL</b>	<b>NEW</b>	<b>RXMT</b>	<b>UPDT</b>	<b>Total Tickets</b>
<b>2021</b>	199	57	<b>5114</b>	174	988	<b>6532</b>
<b>2022</b>	208	70	<b>5389</b>	137	1505	<b>7309</b>
	4.5%	22.8%	<b>5.4%</b>	-21.3%	52.3%	<b>11.9%</b>

# County Ticket Distribution



<b>BURKE</b>	<b>945</b>
<b>CONNELLY SPRINGS</b>	<b>142</b>
DREXEL	4
GLEN ALPINE	8
HICKORY	42
HILDEBRAN	25
ICARD	6
JONAS RIDGE	5
LINVILLE	10
<b>MORGANTON</b>	<b>548</b>
RHODHISS	12
<b>VALDESE</b>	<b>133</b>

# County Ticket Distribution

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<b>CALDWELL</b>	<b>858</b>
BATON	5
BLOWING ROCK	13
COLLETTSVILLE	5
GAMEWELL	5
<b>GRANITE FALLS</b>	<b>163</b>
HICKORY	14
<b>HUDSON</b>	<b>138</b>
<b>LENOIR</b>	<b>462</b>
SAW MILLS	34



# Damages Reported for September 2022



ALAMANCE	11
ALEXANDER	3
ALLEGHANY	1
ANSON	1
ASHE	0
AVERY	0
BEAUFORT	0
BERTIE	0
BLADEN	5
BRUNSWICK	13
BUNCOMBE	41
<b>BURKE</b>	<b>3</b>
CABARRUS	47
<b>CALDWELL</b>	<b>6</b>
CAMDEN	0
CARTERET	6
CASWELL	3
CATAWBA	19
CHATHAM	7
CHEROKEE	2
CHOWAN	0
CLAY	0
CLEVELAND	11
COLUMBUS	3
CRAVEN	12

CUMBERLAND	34
CURRITUCK	0
DARE	6
DAVIDSON	20
DAVIE	1
DUPLIN	3
DURHAM	61
EDGECOMBE	0
FORSYTH	36
FRANKLIN	2
GASTON	23
GATES	1
GRAHAM	0
GRANVILLE	5
GREENE	0
GUILFORD	54
HALIFAX	1
HARNETT	13
HAYWOOD	2
HENDERSON	12
HERTFORD	0
HOKE	1
HYDE	0
IREDELL	25
JACKSON	1

JOHNSTON	57
JONES	2
LEE	15
LENOIR	5
LINCOLN	9
MACON	0
MADISON	1
MARTIN	0
MCDOWELL	2
MECKLENBURG	169
MITCHELL	0
MONTGOMERY	0
MOORE	8
NASH	5
NEW HANOVER	14
NORTHAMPTON	0
ONSLow	19
ORANGE	12
PAMLICO	3
PASQUOTANK	2
PENDER	4
PERQUIMANS	1
PERSON	1
PITT	65
POLK	2

RANDOLPH	16
RICHMOND	2
ROBESON	4
ROCKINGHAM	14
ROWAN	15
RUTHERFORD	8
SAMPSON	1
SCOTLAND	0
STANLY	1
STOKES	1
SURRY	5
SWAIN	0
TRANSYLVANIA	0
TYRRELL	0
UNION	24
VANCE	1
WAKE	195
WARREN	1
WASHINGTON	0
WATAUGA	1
WAYNE	2
WILKES	3
WILSON	4
YADKIN	0
YANCEY	2

# Important Dates

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## ✓ NC Underground Damage Prevention Review Board

*Tuesday, October 18, 2022*

*NC811 Events Center, Greensboro*

*Starts at 10 am*

*Visit: <https://udprb.nc.gov>*

## ✓ NC811 Board Meeting

**Friday 10/21/2022 8:30 AM - 11:00 AM**

*Hotel Ballast, Wilmington*

*Contact Stephanie Brown at [stephanie@nc811.org](mailto:stephanie@nc811.org) for attendance.*

*Hybrid Meeting*

## ✓ State NCUCC Meeting

*Tuesday, November 8, 2022*

*Dominion Energy*

*15 Overland Industrial Blvd, Asheville, NC*

*Starts at 10 am*

*Visit: <https://ncucc.org/>*

## ✓ NC Locate Resolution Partnership Committee

*Wednesday, November 16, 2022*

*NC811 Events Center, Greensboro*

*Hybrid Meeting, 11 am – 1 pm*

*Go to <https://ncucc.org/> for the virtual meeting link*



Join NC811 at the  
NC State Oct 27th

ONE-ON-ONE with  
**ANN RUSHING**  
PODCAST



**NC811.ORG** /safe-digging-sports

# ELECTIONS ARE COMING

We want YOU to help protect the integrity of the underground lines and the election process!

**ELECTION DAY HEIGHTENED  
811 AWARENESS  
CAMPAIGN**



[www.ncsbe.gov](http://www.ncsbe.gov)



# Invite a co-worker or industry colleague to join your local UCC





# CALENDAR

For information on NC811 & NCUCC events, visit the calendar section of [nc811.org](https://nc811.org) or the nc811 app.

