
MONTHLY UPDATE

JANUARY
2023

BURKE-
CALDWELL



NC 811.ORG




FROM LOUIS PANZER

NC811 EXECUTIVE DIRECTOR

- Welcome to 2023!
 - We are bracing for more volume and you should too.
 - Norfield DigLogix is coming soon! This application will assist excavators in creating and managing requests.
 - Patience + Planning + Process = Productivity.
-

ROOT CAUSE OF DAMAGE



Part I: Description of the Root Cause

Choose most descriptive cause:

One Call Notification Issue

- No notification made to One-Call Center / 811
- Excavator dug outside area described on ticket
- Excavator dug prior to valid start date/time
- Excavator dug after valid ticket expired
- Excavator provided incorrect notification information

Locating Issue

Facility not marked due to:

- ...No Response from operator/contract locator
- ...Abandoned facility
- ...Incorrect facility records/maps
- ...Locator error
- ...Tracer wire issue
- ...Site marked but incomplete at damage location
- ...Unlocatable facility

Facility marked inaccurately due to:

- ...Abandoned facility
- ...Incorrect facility record/maps
- ...Locator error
- ...Tracer wire issue

Excavation Issue

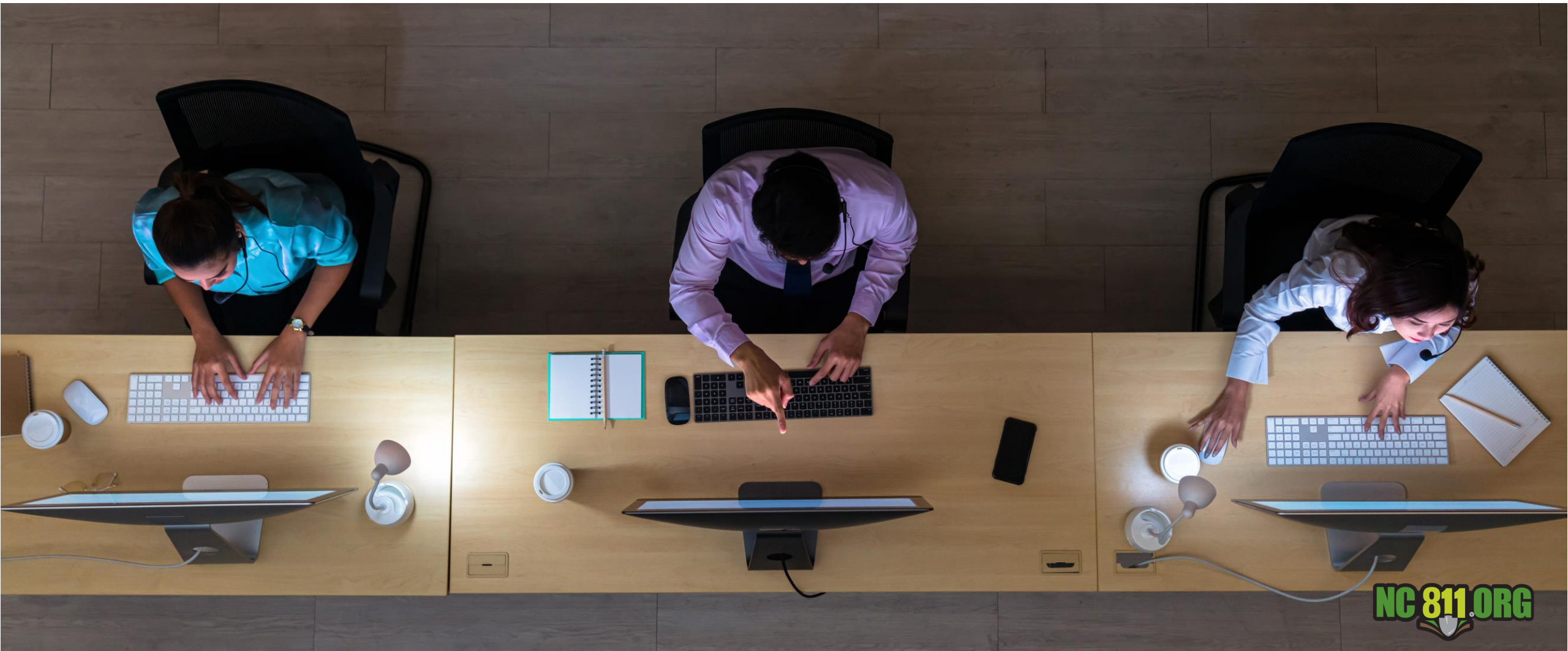
- Excavator dug prior to verifying marks by test-hole (pot-hole)
- Excavator failed to maintain clearance after verifying marks
- Marks faded, lost or not maintained
- Excavator failed to shore excavation/support facilities
- Improper backfilling
- Improper excavation practice not listed above

