



NC811 MONTHLY UPDATE

MARCH 2025

RICHMOND UCC



On April 1, 2025 our business hours will change.

POLICY 201 – 03/01/2025 – HOURS OF OPERATION

North Carolina 811, Inc. will be open for regular hours between ~~7:00 a.m. and 7:00 p.m.~~ 7:00 a.m. and 6:00 p.m. Monday through Friday for the purpose of receiving underground utility locate requests and transmitting them to its appropriate members. During the time outside these hours and Saturdays and on Sundays, only emergency requests, 3 hour notices and damage reports will be taken. Any changes to the aforementioned will be subject to Board of Director approval.



DATA INSIGHTS

Locate Requests

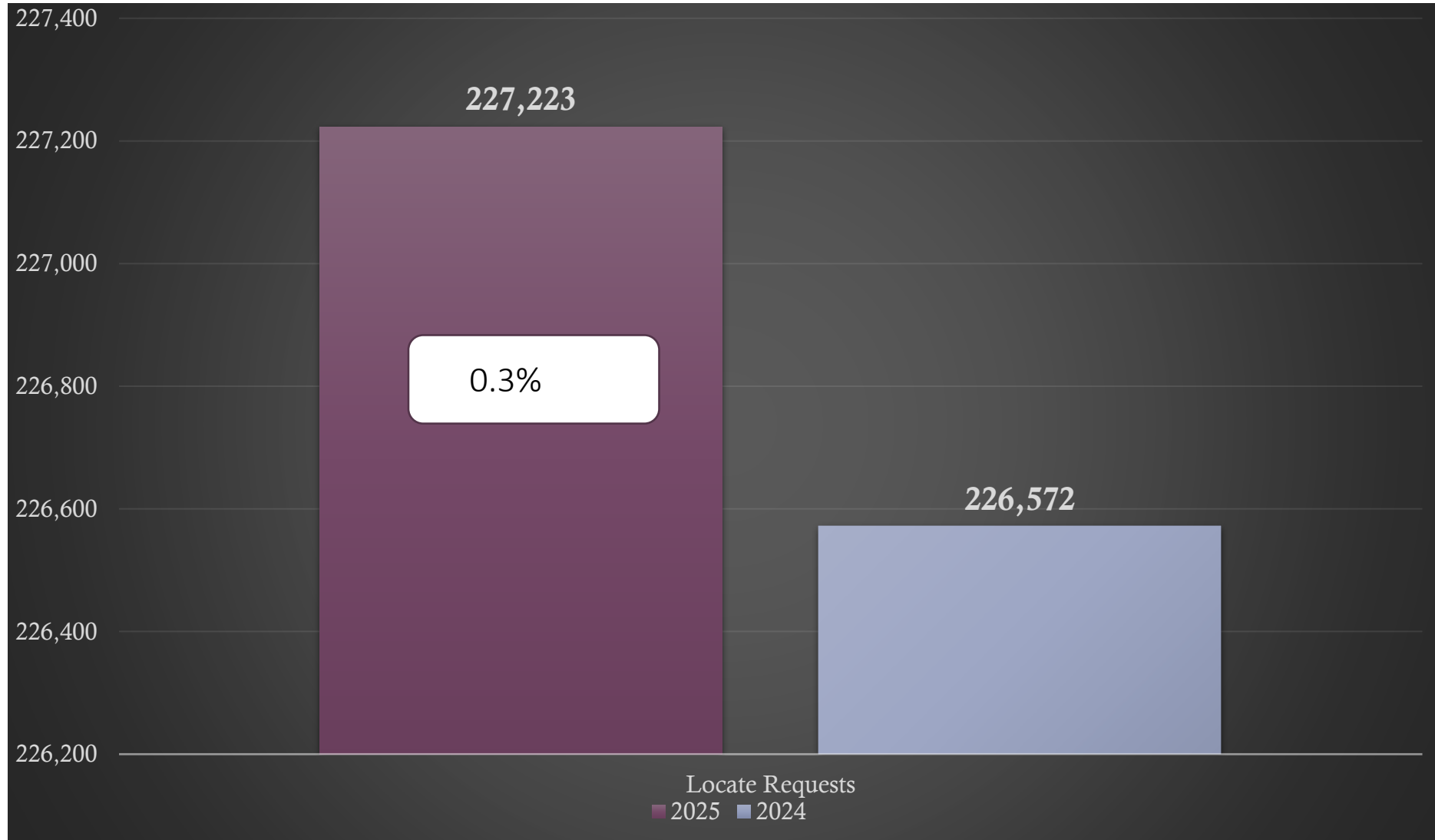
Transmissions

County ticket volume
and distribution





Locate Requests for NC - Feb 25 vs 24

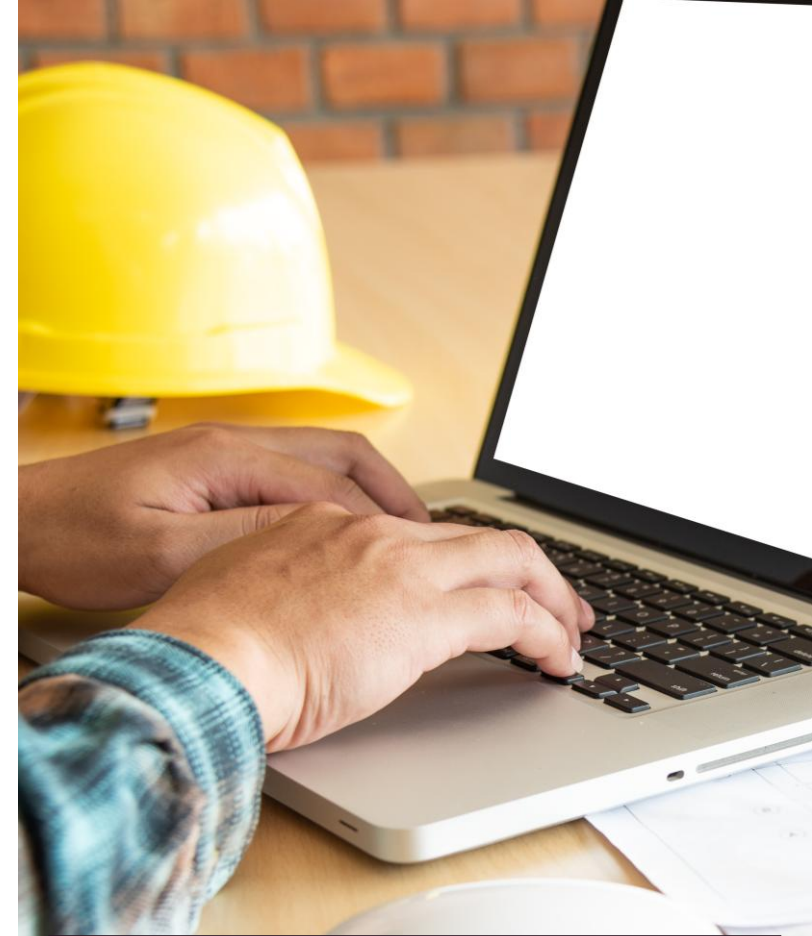
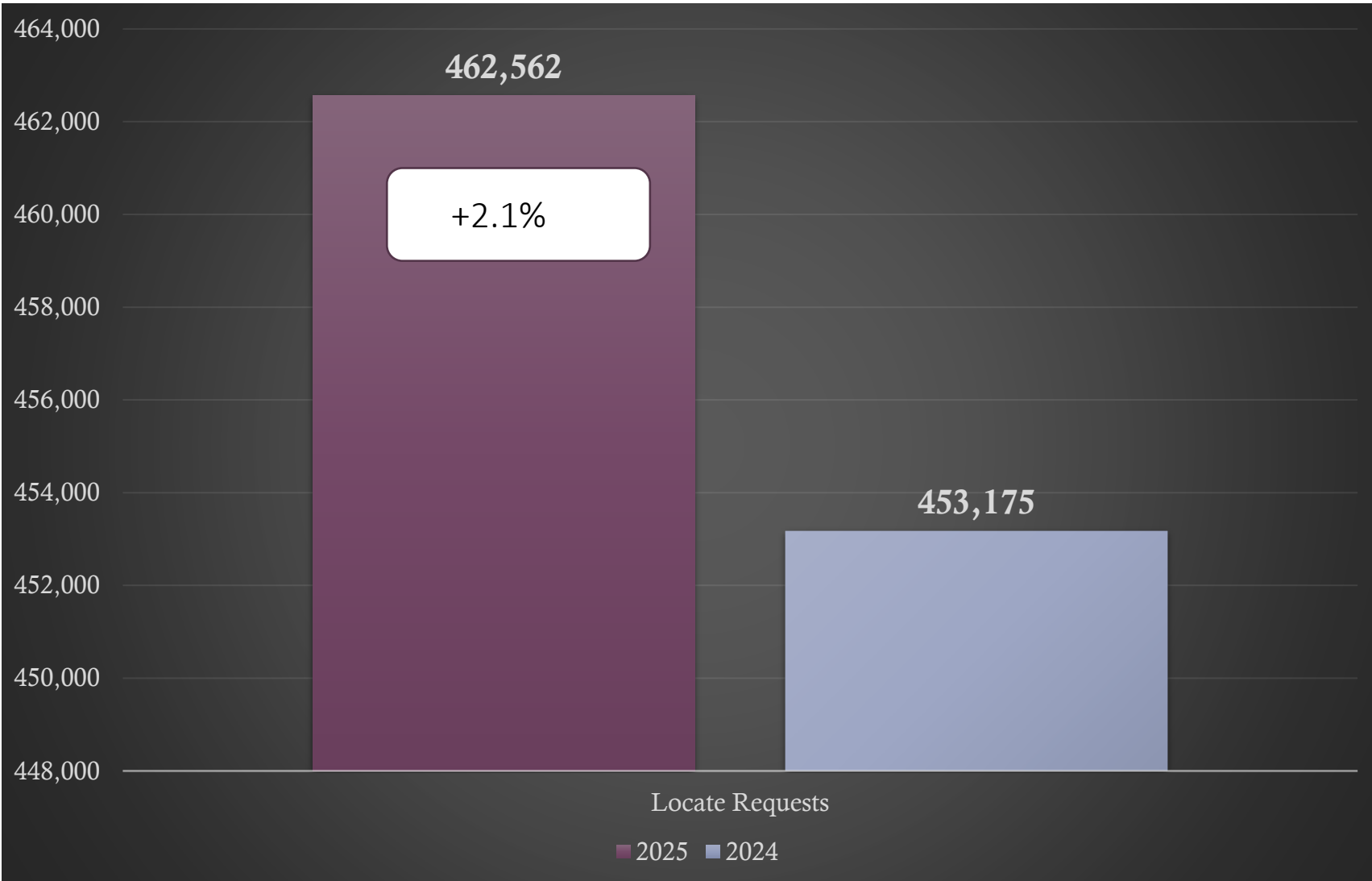


