

# AUGUST 11<sup>th</sup> 811 DAY



MONTHLY UPDATE  
AUGUST 2024

NW TRIAD UCC





## 811 Day

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August 11th or 8/11 Day serves as a natural reminder for NC residents to call 811 prior to any digging project to have underground utility lines marked.

Help us share this message by utilizing our 811 Day Awareness Toolkit.

<https://nc811.org/811-day/>



**AUGUST 11<sup>th</sup>**  
**811 DAY**



**August 8th, Washington DC**  
**Game starts at 4:05pm**  
**San Francisco Giants vs**  
**Washington Nationals**



**AUGUST 11th**

**Greensboro Grasshoppers Game  
8-11 Day!**

**1pm to 5pm**

**408 Bellemeade St, Greensboro, NC**

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# THURSDAY, AUGUST 15, 2024

Piedmont Natural Gas  
185 Enterprise Drive, Rockingham, NC 28379

The session is limited to **50** attendees.

## SCHEDULE

8:30AM – Check In  
9:00AM – Program Begins  
11:30AM – Lunch provided

## TOPICS

Overview & Properties of Natural Gas  
Do's and Don'ts of Working With Natural Gas  
Natural Gas Fire Pit Demonstration  
NC811 Five Steps to Safe Digging  
Lunch / General Discussion and Q&A

# Excavator Safety Day



Hosted by



# CALENDAR

NC811 & NCUCC  
event calendars can  
be found on [nc811.org](https://nc811.org)  
or the nc811 app



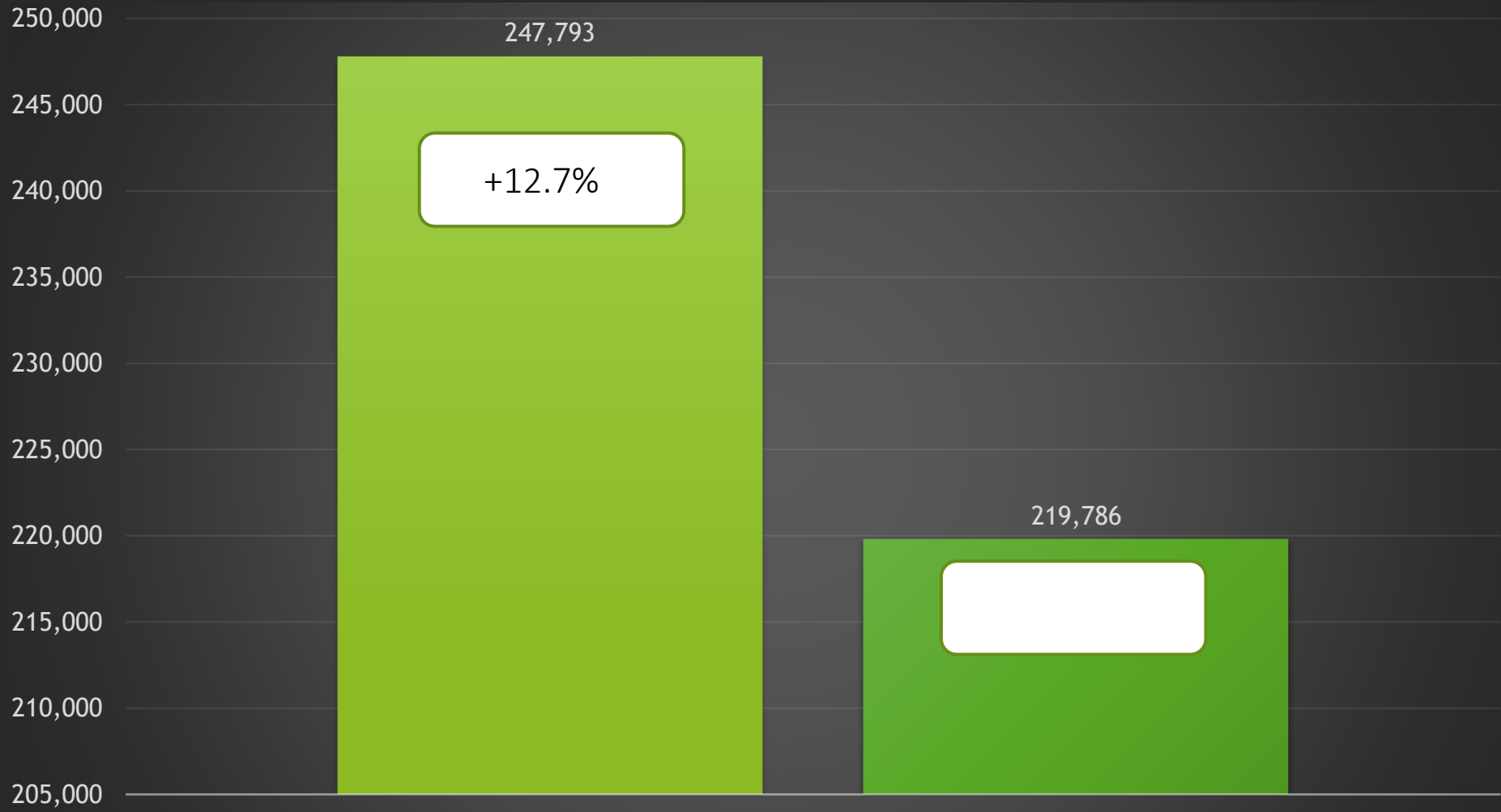
# NC811 Data Insights

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





# Locate Requests for NC - July 2024 vs 2023



MTD July 2024 - 247,793 / 2023 - 219,786 = (12.7%)