Miscellaneous Root Causes

- One-Call Center error
- Deteriorated facility
- Previous Damage
- Root Cause not listed above (comment required)

DATA INSIGHTS

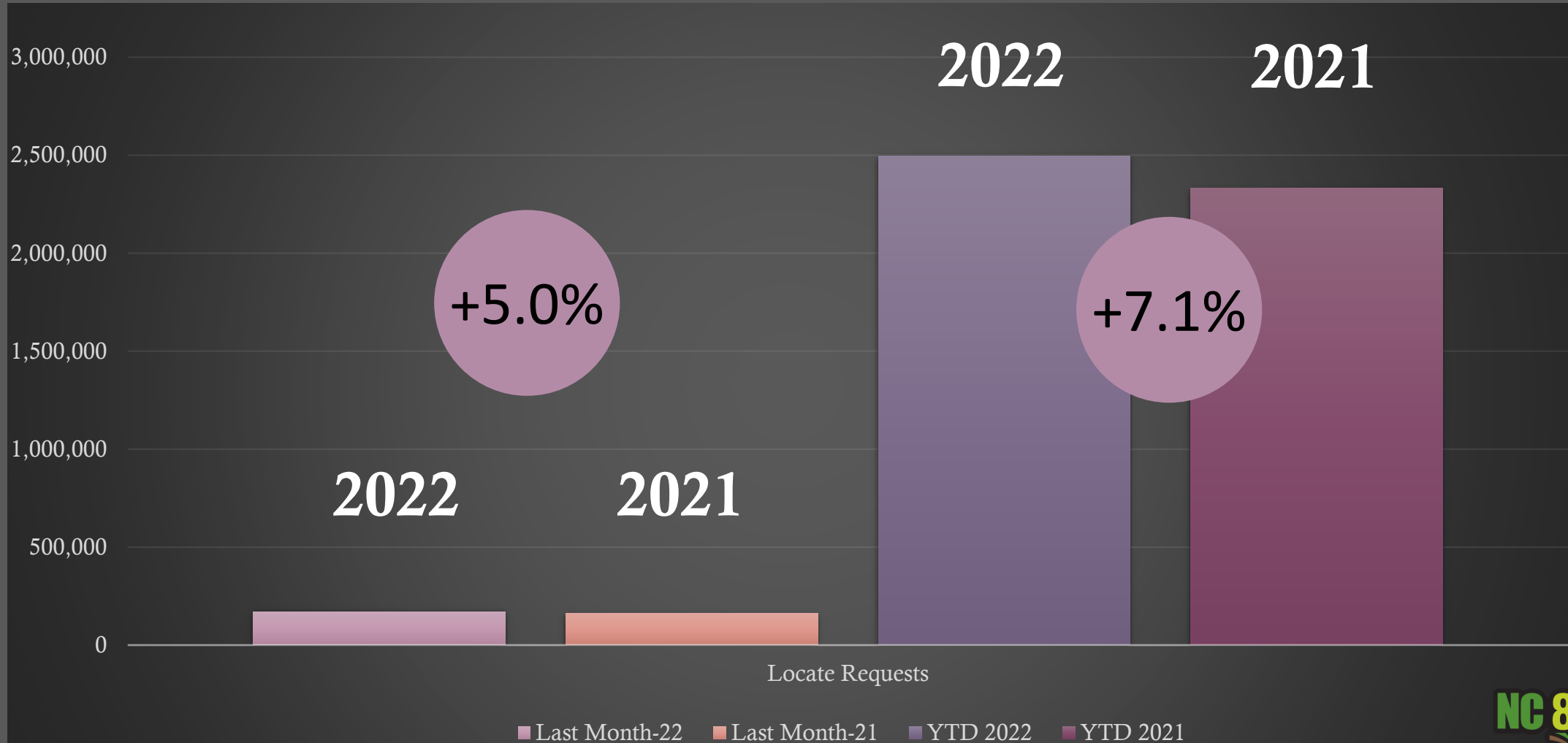
Locate Request, Transmissions,
County ticket volume and distribution



