

Utilities Coordinating Committee of the Lower Cape Fear

Serving New Hanover, Brunswick and Pender Counties

January 17, 2023

Meeting held at : Piedmont Natural Gas – 1321 S 10th St Wilmington NC

Time Began: 9:05 AM **Time End:** 10:05 AM

Call Meeting to Order

Josh England- Chairperson

Misty Rose- Secretary

- Mission Statement
- Member Introductions- Members Attended- 10

NC 811 Power Point Presentation: Howard Corey

Locate Requests/Transmission Numbers

County Ticket Volume

County Ticket Distribution

Excavation Guide

Meetings and Events

Projects Discussed:

Discussed the multiple fiber projects going on in the area

Meeting Discussions:

Discussed new process for damage calls that has been put into place to ask callers more questions to obtain more information about damages when they occur.

Discussed the importance of the flag colors that utility owners use

Reminder List:

811 App: Remind your locators and excavators to use it. It is a really good tool.

Training: Ensure your excavators and locators have the proper training

NC 811 Holidays: Next holiday is Good Friday- April 7, 2023

Adjourn Meeting:

Our next meeting will be February 21, 2023 at Cape Fear Public Utility at 2310 N 23rd St Wilmington

Lower Cape Fear

County:

Date:

2023

2023

[illegible]



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. Visit your county UCC page for a listing of past meeting videos.

MONTHLY UPDATE

JANUARY
2023

LOWER CAPE
FEAR UCC





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

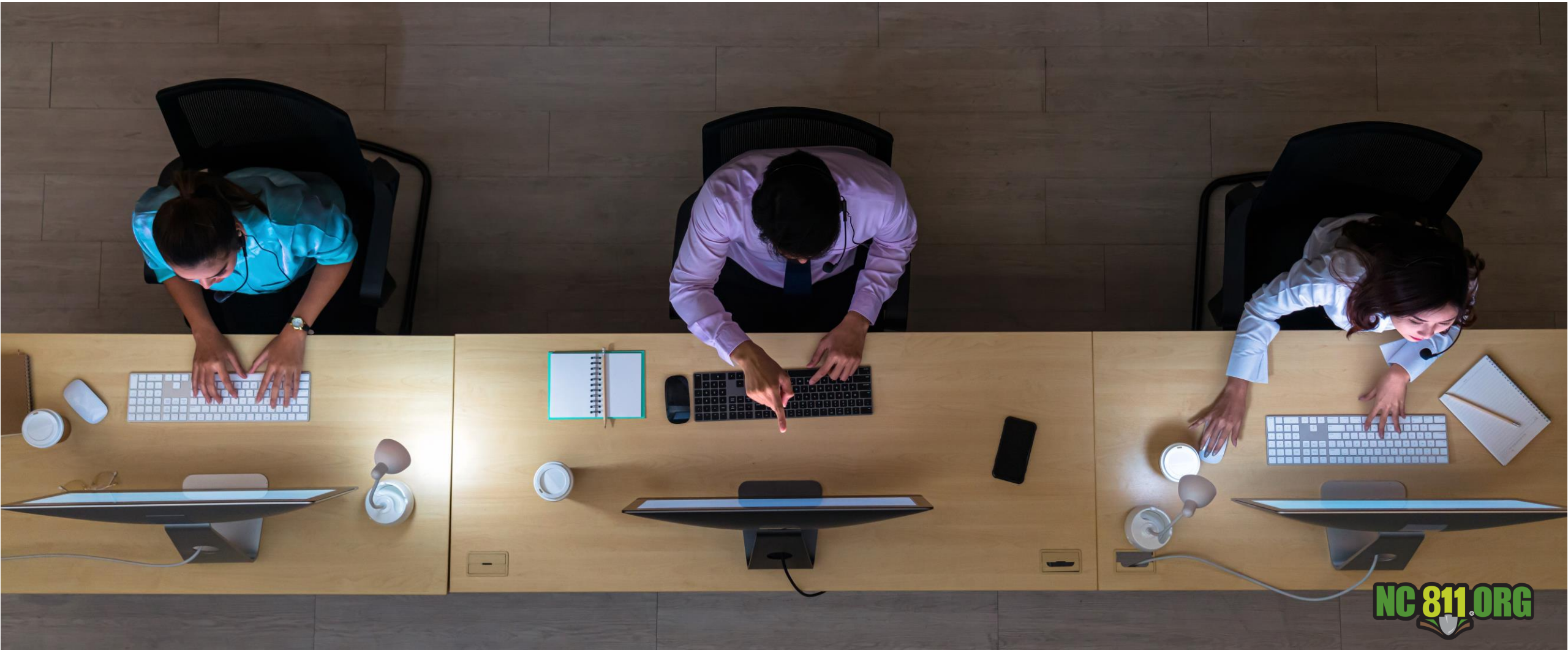
- ☐ Excavator dug prior to verifying marks by test-hole (pot-hole)
- ☐ Excavator failed to maintain clearance after verifying marks
- ☐ Marks faded, lost or not maintained
- ☐ Excavator failed to shore excavation/support facilities
- ☐ Improper backfilling
- ☐ Improper excavation practice not listed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

