



BREAKFAST

SOLSTICE RESTAURANT

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To all UCC Veterans.
Thank you for your service.





OUR VENDORS

WILL PRESCOTT, NCUCC SECRETARY





SESSION 1: "WHERE WE ARE" WESTERN NC UPDATE





Tropical Storm Helene Response and Recovery

Mark Hannah, Operations Manager-Asheville Region

March 4, 2025

Hurricane Helene Official Report Courtesy of National Hurricane Center



Total Fatalities	248
Housing Units Damaged or Destroyed	125,000+
Total Damage Cost	79 Billion +
Landslides	2,000 +
Acres of Damaged Forest	822,000
Peak wind Gust (Mt Mitchell)	106mph
Most Rain (Busick, NC)	30.78"
River Gauges exceeding record levels	63
Flash Flood Emergencies Issued	34
People Rescued by Coast Guard	865

Helene Storm Recovery Phases



1. Emergency Response

- (9/27 to 10/2) Triage and stop the leaks
- (10/1 to 10/25) Employee support operations
- (10/2 to 11/1) Stabilization, protection and repairs

2. Coordinated Permanent Repairs/Replacements

- (10/21 to Completion) Teamed with HDR to track locations of washouts, exposures etc. throughout NCDOT Div. 13 and 14
- (10/21 to Completion) Construction coordination with DOT, municipalities, and other

Safety First

O InjuriesO PMVAsO Environmental Incidents

Storm Impacts







Storm Impacts



Swannanoa FREE WILL BAPTIST CH



Storm Impacts











Challenges we faced



Communications

With power out, cell and radio communications were out, line of sight on radios.

Cell and radio repeaters were out when generators and batteries ran out.

Hand delivered orders, old milk run process.

Lost most system monitoring capabilities.

Power outages

Employees homes and families, had NG generators at Operations Centers.

Water service outages

No running water for almost all employees

Sewer service outages

Had to bring in porta johns and mobile shower units, employees and family

Food and water

Nothing available locally, brought in from other areas 100 miles away or more 150 meals per day served from Operations Centers

PPE for contaminated areas

Had to source from 100 miles away or more

Non field engaged employees were deployed to support operational needs Doing laundry, preparing meals, managing restroom schedules, etc.

Employee Safety

Worked in 2 person teams, stayed within sight of the vehicles

Did not work before or after dark first 10 days



Storm Impacts – Employees, Human Needs

The first few days
were spent on
emergency leak
response and
taking care of
human needs of
our needed
workforce and
contractors.













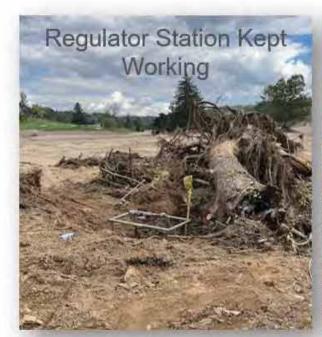






Storm Impacts – Stabilization









Rock Screenings were used to stabilize exposed pipe

Due to road infrastructure damage and need to keep our gas system operational, our exposed lines were stabilized and protected but final repairs will be implemented later. Meters and service were removed from damage or no longer existing structures.





Preemptive Damage Prevention













Facilities are patrolled and proactively marked in areas where there appear to be risks to our facilities even though there may not be a locate request



High Voltage Detector

Survey / Initial Assessments



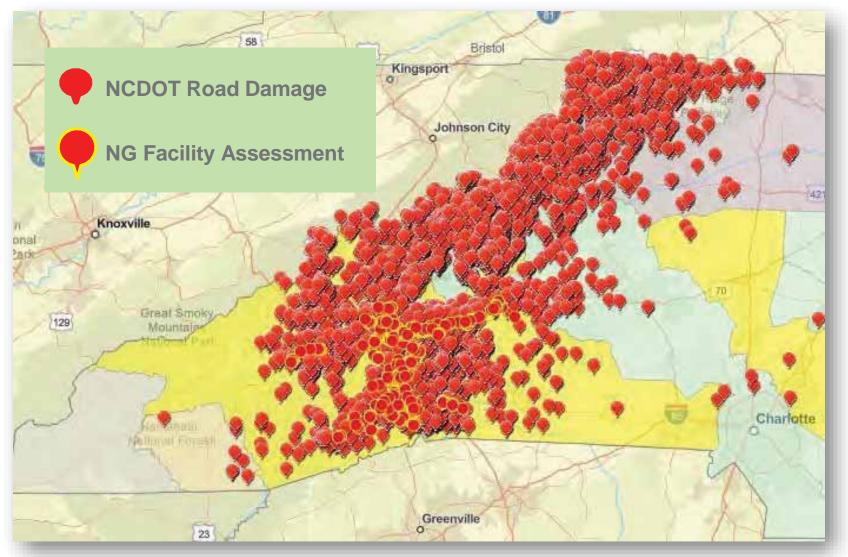






NCDOT Road Assessment Projects

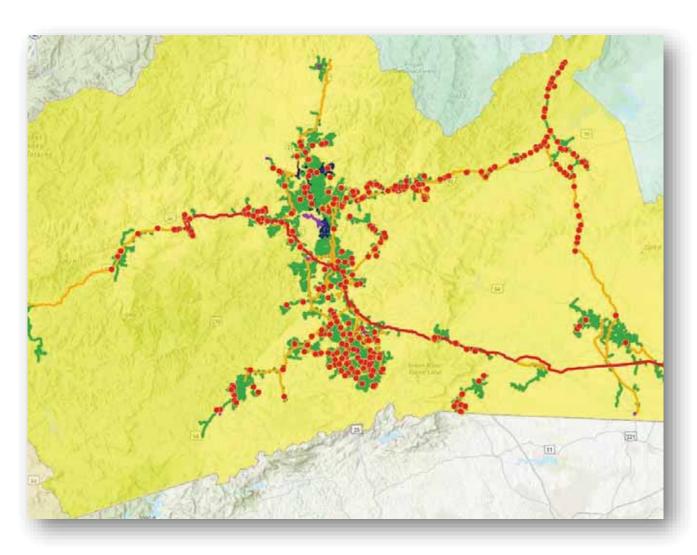




- **7800**+ damaged sites for NCDOT alone.
- 144+ NCDOT bridges/culverts impacted.

Gas Facility Assessments





- 478 NCDOT sites within 1500' of gas facilities.
- 322+ of NCDOT sites investigated.
- 70+ non-NCDOT sites investigated.
- 5+ miles distribution main to be retired.
- 4+ miles to be installed.
- 3 Horizontal Directional Drills Identified.
- 500+ Customers Impacted
- 155 Services retired to severely damaged or destroyed structures
- 36 New capital projects have been created of which 9 are high pressure.

Upper Brushy Creek Repairs













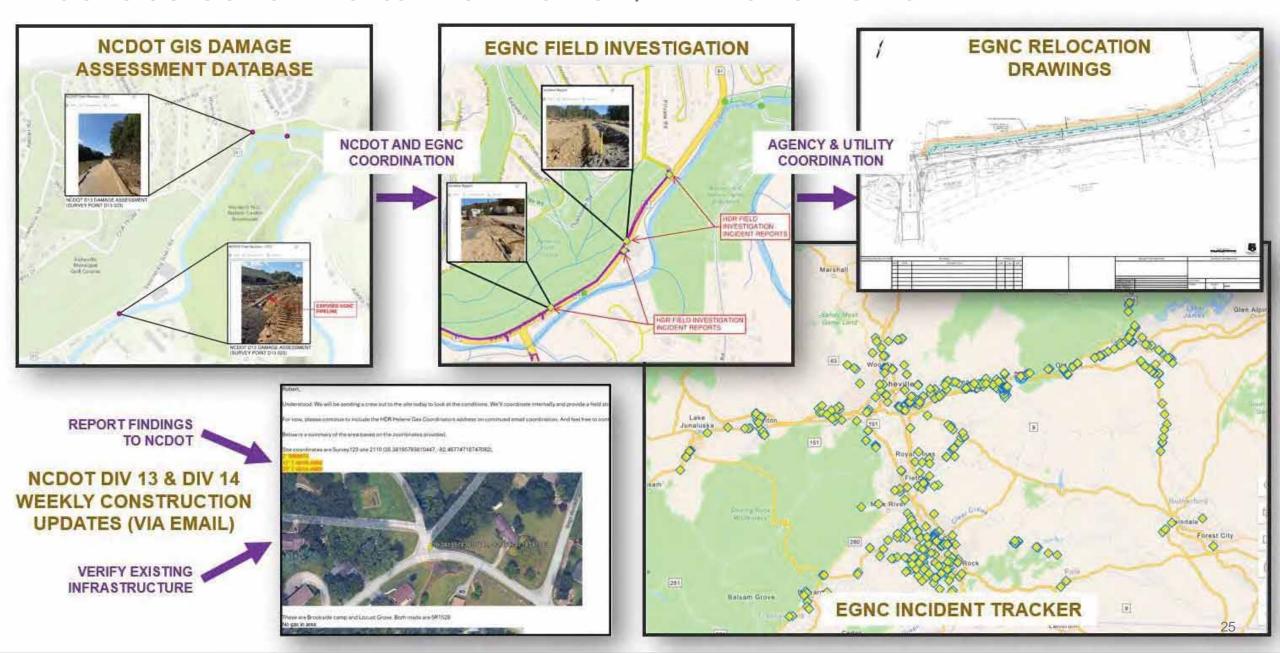






Collaborative Efforts with NCDOT, HDR and EGNC





Questions





Lesson Learned



Have a back up communication plan ready to execute, either locally or centrally to be deployed

Have ample fuel supply on hand for two weeks and a plan to replenish

Have food, water and personal hygiene plan ready to implement

Have some cash on hand or available

Have personal hygiene plan ready (porta johns, portable showers, laundry units, hand and boot washing stations)

Have hotel accommodation plan

Have onsite security plan ready to implement

Have radio system that does not rely on repeaters (no power)

Have a dispatch plan ready for no cell phone or radio availability

Have PPE needs identified and on hand

Have an alternative "On call" process ready to implement, based on communication challenges and size of the event

Have work and rest day plan ready to implement

Have "outside resources" plan, contractors, company employees from other regions



STORM PREPARATION AND RESPONSE

Responding to Hurricane Helene





Before Hurricane Helene

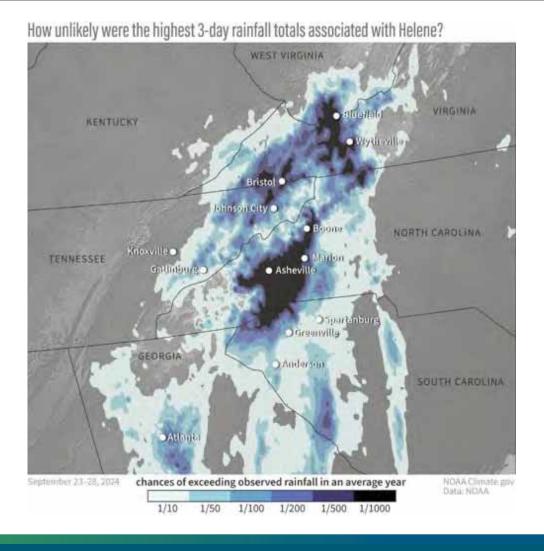
Duke Energy

- Monitoring weather
- Modeling outage projections
- Establishing a resource plan
- Assembling additional non-Duke resources
- Checking inventories/supplies
- Working with state/local officials
- Providing preparedness information
- Establishing auxiliary staffing (all employees have a storm role.)

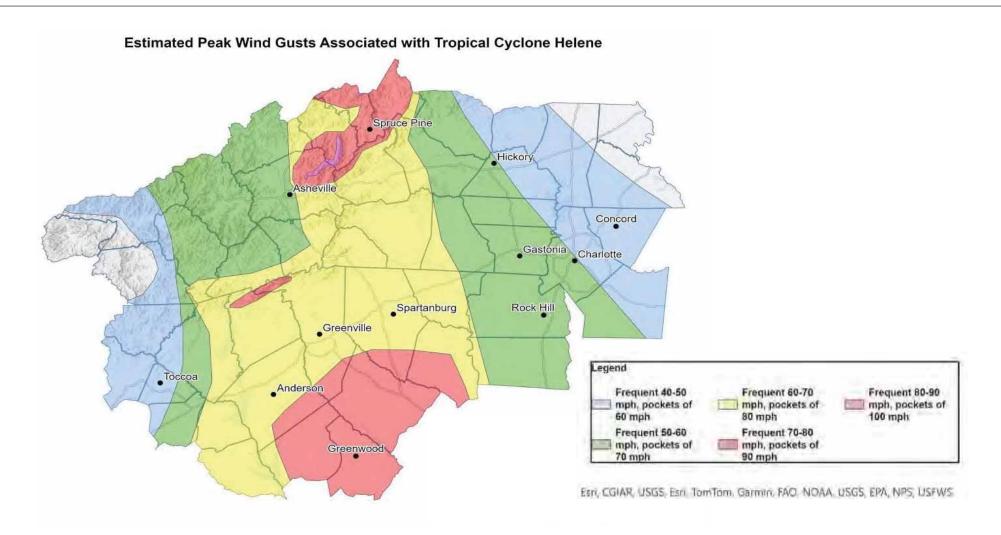
Customers

- Build an emergency kit
- Confirm alternative living arrangements
- Charge all electronic devices
- Review generator operating instructions
- Text OUT to 57801 to sign up for outage alerts

Hurricane Helene – Rainfall Totals



Hurricane Helene – NWS Wind Speeds





Hurricane Helene – unprecedented storm, unprecedented response









How the work got done – coordination and execution











Hurricane Helene – a logistical labyrinth





Unique Challenges

- Loss of Communications Deployed 36 Starlink Devices
- Travel Impeded Personnel Cutoff from Support During Initial Hours
- Water System Outages Bladders and Showers at Op Centers
- Emotional Stress at Basecamps Employed Grief Counselors
- Unprecedented Material Demand Use of Statistical DA
- Roads / Rights-of-Way / Bridges Destroyed (different than coastal flooding) Partnership with DOT / FEMA



Critical External Partnerships



Open lines of communication and single points of contact between Duke Energy and local/state officials

Direct channels for local community responders to report downed lines and other emergencies

Duke Energy collaborates
with local/state
emergency operations
facilities

Questions?









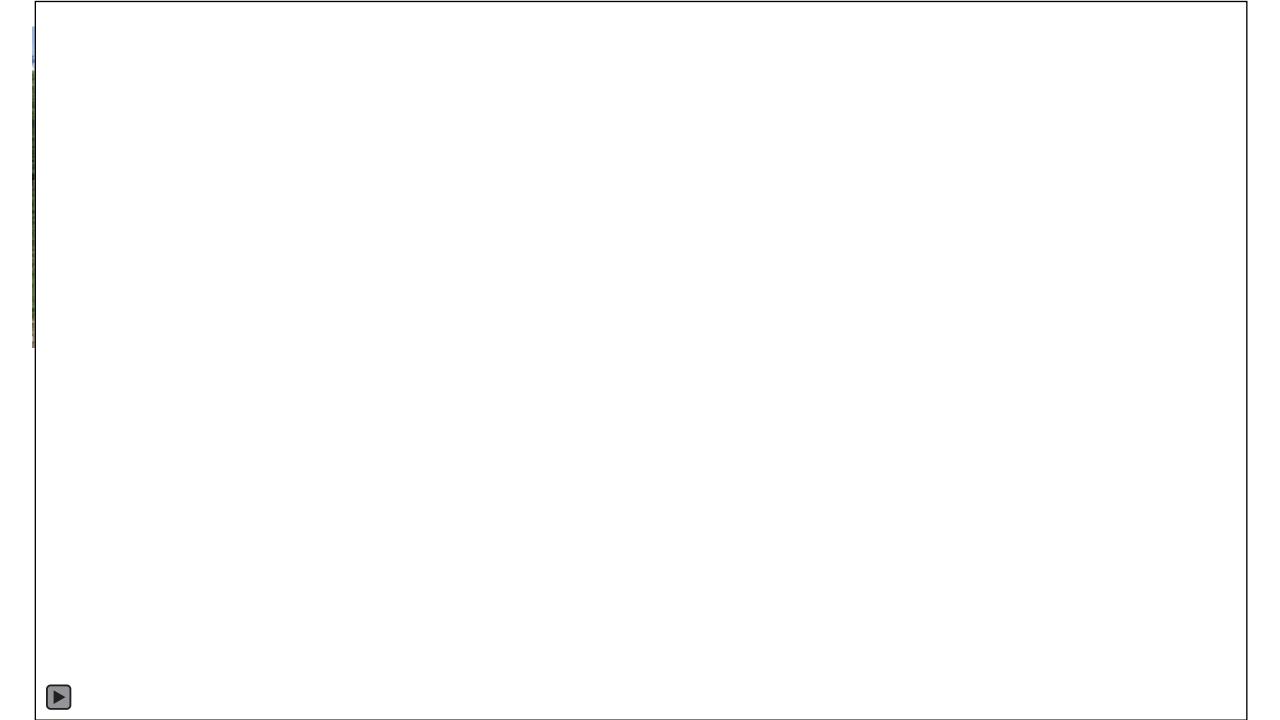


Helene Update

Keith Radcliff
Division 13 Utility Engineer
May 2025



Connecting people, products and places safely and efficiently with customer focus, accountability and environmental sensitivity to enhance the economy and vitality of North Carolina