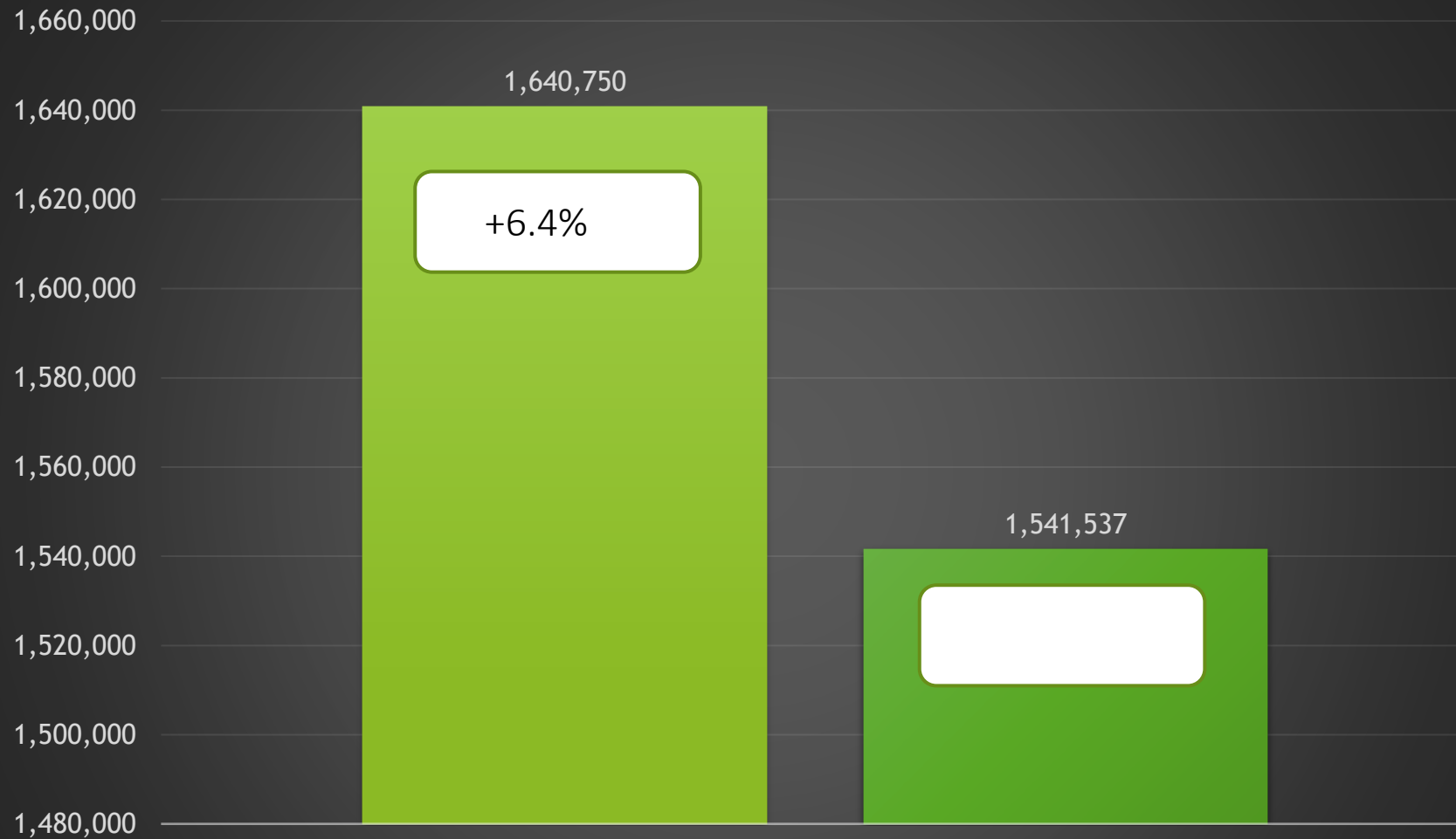
YTD 2024 - 1,640,750 / 2023 - 1,541,537 = +6.4 %

Updates for July 2024 - (79,086) = 32% of volume / June 2024 = 31.3% (.7% Increase from the month before)

Locate Requests  
■ 2024 ■ 2023



# Locate Requests for NC - YTD



Locate Requests

MTD July 2024 - 247,793 / 2023 - 219,786=(12.7%)