# OUR EDUCATION TEAM

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**Tami Groves**  
*Education Liaison  
Southwest Region*



**Ann Rushing**  
*Education Manager*



**Howard Corey**  
*Education Liaison  
Eastern Region*

For contact info visit <https://nc811.org/education-resources/>

# OUR EDUCATION TEAM

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**Parrish Reddick**  
*Education Liaison  
Piedmont Region*



**Steven Moore**  
*Media Relations Specialist*

For contact info visit <https://nc811.org/education-resources/>





# THANK YOU!

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A copy of this presentation is available at  
[www.ncucc.org](http://www.ncucc.org)

If this meeting was virtual or hybrid, a video is available on [ncucc.org](http://ncucc.org). Go to County UCC's. The video will be listed under the month and year the meeting took place.



## Minutes –Burke / Caldwell Counties - NC 811 Meeting

October 11, 2022

### Members Present:

Tami Groves – NC811

Robert Turner – Brentwood Water

David Perkins – Brentwood Water

Kevin Clark – Brentwood Water

Roger Lowery – Brentwood Water

David Wortman – Town of Rhodhiss

The Burke / Caldwell Counties NC 811UCC monthly meeting was held on October 11, 2022, at 12:00 noon at the Timberwood Restaurant in Morganton, NC. David Wortman, President, called to order. Robert Turner offered a prayer of blessings on the meeting and meal.

A total of 6 members attending today's meeting.

**Tami Groves** of NC811 represented NC811 at today's meeting.

### Highlights of the NC 811 Presentation for September 2022:

1. A complete listing of all stats for the previous month of September 2022 are included in the **PDF presentation file** attached to the email used to send these minutes out. Those areas of review are listed under the "NC811 Data Insights":

**Locate Requests in NC... up 7.8% for September 2022 over September 2021 YTD, up 6.8%**

**Transmissions... up 4.8% for September 2022 over September 2021 YTD, up 3.2%**

**Damage Reports for August 2022... Burke County = 3  
Caldwell County =6**

**NOTE:** You will receive a PDF file of Tami's presentation used in today's meeting.

2. **Upcoming Meeting Dates (Refer to the attached presentation for further details):**

- **NC Underground Damage Prevention Review Board:** Will meet on Thursday, October 18, 2022, at the event center in Greensboro. Visit: [www.udprb.nc.gov](http://www.udprb.nc.gov).
- **NC 811 Board Meeting:** Will meet Friday, October 21, 2022, 8:30 AM – 11:00 AM, Hotel Ballast, Wilmington, NC. Contact Stephanie Brown at [stephanie@nc811.org](mailto:stephanie@nc811.org) for attendance Hybrid Meeting.
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**NC 811 State UCC Meeting:** Was also meeting on Tuesday, November 8, 2022, at the Dominion Energy facility, 15 Overland Industrial Blvd., starting at 10:00 AM. visit <https://ncucc.org//>

- **Locate Resolution Partnership Committee Meeting:** Will meet on Wednesday, November 16, 2022, at the NC811 Event Center 11:00 AM to 1:00 PM, in Greensboro. Go to <https://ncucc.org/> for the virtual meeting link.

3. **Direction on how to join in on all NC 811 will Virtual UCC Meetings:**

- Follow these video instructions to find your virtual meeting link and how to make the join the meeting in the new MICROSOFT TEAMS platform.  
<https://www.youtube.com/watch?v=GC5zGkdxqb0>.
- In the chat section please type your name, company name & email.
- Participant feature – raise hand. The meeting facilitator will acknowledge you.
- Enter the meeting with your microphone on mute and unmute your mic when you need to speak.
- Every meeting will be recorded, and the video will be posted on the ncucc.org website. You can watch the meeting by using the video link provided on ncucc.org.

4. **SPECIAL REMINDERS:**

- **Damage Reporting:** Remember that if you damage an underground utility, it is **your responsibility to report this damage to NC 811 UCC. Offices in Greensboro.**
- Below is the website where you can go to communicate “Damage Violations.”  
<https://www.nc811.org/report-a-violation.html>
- **ALWAYS!** If you hit an underground objective, and you think it is a **Gas Line**, do the following in this order:
  - **Call 911 to report the accident!**
  - **Call the Gas Company and let them know the specifics concerning the damage!**
  - **Call 811 to report the accident to our office!**

5. **Tami Groves – NC 811 Comments:**

- Tami announced that Tyler Ross from Asheville will become the new NC811 UCC “western region” representative. He will begin meeting with our chapter in January 2023.
- Remember, if you request a locate via the telephone, use the call back feature if you are put on hold. It works well, and they will call you back!

- You MUST have voicemail if you call in a locate. This is because if a utility needs to get additional information, you will receive the message and can get back to them to help resolve any problems that may come up on the locate.
- **Important:** If you have damaged made to your systems, be sure and file a COMPLAINT. File the complaint against the parent company not the locator service provider. Remember, to take several photographs from various angles to be submitted with you written claim.

## **6. Round-table Discussions:**

Since we only had six members attending today's meeting, we did not really have anything to report in the "Round-table Discussions."

**Just a reminder: We will NOT be meeting during the month of December 2022. Please mark your calendars with this change!**

**The next meeting of Burke / Caldwell Counties NC811UCC meeting will be held on Tuesday, November 8, 2022, at 12:00 Noon at the Timberwood Restaurant in Morganton, NC.**

We only had six members present today, we really missed you today. Hope to see everyone back for the November 2022 meeting. If you have not been here in a while, you are MISSED! Please try to get started back next month.

Have a great remainder of the month. See you next month!

Robert Turner – Secretary of NC811UCC  
Brentwood Water Corp