LOCATE REQUESTS FOR NC

DEC 2022 vs 2021

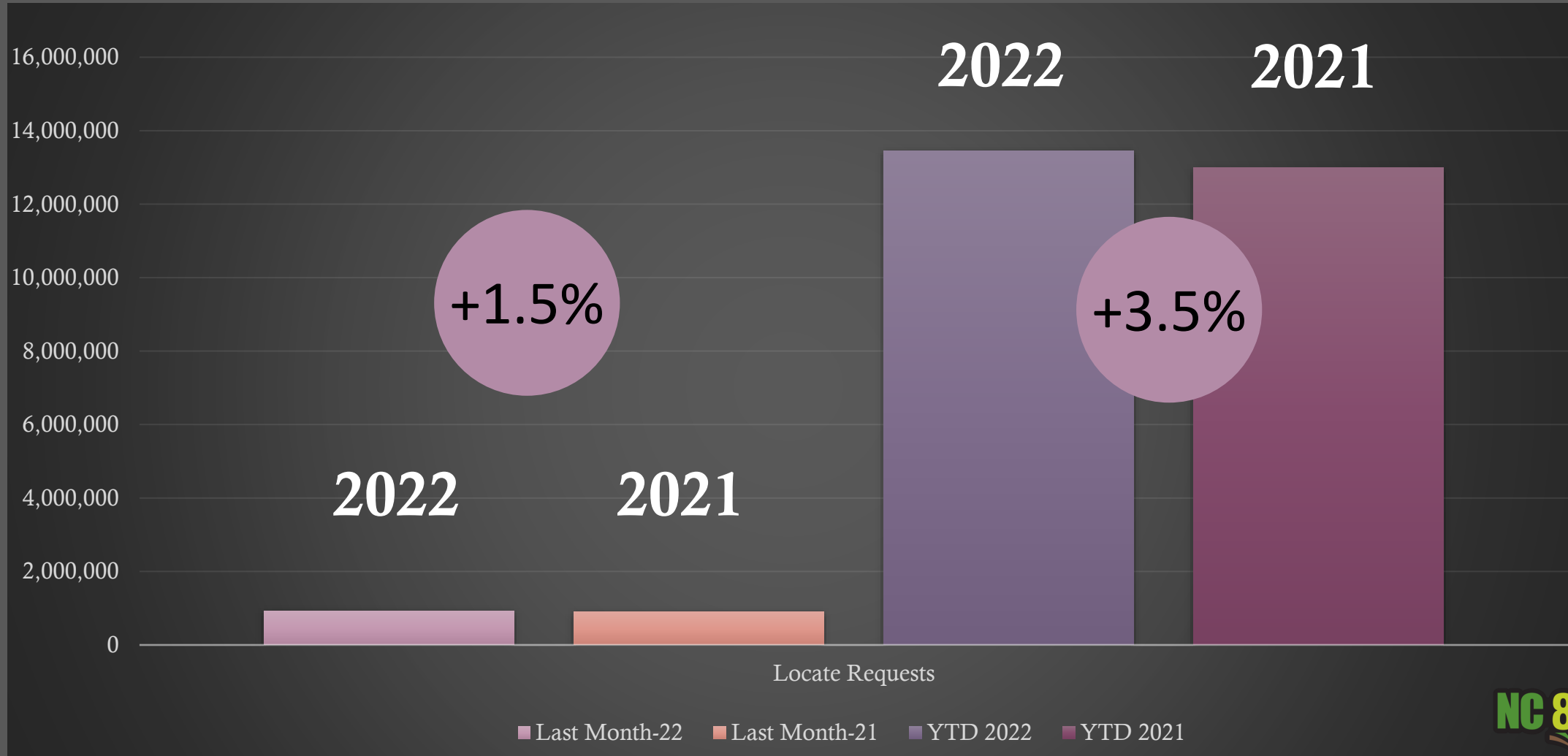
YTD 2022 vs 2021



TRANSMISSIONS FOR NC

DEC 2022 vs 2021

YTD 2022 vs 2021



COUNTY TICKET VOLUME

2022 VS 2021

Burke	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	2	5	534	11	227	779
2022	9	8	477	13	191	698
	350.0%	60.0%	-10.7%	18.2%	-15.9%	-10.4%
				Avg Locates per Day		35