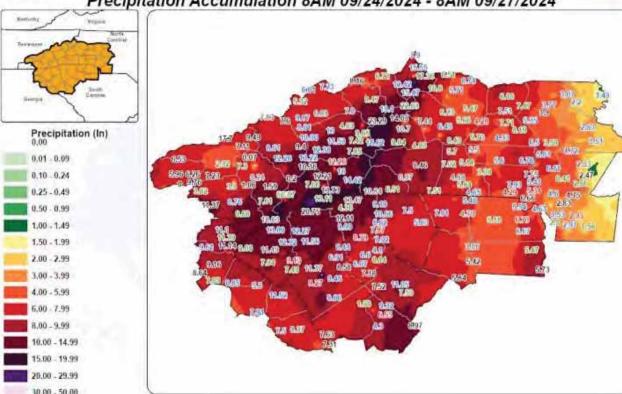




Rainfall Totals During Helene

National Weather Service Greenville-Spartanburg South Carolina

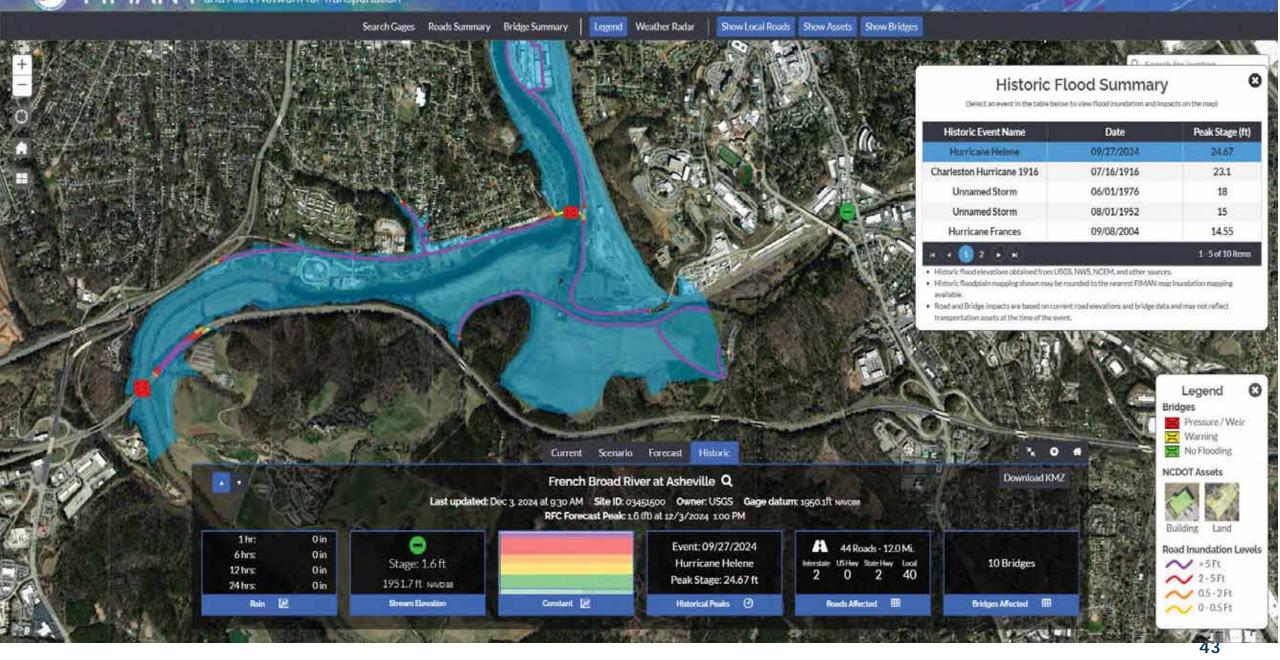
Precipitation Accumulation 8AM 09/24/2024 - 8AM 09/27/2024

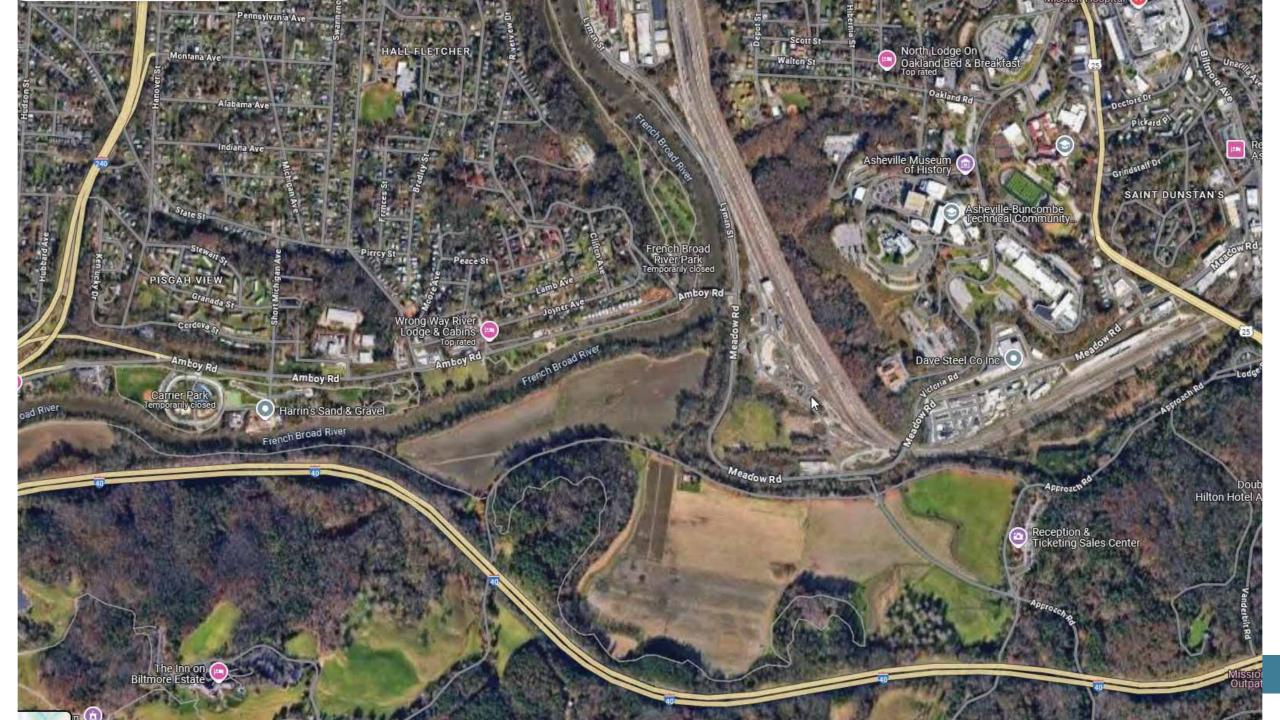


This map is an inte	polation of actual reported volues, but should be considered
an estimation only	Not all reports used in the analysis will be displayed due to
space constraints.	leports are precipitation through the above mentioned period

ō	un Scottma	ASSISTANCES Miscellaneous	
0	11,2522.5	67.5	90 W
			Miles:

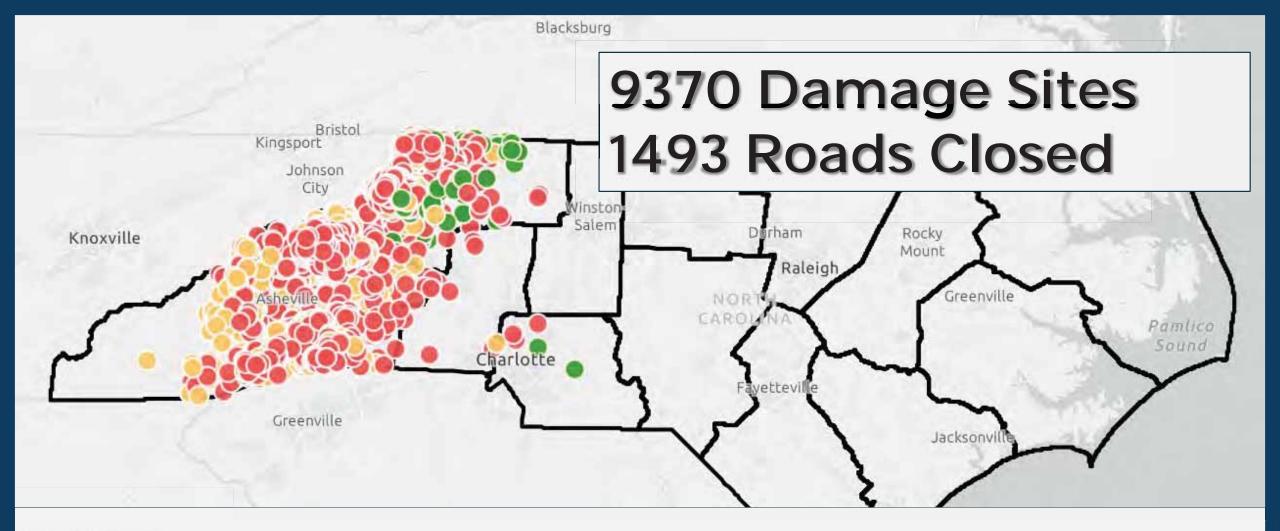
City	County	Rain (in)
Busick	Yancey	29.58
Mt Mitchell St. Park	Yancey	24.2
Spruce Pine	Mitchell	18.23
Davidson River	Transylvania	17.7
Foscoe	Watauga	16.42
Old Fort	McDowell	15.6
Whitehead	Alleghany	15.59
Hendersonville	Henderson	15.11
Swannanoa	Buncombe	14.81
North Cove Pinnacle	McDowell	14.75
Guion Farm	Henderson	14.73
Saluda	Polk	14.58
Highlands	Macon	14.52
Grandfather	Watauga	14.47
Watauga Medical Center	Watagua	10.98
Boone Precip 2 S	Watagua	9.21











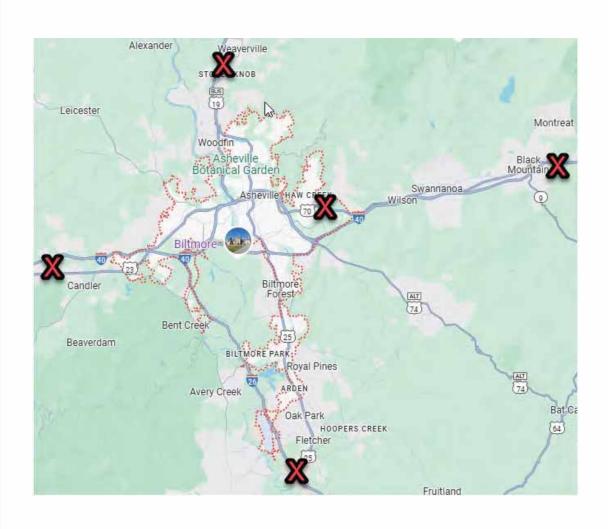
107 State-Maintained Roads remain closed



Major Corridors Damaged by Hurricane Helene

Route	County	Length
I-40 Pigeon River Gorge	Haywood	5 Miles
Toe/Nolichucky	Yancey	18 Miles
US 19W North	Yancey	14 Miles
US 64/74 Chimney Rock	Rutherford	3.5 Miles
NC 197 Pensacola	Yancey	30 Miles
US 19W South	Yancey	12 Miles
US 74A	Henderson	5.5 Miles
US 64	Henderson	4 Miles

Asheville Area Access



- I-40 closed West of Asheville to Tennessee
- I-40 flooded at NC 9 and closed with a landslide East of Black Mountain
- US 70 bridge approach lost
- I-26 in Tennessee Bridge Loss
- I-26 Flooded South of Asheville

Food, Water, Logistics

- Restaurants were closed
 - Businesses not permitted to operate due to loss of power, water, & sewer
- Limited options at grocery stores
 - Cash only operations
 - Refrigerated goods spoiled
- Gas shortage(Because of no power)
 - Limited transportation
 - Operated as cash only once opened
 - High demand/long lines

Lost Services & Damage

- Power lost across the majority of the region
- Cellular service lost
- Internet service lost
- Telephone (landline) service lost
- Water distribution system damaged in majority of municipalities within region
- Water in reservoirs laden with sediment
- Gas lines and services disrupted or destroyed
- Roads lost to the reservoirs
- Sewer damage

Personnel Management – Transfer Crews

- NCDOT Crews (External)
 - Approx 140 employees from several Divisions at its peak
 - All NCDOT construction projects in area halted and contractor crews moved to damage repair.
- Kentucky Transportation Cabinet
 - 7 crews (78 employees) assisted in Buncombe County
- Florida Department of Transportation
 - Provided 4 Temporary ACROW Bridges
 - McDowell County US 70, US 221 North, Pitts Station Road
 - Buncombe County Lower Flat Creek Road







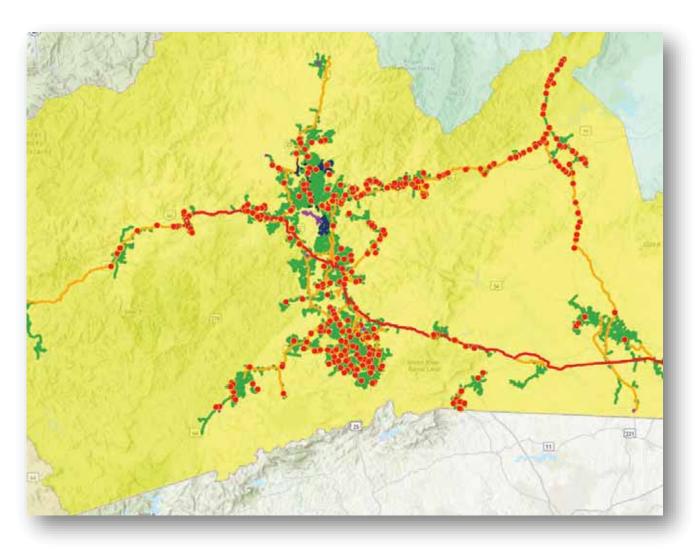
ncdot.gov Complements of Camp Cedar Cliff & Sutton Brady





Gas Facility Assessments

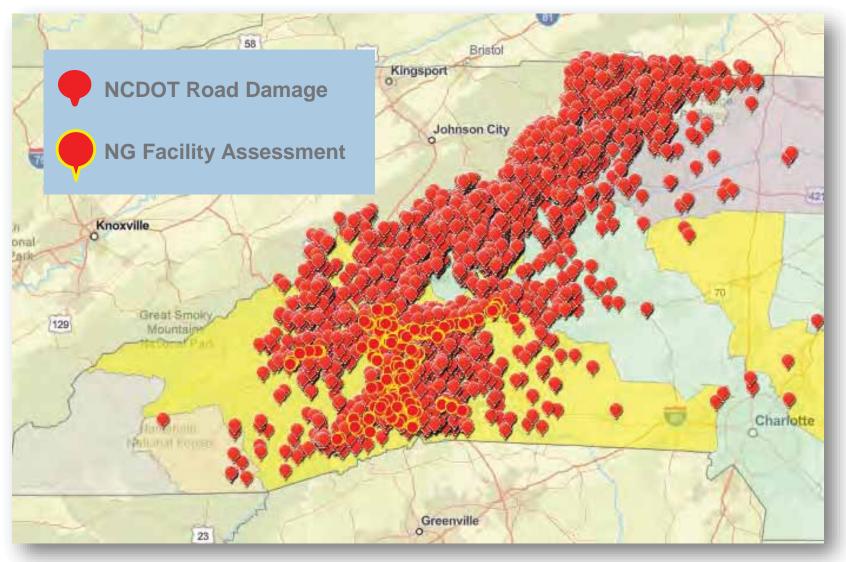




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NCDOT Road Assessment Projects





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- 800+ NCDOT bridge/pipes
 & culverts impacted.