Feb. 2025 - 227,223 / 2024 - 226,572=(0.3%)
YTD 2025 - 462,562/ 2024 - 453,175 = +2.1%

Updates for Feb 2025 -
(73,325) = 33.3% of volume /
Jan 2025 (75,322) =
32.0% (1.3% Increase from
the month before)



Locate Requests for NC - YTD



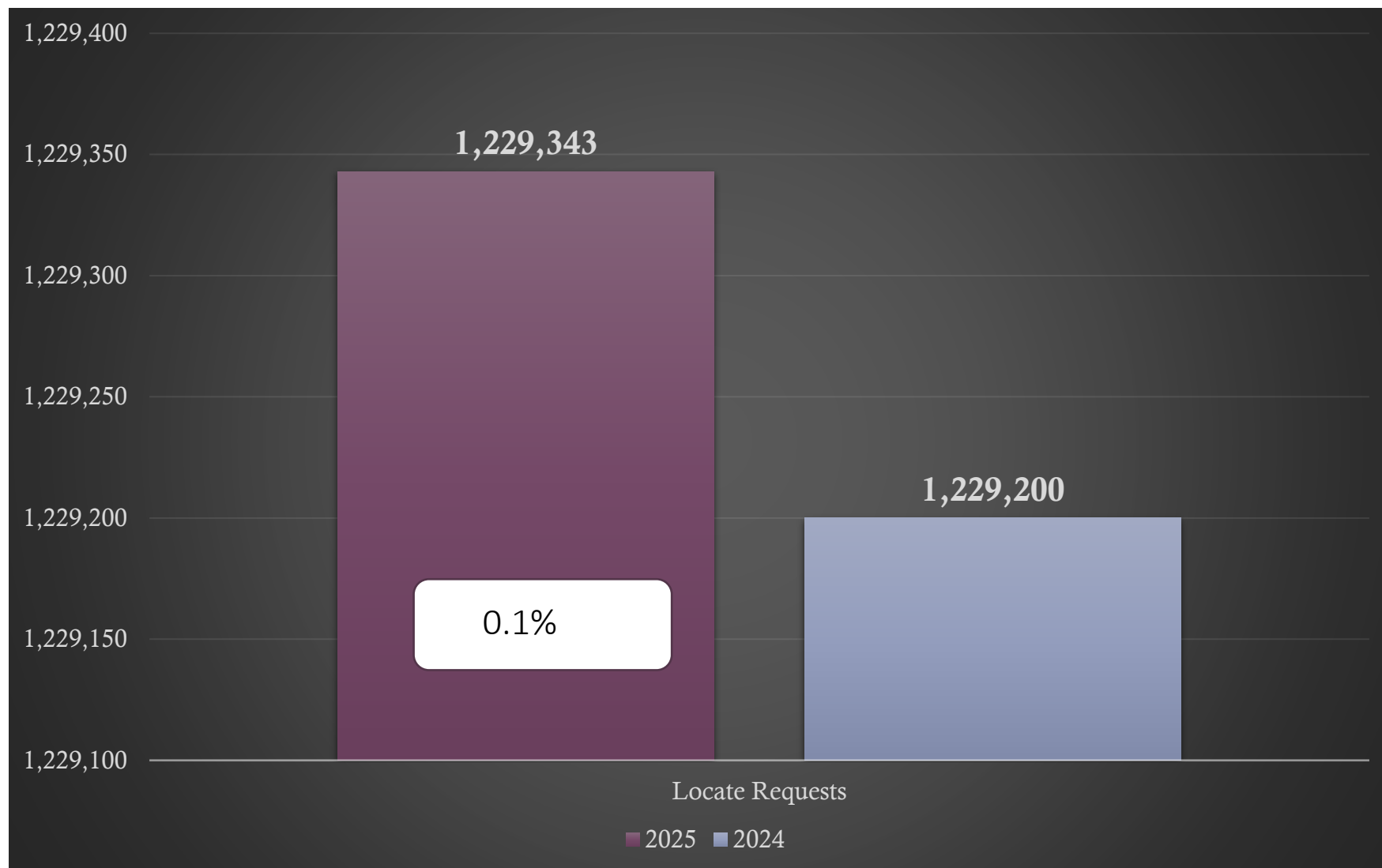
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Transmissions for NC – Feb 25 vs 24