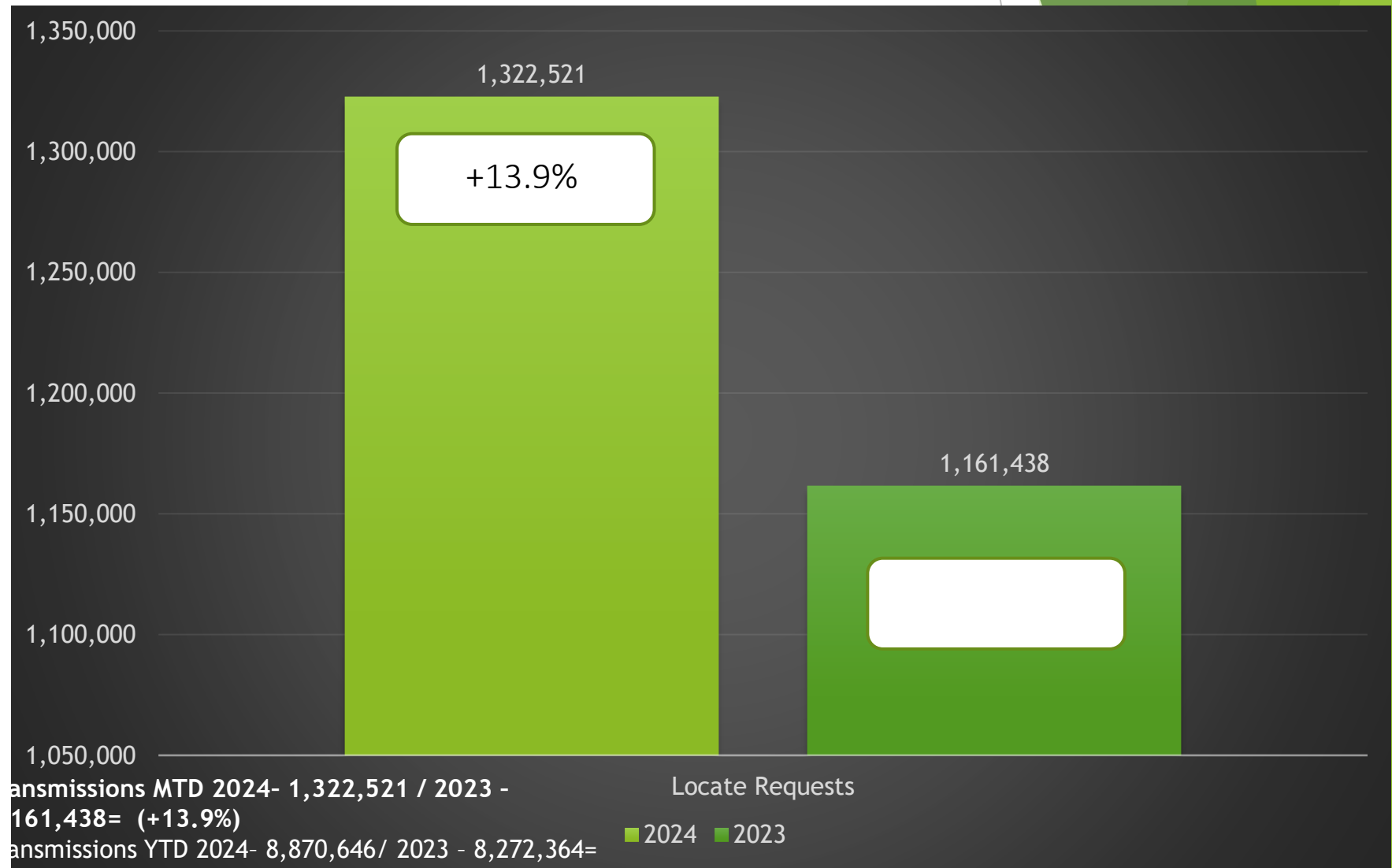
YTD 2024 - 1,640,750/ 2023 - 1,541,537 = +6.4 % ■ 2024 ■ 2023