Upper Brushy Creek Repairs











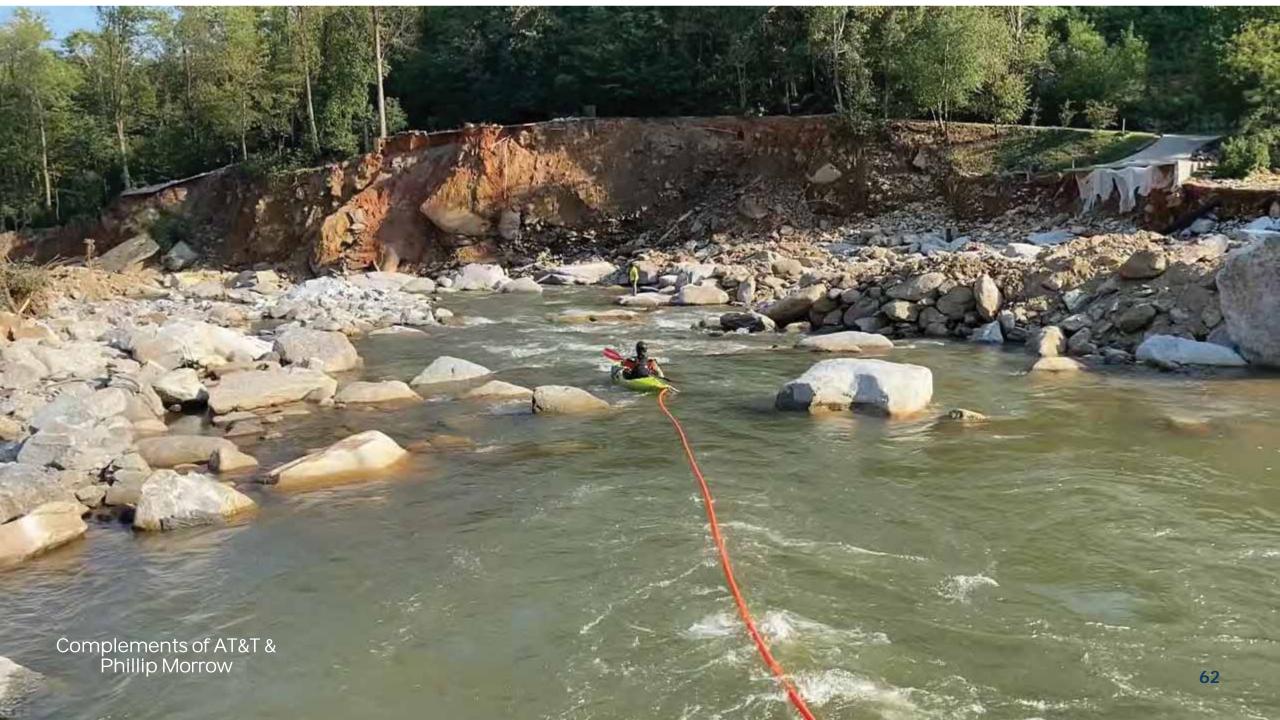














Municipal Coordination

- Municipal street and structure damage
- Utility damage
 - Loss of water and sewage in many towns
 - Power
 - Communication
- Scarcity of supplies
 - Food, water, diapers, formula, pet food, etc.









Innovative Response

Rail Car Bridges

- Innovative Bridge Company reached out to Division staff and offered their services repairing damaged structures.
- Division Staff reviewed the rail car bridge data provided and discussed with SMU.
- With hundreds of bridges damaged or completely washed out it was decided at the Division level to pursue installing rail car bridges to temporarily improve connectivity until bridges could be permanently replaced.
- 34 washed out bridges were replaced with rail car bridges and 4 were replaced with ACROW/FDOT bridges with numerous smaller bridges replaced with temporary pipes.
- All 34 railcar bridges were installed between 10/27/2024 and 3/4/2025.
 - Note it took almost a month after the storm to access most of these areas to start construction.
- 9 prime contractors and multiple subs assisted in constructing these bridges





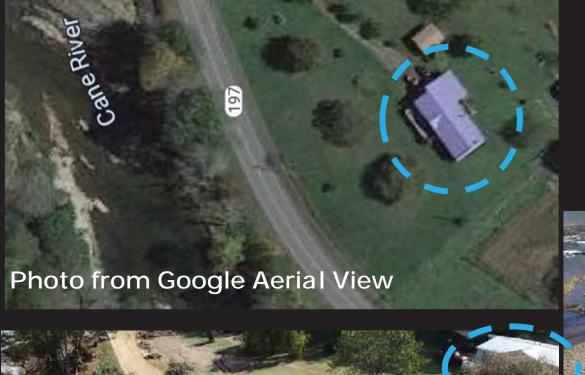




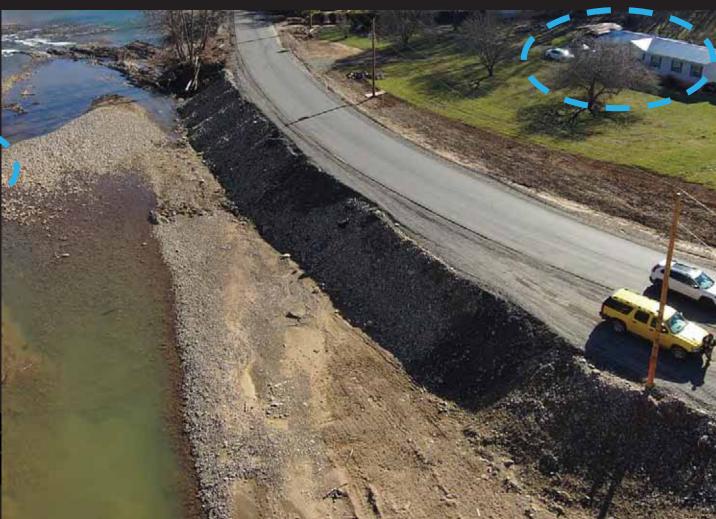


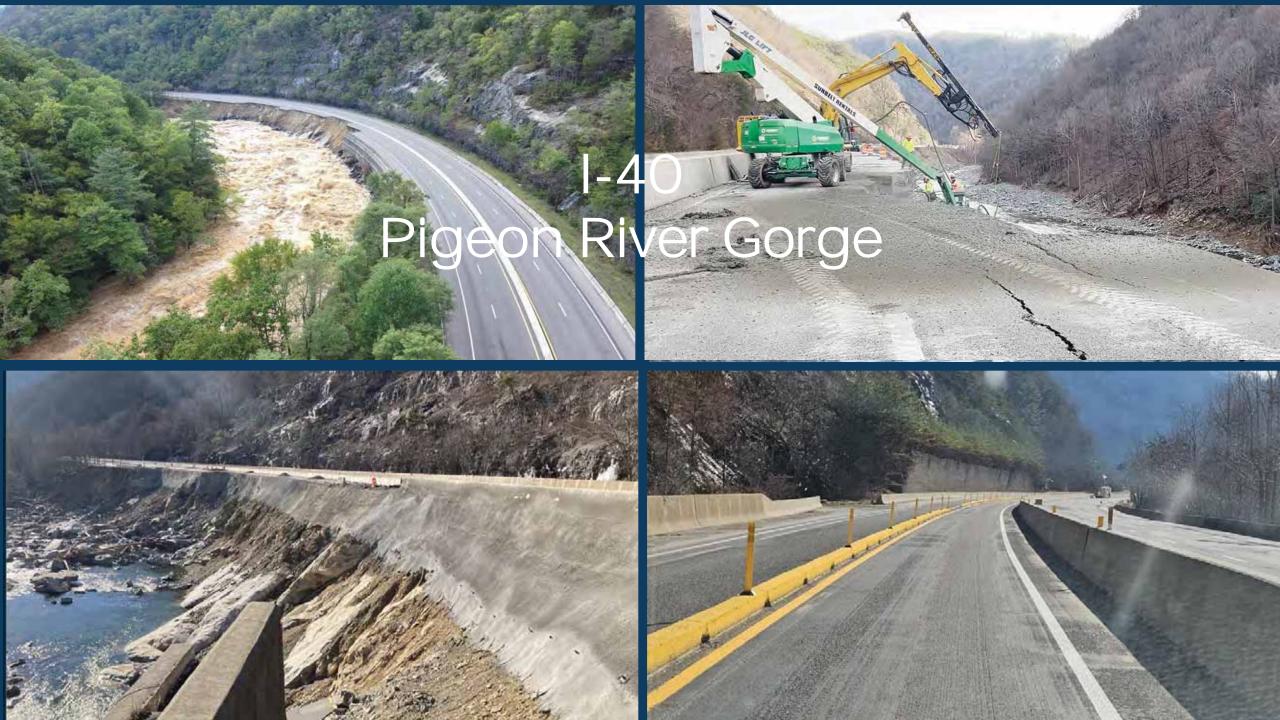






NC 197 Near Burnsville















Mark Gibbs, PE – WNC STRONG Manager Western Deputy Chief Engineer mtgibbs1@ncdot.gov Alyson Tamer, PE, CPM WNC STRONG Program Support Manager awtamer@ncdot.gov

Keith Radcliff
Division 13 Utility Engineer
rkradcliff@ncdot.gov

BREAK TIME: VISIT OUR VENDORS

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SESSION 2: SC 811 REPORT – MISTY WISE

PRESENT



SESSION 2: NC 811 REPORT – ANN RUSHING



NC 811 Operational & Legislative Update

Ann Rushing Education Manager



Volume & Performance Metrics

Call volume is up

ASA and abandoned calls are strong

Beating internal performance objectives



	January	February	March	QTD	YTD			
In-House Tickets								
2025 2024 Difference Variance	52,175 52,897 (722) -1.4%	50,362 54,805 (4,443) -8.1%	60,974 50,631 10,343 20.4%	163,511 158,333 5,178 3.3%	163,511 158,333 5,178 3.3%			
Web Tickets								
2025 2024 Difference Variance	183,164 173,706 9,458 5.44%	176,861 171,767 5,094 2.97%	206,451 170,075 36,376 21.39%	566,476 515,548 50,928 9.88%	566,476 515,548 50,928 9.88%			
Total Tickets								
2025 2024 Difference Variance	235,339 226,603 8,736 3.9%	227,223 226,572 651 0.3%	267,425 220,706 46,719 21.2%	729,987 673,881 56,106 8.3%	729,987 673,881 56,106 8.3%			
Transmissions								
2025 * 2024 Difference Variance Tkt/Tran Ratio *	1,273,445 1,228,783 44,662 3.6% 5.4	1,229,343 1,229,200 143 0.01% 5.4	1,435,362 1,195,555 239,807 20.06% 5.4	3,938,150 3,653,538 284,612 7.8% 5.4	3,938,150 3,653,538 284,612 7.8% 5.4			



In-House Ticke	ets		
2025	59,969	59,969	223,480
2024	57,815	57,815	216,148
Difference	2,154	2,154	7,332
Variance	3.7%	3.7%	3.4%
Web Tickets			
2025	208,586	208,586	775,062
2024	188,898	188,898	704,446
Difference	19,688	19,688	70,616
Variance	10.42%	10.42%	10.0%
Total Tickets			
2025	268,555	268,555	998,542
2024	246,713	246,713	920,594
Difference	21,842	21,842	77,948
Variance	8.9%	8.9%	8.5%
Transmissions			
2025 *	1,426,601	1,426,601	5,364,751
2024	1,348,093	1,348,093	5,001,631
Difference	78,508	78,508	363,120
Variance	5.8%	5.8%	7.3%
Tkt/Tran Ratio *	5.3	5.3	5.4
	,		



Updated Call Center Hours



HOURS CHANGED FROM 7AM-7PM TO 7AM-6PM (M-F)



EFFECTIVE APRIL 1, 2025



TRANSITION OCCURRED WITH NO ISSUES



Legislative Update

- Law changes moving through the NC legislature
- Consolidated bill (House + Senate) expected by end of May
- Goal: Governor signing ceremony
- Enactment date: October 1, 2025



Major Changes in the Bill



Ticket life starts on the work start date



Ticket life extended to 28 calendar days



Expanded "due care" expectations for excavators



Excavation must occur during stated work period



Review Board enforcement updates



White lining now includes electronic methods

NC 811 will transition to Norfield Center Logix

New Ticketing System Coming

Go-live date: October 1, 2025

Training in September for CSRs and Remote Ticket Entry users



Public Education Update





APRIL - NATIONAL SAFE DIGGING MONTH OVERVIEW

CONTINUED OUTREACH AND EDUCATION EFFORTS UNDERWAY









UGDPRB - Overview of 1/21/2025 Cases

- 39 Cases on Agenda
- 18– Issued Pipes Plus Training
- **\$17,500** issued in fines



UGDPRB - Overview of 4/23/2025 Cases

- 81 Cases on Agenda
- 64-Issued Pipes Plus Training
- \$38,500 issued in fines



Questions or Comments?



LUNCH MAIN HALLWAY

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SESSION 3: "GETTING OUT OF A MENTAL TRENCH" DENNIS GILLAN





Getting Out of a Mental Trench



A Courageous Conversation That Needs to Happen!!

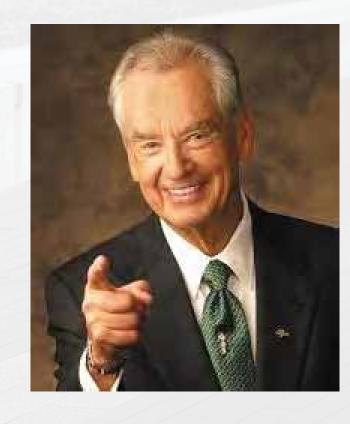
The Trench!

A trench is a narrow excavation, generally longer than it is wide, dug into the ground. It can refer to a ditch or hole used for construction, military purposes, or even as a geological feature in the ocean floor.

Rut

My boy Zig Ziglar!

"A 'rut' is merely a grave with both ends kicked out." ~Zig Ziglar



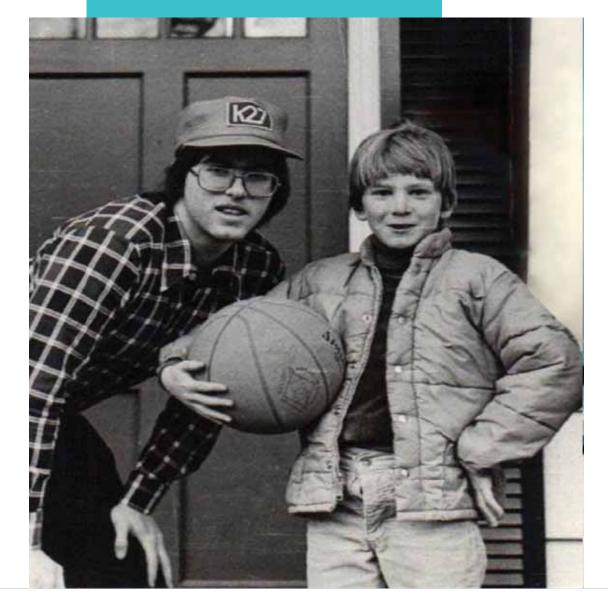


The Trench!

- An estimated 6,000 construction workers by suicide in 2022, an increase from 2021, according to the most recent data available. That compares to around 1,000 who died from a construction work-related injury.
- For every 100,000 male construction workers, 56 died by suicide in 2022, <u>according</u> to CDC data. That compared to 24 suicide deaths per 100,000 men in the general population. Males have a significantly greater rate of suicide than females. 6 per 100,000
- The construction industry has one of the highest suicide rates among professions with the rate among male construction workers 75% higher than men in the general population, according to the Centers for Disease Control and Prevention.







There are 49,369 reasons to care about this topic....

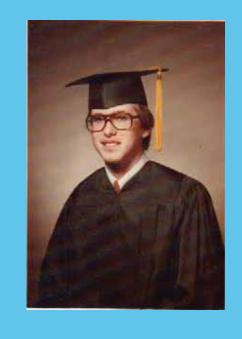
I have two....



HOW I GOT HERE...

Phone rings, life changes



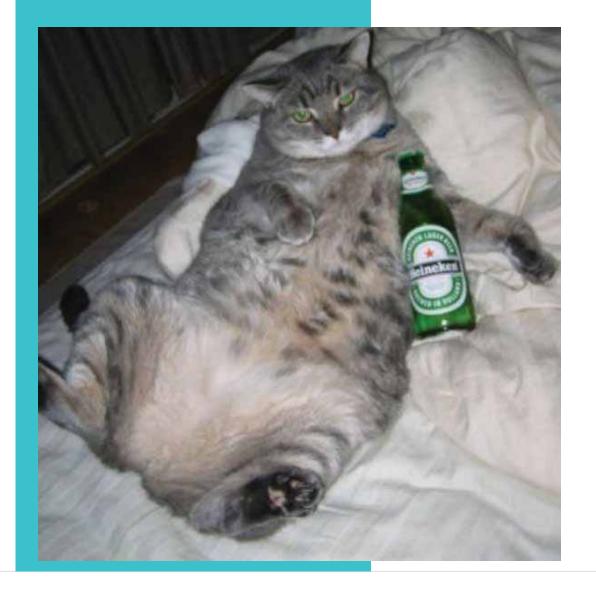


Home and back in a flash









My reaction after Mark died...

1983-1994



Never Say it Can't Get Worse.. It Can











11 Years Later











Phone Rings Again











Matt is gone











Was he a good man?



Two of the Worst Trenches For Me







My reaction after Matt died

30 years, 10 months, 25 days excluding the end date.

Result: 11,287





A walk I never thought I'd take...

Counseling!