COUNTY TICKET VOLUME 2022 VS 2021

Caldwell	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	14	6	464	7	114	605
2022	36	8	419	10	189	662
+/- Var	157.1%	33.3%	-9.7%	42.9%	65.8%	9.4%
				Avg Locates per Day		33

COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

Burke	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	215	94	8023	259	2401	10992
2022	255	105	7291	197	2590	10438
	18.6%	11.7%	-9.1%	-23.9%	7.9%	-5.0%
				Avg Locates per Day		41

COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

Caldwell	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	269	96	6726	223	1301	8615
2022	268	87	6896	186	2014	9451
	-0.4%	-9.4%	2.5%	-16.6%	54.8%	9.7%
				Avg Locates per Day		38

COUNTY TICKET DISTRIBUTION

BURKE	698
CHESTERFIELD	3
CONNELLY SPRINGS	124
GLEN ALPINE	4
HICKORY	40
HILDEBRAN	19
ICARD	5
JONAS RIDGE	3
LINVILLE	7
LONG VIEW	4
MORGANTON	394
RHODHISS	14
RUTHERFORD	
COLLEGE	7
VALDESE	72

COUNTY TICKET DISTRIBUTION

CALDWELL	662
BATON	3
BLOWING ROCK	7
GRANITE FALLS	159
HICKORY	10
HUDSON	64
KINGS CREEK	6
LENOIR	406
SAW MILLS	4

DAMAGES REPORTED LAST MONTH

ALAMANCE	6
ALEXANDER	2
ALLEGHANY	0
ANSON	1
ASHE	0
AVERY	0
BEAUFORT	0
BERTIE	0
BLADEN	2
BRUNSWICK	11
BUNCOMBE	16
BURKE	2
CABARRUS	37
CALDWELL	3
CAMDEN	1
CARTERET	0
CASWELL	0
CATAWBA	11
CHATHAM	4
CHEROKEE	0
CHOWAN	0
CLAY	0
CLEVELAND	4
COLUMBUS	5
CRAVEN	9

CUMBERLAND	26
CURRITUCK	0
DARE	3
DAVIDSON	12
DAVIE	1
DUPLIN	2
DURHAM	35
EDGECOMBE	0
FORSYTH	20
FRANKLIN	7
GASTON	15
GATES	0
GRAHAM	0
GRANVILLE	4
GREENE	0
GUILFORD	32
HALIFAX	0
HARNETT	11
HAYWOOD	4
HENDERSON	8
HERTFORD	0
HOKE	5
HYDE	0
IREDELL	13
JACKSON	1

JOHNSTON	22
JONES	0
LEE	9
LENOIR	1
LINCOLN	2
MACON	0
MADISON	0
MARTIN	0
MCDOWELL	2
MECKLENBURG	101
MITCHELL	0
MONTGOMERY	0
MOORE	7
NASH	4
NEW HANOVER	17
NORTHAMPTON	2
ONSLOW	8
ORANGE	8
PAMLICO	2
PASQUOTANK	2
PENDER	5
PERQUIMANS	0
PERSON	0
PITT	45
POLK	1

RANDOLPH	9
RICHMOND	3
ROBESON	5
ROCKINGHAM	1
ROWAN	14
RUTHERFORD	2
SAMPSON	0
SCOTLAND	2
STANLY	2
STOKES	0
SURRY	1
SWAIN	0
TRANSYLVANIA	1
TYRRELL	0
UNION	40
VANCE	1
WAKE	104
WARREN	0
WASHINGTON	0
WATAUGA	1
WAYNE	4
WILKES	1
WILSON	6
YADKIN	1
YANCEY	0

IMPORTANT DATES

NCUDPRB

Tuesday, Jan 17
10 am

Visit <https://udprb.nc.gov>
for location info

State UCC

Tuesday, Jan 10
10 am

Visit
<https://ncucc.org>
for location info

NCLRPC

Wednesday, Jan. 18
11 am

NC811 Events Center,
Greensboro
Hybrid Meeting
Visit <https://ncucc.org>
for meeting link

