



MONTHLY UPDATE
AUGUST 2025

BUNCOMBE UCC





811 Day

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/>



MEETINGS

- ▶ STATE UCC - September 9, 10am
Greenville Utilities, Greenville, NC
- ▶ NCLRPC - September 23, 11am
NC811 Greensboro Office
- ▶ UDPRB - Sept - TBD
NC811 Greensboro Office
- ▶ NC811 BOARD - October 31, 8:30am
Wrightsville Beach



CALENDAR

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



DATA INSIGHTS

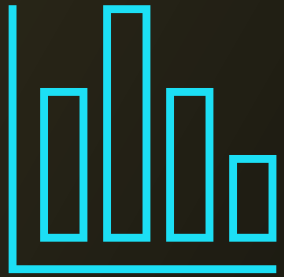
LOCATE REQUESTS

TRANSMISSIONS

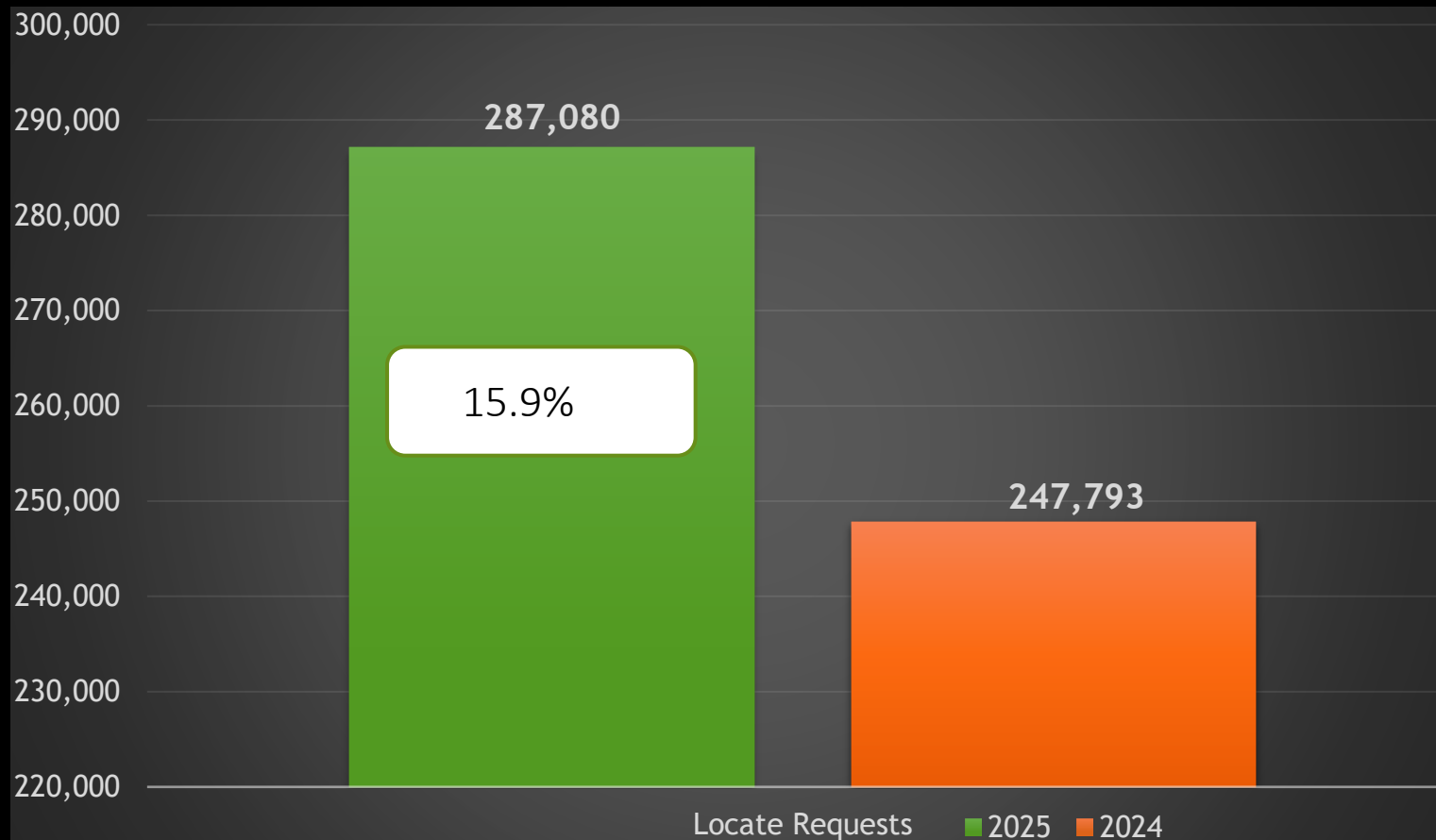
COUNTY TICKET VOLUME

TOP 10 CALLERS

DAMAGE INFORMATION



LOCATE REQUESTS FOR NC JULY 25 VS 24



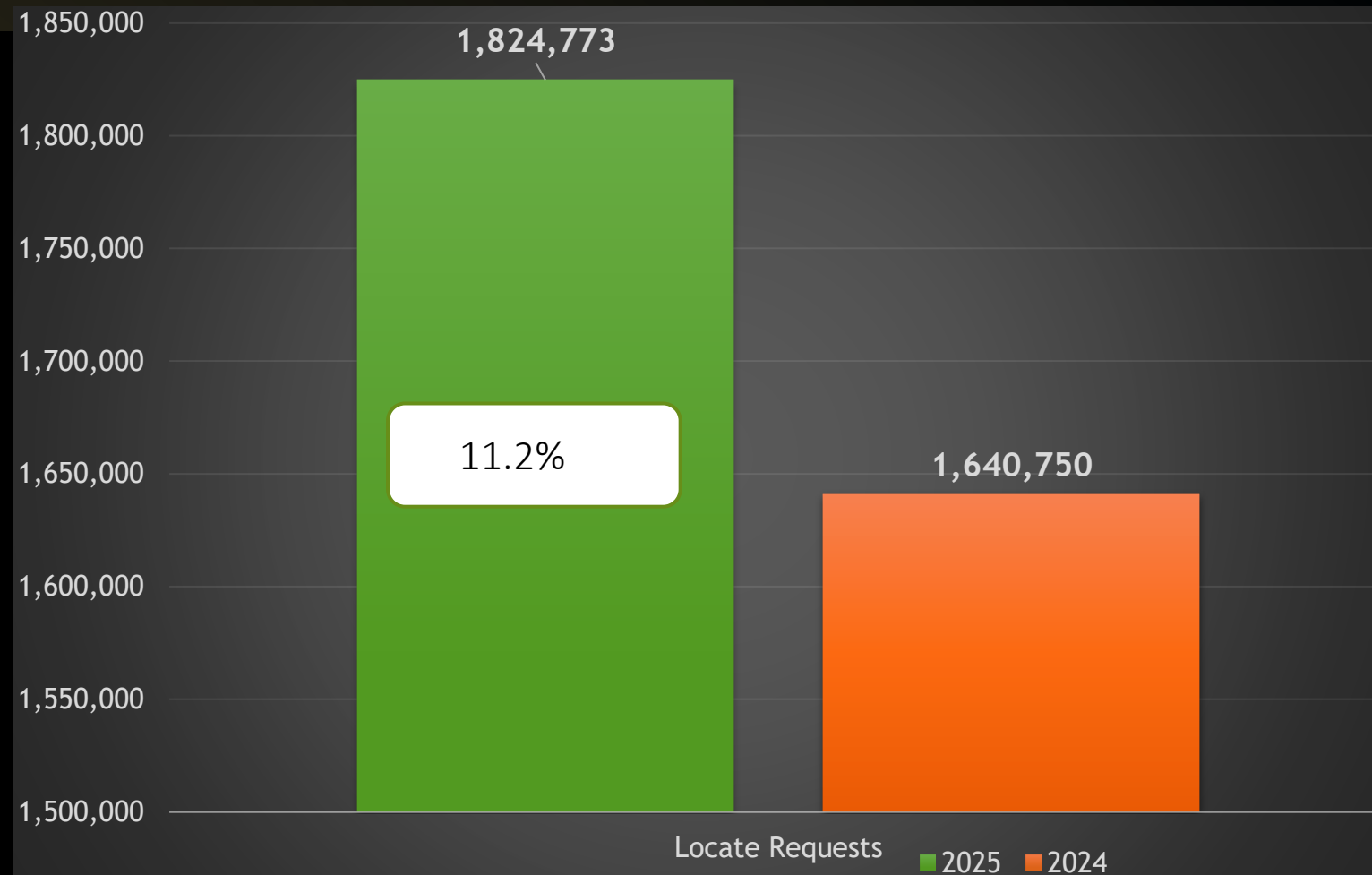
July 2025 - 287,080 / 2024 - 247,793 = (15.9%)

YTD 2025 - 1,824,773 / 2024 - 1,640,750 = +11.2%

Updates for July (87,213)
= 30.4 % of volume / 2025

June (84,812) = 30.8%
(.4% decrease from the month before)