SUICIDE PREVENTION RESOURCES



VISIT

- Your primary care provider
- Psychiatric hospital
- Walk-in clinic
- Emergency room/urgent care



FIND HELP

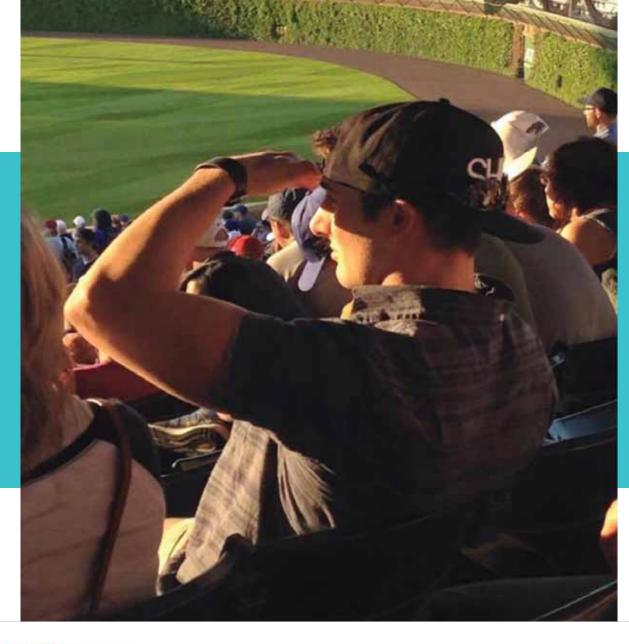
- Psychology Today https://www.psychologytoday.com/us/ therapists
- YOUR EAP!!!



CALL or TEXT

- Suicide & Crisis Lifeline: Dial 988
- crisischat.org

Call 911 for emergencies



Don't be this guy!

Use your resources!





Risk Factors

- Diagnosis of depression
- Previous suicide attempt
- Family history of suicide
- Loss of job, home, money
- Death or terminal illness of a loved one
- Divorce or loss of major, significant relationship
- Loss of health, either real or imagined
- Someone close to the person has completed suicide
- Recent disappointment or rejection
- Being expelled from school/fired from job
- Sudden loss of freedom/fear of punishment
- Victim of assault or bullying
- Questioning gender



Construction Industry Risk Factors

- Stoic, "old school" & "tough guy" culture
- Fearlessness and "thrill seeking"
- Promotion of supervision without leadership training
- Family separation and isolation with travel
- Sleep disruption/deprivation due to shiftwork
- Seasonal layoffs and end of project furloughs
- Risk of shame and humiliation for failure



Construction Risk Factors (Cont.)

- Tolerant culture of alcohol & substance abuse
- Chronic pain
 - -Industry with highest use of prescription opioids!
- Pressure (schedule, budget & quality)
- Access to lethal means



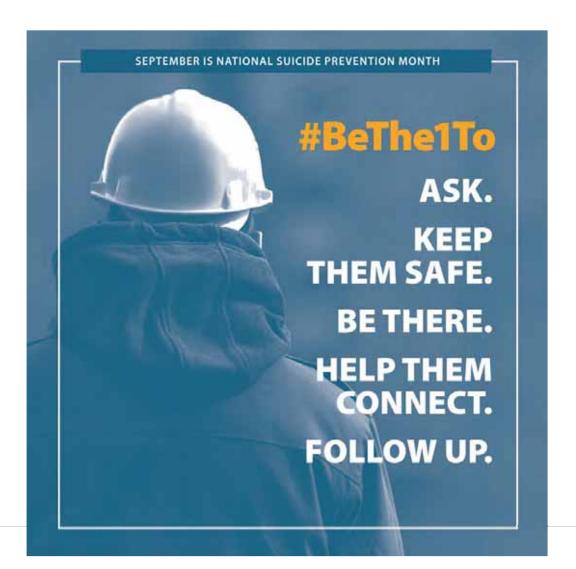
Just a Funny Story about Drinking....







What can you do?



www.dennisgillan.com





Alliance Members





























































































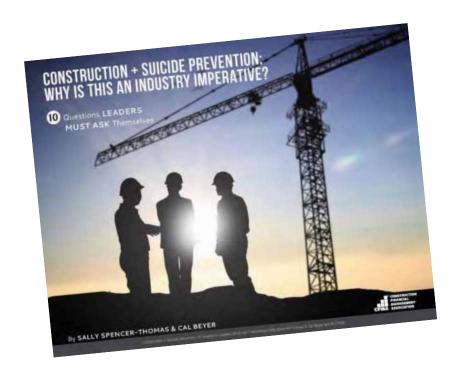








www.preventconstructionsuicide.com







TALK!

When people talk about ending their lives, either directly or indirectly, they may...

- ☑... feel trapped.
- ☑... talk about feeling overwhelmed or in an unbearable amount of pain
- ☑... say it outright.
- ☑... joke about it.
- ☑... say they have no reason to live or that they are a burden to others.

TAKE IT ALL SERIOUSLY.
LISTEN WITHOUT OFFERING FIXES.

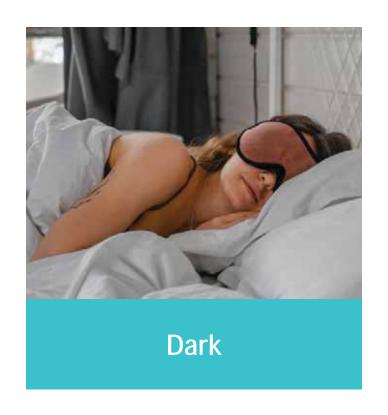


Behaviors

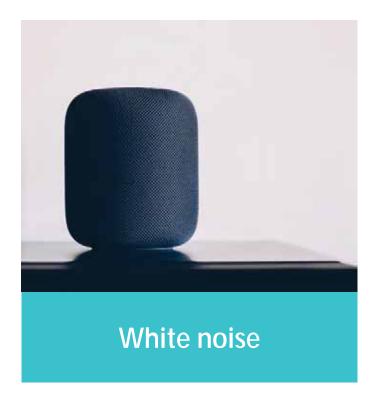
- Substance Abuse
 Increased use of alcohol or drugs
- ☑ Sleep



Let's talk about sleep.











- Substance Abuse
 Increased use of alcohol or drugs
- Sleep
- Recklessness
- Withdrawal
 Pulling back from activities, especially ones they normally enjoy

- Isolation
- Exploration

 Looking for a way to kill themselves; searching online for methods
- Cleaning Out
 Giving away stuff; getting affairs in order
- Saying Goodbye
 Visiting or calling people to say goodbye



Moods expected when someone feels overwhelmed and desperate:



Depression/Anxiety



Apathy



Rage/Irritability



Impulsivity



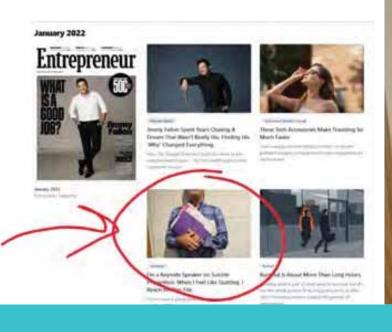
Humiliation





Shared joy is double joy; shared sorrow is half a sorrow.

Swedish proverb





The Purple File







The Camo Hat Club™





Safety Plans™



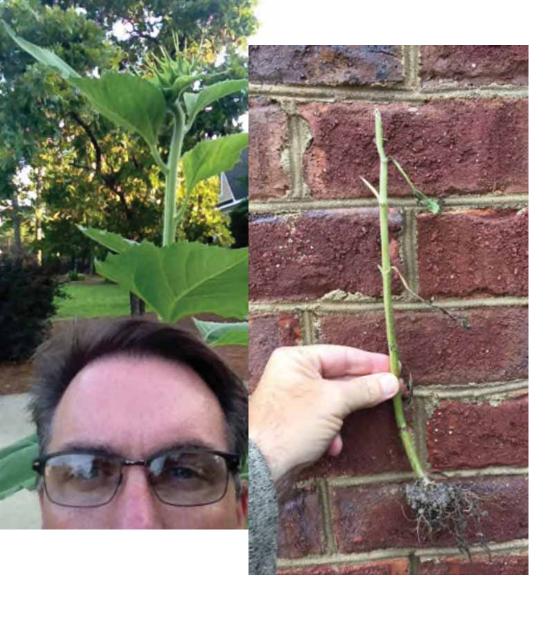
OH #@!%, I'M GOING DOWN A SAFETY PLAN

RED FLAGS I KNOW SOMETHING'S WRONG WHEN I FEEL THIS WAY WHEN I DO THESE, I FEEL BETTER PERSONAL COPING STRATEGIES TO TAKE MY MIND OFF THINGS PLACES TO GO, PEOPLE TO SEE PEOPLE & PLACES THAT PROVIDE DISTRACTION NAME PLACE NAME PLACE MY GO-TO FOLKS MY CONFIDANTS & INNER CIRCLE NAME PHONE NAME PHONE NAME PHONE TIME TO CALL THE PROS CLINICIAN NAME EMERGENCY PHONE # CLINICIAN NAME EMERGENCY PHONE # LOCAL EMERGENCY SERVICES EMERGENCY SERVICES ADDRESS	
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THINGS I NEED TO DO TO BE SAFE	
STEPS TO MAKE MY ENVIRONMENT OKAY	
* Carrier Control of the Control of Control	



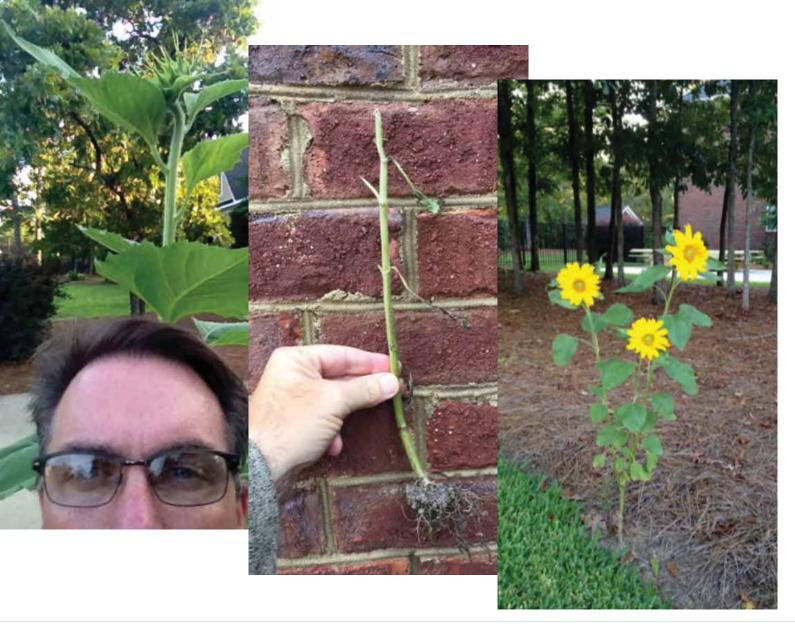
No matter what your rabbit is... grow from it!





No matter what your rabbit is... grow from it!





No matter what your rabbit is... grow from it!



I walked a mile with Pleasure; She chatted all the way; But left me none the wiser For all she had to say.

I walked a mile with Sorrow; And ne'er a word said she; But, oh! The things I learned from her, When Sorrow walked with me."

Robert Browning Hamilton







Thank you!

Follow me for more resources:

@dennisgillan on Instagram
LinkedIN
dennis@halfasorrow.org

halfasorrow.org

Donations appreciated!



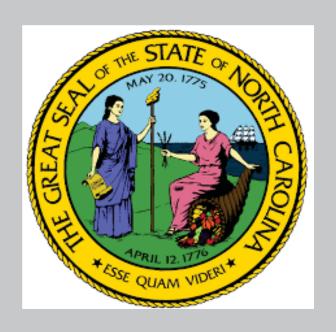
NC DEPT. OF LABOR LEE PEACOCK



NC UTILITY COMMISSION REPORT MICHELLE FLOWERS



GAS PIPELINE SAFETY UPDATE



North Carolina Utilities Commission Natural Gas Pipeline Safety 2025

Brief History of Natural Gas Pipeline Safety

• U.S. Congress created the *Office of Pipeline Safety* (OPS) with the *Pipeline Safety Act of 1*968 to oversee and implement pipeline safety regulations

 OPS is housed in the Department of Transportation (DOT) under the Pipeline and Hazardous Materials Safety Administration (PHMSA)

PIPELINE SAFETY AND DAMAGE PREVENTION HISTORY

•1984 Federal Regulations require written Damage Prevention Programs for gas operators

• NCUC Pipeline Safety Section of NCUC enforces 192.614 for natural gas; does not enforce state damage prevention law

Underground Damage Prevention Review Board (UDP)

North Carolina Utilities Commission (NCUC) has NO affiliation or jurisdiction with the UDP

NCUC assigns dockets per UDP request & hosts dockets for public access: NCGS §87-129 (b)(1)

NCUC serves as an arbitration 'host': NCGS §87-129 (c)

UDP Violations

 All fines are put into the General Fund for the NC State Budget

 Fines are not deposited in budget of Commission nor the UDP Board

NCUC Docket Review UDP Violations resulted in:

- •\$268,111 in fines
- •223 NC811 Pipes Plus Trainings issued as a penalty
- 32 of the 79 violations found in the dockets for 2024 are for the utility owners not meeting their responsibility per General Statute.
- 2024 : INCOMPLETE DATA NCUC Docket issuance is lagging. UDP notices dated August 2024 are on file as of 4-22-25.

Natural Gas Excavation Damages

AND

Natural Gas Incidents

Gas Federally Reportable Incidents (As of 2024)

Federal Reporting Criteria 49CFR Part 191.3 (1), (2), (3)

- \$145,400 in damages, excluding cost of gas as of July 1, 2024
- Death or hospitalization
- Unintentional estimated loss of more than 3 million cf of gas
- An event deemed significant enough to report by the operator
- LNG Emergency Shutdown

Recent 2023 State Regulatory Change to R6-41 Rules State Reportable Criteria Matches Federal Reporting Criteria

2 Federally Reportable Natural Gas Incidents in NC in 2024

Prior to 2024 PHMSA 7100 Annual Distribution Report Form for Natural Gas Operators

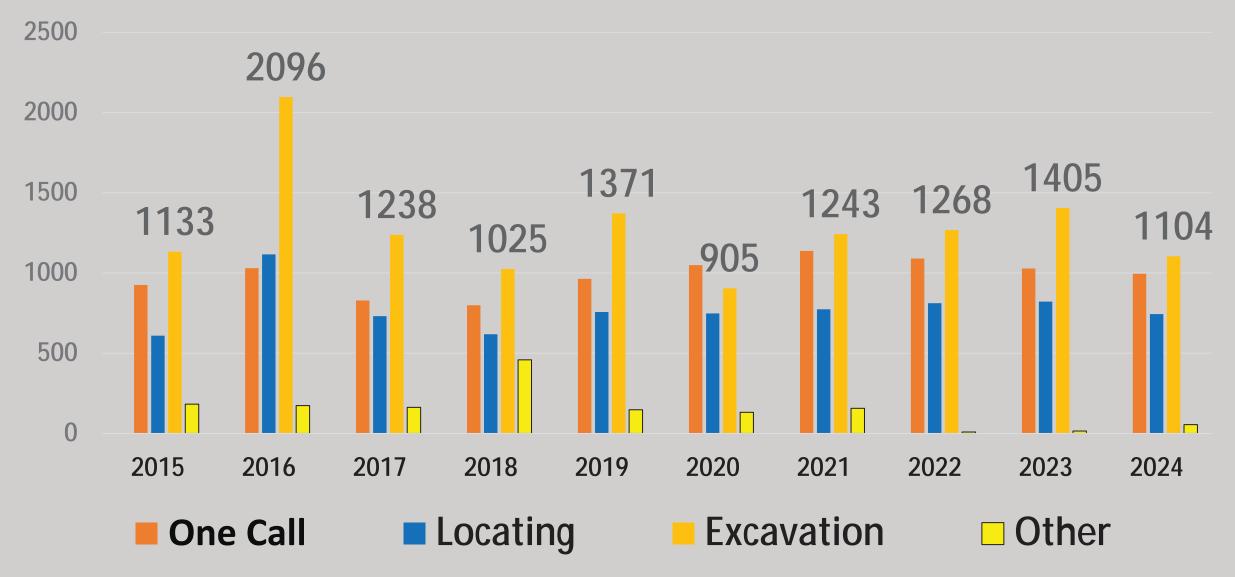
PART D - EXCAVATION DAMAGE
Total Number of Excavation Damages by Apparent Root Cause <u>Calc</u>
a. One-Call Notification Practices Not Sufficient:
b. Locating Practices Not Sufficient:
c. Excavation Practices Not Sufficient:
d. Other:
Number of Excavation Tickets