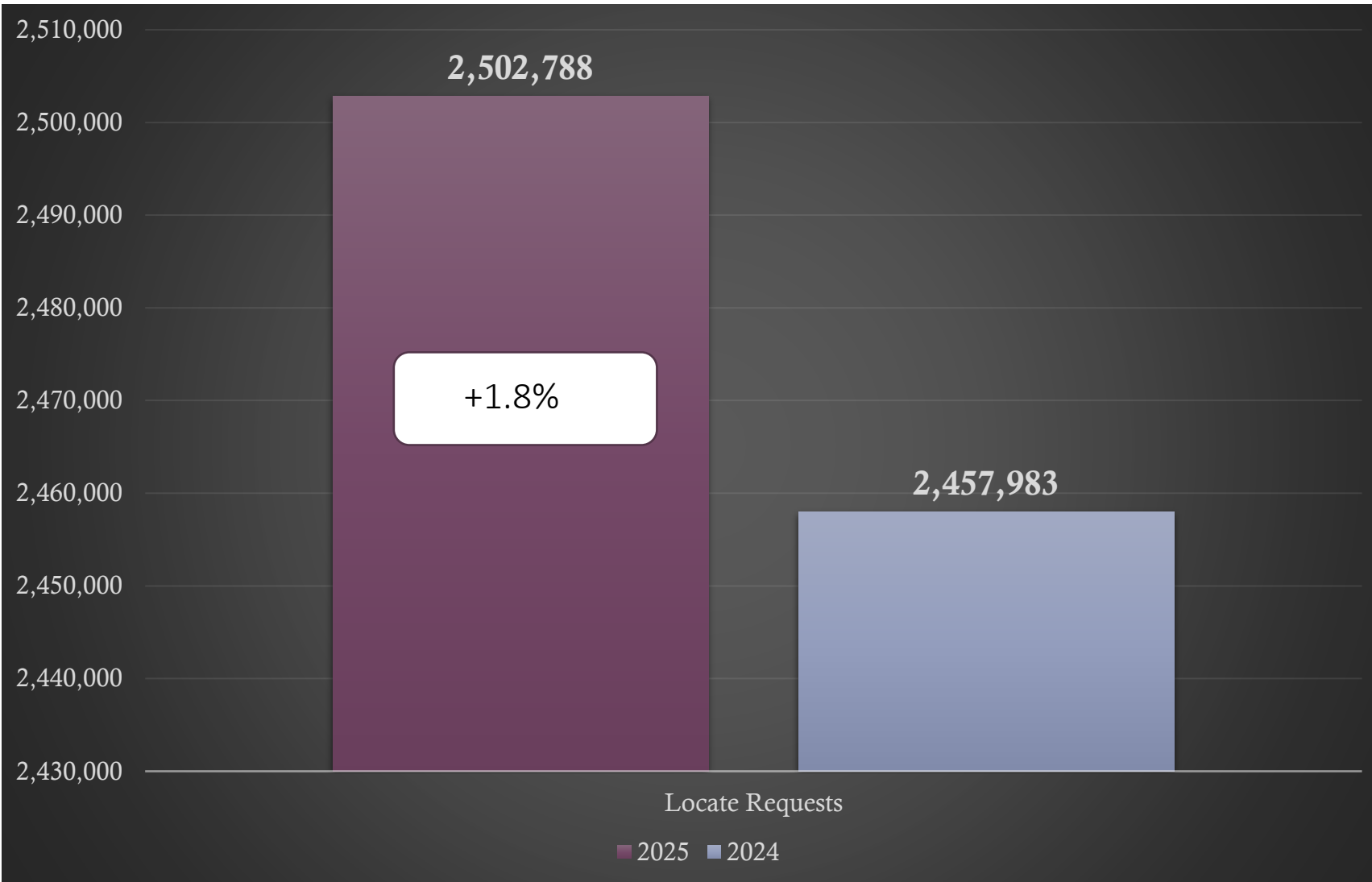
Transmissions MTD 2025- 1,229,343 /
2024 - 1,229,200= (0.1%)

Transmissions YTD 2025- 2,502,788 /
2024 - 2,457,983= (1.8%)