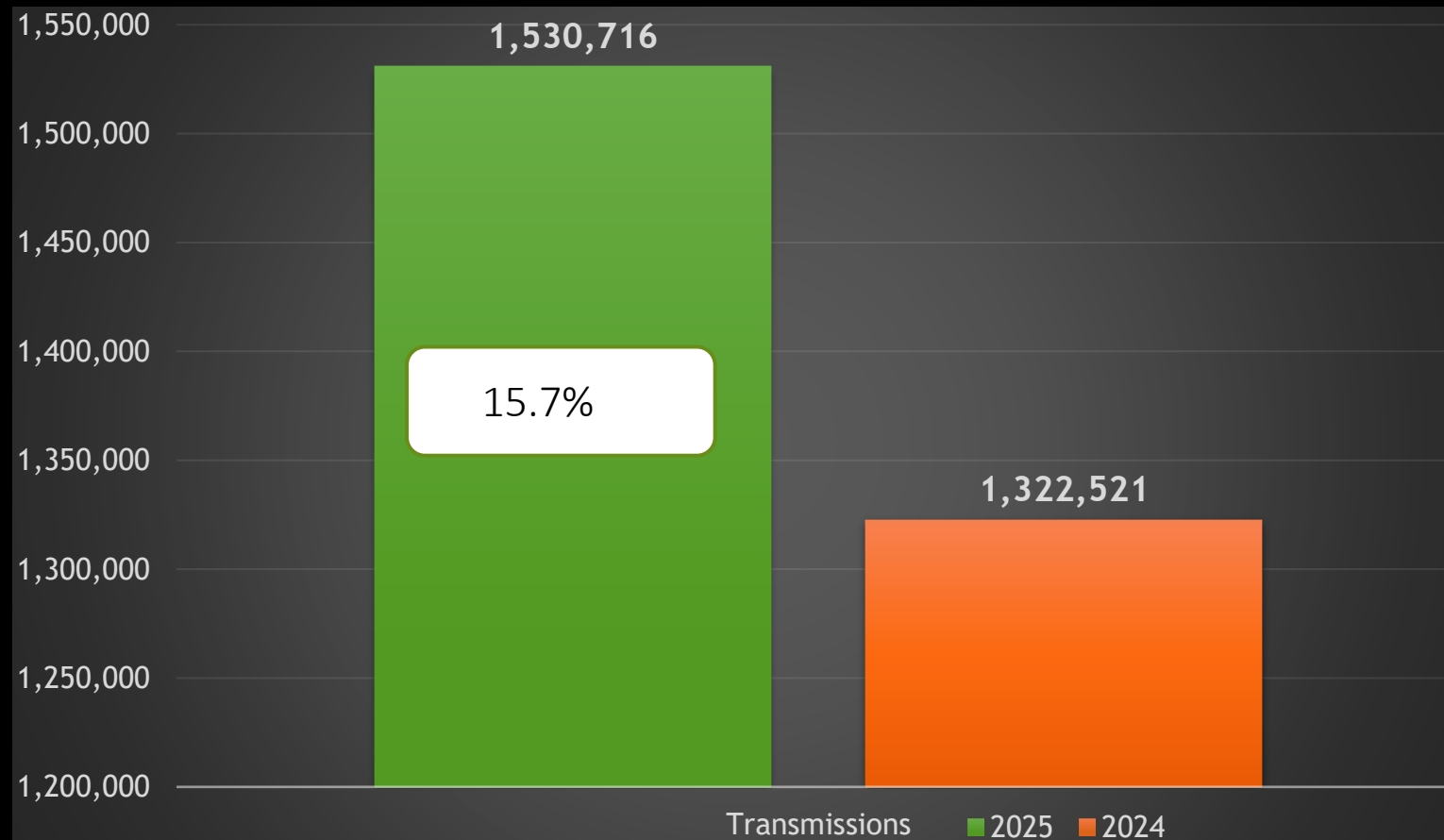
LOCATE REQUESTS FOR NC YEAR TO DATE



July 2025 - 287,080 / 2024 - 247,793 = (15.9%)

YTD 2025 - 1,824,773 / 2024 - 1,640,750 = +11.2%

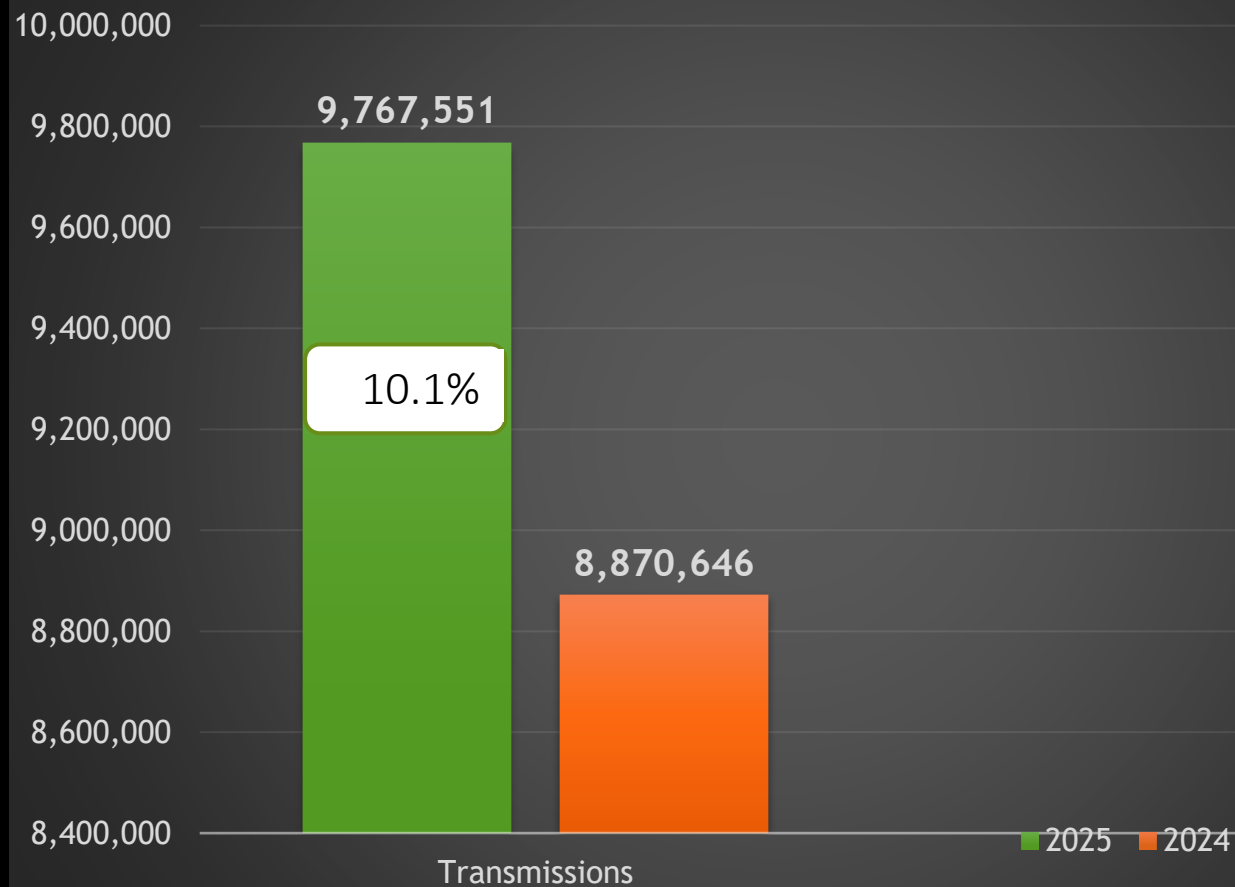
TRANSMISSIONS FOR NC JULY 25 VS 24



July 2025 - 1,530,716 / 2024 -
1,322,521 = (15.7%)

YTD 2025 - 9,767,551 / 2024 -
8,870,646 = (10.1%)

TRANSMISSIONS FOR NC YEAR TO DATE



July 2025 - 1,530,716 / 2024 - 1,476,060 = (15.7%)

YTD 2025 - 9,767,551 / 2024 - 8,870,646 = (10.1%)



COUNTY TICKET VOLUME

JULY 2025 VS 2024

Buncombe	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2024	169	20	2694	141	1194	4218
2025	554	36	3375	568	2112	6645
+/- Var	227.8%	80.0%	25.3%	302.8%	76.9%	57.5%
				Locates per day		316



COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

Buncombe	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2024	1150	270	19130	711	9648	30909
2025	2566	313	21012	2045	12914	38850
+/- Var	123.1%	15.9%	9.8%	187.6%	33.9%	25.7%
			Locates per day			263



COUNTY TICKET DISTRIBUTION

JULY 2025

Buncombe	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2024	1150	270	19130	711	9648	30909
2025	2566	313	21012	2045	12914	38850
+/- Var	123.1%	15.9%	9.8%	187.6%	33.9%	25.7%
			Locates per day			263



TOP 10 CALLERS

JULY 2025

Buncombe	Company	Total
1	MB HAYNES CORPORATION	555
2	ITG	457
3	TENNOCA CONSTRUCTION COMPANY	438
4	NATA ENTERPRISE	271
5	ANSCO & ASSOCIATES LLC	199
6	ATLAS UTILITY CONSTRUCTION LLC	189
7	MATA ENTERPRISE	182
8	AT&T UTILITY OPERATIONS	181
9	DUKE ENERGY	161
10	CALI BORING AND COMMUNICATIONS	157



DAMAGES

DIRT Damage Information
Reporting Tool

CGA Common
Ground
Alliance





DAMAGES BY COUNTY

JULY 2025

TOTAL 1678

ALAMANCE	16
ALEXANDER	4
ALLEGHANY	0
ANSON	0
ASHE	1
AVERY	1
BEAUFORT	1
BERTIE	1
BLADEN	8
BRUNSWICK	19
BUNCOMBE	45
BURKE	1
CABARRUS	29
CALDWELL	5
CAMDEN	0
CARTERET	16
CASWELL	0
CATAWBA	28
CHATHAM	21
CHEROKEE	0
CHOWAN	0
CLAY	0
CLEVELAND	11
COLUMBUS	3

CRAVEN	5
CUMBERLAND	79
CURRITUCK	4
DARE	5
DAVIDSON	15
DAVIE	4
DUPLIN	18
DURHAM	125
EDGECOMBE	1
FORSYTH	44
FRANKLIN	15
GASTON	47
GATES	0
GRAHAM	0
GRANVILLE	5
GREENE	18
GUILFORD	57
HALIFAX	3
HARNETT	21
HAYWOOD	2
HENDERSON	19
HERTFORD	2
HOKE	3
HYDE	1
IREDELL	47

JACKSON	7
JOHNSTON	79
JONES	0
LEE	10
LENOIR	3
LINCOLN	13
MACON	2
MADISON	1
MARTIN	8
MCDOWELL	2
MECKLENBURG	212
MITCHELL	0
MONTGOMERY	7
MOORE	36
NASH	5
NEW HANOVER	38
NORTHAMPTON	4
ONSLOW	24
ORANGE	31
PAMLICO	2
PASQUOTANK	0
PENDER	8
PERQUIMANS	3
PERSON	2
PITT	21

POLK	1
RANDOLPH	17
RICHMOND	4
ROBESON	4
ROCKINGHAM	8
ROWAN	9
RUTHERFORD	6
SAMPSON	3
SCOTLAND	5
STANLY	5
STOKES	10
SURRY	4
SWAIN	1
TRANSYLVANIA	3
TYRRELL	0
UNION	63
VANCE	1
WAKE	237
WARREN	2
WASHINGTON	0
WATAUGA	3
WAYNE	8
WILKES	11
WILSON	2
YADKIN	2
YANCEY	1



DAMAGES PER 1,000 TRANSMISSIONS

JULY 2025



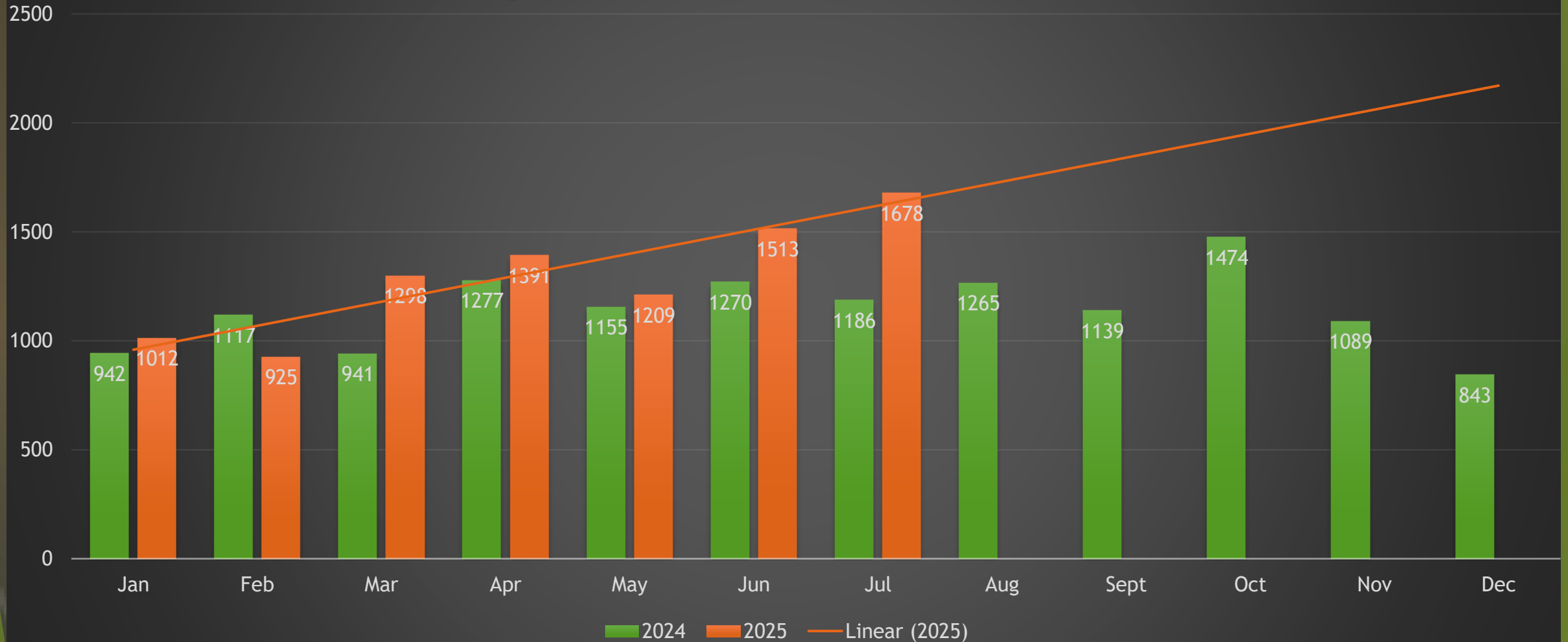
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Quantile