PART D - EXCAVATION DAMAGE

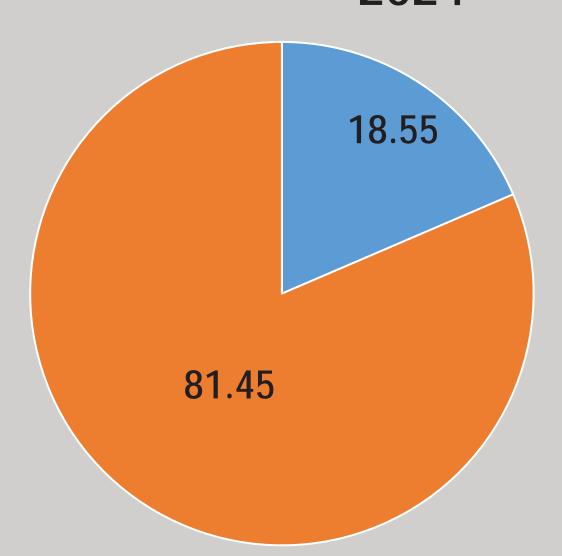
26 Root Cause Categories will be implemented for *CY 2024 data due on 3/15/2025*

Notification Issue sub-Total	calc	Locating Issue sub-Total	calc
No notification made to the One-Call Center/811		Facility not marked due to Abandoned facility	
Excavator dug outside area described on ticket		Facility not marked due to Incorrect facility records/maps	
Excavator dug prior to valid start date/time		Facility not marked due to Locator error	
Excavator dug after valid ticket expired		Facility not marked due to No response from operator/contract locator	
Excavator provided incorrect notification information		Facility not marked due to Incomplete marks at damage location	
		Facility not marked due to Tracer wire issue	
Excavation Issue sub-Total	calc	Facility not marked due to Unlocatable Facility	
Excavator dug prior to verifying marks by test-hole (pothole)		Facility marked inaccurately due to Abandoned facility	
Excavator failed to maintain clearance after		Facility marked inaccurately due to Incorrect facility	
verifying marks		records/maps	
Excavator failed to protect/shore/support facilities		Facility marked inaccurately due to Locator error	
Improper backfilling practices		Facility marked inaccurately due to Tracer wire issue	
Marks faded or not maintained			
Improper excavation practice not listed above			
Miscellaneous Root Causes sub-Total	calc		
Deteriorated facility			
One Call Center Error			
Previous damage		1. Total Excavation Damages	calc
Root Cause not listed		2. Number of Excavation Tickets	

NC Statewide Natural Gas Excavation Damages 2015-2024



Deep Dive NC Natural Gas Locator Issues 2024

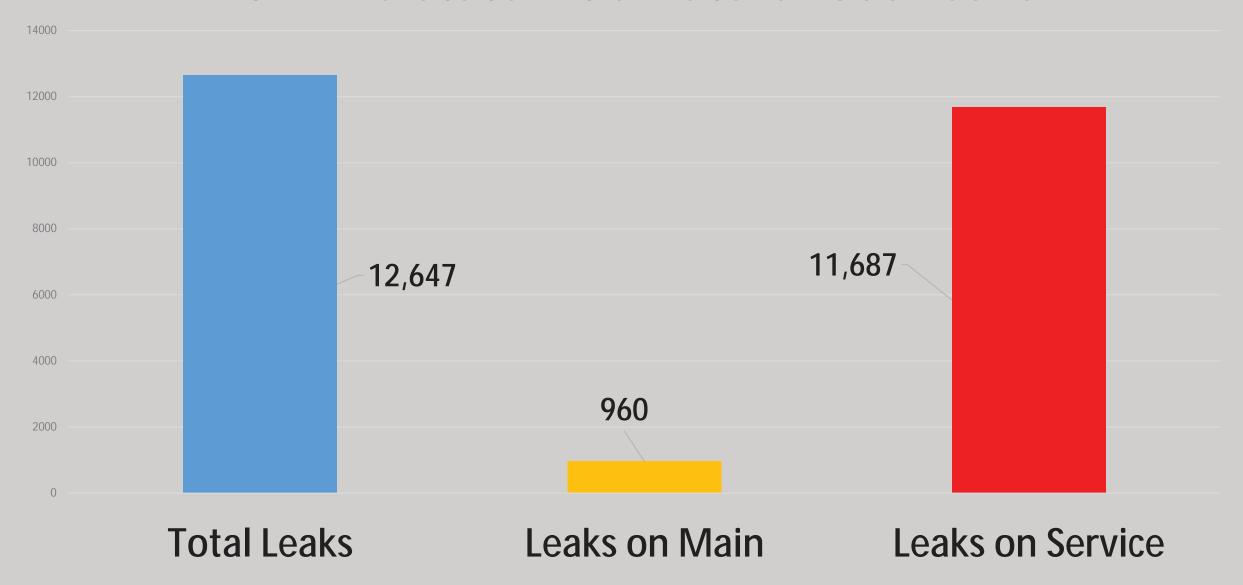


Operator Preventables(O&M Issues) % Total

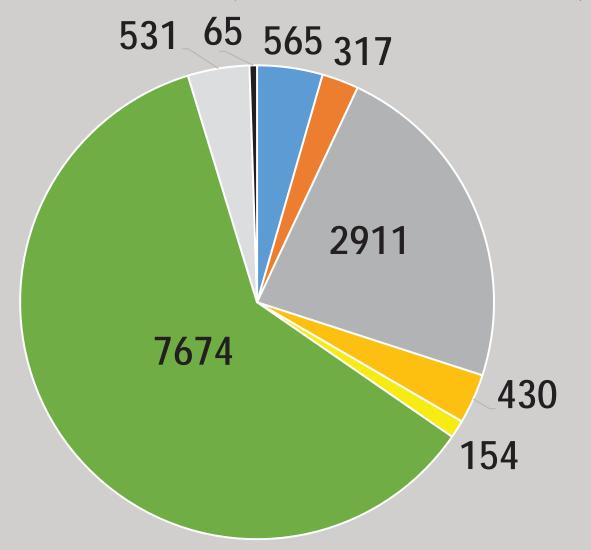
Locator Issues- UnderDirect Control of Locator% Total

Operator: tracer wire, incorrect maps, abandoned facility mapping Locator: Not marked, no response, inaccurate marking

2024 NC Statewide Natural Gas Leaks



2024 NC Statewide Natural Gas Leak Types (Mains & Services)



- Corrosion
- Natural force damage
- Excavation Damage
- Outside Force Damage
- Pipe, Weld, Joint Failure
- Equipment Failure
- Incorrect Operations
- Other Causes

Pipeline Safety Staff

Pipeline Safety Main Telephone: 919-733-6000

Freda Hilburn Operations Manager Ryan Duffy Pipeline Safety Manager

Pipeline Safety Officers:

Harry Bryant
Hilary King
Michelle Flowers
Matt Dillehay

https://www.ncuc.gov/industries/naturalgas/pipelinesafety.html



SC UTILITY COMMISSION REPORT JOHN IGLESIAS





NC/SC Joint UCC Conference 2025 Wilmington, NC

South Carolina Office of Regulatory Staff | May 15, 2025

New Location

The ORS moved to a new location:

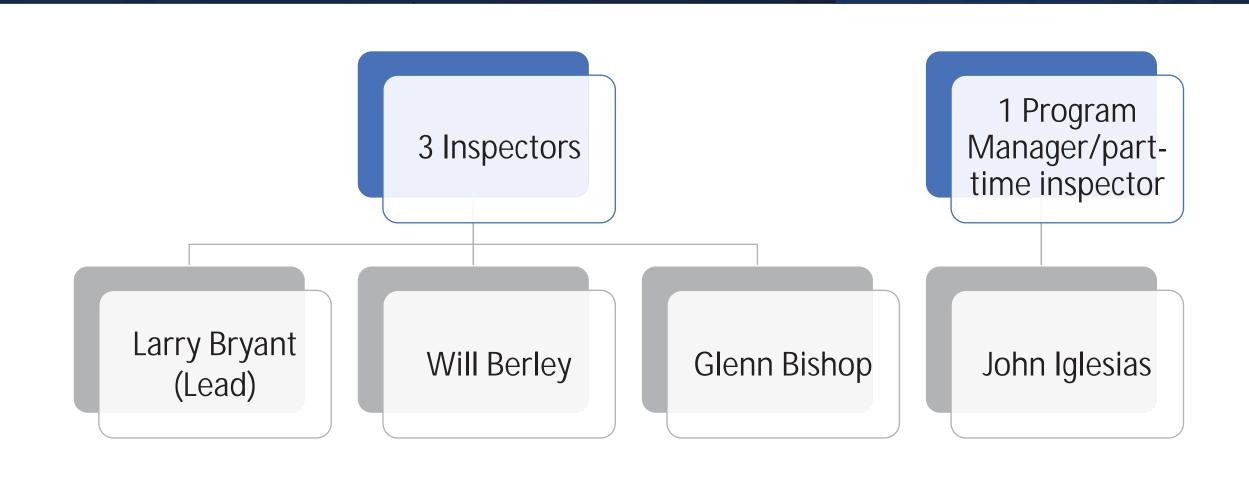
1901 Main Street

Suite 1500

Columbia, SC 29201



Staffing



Accomplishments in 2024

We completed required inspections

- Transmission Comprehensives
- Standard Compliance (ROW, LNG Facilities, Propane/Air Plants, Critical Valves, Corrosion Control, MM)
- New Construction
- Overall score on our PHMSA audit was a 98.
- The State of SC had zero NRC reportable incidents.
- Continue to provide leaks and damages data to SC 811
- Legislation passed aligning civil penalties to same level as DOT/PHMSA.

Compliance Action in 2024

The ORS found a noncompliance issue, from two different operators. Both related to procedural issues with their drug and alcohol plan. Noncompliance letters were issues and the matter was corrected.

Fining was not necessary to get the operators to comply.

SC Infrastructure 2024

Private Operators – 2

- LNG 2
- Compressor Station 1

Municipalities - 9

Peak Shaving Plants – 1

Natural Gas Authorities – 6

Compressor station – 1

Landfill Gas Operators – 5

Master Meters – 5

Small Intrastate Operators – 3

Pipeline Miles:

Intrastate Transmission – 812

Landfill Gas – 37

Distribution – 42,964

• # of Services – 975,913

2025

Inspection goals

- 287 compliance activity days
- 72 construction activity days

Inspection focus:

- Distribution comprehensives
- Construction
- Standard compliance (Valves, CP, MM, ROW)

2025 cont.

SC & NC Pipeline Safety Seminar

- Cohosted by ORS, NCUC, and APGA/SIF
- Aug 12 & 13

Hilton Garden Inn - Downtown

1200 Pickens St.

Columbia, SC 29201

Information can be found on the APGA/SIF events website.

2026 Inspections

Transmission Comprehensives

Control Room Management

Construction

OO

SC Regulations

103-412.2.7 New Construction.

- All gas systems subject to pipeline safety regulation shall notify the commission and the ORS of any construction projects meeting either of the criteria below:
 - A. Projects resulting in a cost of \$500,000 or more, whether steel, plastic, or other materials are installed or;
 - B. Projects involving 25,000 feet of piping or more, whether steel, plastic, or other material(s) are utilized.

SC Regulations (cont'd)

103-415. <u>Incidents</u>.

• A. Each gas system shall, as soon as possible, report to the ORS each incident occurring wherein there exist either: (a) serious injury or death of any person; (b) property damage in excess of \$5,000, in the gas system's commercially reasonable estimation, including the gas system's cost of lost gas exiting the gas system's lines to a customer's meter and the expense to make repairs to its facilities or property; or (c) an event that is significant in the judgment of the gas system. B. Each gas system shall establish and follow procedures for analyzing, reporting and minimizing the possibilities of any future incidents.

And the loss of service to 50 or more customers.

SC Regulations (cont'd)

103-465. Inactive Service Lines.

- 1. Service Lines. Each gas system shall conduct a study at intervals not exceeding twenty-four months to determine the number of inactive service lines in their system and shall take necessary steps to meet the following:
 - a. Inactive service lines for which there is no definite plan for future use or reasonable possibility for future use or are found to be in unsafe condition shall be physically disconnected from the gas supply at the main, purged and the open pipe ends shall be sealed.

SC Regulations (cont'd)

- 103-493. <u>Leakage</u>.
 - 1. General. Any notice to the gas system of a leak or odor or notification of damage to gas facilities reported by any source shall constitute the need for immediate action by the gas system. In the event that the response time exceeded one (1) hour, the reason should be included in the report to the ORS as well as the grade level of the leak and other pertinent information.

ORS Pipeline Safety

Dawn Hipp

Chief Operating Officer

Office phone: (803) 737-0814

Email: dhipp@ors.sc.gov

Thomas McGill

Deputy Director

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Pipeline Inspector

Cell Phone: (803) 904-6294

Email: gbishop@ors.sc.gov

Questions?



Program Manager, Pipeline Safety

jiglesias@ors.sc.gov



NC DOT REPORT KEITH GARRY



SC DOT REPORT JASON MCNAUGHTON WITH INFRASTRUCTURE CONSULTING & ENGINEERING



2025 Report out for SCDOT NC/SC Joint Conference

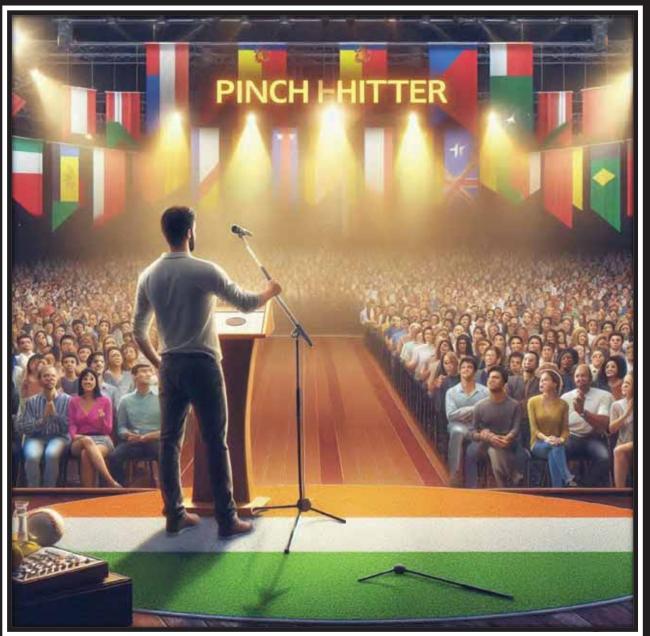
Substitute speaker
Jason McNaughton
Infrastructure Consulting & Engineering





We are safe for now or at least I can't use AI, Substitute speaker graphics









Current Stats about SCDOT





| Camberton | Camb

4500 EMPLOYEES

41,000
MILES OF STATE MAINTAINED ROADWAYS

7
DISTRICTS

8,400
BRIDGES MAINTAINED

<u>Update on the 10-Year Plan</u> <u>Accomplishments</u>

The completed Rual Road Safety projects have seen a 20% reduction in Fatal and Serious Injury crashes

Paving projects are being accomplished in every county of the State Bridges must continue to be a major focus and an area for additional investment

Work is underway on nearly every interstate in the State







How to find out information about all current or future projects

https://www.scdot.org/projects.html





Carolina Crossroads Phase 3 Update









HQ UTILITIES & RAILROADS TEAM



Vanetta Jackson
Utilities Program Manager
803-737-1457
JacksonVJ@SCDOT.Org
(Districts 1, 6, 7)



Robert Ryggs
Assistant Director of ROW
for Utilities & Railroads
803-737-1626
RyggsRE@SCDOT.Org

South Carolina Department of Transportation



Curtis "Brandt" Shaffer
Railroads Program Manager
803-737-0445
ShafferCB@SCDOT.Org
(Railroads)



Manuel Zambrana Utilities & Railroads Engineer 803-737-1621

BrooksMJ@SCDOT.Org
(Districts 4, 5)



Jodi Groller
Utility & Railroads Engineer
803-737-1699
GrollerJL@SCDOT.Org
(Districts 2, 3)



IT'S COMPLICATED!