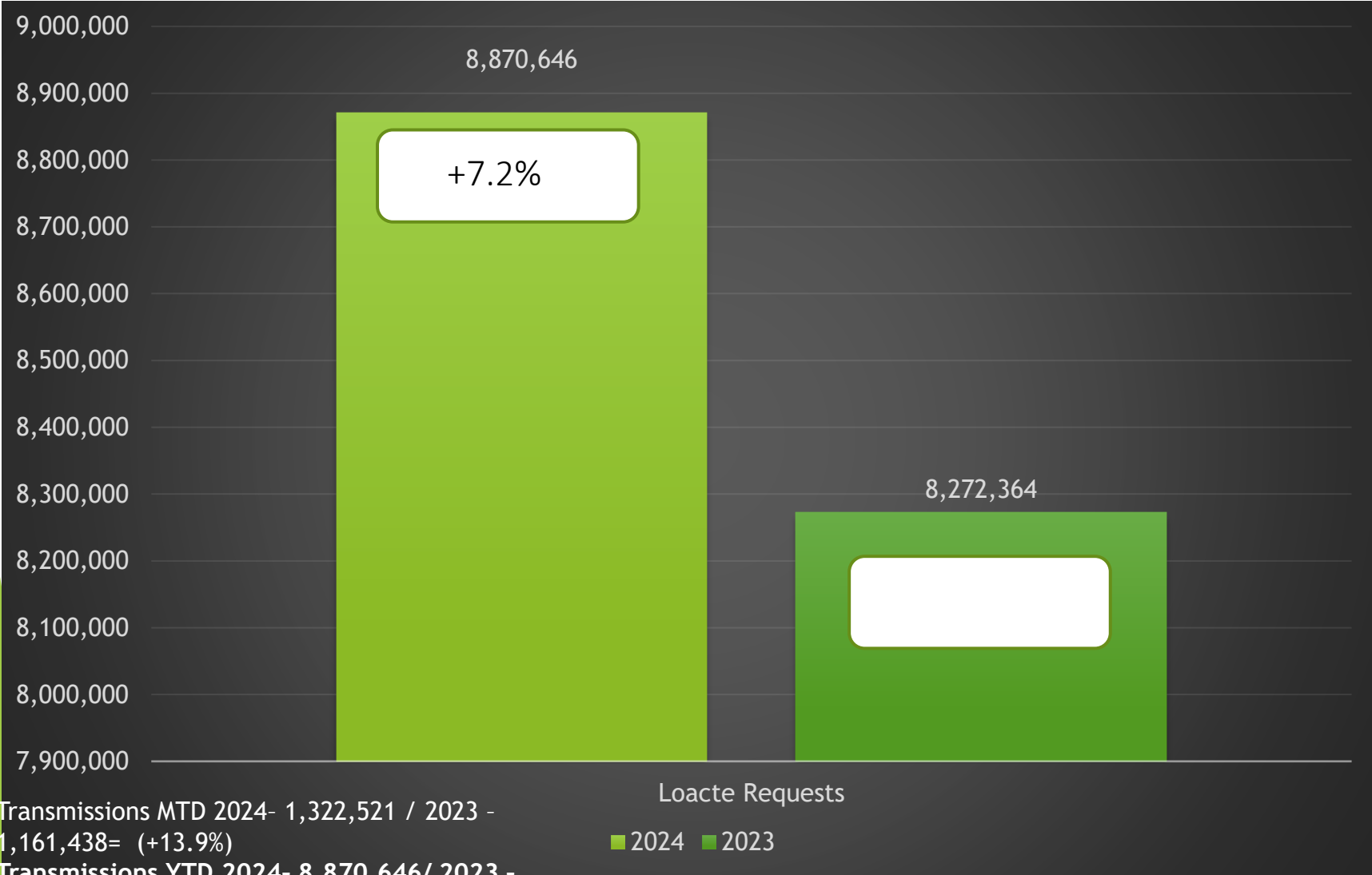
Updates for July 2024 - (79,086) = 32% of volume / June 2024 = 31.3% (.7% Increase from the month before)





24 vs 23





Transmissions MTD 2024- 1,322,521 / 2023 - 1,161,438= (+13.9%)  
 Transmissions YTD 2024- 8,870,646 / 2023 - 8,272,364= (+7.2%)



# County ticket Volume

2024 VS 2023

<b>Forsyth</b>	<b>3 HR</b>	<b>CNCL</b>	<b>NEW</b>	<b>RXMT</b>	<b>UPDT</b>	<b>TOTAL Tickets</b>
<b>2023</b>	<b>299</b>	<b>59</b>	<b>4445</b>	<b>99</b>	<b>2099</b>	<b>7001</b>
<b>2024</b>	<b>343</b>	<b>66</b>	<b>3982</b>	<b>104</b>	<b>2447</b>	<b>6942</b>
<b>+/- Var</b>	<b>14.7%</b>	<b>11.9%</b>	<b>-10.4%</b>	<b>5.1%</b>	<b>16.6%</b>	<b>-0.8%</b>
			<b>Avg Locates per Day</b>			<b>331</b>

# County ticket Volume

## YTD VS PREVIOUS YEAR

<b>Forsyth</b>	<b>3 HR</b>	<b>CNCL</b>	<b>NEW</b>	<b>RXMT</b>	<b>UPDT</b>	<b>TOTAL Tickets</b>
<b>2023</b>	<b>1231</b>	<b>321</b>	<b>26873</b>	<b>667</b>	<b>13573</b>	<b>42664</b>
<b>2024</b>	<b>2386</b>	<b>467</b>	<b>28507</b>	<b>869</b>	<b>18386</b>	<b>50615</b>
<b>+/- Var</b>	<b>93.8%</b>	<b>45.5%</b>	<b>6.1%</b>	<b>30.5%</b>	<b>35.5%</b>	<b>18.6%</b>
			<b>Avg Locates per Day</b>			<b>347</b>

# County ticket distribution - JULY

<b>FORSYTH</b>	<b>6942</b>
ARCADIA	5
ARDMORE	6
BELEWS CREEK	43
BETHANIA	6
BUENA VISTA	4
CLEMMONS	442
HIGH POINT	13
KERNERSVILLE	1220
KING	55
LEWISVILLE	895
PFAFFTOWN	217
RURAL HALL	110
SHERWOOD FOREST	4
TOBACCOVILLE	46
VIENNA	14
VIENNA FOREST	4
WALKERTOWN	262
WILLIAMSBURG SQUARE	2
<b>WINSTON SALEM</b>	<b>3568</b>