Miscellaneous Root Causes

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

DATA INSIGHTS

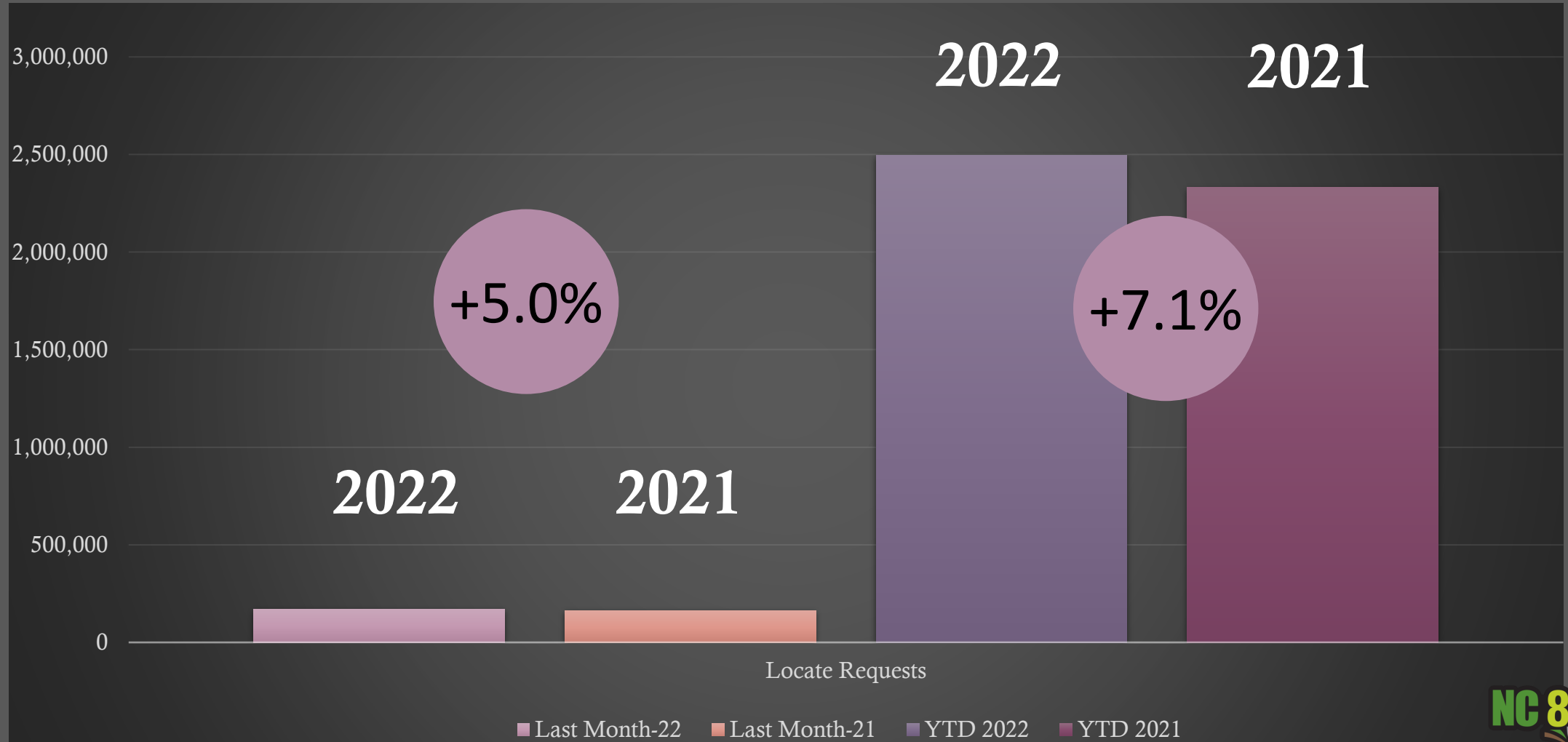
Locate Request, Transmissions,
County ticket volume and distribution