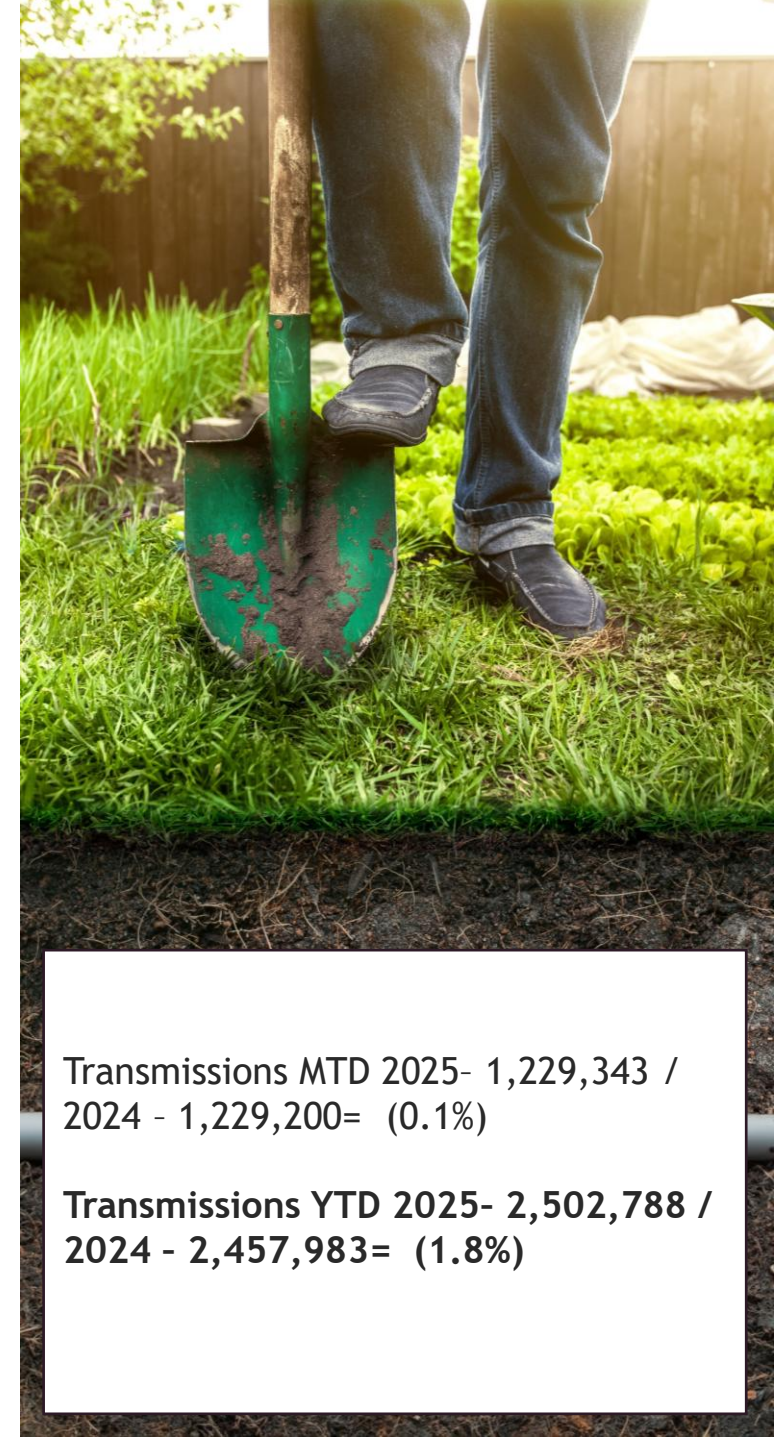


Transmissions for NC - YTD 2025



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COUNTY TICKET VOLUME

FEBRUARY 2025 VS 2024

| | 3 HR | CNCL | NEW | RXMT | UPDT | TOTAL Tickets |
|------|--------|--------|--------|-----------------|------|------------------|
| 2024 | 102 | 25 | 555 | 38 | 287 | 1007 |
| 2025 | 74 | 22 | 483 | 10 | 302 | 891 |
| | -27.5% | -12.0% | -13.0% | -73.7% | 5.2% | -11.5% |
| | | | | Locates per day | | 41 |



COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

| | 3 HR | CNCL | NEW | RXMT | UPDT | TOTAL Tickets |
|------|--------|-------|-------|--------|-------|------------------|
| 2024 | 109 | 34 | 943 | 42 | 663 | 1791 |
| 2025 | 98 | 32 | 1072 | 29 | 749 | 1980 |
| | -10.1% | -5.9% | 13.7% | -31.0% | 13.0% | 10.6% |

COUNTY TICKET DISTRIBUTION - FEBRUARY

| | |
|-------------------|------------|
| RICHMOND | 891 |
| CORDOVA | 3 |
| EAST ROCKINGHAM | 3 |
| ELLERBE | 399 |
| HAMLET | 104 |
| HOFFMAN | 8 |
| MARSTON | 3 |
| NORMAN | 8 |
| ROCKINGHAM | 331 |
| STEEN TOWN | 32 |