# Top 10 Callers for -

<b>Forsyth</b>	<b>Name</b>	<b>Totals</b>
<b>1</b>	<b>G H L SERVICES, INC</b>	<b>663</b>
<b>2</b>	<b>J &amp; J UNDERGROUND UTILITIES LLC</b>	<b>407</b>
<b>3</b>	<b>J &amp; L CABLE SERVICES</b>	<b>361</b>
<b>4</b>	<b>SOUTHEAST CONNECTIONS, LLC</b>	<b>231</b>
<b>5</b>	<b>AT&amp;T UTILITY OPERATIONS</b>	<b>219</b>
<b>6</b>	<b>ANSCO &amp; ASSOCIATES LLC</b>	<b>173</b>
<b>7</b>	<b>SMITH ROWE, LLC</b>	<b>171</b>
<b>8</b>	<b>UTILITY LINES CONSTRUCTION SERVICES, INC</b>	<b>153</b>
<b>9</b>	<b>SUMMIT UNDERGROUND LLC</b>	<b>151</b>
<b>10</b>	<b>PIKE ELECTRIC</b>	<b>143</b>

# County ticket Volume

2024 VS 2023

<b>Stokes</b>	<b>3 HR</b>	<b>CNCL</b>	<b>NEW</b>	<b>RXMT</b>	<b>UPDT</b>	<b>TOTAL Tickets</b>
<b>2023</b>	<b>41</b>	<b>2</b>	<b>399</b>	<b>31</b>	<b>158</b>	<b>631</b>
<b>2024</b>	<b>26</b>	<b>4</b>	<b>356</b>	<b>13</b>	<b>372</b>	<b>771</b>
<b>+/- Var</b>	<b>-36.6%</b>	<b>100.0%</b>	<b>-10.8%</b>	<b>-58.1%</b>	<b>135.4%</b>	<b>22.2%</b>
			<b>Avg Locates per Day</b>			<b>37</b>



# County ticket Volume

## YTD VS PREVIOUS YEAR

<b>Stokes</b>	<b>3 HR</b>	<b>CNCL</b>	<b>NEW</b>	<b>RXMT</b>	<b>UPDT</b>	<b>TOTAL Tickets</b>
<b>2023</b>	<b>213</b>	<b>50</b>	<b>3195</b>	<b>125</b>	<b>2553</b>	<b>6136</b>
<b>2024</b>	<b>388</b>	<b>35</b>	<b>3270</b>	<b>211</b>	<b>2177</b>	<b>6081</b>
<b>+/- Var</b>	<b>82.2%</b>	<b>-30.0%</b>	<b>2.3%</b>	<b>68.8%</b>	<b>-14.7%</b>	<b>-0.9%</b>
			<b>Avg Locates per Day</b>			<b>42</b>

# County ticket distribution - JULY

<b>STOKES</b>	<b>771</b>
ASBURY	2
COLLINSTOWN	5
DANBURY	32
DILLARD	2
FRANCISCO	14
GERMANTON	11
KING	210
<b>LAWSONVILLE</b>	<b>239</b>
MEADOWS	9
PINE HALL	6
PINNACLE	80
PRESTONVILLE	4
QUAKER GAP	4
SANDY RIDGE	31
TOBACCOVILLE	5
VOLUNTEER	1
WALNUT COVE	112

# Top 10 Callers for -

<b>Stokes</b>	<b>Name</b>	<b>Totals</b>
<b>1</b>	<b>APPALACHIAN UTILITIES, INC</b>	<b>123</b>
<b>2</b>	<b>DOUBLE J DIRECTIONAL DRILLING, LLC</b>	<b>95</b>
<b>3</b>	<b>J &amp; L CABLE SERVICES</b>	<b>45</b>
<b>4</b>	<b>TUCKER, INC</b>	<b>41</b>
<b>5</b>	<b>JIMMY R LYNCH AND SONS INC</b>	<b>38</b>
<b>6</b>	<b>SMITH ROWE, LLC</b>	<b>32</b>
<b>7</b>	<b>PIKE ELECTRIC</b>	<b>28</b>
<b>8</b>	<b>DUKE ENERGY</b>	<b>23</b>
<b>9</b>	<b>ENERGYUNITED</b>	<b>18</b>
<b>10</b>	<b>FENCE BUILDERS, INC</b>	<b>13</b>

# County ticket Volume

2024 VS 2023

<b>Davie</b>	<b>3 HR</b>	<b>CNCL</b>	<b>NEW</b>	<b>RXMT</b>	<b>UPDT</b>	<b>TOTAL Tickets</b>
<b>2023</b>	<b>162</b>	<b>9</b>	<b>811</b>	<b>37</b>	<b>820</b>	<b>1839</b>
<b>2024</b>	<b>123</b>	<b>15</b>	<b>883</b>	<b>36</b>	<b>455</b>	<b>1512</b>
<b>+/- Var</b>	<b>-24.1%</b>	<b>66.7%</b>	<b>8.9%</b>	<b>-2.7%</b>	<b>-44.5%</b>	<b>-17.8%</b>
			<b>Avg Locates per Day</b>			<b>72</b>