BOARD

Friday, Jan 20
8:30 am

Grandover Resort,
Greensboro

contact
Stephanie Brown for
details.
stephanie@nc811.org



CALENDAR

NC811 & NCUCC event
calendars can be found
on nc811.org or the
nc811 app

EDUCATION TEAM



Ann Rushing
Education
Manager



Tami Groves
Southeast
Liaison



Howard Corey
Eastern Liaison



Tyler Ross
Western Liaison



**Parrish
Reddick**
Piedmont Liaison



Steven Moore
Media Relations
Specialist





THANK YOU

A copy of this presentation is available at
www.ncucc.org

If this meeting was virtual or hybrid, a video is available on 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

January 13, 2023

Members Present:

Tyler Ross – NC811	Roger Lowery – Brentwood Water
Robert Turner – Brentwood Water	Jim Buckner – REMC
Kevin Clark – Brentwood Water	Rodney Roland – REMC
Bryan Williams – Brentwood Water	Mike Sheffield – PRG Consulting
Bruce Byrd – Brentwood Water	John Leger – Town of Rutherford College

The Burke / Caldwell Counties NC 811UCC monthly meeting was held on November 7, 2022, at 12:00 noon at the Timberwood Restaurant in Morganton, NC. Doug Suttles, Vice President, called the meeting to order. Robert Turner of Brentwood Water offered a prayer of blessings for the meeting and meal.

A total of **10 members** attended today's meeting.

Tyler Ross, our new liaison representative for NC811 organization was present at today's meeting. He replaced Brian Morehouse working in the western region of North Carolina. He currently lives in Leicester, North Carolina.

Normally, we would have elected new officers for the coming year of 2023, however, there were not enough members present to handle this item. We will continue this item until our **February 2023** meeting.

Highlights of the NC 811 Presentation for December 2022:

1. A complete listing of all stats for the previous month of December 2022 is 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 for NC... up **5.0%** for December 2022 vs 2021 and 2021 YTDn2022 vs 2021 up **7.1%**.

Transmissions...up **1.5%** for December 2022 vs 2021 and YTD 2022 vs 2021 **3.5%**.

Damage Reports for August 2022... **Burke County = 2**
Caldwell County = 3

NOTE: Attached to the email is a copy of the presentation used at our meeting. 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 Tuesday, January 17, 2023, at 10:00 AM. Visit: www.udprb.nc.gov.
- **NC 811 State NCUCC Meeting:** Was held on Tuesday, January 10, 2023, at 10:00 AM. Visit <https://ncucc.org/>
- **Locate Resolution Partnership Committee Meeting:** Will meet on Wednesday, January 18, 2023, at the NC811 Event Center 11:00 AM, in Greensboro. Go to <https://ncucc.org/> for the virtual meeting link.
- **Nc811 Board Meeting:** Will meet on Friday, January 20, 2023 at 8:30AM at The Grandover Resort in Greensboro, NC. Contact Stephanie Brown for details at stephanie@nc811.org.

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. **Tyler's Comments:**

- **Root causes for damages:**

Part I: Description of the Root Cause	
Choose most descriptive cause:	<p>One Call Notification Issue</p> <p><input type="radio"/> No notification made to One-Call Center / 811</p> <p><input type="radio"/> Excavator dug outside area described on ticket</p> <p><input type="radio"/> Excavator dug prior to valid start date/time</p> <p><input type="radio"/> Excavator dug after valid ticket expired</p> <p><input type="radio"/> Excavator provided incorrect notification information</p> <p>Locating Issue</p> <p><i>Facility not marked due to:</i></p> <p><input type="radio"/> ...No Response from operator/contract locator</p> <p><input type="radio"/> ...Abandoned facility</p> <p><input type="radio"/> ...Incorrect facility records/maps</p> <p><input type="radio"/> ...Locator error</p> <p><input type="radio"/> ...Tracer wire issue</p> <p><input type="radio"/> ...Site marked but incomplete at damage location</p> <p><input type="radio"/> ...Unlocatable facility</p> <p><i>Facility marked inaccurately due to:</i></p> <p><input type="radio"/> ...Abandoned facility</p> <p><input type="radio"/> ...Incorrect facility record/maps</p> <p><input type="radio"/> ...Locator error</p> <p><input type="radio"/> ...Tracer wire issue</p> <p>Excavation Issue</p> <p><input type="radio"/> Excavator dug prior to verifying marks by test-hole (pot-hole)</p> <p><input type="radio"/> Excavator failed to maintain clearance after verifying marks</p> <p><input type="radio"/> Marks faded, lost or not maintained</p> <p><input type="radio"/> Excavator failed to shore excavation/support facilities</p> <p><input type="radio"/> Improper backfilling</p> <p><input type="radio"/> Improper excavation practice not listed above</p>
	<p>Miscellaneous Root Causes</p> <p><input type="radio"/> One-Call Center error</p> <p><input type="radio"/> Deteriorated facility</p> <p><input type="radio"/> Previous Damage</p> <p><input type="radio"/> Root Cause not listed above (comment required)</p>