19005

NEW YORK CITY

2002



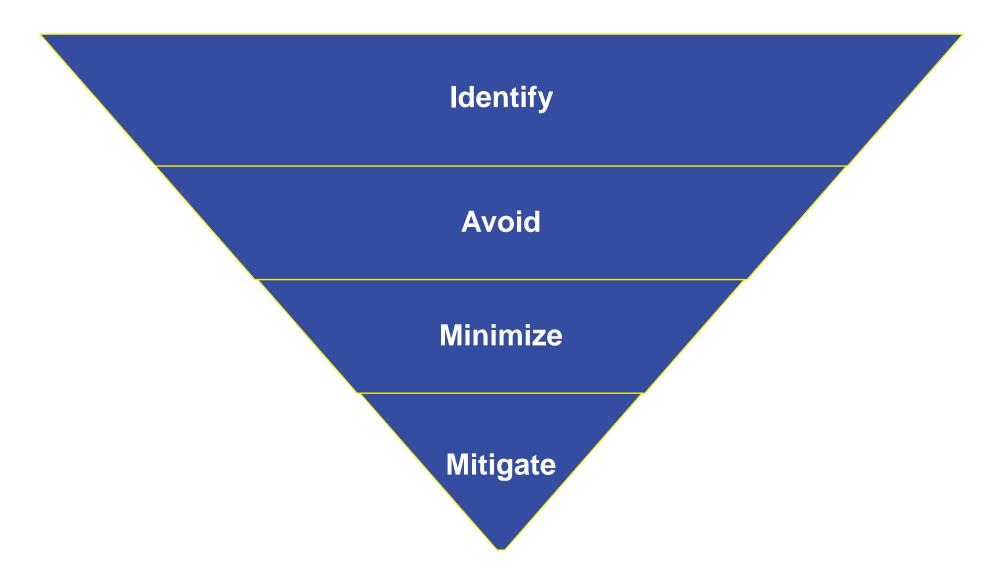




THE 4 C'S COMMON SENSE **COMMUNICATION** COOPERATION COORDINATION



UTILITY COORDINATION





SC CODE § 57-5-880 (2019)

- Purpose: Minimize road and bridge projects delays due to utilities
- Approve May 13, 2019 Expire July 1, 2026
- Small Public Utility In-contract
- Large Public Utility Self-perform option
- •210 Days prior to Letting NTP
 - ■180 Days + 30 Days for signatures





SC CODE § 57-5-880 (2019)

- Emergency Must meet accelerated schedule
- MOA Form completed by SCDOT
- Sealed Plans
- Encroachment Permits conditions not eligible (SC Infrastructure Improvement Project)
- Utility Share is due 30 days from date of invoice
- Non-betterment Actual Cost
- As of today, it is expected that ACT 36 will be extended through 2031



Robert Ryggs, CPM





BREAK TIME: VISIT OUR VENDORS

SPONSORED BY:





SESSION 4: CGA "50 IN 5" KHRYSANNE KERR



Achieving 50 in 5

Common Ground Alliance and the Damage Prevention Institute

Joint NC/SC Utilities
May 15, 2025
Khrysanne M. Kerr
Vice President, Marketing & Outreach



CGA Mission

The Common Ground Alliance is dedicated to preventing damage to underground utility infrastructure and protecting those who live and work near these important assets through the shared responsibility of our stakeholders.













Current Standard



Systemic Damage Reduction



Incentivizing Technology/ Innovation



& Use







Our ability to advance as an industry depends on our willingness to adapt legacy processes to the demands of modern-day damage prevention.



Sarah K. Magruder Lyle CGA President & CEO



CGA Today

Sept. 2019

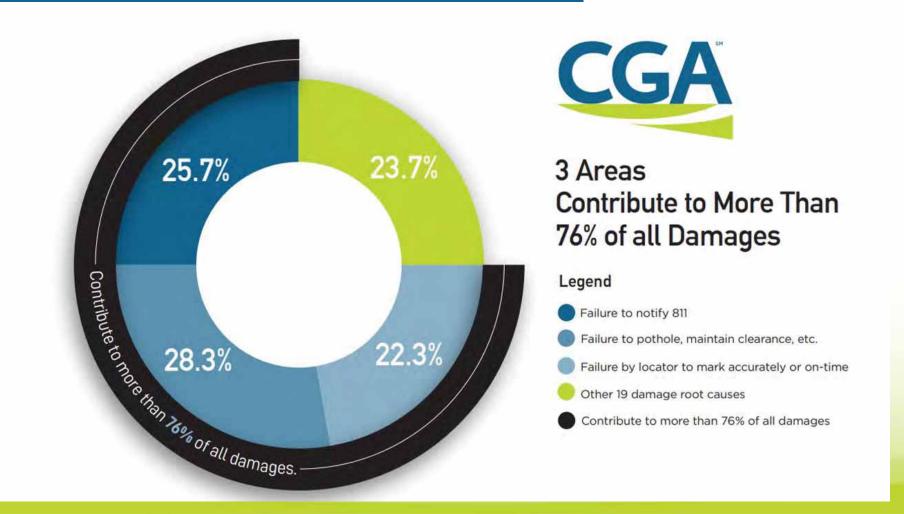
- Over 1,700 members
- 240 member companies
- 16 damage prevention stakeholder groups
- 6 staff members
- 7 working committees
- 20 board members

Jan. 2025

- Over <u>4,000</u> members
- 1,352 member companies
- 16 damage prevention stakeholder groups
- 14 staff members
- 7 working committees
- 2 advisory committee members
- 20 board members



50-in-5 Industry Challenge





Data & Analysis

- DIRT Report
- Telecom White Paper
- Industry Damage Prevention Survey

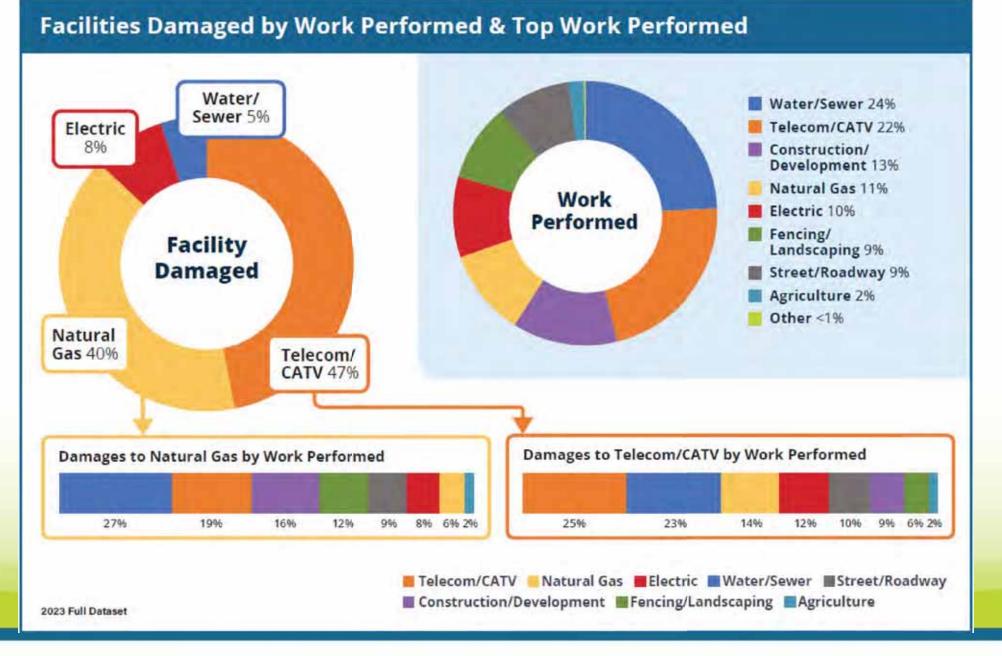




2023 DIRT Report Released!

- DIRT accepts data on excavation damages and near-misses from <u>all</u> affected parties
- Annual report includes analysis of data submitted into DIRT for a given year
- 2023 data analysis will be the 20th annual Report
- Written report supplemented by online interactive dashboard
- Documents most pressing and consistent issues in damage prevention
- Outlines recommendations and priorities based on key findings







Telecom and Landscaping Work Dominate Top 6 Root Causes

ROOT CAUSE	Reports	% of total	2022 Comparison
No notification made to 811 center	35,825	26.23%	† 1.42%
 Excavator failed to maintain clearance after verifying marks 	20,655	15.12%	† 1.66%
Facility not marked due to locator error	19,712	14.43%	↓-0.76%
Improper excavation practice not listed elsewhere	11,201	8.20%	† 0.01%
Marked inaccurately due to locator error	9,869	7.23%	↓-1.11%
Excavator dug prior to verifying marks by potholing	6,298	4.61%	↓-0.90%



Damage Prevention Industry Survey – Oct. 2023





Telecom White Paper: Telecom's Critical Role in Reversing Utility Damage Trends

Telecom has the highest late locate response rate - and is also the work type most likely to be impacted by late locates. *

*According to an analysis in the 2022 DIRT Report.

"Not my company, but ...
the telecommunications
industry views damages
as a cost of doing
business. And they also
view that as a revenue
stream to bill excessively
for repairs when that may
not be justified."

Telecommunications executive

More than 50% of telecom survey respondents reported their industry was not prepared to meet the damage prevention challenges in the coming year.



Telecom White Paper - Key Takeaways

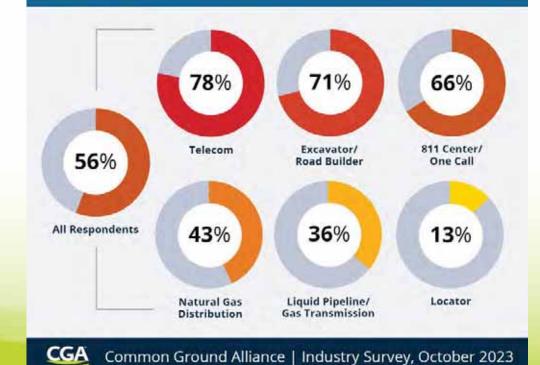
- Telecom is the sector with the most potential to impact U.S. damage prevention – and its own bottom line.
- Growth and customer satisfaction are prioritized over damage prevention by many telecom stakeholders.
- Rather than focus on long-term national standardization, telecom can reduce damages quickly by improving internal practices and contracts.
- Securing executive-level buy-in on rigorous damage prevention standards will be necessary to reverse the upward trend of damages to utilities.



Damage Prevention Survey - Oct. 2023

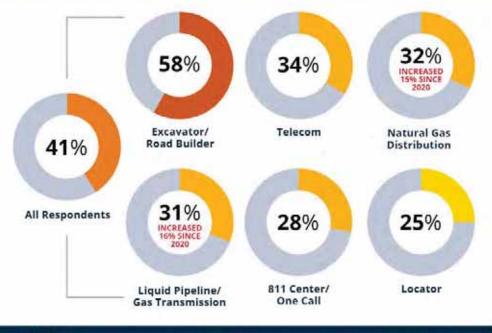
#1 Most Critical Damage Prevention Challenge:

Facilities Not Marked



#3 Most Critical Damage Prevention Challenge:

Facility Maps Outdated or Incorrect





Common Ground Alliance | Industry Survey, October 2023



Education and Outreach

- Online Excavator Education Damage Prevention Curriculum
- Safe Digging Outreach



Excavator Education Damage Prevention Curriculum

- Focuses on priority damage prevention challenges or top root causes of damage
- Addresses current gaps in content and information
- Is relatable across all types of excavators and in all locations
- Provides targeted and flexible access to content
- Is being built by Common Ground Alliance and d'Vinci Interactive in close collaboration with the advisory committee





- 1 Introduction to Safe Digging
- The 811 Process
- 3 811 Troubleshooting
- Preparing for Excavation: Damage Prevention & Safety Precautions
- 5 Facility Avoidance & Protection
- 6 What to do When Damage Occurs
- 7 Administrative Responsibilities



Excavator Education Learning Approach

- Comprised of only "need to know" information
- Microlearning, addressing 1-3 objectives per module
- Tailored, when appropriate, to each target audience profile
- Dynamic in formats to appeal to varying preferences
- Relevant, highlighting personal stories, experiences, and real-life consequences
 - Hands-on, through scenario-based exercises



Excavator Education Status Today

- Learning strategy and audience analysis completed
- Learning Management System (LMS) selected
- Pilot module completed and tested
- In-Progress: Developing micro-learning modules with 12 modules launching in Oct. 2024





Looking AheadNext Practices



Damage Prevention Opportunities

- Next Practices Systemic Opportunities
 - Pursue increased accuracy and accessibility of maps
 - Invest in technology and processes to improve efficiency
 - Implement contracts that prioritize damage prevention
 - Support effective and proven enforcement mechanisms





Damage Prevention Institute



Damage Prevention Institute



Goal: Address systemic issues through **comprehensive** participation:

- Accreditation
- Monthly data submission and benchmarking for <u>all</u> participants
- Peer review participation What can we learn from each other that can improve performance?



Accreditation Requirements



- Leadership commitment to the DPI
- Submit damage and metrics data monthly
- Whistleblower and stop-work authority for employees
- Investigation and corrective action policy/procedures
- Adherence to CGA Best Practices (as practical)
- Compliance with dig laws and regulations
- Training



Measuring Performance: Circle of Accountability

Currently defining baseline performance metrics for the DPI

Excavators

Damages / 10,000 Work Hours (calculated same as work hours for TRIR)

Owners/Operators

- Damages Caused by Mapping Errors / 1,000 Locate Tickets Received
- Projects Completed / # of Mapping Records Updates to Records Department
- Trouble Locate Tickets / Locate Tickets Received

Locators

- On-Time Tickets/Total Number of Tickets
- Damages Caused by Locating Errors/1,000 Locate Tickets Received



Progress, Not Perfection

- Organizations/companies can participate in the DPI before they are fully prepared to comply with all requirements
 - CGA will work with you!
- Facility owner/operators can encourage participation of their contract locators and contract excavators
 - Share performance information with each other, manage damage and near-miss data, and use the platform as an avenue for engagement



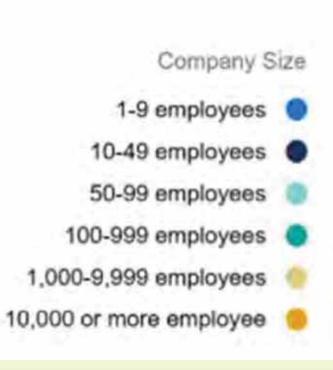
Pipeline Safety Management Systems

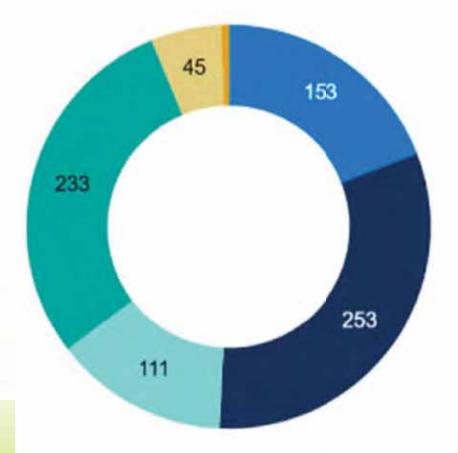
- The DPI is a system for implementing and managing some components of PSMS – especially management of contractor performance
- The DPI facilitates improvements in damage prevention safety culture
 - What gets measured gets managed
 - Peer reviews expose participants to CGA programs and resources AND provide a "safe space" for participants to discuss effective cultural practices that benefit ALL damage prevention stakeholders



Participation Numbers









Participation by Stakeholder Group

Excavator	924
Engineering/Design	31
Gas Distribution	14
Road Builder	13
Locator	11
Telecommunications	4
Electric	1
Public Works	1
Gas Transmission	1
	1 000

1,000



Facility Owner/Operator and Locator Participants

Electric

Dominion Energy

Gas Transmission

Southern Star Central Gas Pipeline

Public Works

Colorado Springs Utilities

Telecommunications

Gateway Fiber

Metronet

Verizon Business

Uniti Fiber

Gas Distribution

City of Ellensburg Gas Division

City of Tallahassee, Electric and Gas

Consumers Energy

Dominion Energy Gas

DTE Energy

Duke Energy/Piedmont Natural Gas

New Jersey Natural Gas

NiSource

Pacific Gas and Electric Company

Southwest Gas Corporation

Spire

Summit Utilities

Washington Gas

XCEL Energy Services

Locator

A Plus Utility Locating

BKF Engineers

Blood Hound, LLC

California Locating Services, Inc.

Conaway Geomatics

D&M Utility Services of CA

ELM Companies

Heath Consultants Incorporated

Southern Cross, LLC

UtiliQuest, LLC

UtiliSource, LLC



Peer Review Overview

Knowledge Exchange

Peer-to-peer assessment

Gap analysis

Damage Prevention Program Roadmap

Supports PSMS

58
organizations
completed



Peer Review Findings Damage Prevention Program Development

- Small contractors struggle to develop comprehensive damage prevention programs
- Strong client relationships are crucial for fostering a safetyoriented company culture
- Contractors benefit from regular engagement with their clients and other contractors



Peer Review Findings Risk Management

- Internal data tracking is critical for developing an effective damage prevention program focused on the specific risks occurring at jobsites
- Project owner culture, as reflected in their contracts for excavation work, significantly influences excavation safety:
 - Natural gas and oil pipeline industries have more robust damage prevention programs due to regulations
 - Small contractor companies often accept riskier contracts for financial reasons
 - Some contractors perceive contracts under telecom facility owners and municipalities as less effective in driving excavation safety
- Limited map access hinders damage prevention practices



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Peer Review Findings – Use of the 811 System

- Excavators lack confidence in the 811 system due to late locates
- Inconsistent state-level processes (examples: positive response, ticket scope)



Peer Review Findings Incident Investigation and Corrective Action

- Lack of dated and signed policies, especially among smaller companies
- Challenges with collecting complete and accurate information from field employees conducting investigations
- Policies emphasize OSHA compliance and personnel actions, with less focus on excavation damage prevention



Peer Review Findings Data Collection and Management

• Smaller and mid-sized companies are not often effectively collecting or managing damage prevention data.