Top 10 Callers for FEBRUARY

| | | |
|----|--|-----|
| 1 | APPALACHIAN UTILITIES INC | 100 |
| 2 | ITG | 77 |
| 3 | S K C | 66 |
| 4 | J & L BROTHERS UNDERGROUND LLC | 60 |
| 5 | UTILITY CONSTRUCTION CONCEPTS LLC | 46 |
| 6 | LEE ELECTRICAL | 42 |
| 7 | ROADSAFE TRAFFIC SYSTEMS | 33 |
| 8 | R & R UNDERGROUND LLC | 32 |
| 9 | METRO TECH | 31 |
| 10 | UTILITY CONSTRUCTION CONCEPTS, LLC | 30 |

DAMAGES

DIRT Damage Information
Reporting Tool





February Damages

| | |
|---------------|----|
| NC-Alamance | 17 |
| NC-Alexander | 2 |
| NC-Anson | 2 |
| NC-Bertie | 1 |
| NC-Brunswick | 7 |
| NC-Buncombe | 17 |
| NC-Burke | 1 |
| NC-Cabarrus | 22 |
| NC-Caldwell | 5 |
| NC-Carteret | 8 |
| NC-Caswell | 1 |
| NC-Catawba | 16 |
| NC-Chatham | 15 |
| NC-Cherokee | 3 |
| NC-Chowan | 1 |
| NC-Clay | 3 |
| NC-Cleveland | 8 |
| NC-Columbus | 6 |
| NC-Craven | 12 |
| NC-Cumberland | 43 |
| NC-Currituck | 2 |
| NC-Dare | 7 |

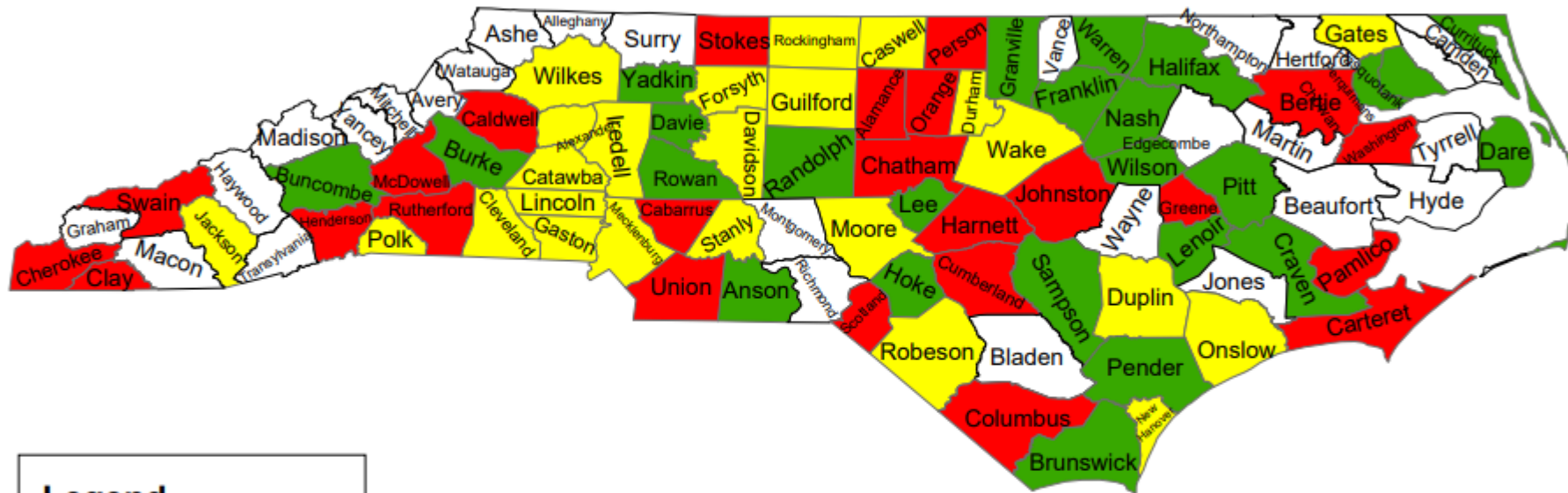
| | |
|----------------|-----|
| NC-Davidson | 9 |
| NC-Davie | 3 |
| NC-Duplin | 6 |
| NC-Durham | 46 |
| NC-Forsyth | 21 |
| NC-Franklin | 2 |
| NC-Gaston | 15 |
| NC-Gates | 2 |
| NC-Granville | 1 |
| NC-Greene | 2 |
| NC-Guilford | 24 |
| NC-Halifax | 1 |
| NC-Harnett | 23 |
| NC-Henderson | 16 |
| NC-Hoke | 2 |
| NC-Iredell | 26 |
| NC-Jackson | 3 |
| NC-Johnston | 41 |
| NC-Lee | 5 |
| NC-Lenoir | 1 |
| NC-Lincoln | 5 |
| NC-McDowell | 5 |
| NC-Mecklenburg | 138 |
| NC-Moore | 15 |
| NC-Nash | 3 |