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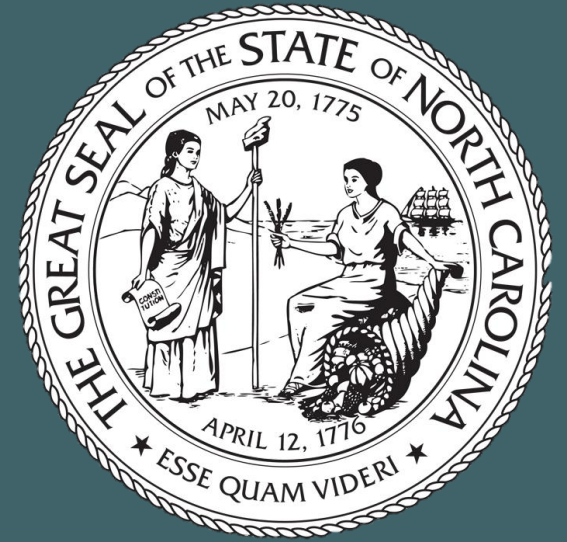
Damages in North Carolina 2025 vs 2024



OVERABUNDANCE OF MARKING AND NO OPERATOR ID.



HOUSE BILL 247: Underground Utility Safety and Damage Prevention Act Revisions.



OVERVIEW:

House Bill 247 would do all of the following with regard to marking of underground utilities:



- Specify that nonmechanized equipment includes soft dig technologies.
- Clarify the standards of painted surface marks for operators marking underground facilities and adjust response times for requests for marking of a facility.
- Shorten the notice period for projects not involving subaqueous facilities, extend notice validity, limit the area for facility location requests, and clarify excavation practices near pipelines.
- Amend exemptions from requirements for notice before commencing an excavation.
- Clarify that the venue for all actions arising from actual and consequential damages occurring in this State is the county where the damages occurred.
- Create a rebuttable presumption that an excavator has exercised due care in certain circumstances.
- Make changes to the Underground Damage Prevention Review Board (Board) concerning vacancies and quorum and allow an informal conference process to request that the Board reverse or modify its determinations concerning violations of the Act.

CURRENT LAW AND BILL ANALYSIS:



Section 1 – (87-117) Definitions

- **87-117 (15)** – Nonmechanized equipment – Hand tools and **soft dig technologies**.
- **87-117 (20a)**“Soft dig technologies“- An excavation method that uses air or water pressure to break up soil and remove it with vacuum extraction.
- **87-117 (22)** – Tolerance zone – If the diameter of the facility is known, the **horizontal** distance of one-half of the known diameter plus 24 inches on either side



Section 2 – (87-121) Facility operator responsibilities

- **87-121 (a)(1)** Specifies when a facility operator marks facilities, **where practical, the painted surface marks must be long enough to distinguish them from dots.**
- **87-121 (b)** This section would also modify an operator's duties when information is requested by an excavator as follows, unless otherwise provided in a written agreement between the operator and the excavator, **including an electronically transmitted written agreement**



Section 2 – (87-121) Facility operator responsibilities



- **87-121 (b)(1)**For a facility, the operator must provide the information within three full working days **prior to the work start date provided by the excavator.** Under current law, the operator must provide the information within three working days after the day that the excavator provided notice of the proposed excavation or demolition to the Notification Center.
- **87-121 (b)(4)** For an emergency request, an **initial contact with the excavator shall be made within 3 hours.**
- **87-121 (b) (5)**For a request of an **unmarked facility** because the operator has failed to respond to the positive response system or excavator sees evidence of a facility, **the operator shall arrange for the facility to be marked within three hours from the time the additional notice is received by the Notification Center.**

Section 3 – (87-122)

Excavator responsibilities

- **87-122 (a)** Require that notice for any excavation or demolition not involving a subaqueous facility must be given **not less than three full working days before the proposed commencement date of the excavation or demolition.** Under current law, notice must be provided between three to twelve full working days before the proposed commencement date.
- **87-122 (a)** Require that notice for any excavation or demolition in the vicinity of a subaqueous facility be given **no less than 10 to 20 full working days** before the proposed commencement date of the excavation or demolition. Under current law, notice must be provided **within 10 to 20 full working days** before the proposed commencement date.