Feedback from Excavators

- Excavators (NOT ONLY natural gas contractors) that participate in peer reviews universally come away with enhanced knowledge, ideas for excavation safety improvement, and safety resources.
- Excavators say...
 - These peer reviews are like 4 hours of free damage prevention consulting that will keep our employees and utilities safe AND support profitability.
 - Exchanging information with other contractors in a "safe space" supports improvements in safety culture, not just checking the box.
 - Smaller companies learn invaluable lessons from larger companies.



DPI Leadership

DPI Program Committee

The DPI Program Committee provides program guidance on participant accreditation, performance measurement, and peer reviews. The DPI Advisory Committee approves policy recommendations from the DPI Program Committee. All CGA members are welcome to participate in the DPI Program Committee.



DPI Leadership

DPI Advisory Committee

- Brian Weisker*, SVP & President, Natural Gas Business Unit, Duke Energy Corporation
- Joe Forline, Senior Vice President, Gas Operations, PG&E
- Josh Hinrichs, President, UtiliSource
- Kevin Hopper*, Executive Director, UDigNY
- Kevin Miller, Senior Advisor, Miller Pipeline
- Lee Travis*, Vice President HSE, Equix
- Mark Paff, Director Business Continuity & Event Management, Verizon
- Mary Palkovich, Energy Industry Consultant and Independent Board Director
- Rob Locke, Senior Vice President Electric Distribution, Dominion Energy
- Luke Litteken, Executive Vice President, Mears Group

*CGA Board members



Participate in the DPI

- CGA members can participate in the DPI at no additional cost
- The DPI is built and improved by participants
 - Participants have a direct say in how the DPI operates, including development of performance metrics, content of peer reviews, and tools and resources for stakeholders.
- Leverage CGA's community of stakeholders to create new opportunities for engagement, implementation of PSMS, and safety culture enhancement



Achieving "50 in 5"

Prioritize damage prevention

 Champion the damage prevention conversation in your industry – be vocal and be visible

Dedicate resources to addressing top root causes

- Pursue increased accuracy and accessibility of maps
- Incentivize adherence to Best Practices through contracts

Demonstrate company commitment

- Measure and be transparent about your own performance participate in the <u>Damage Prevention Institute</u>
- Increase engagement and dedication join a CGA committee participate locally with a CGA Regional Partner organization





cgaconference.com

Colorado Springs, Colorado





Why Attend?

- Cutting-Edge Insights: Learn the latest in industry best practices, technology, and regulations from top experts in the field.
- Innovative Solutions: Explore the newest tools and techniques designed to prevent damage and enhance operational safety.
- Networking Opportunities: Connect with industry peers, exchange ideas, and form partnerships that will drive success in your organization.
- Hands-On Training: Participate in immersive workshops and hands-on demonstrations that provide practical skills and real-world applications.





Kerr@commongroundalliance.com







Note: There will be a brief **NCUCC Meeting** to follow Door Prizes for the purpose of obtaining officers for the coming year.

6:00 PM

SOCIAL TIME LOCATED IN THE VENDOR AREA

7:00 PM

DINNER AND ENTERTAINMENT SPONSORED







BREAKFAST

SOLSTICE RESTAURANT

SPONSORED BY:





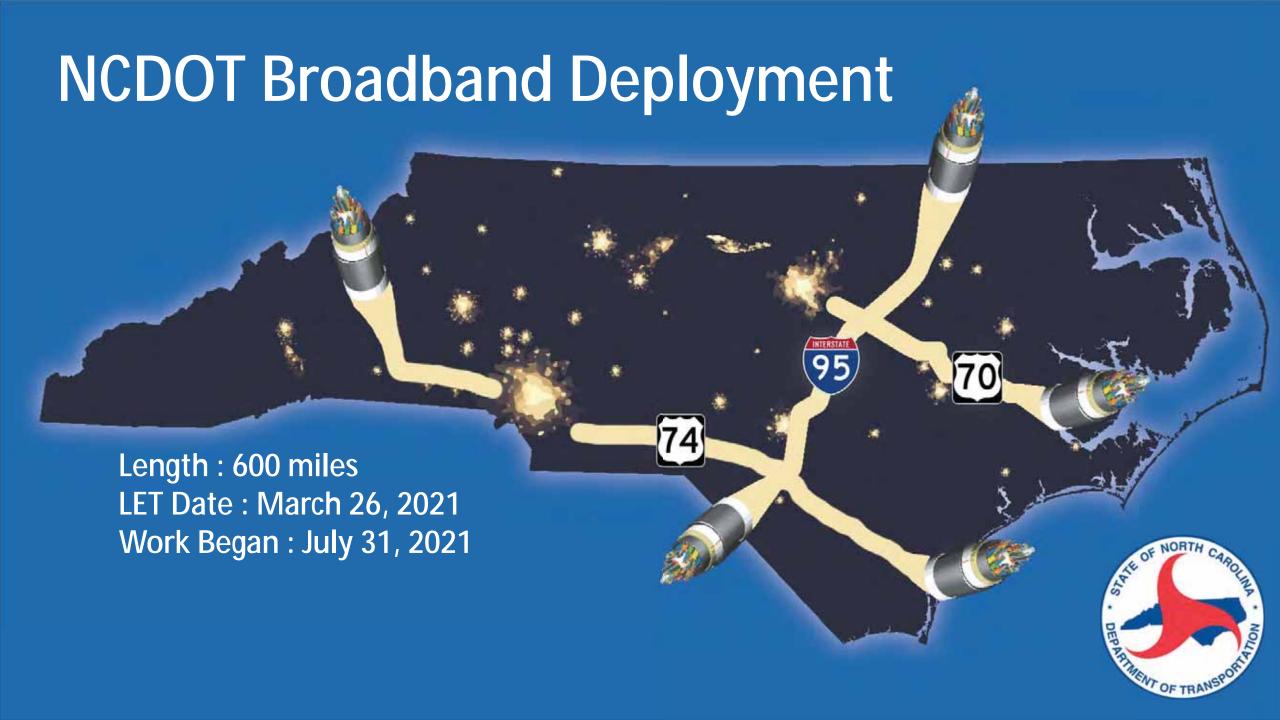


DOOR PRIZES



SESSION 5: "GETTING NC & SC FIBER CONNECTED" CEDRIC KEITT & BUTCH ZDELAR





Project Synopsis

2 contracts:

Design-Build

BBH, Kimley-Horn, Summit

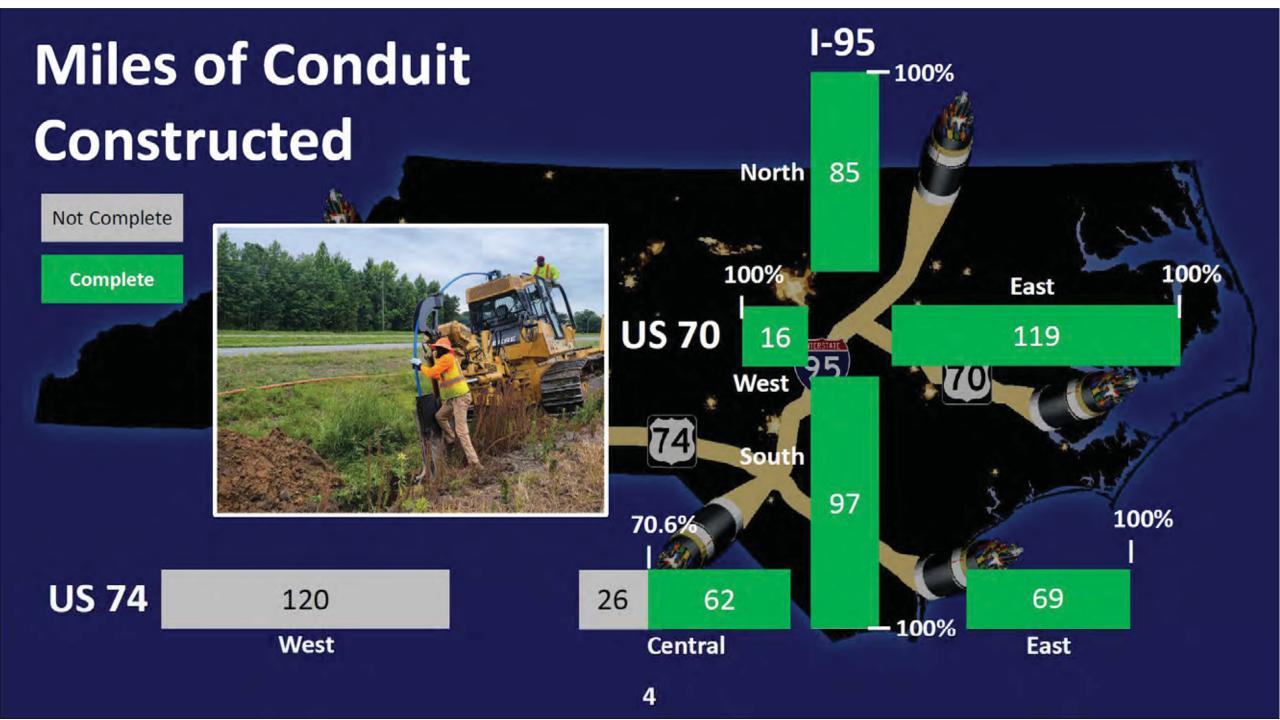
- Installs 3 x 1.25" conduit infrastructure
- Installs fiber-optic cables
 - One for device connections (144-f)
 - One for backhaul (96-f)
- Installs new ITS devices
- Connects to existing devices
- Must complete construction of I-95/US 70 by 10/23 (now 11/24)
- Entire project to be completed by 10/26 (now 7/27)

OMC

Operate/Maintain/Commercialize

Plenary, Tilson

- Maintains ITS devices following turnovers
- Maintains fiber-optic network
- 25-year contract term (following turnover of final segment)
 - Opportunity to commercialize 3rd
 - conduit
 - NCDOT shares in revenue



Segments Turned Over to OMC



33 West **US 74** 27





ITS Devices &

I-95

121

Connections Turned

Over to OMC

Not Turned Over

Turned Over



49

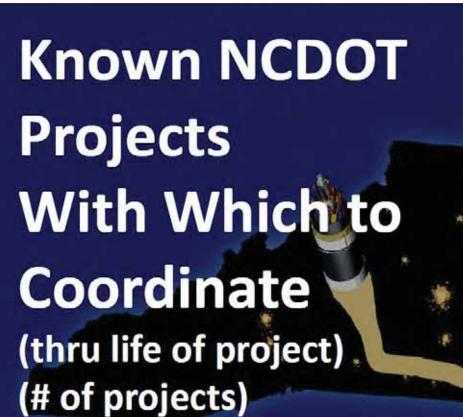
US 74

98

7

US 70

8



1-95

25



13

US 74

32

US 70







5/16/2025 Getting South Carolina Connected





About Office of Regulatory Staff

ORS was created with the enactment of Act 175 of 2004.

Responsible for many of the non-adjudicative functions associated with utility regulation that formerly fell under the authority of the Public Service Commission of South Carolina (PSC).

The ORS represents the public interest of South Carolina in utility regulation for the major utility industries -- electric, natural gas, telecommunications, water/wastewater, and transportation -- before the PSC, the court system, the South Carolina General Assembly, and federal regulatory bodies.

The ORS also has responsibility for oversight of railroad safety, natural gas pipeline safety, energy office, equipment distribution program, digital opportunity department, and broadband in South Carolina!



ORS Serves
Citizens of the
State in both
Regulatory and
Non-Regulatory
Capacity



BROADBAND & CONSTRUCTION

 Broadbandis just another name for highspeed Internet









BROADBAND USAGE

- Staying connected with friends and family
- Conducting business
- Homework
- Staying informed
- Watching online videos
- Telehealth

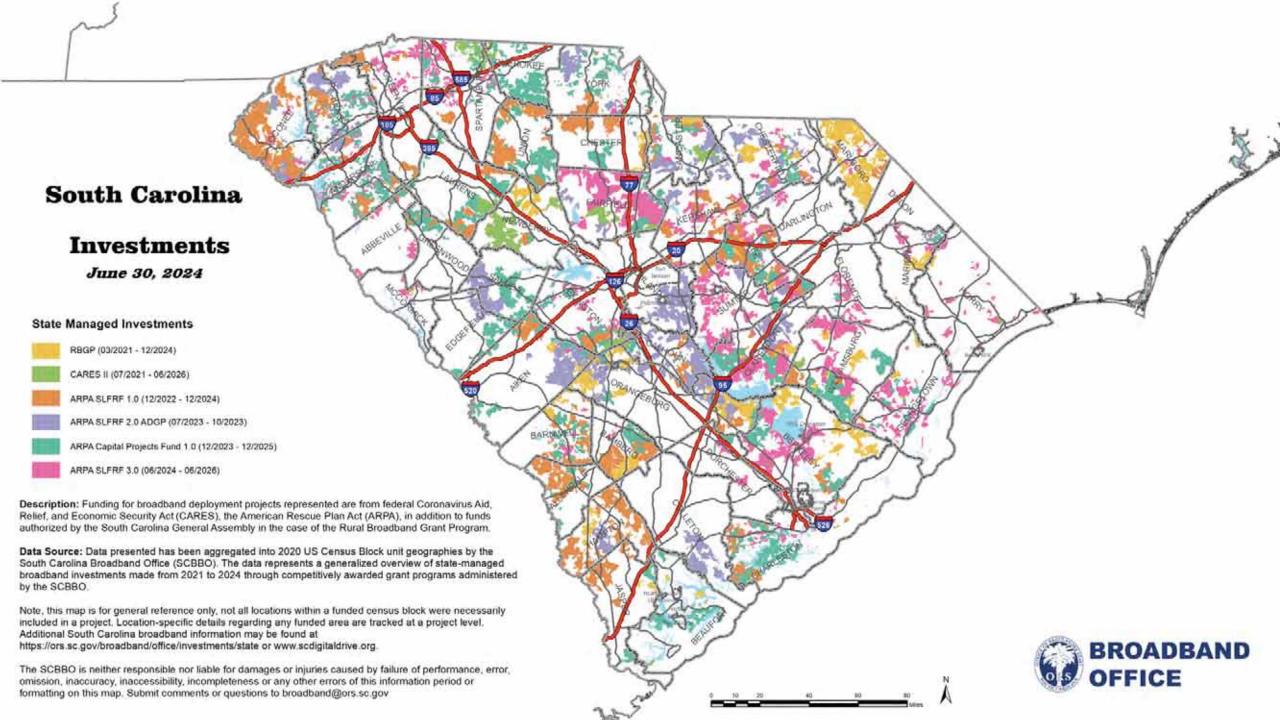


What's Happening Now

- Currently we are Administering Grants to Internet Service Providers by Competitive Grant programs to build in areas that have a lot of K-12 Students, Difficult Development Areas, & those rural areas currently without Internet.
- A once in a lifetime opportunity to close the digital divide.