| | |
|----------------|-----|
| NC-New Hanover | 23 |
| NC-Onslow | 12 |
| NC-Orange | 23 |
| NC-Pamlico | 1 |
| NC-Pender | 2 |
| NC-Perquimans | 1 |
| NC-Person | 4 |
| NC-Pitt | 8 |
| NC-Polk | 1 |
| NC-Randolph | 5 |
| NC-Robeson | 9 |
| NC-Rockingham | 4 |
| NC-Rowan | 7 |
| NC-Rutherford | 5 |
| NC-Sampson | 1 |
| NC-Scotland | 3 |
| NC-Stanly | 3 |
| NC-Stokes | 3 |
| NC-Swain | 1 |
| NC-Union | 49 |
| NC-Wake | 139 |
| NC-Warren | 1 |
| NC-Washington | 1 |
| NC-Wilkes | 2 |
| NC-Wilson | 2 |
| NC-Yadkin | 1 |

Grand Total 925

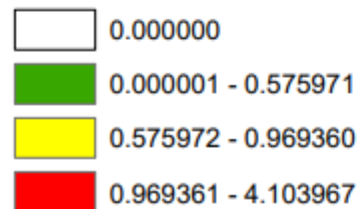
Damages Per 1,000 Transmissions

February
2025

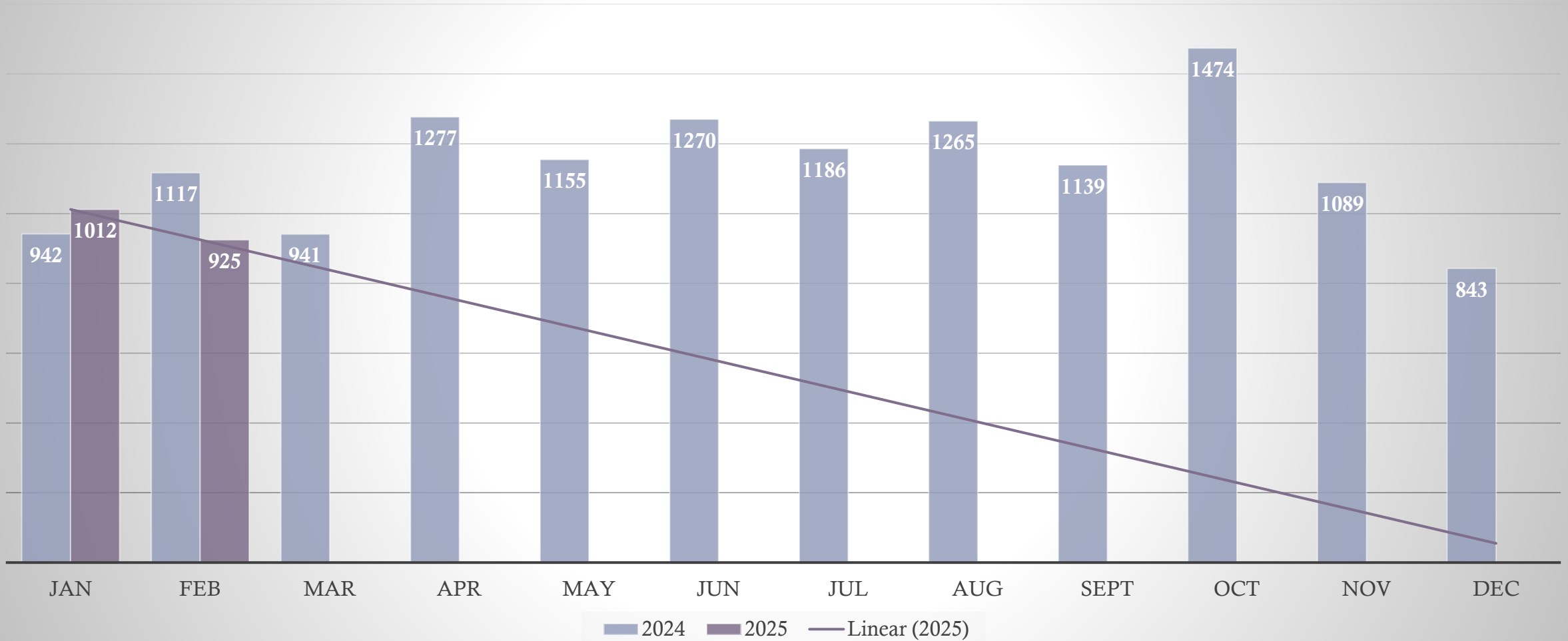


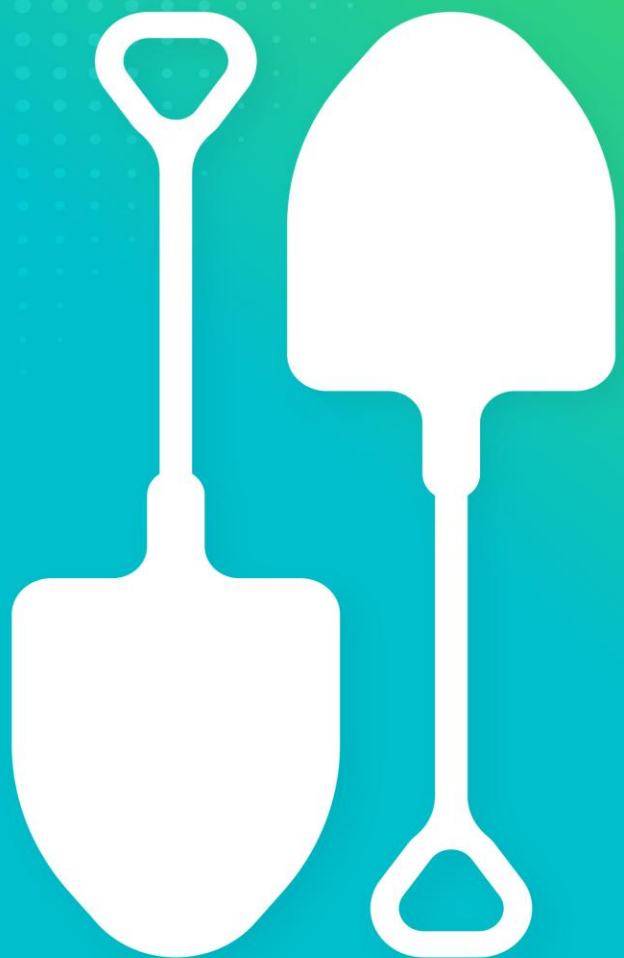
Legend

Quantile



Damages in North Carolina 2025 vs 2024





NATIONAL

SAFE DIGGING MONTH

APRIL

nc811.org/national-safe-digging-month



[April is National Safe Digging Month](#) and it's almost time to get digging!! Entering the contest only takes a few minutes and you could win \$300 just by digging a few virtual holes.

Contest runs from now until April 30th

2025 BANNER

*120 banners will
be available for
free. First come,
first serve.*



2025 TAILGATE WRAPS

26 wraps will be available for free.

Apply today!



nc811.org/nc811-tailgate-wraps



Transform your tanks with the 811 Logo!

Is it time for your above-ground or elevated storage tanks to be repainted? With our 811 Water Tank Grant Program, you can receive up to \$10,000 to have the 811 logo beautifully painted on your tanks!



nc811.org/water-tank-grant



811 Water Tank Grant Program!

Join us at 2025 Joint NC/SC UCC Conference

Where: **Wrightsville Beach, NC**

When: **May 14-16, 2025**



neucc.org/joint-nc-sc-uccc



UPCOMING MEETINGS