Section 3 – (87-122)

Excavator responsibilities



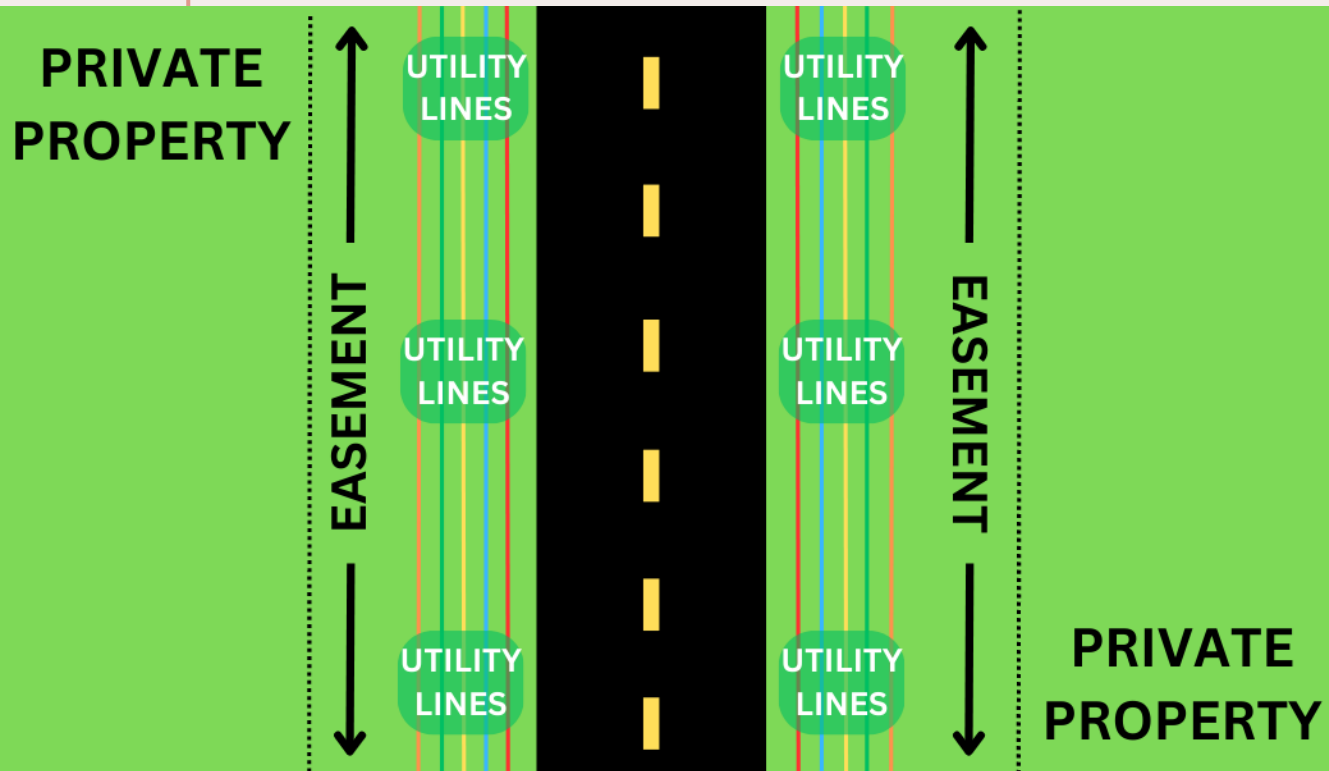
- **87-122 (a)** Extend the time before notice expires from 15 working days to **28 calendar days**.
- **87-122 (b)(5)** The area of locate of the proposed excavation which is limited to an area that the excavator reasonably believes may be completed within 28 calendar days from the work start date and does not include any areas completed and accepted by the authorities having jurisdiction.
- **87-122 (c)(10)** Clarify requirements regarding the use of nonmechanized equipment within a **24-inch circumference around** an oil or gas pipeline. The section would specify that safe excavation practices, including, but not limited to, hand digging or potholing, must be used within the tolerance zone of a pipeline.
- **87-122 (c)(10)** Within the tolerance zone of a pipeline system, the excavator shall use safe excavation practices, including, but not limited to hand digging or potholing.

Section 4- (87-124) Exemptions

- **87-124 (3)** An excavation or demolition that involves the tilling of soil for agricultural or gardening purposes that **encroaches on any operator's right-of-way, easement, or permitted use and is less than 12 inches in depth.**
- **87-124 (5)** An excavation by an operator, surveyor, **or their contractor** with nonmechanized equipment for locating for the minor repair, connection or routine maintenance of an existing facility or survey pin. Also, probing underground to determine the extent of gas or water migration are exempt.