# County ticket Volume

## YTD VS PREVIOUS YEAR

<b>Davie</b>	<b>3 HR</b>	<b>CNCL</b>	<b>NEW</b>	<b>RXMT</b>	<b>UPDT</b>	<b>TOTAL Tickets</b>
<b>2023</b>	<b>789</b>	<b>78</b>	<b>5577</b>	<b>240</b>	<b>5904</b>	<b>12588</b>
<b>2024</b>	<b>503</b>	<b>68</b>	<b>5348</b>	<b>137</b>	<b>2951</b>	<b>9007</b>
<b>+/- Var</b>	<b>-36.2%</b>	<b>-12.8%</b>	<b>-4.1%</b>	<b>-42.9%</b>	<b>-50.0%</b>	<b>-28.4%</b>
			<b>Avg Locates per Day</b>			<b>62</b>

# County ticket distribution - JULY

<b>DAVIE</b>	<b>1512</b>
ADVANCE	266
BERMUDA RUN	48
COOLEEMEE	137
COOLEEMEE JUNCTION	1
FARMINGTON	30
FORK	1
JERUSALEM	10
<b>MOCKSVILLE</b>	<b>1015</b>
SHEFFIELD	3
SMITH GROVE	1

# Top 10 Callers for -

<b>Davie</b>	<b>Name</b>	<b>Totals</b>
<b>1</b>	<b>FREDERICK MATTHEW ROBINSON CO</b>	<b>506</b>
<b>2</b>	<b>ENERGYUNITED</b>	<b>131</b>
<b>3</b>	<b>JIMMY R LYNCH AND SONS INC</b>	<b>110</b>
<b>4</b>	<b>UTILITY LINES CONSTRUCTION SERVICES, INC</b>	<b>47</b>
<b>5</b>	<b>THE EROSION COMPANY</b>	<b>34</b>
<b>6</b>	<b>PIKE ELECTRIC</b>	<b>34</b>
<b>7</b>	<b>PIKE ELECTRIC</b>	<b>32</b>
<b>8</b>	<b>PIKE</b>	<b>32</b>
<b>9</b>	<b>DAVIE COUNTY PUBLIC UTILITIES</b>	<b>30</b>
<b>10</b>	<b>J &amp; L CABLE SERVICES</b>	<b>24</b>
<b>11</b>	<b>DUKE ENERGY</b>	<b>23</b>
<b>12</b>	<b>B &amp; C CONSTRUCTION</b>	<b>22</b>

# DAMAGES

**DIRT** Damage Information  
Reporting Tool





# July Damages

NC-Alamance	13
NC-Alexander	3
NC-Anson	1
NC-Beaufort	4
NC-Bladen	2
NC-Brunswick	13
NC-Buncombe	18
NC-Burke	10
NC-Cabarrus	19
NC-Caldwell	6
NC-Carteret	4
NC-Caswell	4
NC-Catawba	21
NC-Chatham	11
NC-Cherokee	1
NC-Clay	1
NC-Cleveland	9
NC-Columbus	5
NC-Craven	9
NC-Cumberland	41
NC-Currituck	1
NC-Dare	1