- **NC State UCC**
March 11, 2025 at 10am
Enbridge, 4211 Global St., Raleigh NC
TEAMS MEETING: Visit the ncucc.org calendar page for a link to the meeting.
- **NCLRPC**
March 19, 2025 at 11am
NC811, 5009 High Point Road, Greensboro
TEAMS MEETING: Visit the ncucc.org calendar page for a link to the meeting.
- **NC811 Board**
April 25, 2025 at 8:30am
Chetola Resort
185 Chetola Lake Dr., Blowing Rock, NC



EDUCATION TEAM



Parrish Reddick
Piedmont Liaison



Steven Moore
Media Relations
Specialist



Ann Rushing
Education
Manager



Tami Groves
Southeast
Liaison



Howard
Corey
Eastern Liaison



Rory Phipps
Western Liaison



THANK YOU!

A copy of this presentation
is available at

www.ncucc.org



at meeting in ^{High} Reliability
usually - have to be on site
when excavator is working
Next meeting April 16th

Richmond Co LLC

March 2018

Lee Parnio - SAN
James McCombie PNG
Lambi Gnyes - NC811

Contractor shut down -
Trench reworking to utility -
ask for ad at #6, phone #15
- SAN

Richmond Co UCC
March 2025

Meeting opened at 10:02 AM.

Level One Safety posted, visible to attendees.

Attendees: Larry McCormick-Piedmont Natural Gas, Lee Parris-SAM, Tami Groves-NC811

Discussion about excavators trying to report damages. The excavator hits a line, calls the utility. The operator wants an account number, the address where the line was struck, or a phone number. The excavator does not necessarily have access to that exact information, gets aggravated, and disconnects the call. Both Larry & Lee have seen it happen.

NC811 presentation given by Tami Groves.

SAM – big project for them right now is the #1 S roundabout for the bypass.

PNG – Very, very busy, particularly in Moore County.

Meeting closed at 10:50.

Next meeting May 15.