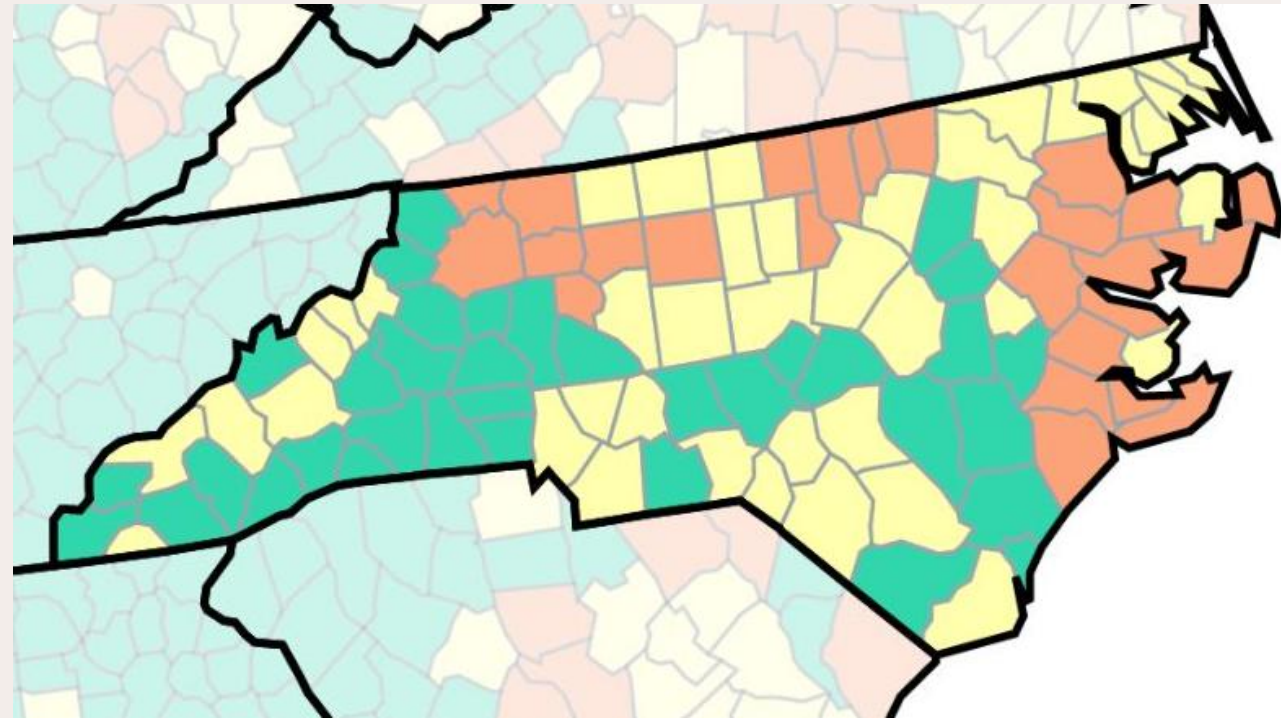
Section 4- (87-124) Exemptions



- **87-124 (6)** Under current law, excavations or demolitions performed when a person responsible for routine maintenance of a right-of-way or any other governmental entity performs maintenance activities within the right-of-way using labor on their permanent payroll. An excavation or demolition performed **for the purpose of maintenance activities within the right-of-way.**
- **87-124 (6)** The provisions of this subdivision do not apply when the excavation or demolition is performed by a contractor acting on behalf of a person or entity responsible for routine maintenance of a **right-of-way.**

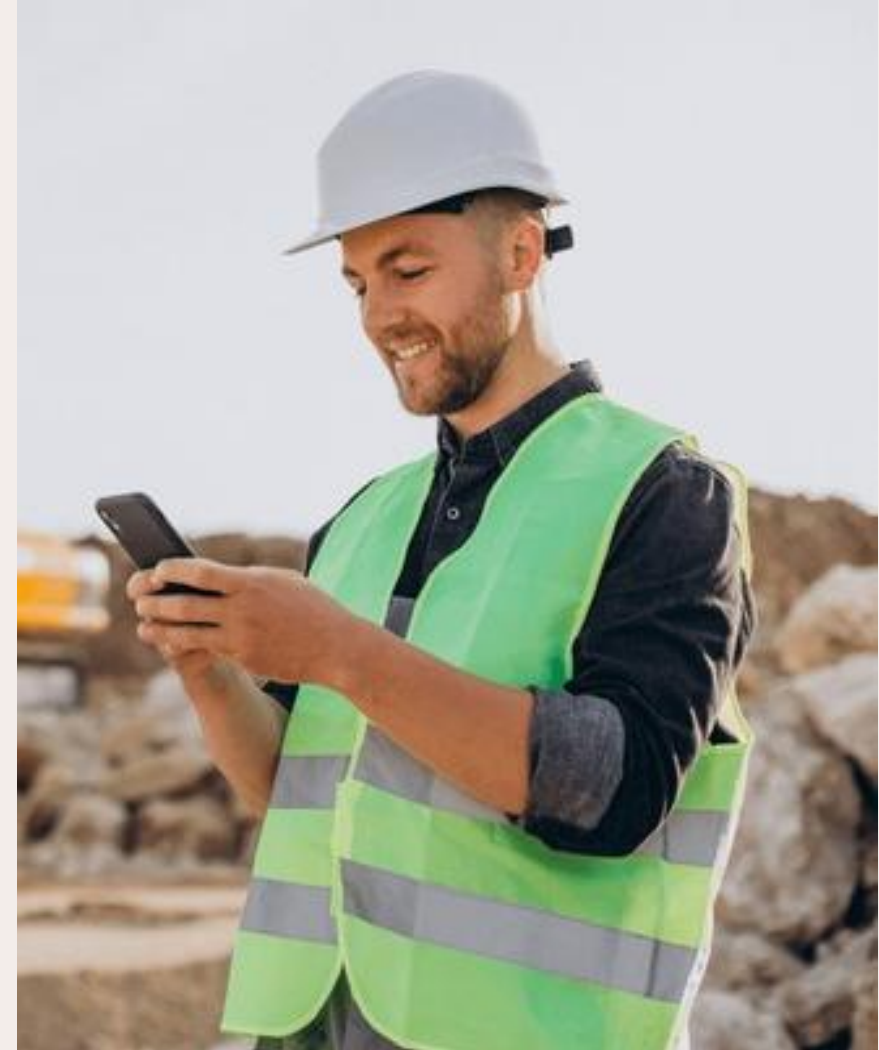
Section 5- (87-126) Notification required when damage is done

- **87-126 (c) The venue for claims adjudication for actual and consequential damages occurring in North Carolina shall be held within North Carolina court system in the county of the occurrence.**



Section 6 – (87-128) Absence of facility location

- **87-128** If an operator fails to respond to a notice or fails to properly locate the facility, the person excavating is free to proceed with **excavation and neither** the excavator nor the person financially responsible for the excavation will be liable to the nonresponding or improperly responding operator for damages to the operator's facilities, **so long as the excavator has exercised due care in preparing for or conducting the excavation. For the purposes of this section, the excavator shall be entitled to a presumption, rebuttable by clear and convincing evidence, that it has exercised due care in preparing and conducting the excavation, the operator fails to respond to that notice or fails to properly locate the facility, the excavator has complied with the requirements and the excavator did not have actual knowledge of the existence of a facility located within the area of the excavation to be performed.**



Section 7 – (87-129)

Underground Damage Prevention Review Board; enforcement; civil penalties



- **87-129 (a1) Requires the Governor to fill vacancies within 60 days after the vacancy, to the extent practicable.**
- **87-129 (a4) A quorum is met when a majority of the seated members of the Board, rather than eight members, and allows members to attend meetings via conference call or other electronic means.**

Section 7 – (87-129)

Underground Damage Prevention Review Board; enforcement; civil penalties

- **87-129 (a7) The Board shall establish an internal attendance policy. In the event a Board member resigns or fails to meet the criteria of the attendance policy, the Board may appoint an interim member to represent the same stakeholder group until such time the Governor appoints a replacement for the remainder of the unexpired term.**
- **87-129 (a8) On request of the Board, the Utilities Commission shall appoint a nonvoting ex officio member as an administrative representative to provide counsel and coordinate efforts of the board.**



Section 7 - (87-129)

Underground Damage Prevention Review Board; enforcement; civil penalties

- **87-129 (b)** The Board shall receive reports of alleged violations and shall contact persons against whom reports have been filed from 10 days to **15 working days**.
- **87-129 (b1)** The Board shall notify within **30 days** each person who is determined to have violated the Article in writing of the Board's determination and the Board's recommended action or penalty.