HIGH SCORE 60-0 _



SC DIGITAL DRIVE





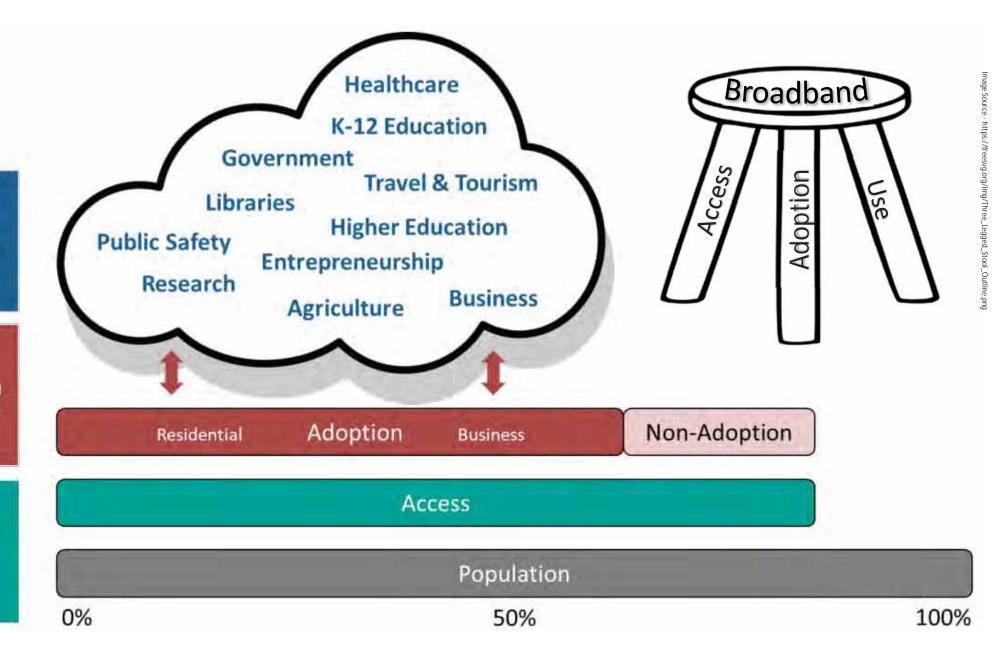
Skills and applications to leverage technology to improve quality of life and community/economic development

Adoption:

Recognizing the value in broadband and subscribing either at home, work, or via public institutions

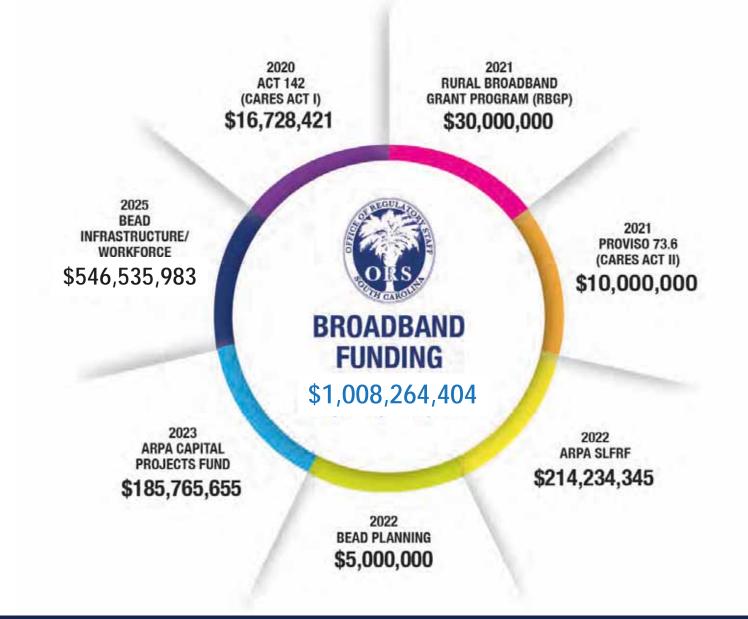
Access:

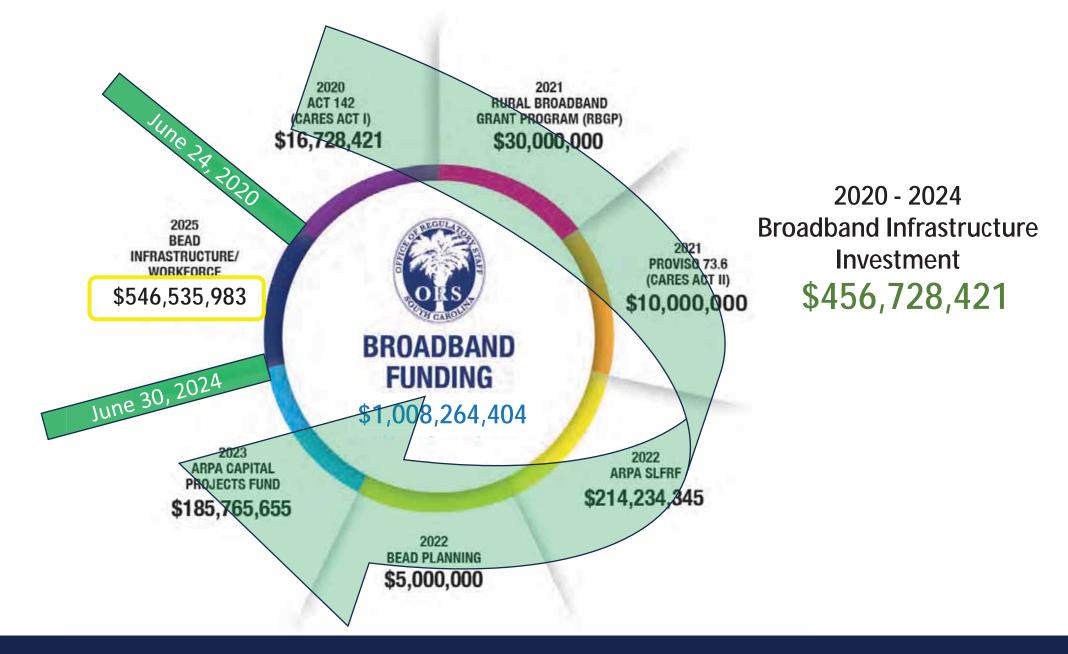
The physical connection to high-speed infrastructure



Avoiding Over Build

- To maintain efficient deployment of federal funding and prevent duplication of facilities, the SC Broadband Office (SCBBO) requests 2 times a year all residential and commercial Internet Service Providers (ISPs) submit their most recent information to our office, so the next set of SC broadband maps can be developed to determine what points are available for funding.
- FCC Broadband Data Collection Submit your most recent Broadband Data Collection (BDC) information in the same format as you submit to the Federal Communications Commission (FCC)

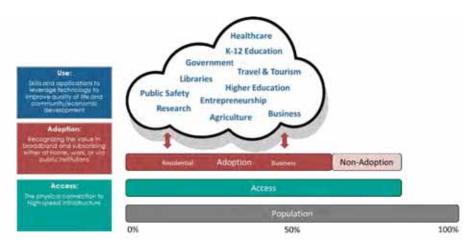




About BEAD

- Infrastructure Investment and Jobs Act (IIJA)
 - Broadband Equity Access and Deployment (BEAD)
 - √ \$551.5 million allocation for SC
 - ✓ Broadband Deployment
 - Must provide access to <u>all homes and businesses</u> throughout state (first)
 - Next, must connect Community Anchor Institutions (< 1Gbps symmetric)
 - ✓ Non-Deployment
 - Only occurs after SCBBO confirms enough allocation available to provide access to all homes and businesses throughout state
 - ✓ Initial Proposal
 - Volume 1 Approved (3/22/24), BEAD Challenge Period 4/15/24 5/14/24, BEAD Points approved (10/15/2024)
 - Volume 2 Establishment of BEAD Grant Program Approved 9/20/2024

Final Proposal – Expecting new guidance that should make launching easier



SCUCC REPORT RUSSELL TATE, SCUCC CHAIRPERSON



NCUCC REPORT LINDSEY PONTZ, NCUCC CHAIRPERSON



LOCAL UCC REPORTS LOCAL CHAIRPERSONS/REPRESENTATIVES



BREAK TIME: VISIT OUR VENDORS

SPONSORED BY:





SESSION 6: LOCATING & MAPPING TECHNOLOGY JOHN HANNEL AND ANDREW COSTELL OF SAM









Speaker Introductions

- John Hannel SAM
 - Damage Prevention Market Leader
- Andrew Costell SAM
 - Director of Damage Prevention Services

Matt Manning – Vivax Metrotech



Safety FIRST!

Safety Performance

Third Party Compliance - We are members of ISNetworld and various other 3rd party compliance organizations and consistently maintain over 90% High (A) grade with 54 clients across 85 facilities.

Total Recordable Incident Rate (TRIR) - TRIR of 0.00 YTD with 297,000 hours worked. 3 year average TRIR of 0.48.

Experience Modification Rate (EMR) - EMR consistently below 1.00. Last three years (0.90, 0.90, 0.85)

Pre-Job, Pre-Task Hazard Assessment, Pre-Flight Hazard Assessment and approval process

In-house Comprehensive Safety Program

Project Specific Safety Program

Full Time In-house Safety Department





SAM Introduction



- +Started as a Professional Survey Company in 1994
- +Began SUE (subsurface utility engineering) services in 2012
- +Acquired SoDeep (DOT SUE company) in 2016
- +Many strategic acquisitions that support our Core Services
- +Aerial Techologies, Survey, SUE, GIS, BIM, Scanning, Modeling,
- +Damage Prevention Specialized Services (added in 2015)
- Over 50 offices in US and Canada

SAM - Geopatial technology and data experts



GPS Underground Utility Mapping



30 YEARS OF EXPERIENCE & ADVANCED TECHNOLOGY

+SAM is a field-based technology company that collects, processes, & analyzes spatial data to support informed business decisions that impact the utility client's financial statements

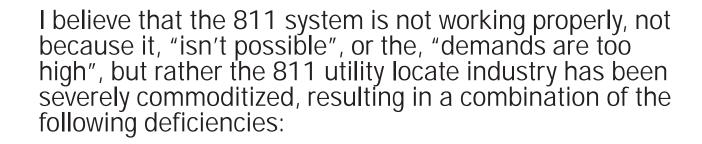


Over 20,000,000 Linear ft of utilities mapped to survey grade









- Late and no locates managing to cost and profit
- Lower pay for field staff high employee turnover lack of training
- No innovation the process and requirements have been the same for 30 years
- Safety is in Jeopardy





What can be done to fix 811?

It is the Utility Owner's responsibility to locate their facilities in the field for each 811 Dig Ticket.

What will it take for them (to want to) accurately GPS Map their facilities into a GIS product

- GPS and Locate Technology
- Legislation
- Value
 - Exceptional values in Mapping
- Catastrophic event
- Deferral and Granted Funds from 811 and PHMSA





Project Spotlight – Gas Distribution Mapping





SAM's AIUAP Program

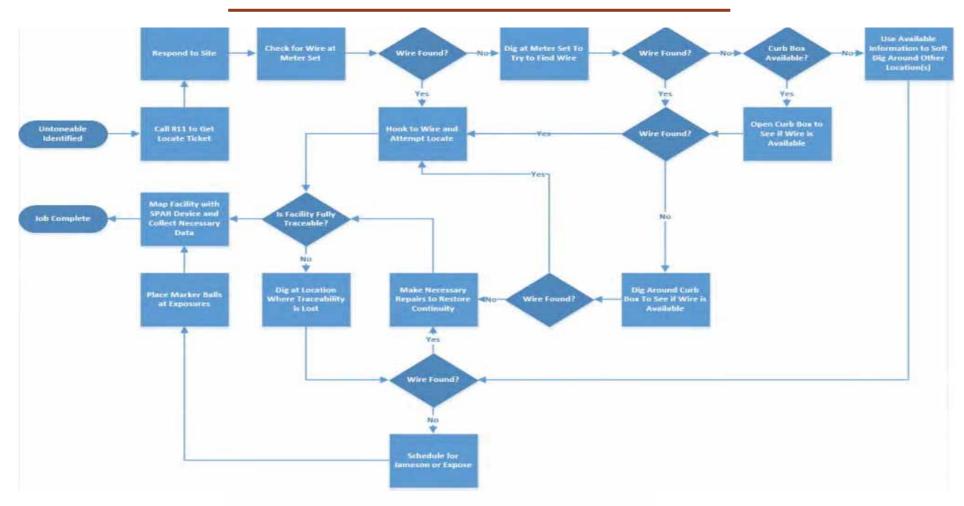
SAM's AIUAP (All Inclusive Underground Asset Protection) program is the perfect fit for any utility that is interested in accurately mapping underground infrastructure, reducing damages, mitigating untoneable facilities and actively protecting critical infrastructure with use of technology and GPS mapping.

- All staff will be trained, experienced, and qualified.
- <u>Inclusive</u> Stakeholders are involved in the process and results
- <u>Underground</u> Facilities will be marked, communicated, repaired, and mapped (on time, in the field) to reduce the opportunity for damage.
- Asset Protection and Damage Prevention is our passion!
- <u>Protection</u> Of the facilities, community, excavator's time, and the liability for damages is greatly reduced.

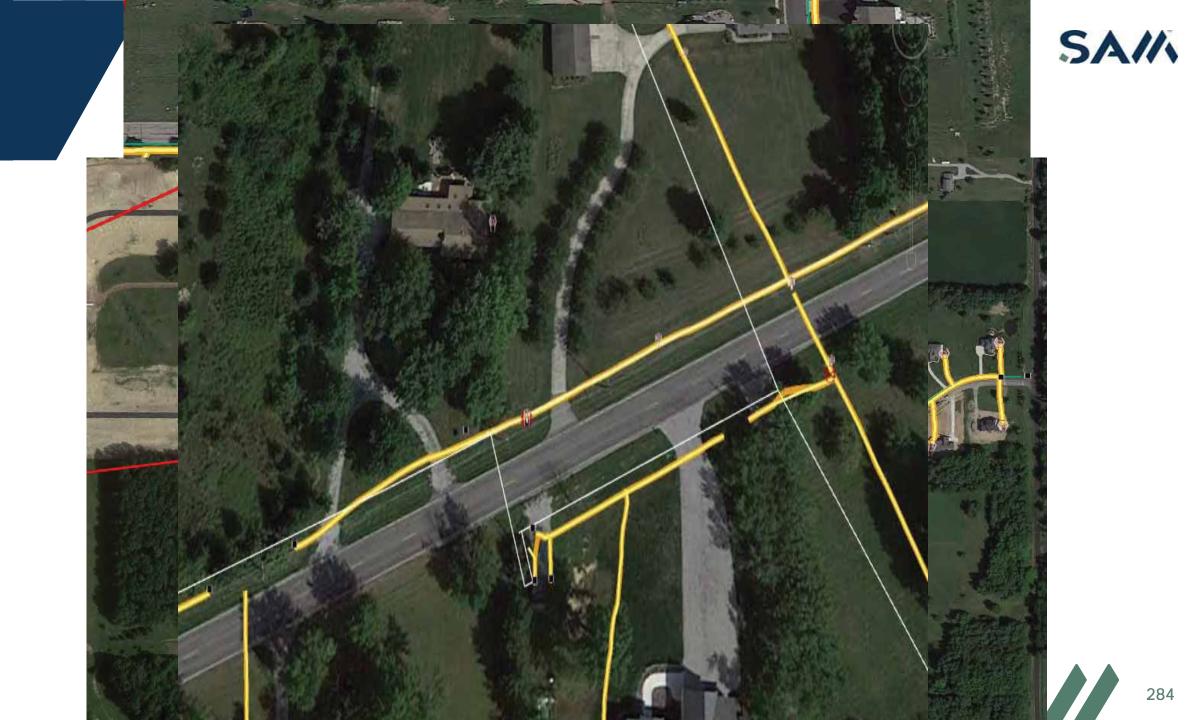


SAM

Project Process – Underground GPS Mapping

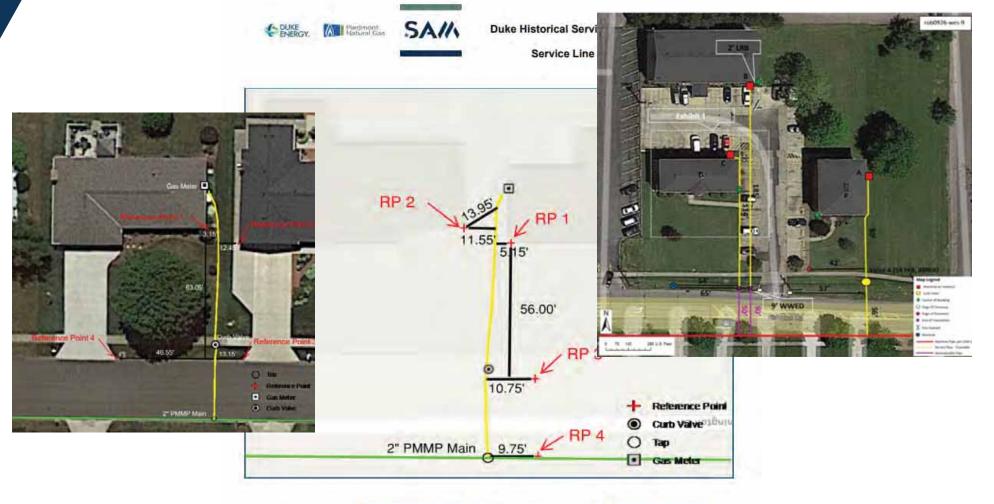






Digital Service Card Examples





Work Order ID:	200632974	Meter Number:	M205962
Street Number:	655	Service Material:	PLASTIC
Street Address:	BENNINGTON DRIVE	Service Length:	108'
City:	CRESTLINE	Curb Valve Y/N?	YES
State:	OHIO	Main Material	2" PMMP
Zip Code:	44904	Located and Measured By:	JASON S. SAM, LLC





Then and NOW

Current Locate Mindset

- 811 locating using old techniques
- Constant turnover
- Inexperienced (rookie) field staff
- Poor communication with a singular goal of locating many tickets
- Leadership is often not present in the community
- Work for multiple utilities multi focus
- Reduced staff (cost), increased tickets (revenue) late or cleared or incomplete locates (tickets)

Better Way to Locate

- 811 locating utilizing a different mindset and state of the art equipment and resources
- Incentivized contracts based on higher pay for - on-time quality locates, less at-fault damages, accurate GPS mapping of assets
- Manage projects and resources with technology and process efficiency
- Mapping facilities (accurate GPS) as locates are completed
- Designed to serve a singular client



Accurate GPS Field Asset Inventory and GIS







Presenters:

John Hannel

Andrew Costell

Matt Manning

SESSION 7: DUKE AVIATION TEAM DRONE PRESENTATION







Closing Remarks,
Grand Door Prize Drawing
& Adjournment
Grand Door Prize Sponsored by:

SPIN THE WHEEL