LOCATE REQUESTS FOR NC

DEC 2022 vs 2021

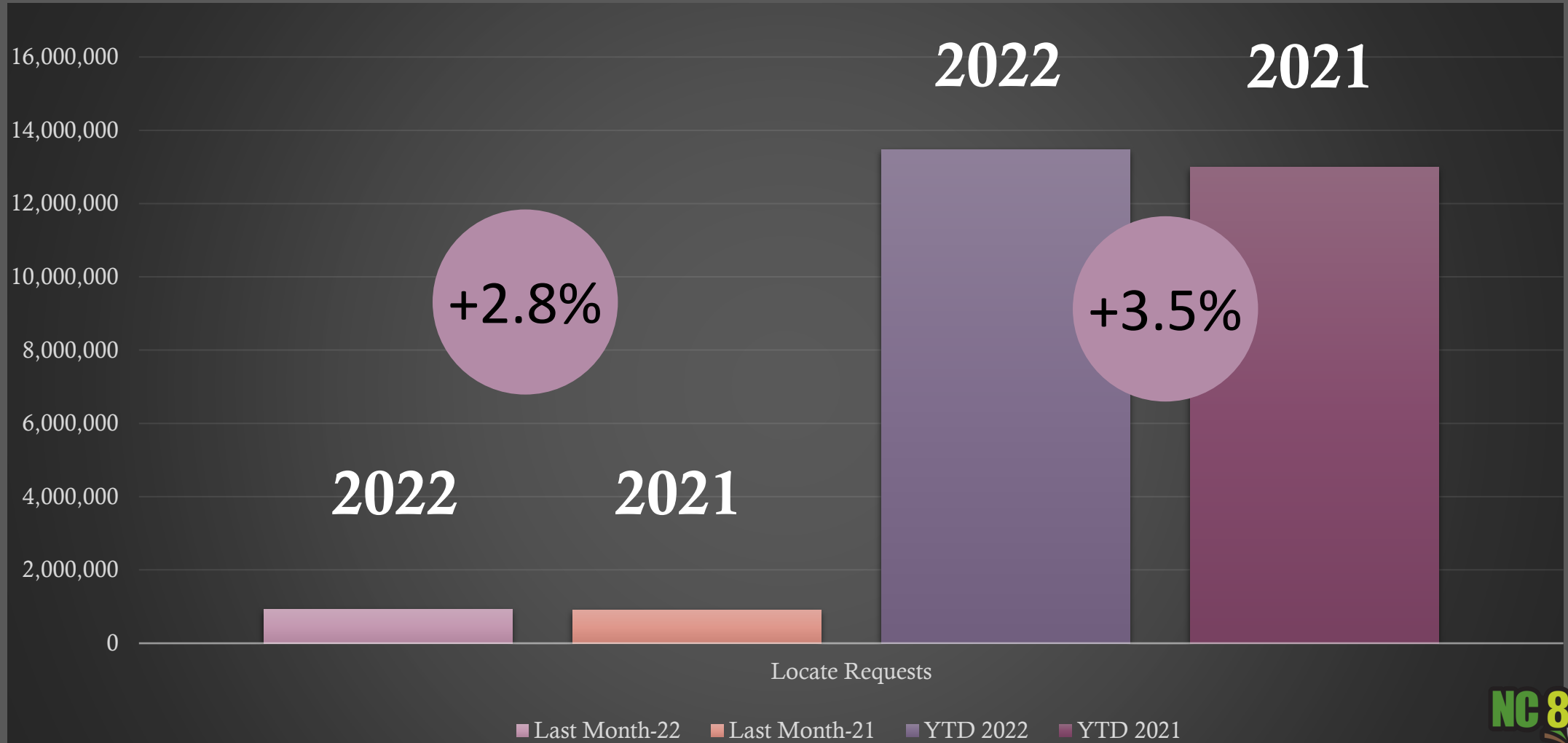
YTD 2022 vs 2021



TRANSMISSIONS FOR NC

DEC 2022 vs 2021

YTD 2022 vs 2021



COUNTY TICKET VOLUME 2022 VS 2021

New Hanover	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	51	20	1894	37	856	2858
2022	165	20	1803	96	1199	3283
+/- Var	223.5%	0.0%	-4.8%	159.5%	40.1%	14.9%
			Avg Locates per Day			164

COUNTY TICKET VOLUME 2022 VS 2021

Brunswick	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	80	35	2350	26	559	3050
2022	152	33	2549	96	1167	3997
+/- Var	90.0%	-5.7%	8.5%	269.2%	108.8%	31.0%
			Avg Locates per Day			200

COUNTY TICKET VOLUME 2022 VS 2021

Pender	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	66	3	757	20	239	1085
2022	33	7	851	85	1072	2048
+/- Var	-50.0%	133.3%	12.4%	325.0%	348.5%	88.8%
			Avg Locates per Day			102

COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

New Hanover	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	1501	372	30440	1043	12161	45517
2022	1442	324	28761	1091	13767	45385
+/- Var	-3.9%	-12.9%	-5.5%	4.6%	13.2%	-0.3%
			Avg Locates per Day			180

COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

Brunswick	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	990	348	36086	738	7283	45445
2022	2204	381	38772	1350	14249	56956
+/- Var	122.6%	9.5%	7.4%	82.9%	95.6%	25.3%
			Avg Locates per Day			226

COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

Pender	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2021	294	122	10236	353	3422	14427
2022	675	131	11021	636	8988	21451
+/- Var	129.6%	7.4%	7.7%	80.2%	162.7%	48.7%
			Avg Locates per Day			85

COUNTY TICKET DISTRIBUTION

County/Place	12 Dec
NEW HANOVER	3283
CAROLINA BEACH	116
CASTLE HAYNE	196
FORT FISHER	6
KIRKLAND	9
KURE BEACH	38
MASONBORO	6
MURRAYSVILLE	12
MYRTLE GROVE	19
OGDEN	9
WILMINGTON	2790
WILMINGTON BEACH	4
WRIGHTSBORO	17
WRIGHTSVILLE	1
WRIGHTSVILLE BEACH	51

COUNTY TICKET DISTRIBUTION

County/Place	12 Dec
BRUNSWICK	3997
ASH	13
BALD HEAD ISLAND	35
BELVILLE	19
BOILING SPRING LAKES	44
BOLIVIA	373
CALABASH	230
CAROLINA SHORES	52
HOLDEN BEACH	24
LELAND	1194
LONGWOOD	11
NAVASSA	53
NORTHWEST	32

OAK ISLAND	398
OCEAN ISLE BEACH	263
SAINT JAMES	58
SHALLOTTE	176
SOUTHPORT	562
SUNSET BEACH	136
SUPPLY	158
TOWN CREEK	39
VARNAMTOWN	2
WINNABOW	118

COUNTY TICKET DISTRIBUTION

County/Place	12 Dec
PENDER	2048
ATKINSON	565
BURGAW	81
CURRIE	58
HAMPSTEAD	845
MAPLE HILL	15
ROCKY POINT	168
SCOTTS HILL	5
SURF CITY	94
TOPSAIL	120
TOPSAIL BEACH	30
WALLACE	10
WATHA	11
WHITE STOCKING	1
WILLARD	43

TOP 15 CALLERS FOR NEW HANOVER COUNTY

Rank	Name	Totals
1	MASTEC	329
2	MASTEC	288
3	SOUTHEASTERN CABLE CONTRACTORS	273
4	ANSCO & ASSOCIATES, LLC	148
5	SOUTHEAST CONNECTIONS, LLC	144
6	AT&T UTILITY OPERATIONS	136
7	PIEDMONT UTILITY GROUP, LLC	118
8	CAROLINA CIVILWORKS, INC	115
9	ADVANCED BORING	90
10	HONEYCUTT CONSTRUCTION SERVICES	74
11	THOMSON CORDER & CO	70
12	SOUTHEASTERN CABLE CONTRACTORS	53
13	CAPE FEAR PUBLIC UTILITY AUTHORITY	50
14	AT&T UTILITY OPERATIONS	50
15	SKYLINE COMMUNICATIONS LLC	45


TOP 10 CALLERS FOR BRUNSWICK COUNTY

Rank	Name	Totals
1	ATMC	406
2	SOUTHEASTERN CABLE CONTRACTORS	267
3	QUANTA SERVICES	262
4	SOUTHEAST CONNECTIONS, LLC	143
5	QUANTA SERVICES	118
6	MASTEC	102
7	SOUTHEASTERN CABLE CONTRACTORS	97
8	A D B	85
9	DATAWATT SOLUTIONS, INC	81
10	FIBER OPTIC SOLUTIONS	78

TOP 10 CALLERS FOR PENDER COUNTY


Rank	Name	Totals
1	KVA COMMUNICATIONS	270
2	MASTEC	166
3	PIEDMONT UTILITY GROUP, LLC	162
4	SOUTHEASTERN CABLE CONTRACTORS	158
5	KVA COMMUNICATIONS	139
6	MASTEC	116
7	MILAM PLUMBING, INC	108
8	SOUTHEASTERN CABLE CONTRACTORS	66
9	FIREBITT	66
10	AT&T UTILITY OPERATIONS	60

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

NC811 Events Center,
Greensboro
Hybrid Meeting
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

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www.ncucc.org

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