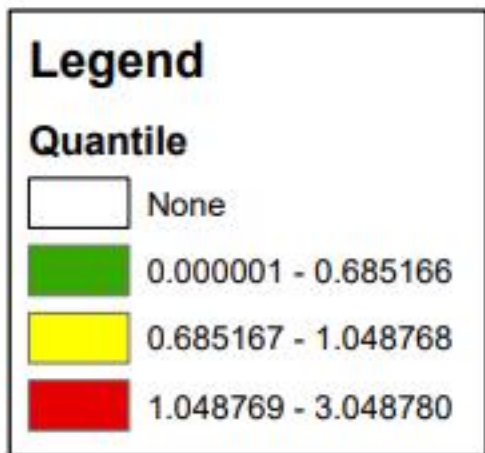
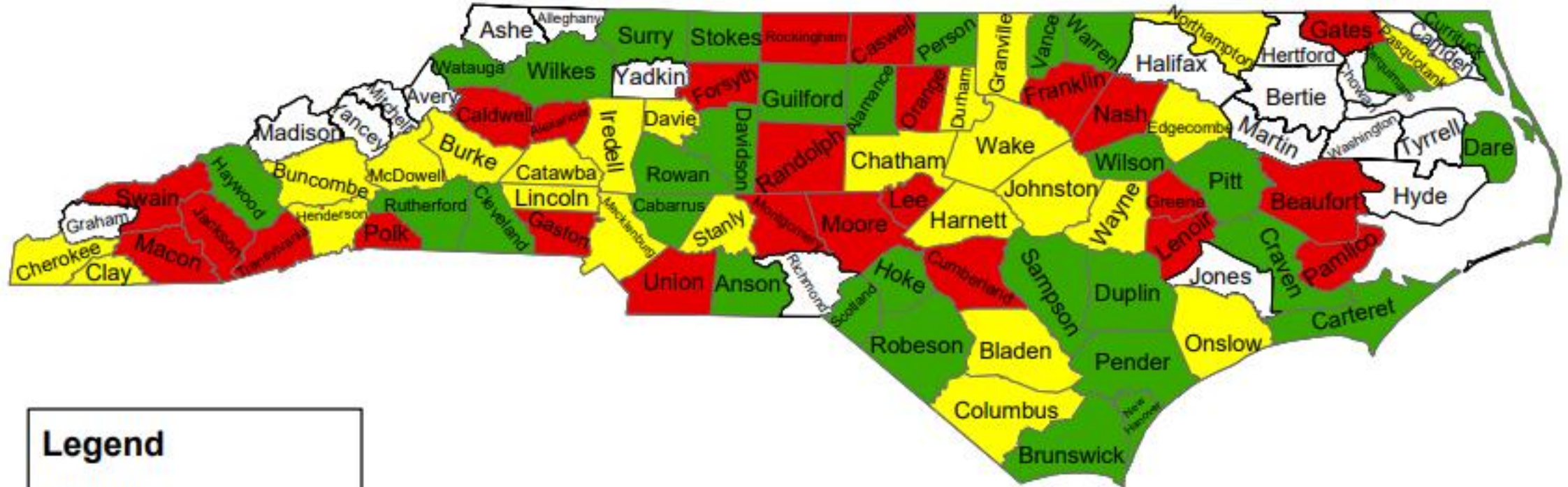
NC-Davidson	9
NC-Davie	7
NC-Duplin	3
NC-Durham	60
NC-Edgecombe	3
NC-Forsyth	55
NC-Franklin	9
NC-Gaston	36
NC-Gates	1
NC-Granville	2
NC-Greene	1
NC-Guilford	28
NC-Harnett	25
NC-Haywood	1
NC-Henderson	11
NC-Hoke	1
NC-Iredell	25
NC-Jackson	3
NC-Johnston	21
NC-Lee	26
NC-Lenoir	9
NC-Lincoln	8
NC-Macon	3
NC-McDowell	2
NC-Mecklenburg	175

NC-Montgomery	5
NC-Moore	33
NC-Nash	28
NC-New Hanover	14
NC-Northampton	1
NC-Onslow	12
NC-Orange	28
NC-Pamlico	5
NC-Pasquotank	2
NC-Pender	3
NC-Perquimans	3
NC-Person	1
NC-Pitt	8
NC-Polk	3
NC-Randolph	12
NC-Robeson	3
NC-Rockingham	16
NC-Rowan	6
NC-Rutherford	3
NC-Sampson	3
NC-Scotland	1
NC-Stanly	5
NC-Stokes	1
NC-Surry	1
NC-Swain	1

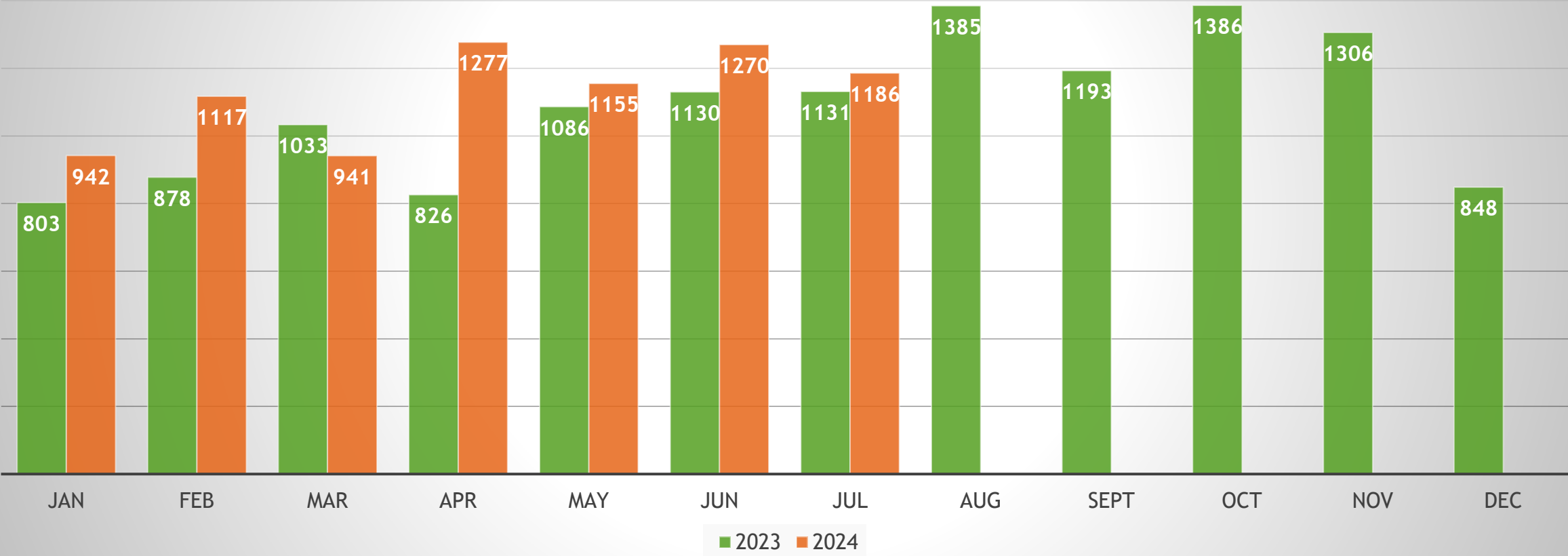
NC-Transylvania	2
NC-Union	53
NC-Vance	1
NC-Wake	200
NC-Warren	1
NC-Watauga	1
NC-Wayne	6
NC-Wilkes	1
NC-Wilson	2