- 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 damage to your system, be sure and file a COMPLAINT. File a complaint against the parent company not the locator service provider. Remember, to take several photographs from various angles to be submitted with your written claim.
- Finally, you can find this presentation and the calendar online at www.ncucc.org.

6. **Round-table Discussions:**

- **Kevin Clark – Brentwood Water Corp.:** Not much going on. Still selling and installing some taps. A lot of calls from customers concerning frozen lines during the recent cold spell. All these calls were on the customers' side of the meter. None on Brentwood's side. Do some maintenance work on our pumping systems. Currently not having any problems with getting locate done on time and good locates.
- **Jim Buckner & Rodney Roland – REMC:** Still do major pole inspections and replacements where needed. Have completed approximately 800 inspections with about 2% left to be completed.
- **Mike Sheffield – PRG Consulting:** They handle the investigations of damages for Duke Energies, Piedmont Natural Gas etc. Things are going well at present.
- **John Leger – Town of Rutherford College:** Things are going well. Have had some issues with frozen pipes on the customers' side during the recent cold spell. Have a lot of work to be done, however, finding good contractors that do underground installations is getting to be very hard to find.

The next meeting of Burke / Caldwell Counties NC811UCC will be held on Tuesday, February 14, 2023, at 12:00 Noon at the Timberwood Restaurant in Morganton, NC. Hope to see ALL of you then!!!!

Robert Turner – Secretary of NC811UCC
Brentwood Water Corp

Burke - Caldwell Counties Attendance Sheet

Date: 1-10-23

Number	Name	Present Today (X)	Company	Telephone Number	Email Address
1	Tyler Ross	✓	NC 811 UCC Org		
2	Robert Turner	✓	Brentwood Water	828-437-6924	turn1148@bellsouth.net
3	Roger Lowery	✓	Brentwood Water	828-584-4566	lowery_roger@bellsouth.net
4	Glenn McCurry		Brentwood Water	828-584-4566	glenn.mccurry@gmail.com
5	Bruce Byrd	✓	Brentwood Water	828-584-4566	byrdhouse8@att.net
6	Bryan Williams	✓	Brentwood Water	828-584-4566	bryan.williams.61967@gmail.com
7	Kevin Clark	✓	Brentwood Water	828-584-4566	kevinkay@bellsouth.net
8	Kendall Powell		Brentwood Water	828-584-4566	
9	Doug Suttles		Suttles Surveying		doug@suttlessurvey.com
10	Ken Suttles		Suttles Surveying		ken@suttlessurvey.com
11	David Poore		West Consultants		dpoore@west-consultants.com
12	Will Dennis		Town of Rhodhiss		rfdchief361@yahoo.com
13	David Wortman		Town of Rhodhiss		wortmandw@gmail.com
14			Town of Rhodhiss		
15	Jim Buckner	✓	REMC		jbuckner@remc.com
16	Rodney Roland	✓	REMC		rroland@remc.com
17	Derek Goble		City of Lenoir		dgoble@ci.lenoir.nc.us
18			City of Lenoir		

Burke - Caldwell Counties Attendance Sheet

Date: _____

Number	Name	Present Today (X)	Company	Telephone Number	Email Address
19	Chris Banietti		Badger Transportation		cebanietti@badgerinc.com
20	Mark Delehant		Burke County		mark.delehant@burkenc.org
21	Alan Glines		Burke County		alan.glines@burkenc.org
22	Michelle Flowers		NC Utilities Commission		mflowers@ncuc.net
23	Mark Killian		PNG - Duke-Energy	828-461-8539	Mark.Killian@Duke-Energy.com
24	Mike Sheffield	✓	PRG Consulting	828 838 0034	msheffield@prgconsulting.net
25	Duane Spencer		Heath Consultants		duane.spencer@heath.us.com
26	John Leger	✓	Town of Rutherford College		publicworks@rutherfordcollegenc.us
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