**Grand Total 1,186**

# Damages Per 1,000 Transmissions



# Damages in North Carolina 2024 vs 2023





UNDERGROUND  
DAMAGE PREVENTION  
REVIEW BOARD

# UGDPRB OVERVIEW OF 7/10/2024 CASES

- 27 Cases on Agenda
- 17 – Issued Pipes Plus Training
- **\$25,000** issued in fines



## 2024 / 2025 State UCC Officers



**CHAIR**  
Lindsey Pontz



**CO-CHAIR**  
Shawn Kelly



**SECRETARY**  
Will Prescott



**TREASURER**  
Sandra Johnson



# NC 811.ORG Education team



**Parrish Reddick**  
Piedmont Liaison



**Steven Moore**  
Media Relations Specialist



**Ann Rushing**  
Education Manager



**Tami Groves**  
Southeast Liaison



**Howard Corey**  
Eastern Liaison



**Tyler Ross**  
Western Liaison

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## Welcome Rory Phipps: Our New Western Region Liaison at North Carolina 811!

We are thrilled to announce a new addition to the North Carolina 811 team, Rory Phipps, who joins us as the Western Region Liaison. Rory will be playing a crucial role in spreading the word about safe digging practices, attending local UCC meetings, and keeping our members informed about damages in their area and the number of tickets processed through our notification center.

Rory hails from Waynesville, a town he proudly calls home. His diverse background makes him a perfect fit for this role. Previously, Rory worked as a locate technician in Waynesville, where he honed his skills in detecting underground utilities. His experience doesn't stop there—he has also served as a firefighter, showcasing his dedication to safety and community service. Additionally, Rory holds a graphic design degree, which adds a creative edge to his skill set.

Starting with us on Tuesday, July 16th, Rory will be working closely with Tyler Ross, our current Western Liaison. Together, they will ensure that our community stays informed and safe.

Please join us in welcoming Rory to the North Carolina 811 family. We look forward to the positive impact he will make in our Western Region!





# THANK YOU!

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





# MEETING ATTENDANCE SHEET

13

Description: NW Traid-UCC

Meeting Date: 8/28/2024

Facilitator: Justin Castle

Location: Lange CR - WS - Ops



Know what's below.  
Call before you dig.

	Name	Title	Company	Phone	E-Mail
1	Ann Rushing	Ed. Mgr.	NC811	336-944-5518	annrushing@nc811.org
2	Rob Litteral	TRC Supervisor	TRC	336-339-7168	RLitteral@TRC.com Printers.com
3	Thomas Johnson	WSO Supervisor	PNG	336-382-2515	thomas.johnson4@duke-energy.com
4	Craig Hyatt	O&M OPTECH	PNG	336-344-0522	craig.hyatt@duke-energy.com
5	Justin Castle	DPS	PNG	336-300-2056	Justin.Castle@duke-energy.com
6	Paul Coutinho	OSR	Sunstate Trench	919-538-3377	Paul.Coutinho@sunstateequip.com
7	Katie Ruffolo	SR. Const Mgr	FiveStar	262-441-9779	Kruffolo@fivestarenergyservices.com
8	Mark Brinkman	Superint.	FiveStar	336-466-7171	MBrinkman@Fivestarenergy
9	Jerry Bentley	Operations Tech	PNG	336-442-0297	Jerry.bentley@duke-energy.com
10	Jonathan Iselin	trans.	ATT	336-391-4316	ji8451@att
11	Jackie Janosko	Admin	Duke PNG	336-404-2800	janosko@duke-energy.com
12	Nicole Caldwell	PA Program mgr.	PNG	336-726-7774	nicole.caldwell@duke-energy.com
13					
14	online				
15	Jonathan Iselin	AT&T	AT&T	336-391-4316	ji8451@att.com
16	Matt Parsons	Lumen		336-549-2096	matt.parsons@lumen.com
17	Christian Butters	City of Greensboro		484-522-7758	christian.butters@greensboro-nc.gov
18	Rakeem Hughes		Lumin8/NC DOT	336-392-8084	rhughes@lumin8.com
19					
20					