Section 7 - (87-129)

Underground Damage Prevention Review Board; enforcement; civil penalties

- **87-129 (b2) A person deemed to be in violation could request an informal conference before the Board within 30 days of the determination. Such a person must attend the informal conference in person. The person may be represented by an attorney or other person and present evidence and make arguments in favor of the person's position. Following the informal conference, the Board may reverse, modify, or uphold its original findings. If the Board recommends a penalty, the Board shall notify the Utilities Commission, and the Commission must issue an order imposing the penalty within 30 days.**



Section 7 - (87-129)

Underground Damage Prevention Review Board; enforcement; civil penalties



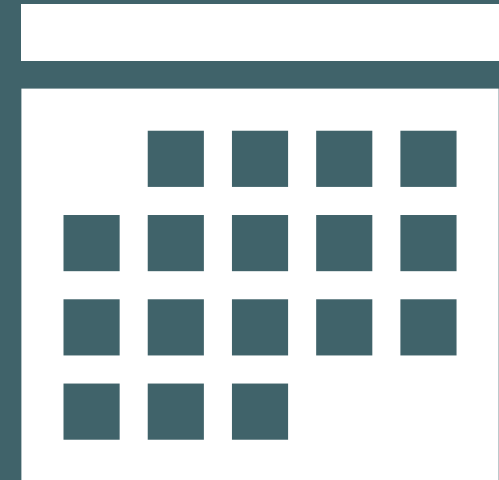
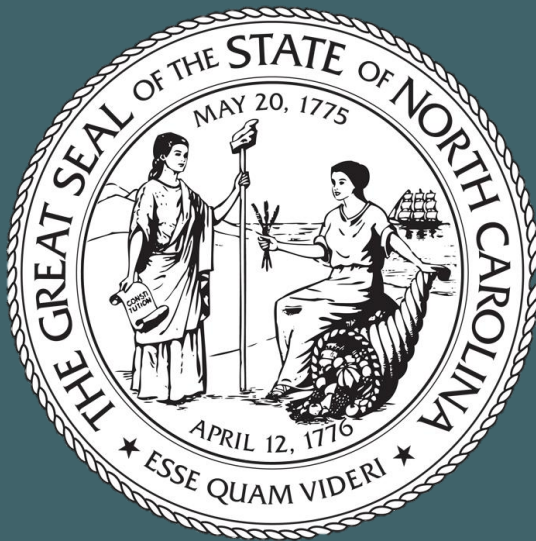
- **87-129 (d1) The Utilities Commission shall annually report to the Board compliance of persons on whom fines or penalties have been imposed.**
- **87-129 (d2) If the penalty is not paid to the Utilities Commission within 90 days of issuance, the Attorney General, at the request of the Utilities Commission, shall bring an action in the name of the State of NC in the Superior Court for Wake County to recover the penalty.**

Policy / Procedure	Present Law Until Sept 30 TH , 2025	New Law, Effective Oct 1 ST , 2025	Reference
Notice Prior To Start Excavation/Demolition For Markings			
Underground Facilities	Within 3 to 12 full working days.	No less than 3 full working days.	87-122 (a)
SubAqueous Facilities	Within 10 to 20 full working days.	No less than 10 to 20 full working days.	
Facilities Locate By Date			
Underground Facilities	Within 3 full working days after the date the notice was given.	Within 3 full working days prior to the work start date .	87-121 (b)(1) (2)
SubAqueous Facilities	Within 10 full working days after the date the notice was given.	No change to current law.	
Notification Expiration (Life of a ticket)	15 full working days after the date the notice was given.	Extend the time before notice expires from 15 working days to 28 calendar days.	87-122 (a)
Area of Excavation	Amended to add additional language	Limit the area of the proposed excavation or demolition to an area that the excavator reasonably believes may be completed within 28 calendar days from the work start date and does not include any areas where the excavation or demolition has been completed and accepted by the authorities having jurisdiction	87-122 (b)(5)
Use of Non-Mechanized Equipment	Shall not use mechanized within 24 inches of specific facilities unless operator has consented to use and operator is on site.	Shall use non-mechanized equipment within a 24-inch circumference around specific facilities unless operator has consented to use and is on site in addition to use of safe excavation practices around pipeline system within the tolerance zone.	87-122 (c)(10)
Definitions	Non-mechanized equipment was hand tools.	Amended non-mechanized equipment to include hand tools and soft dig technologies. Added Soft Dig Technology description. Added Horizontal Distance.	87-117 (15) (20a)(22)
Facility Markings	Remains the same with an added statement.	Painted surface marks should be of adequate length to distinguish from dots.	87-121 (a) (1)
Emergency Request Response by operator	Not addressed	Facility operator shall make initial contact with the excavator within 3 hours	87-121 (b)(4)
Unmarked Facility Response by operator	Not addressed	Facility operator shall arrange for the facility to be marked within 3 hours from the time the additional notice is received by notification center.	87-121 (b)(5)
Exemptions	Excavation or Demolition that involves the tilling of soils for agriculture or gardening purposes	Added to include if encroaching on operators right of way easement, or permitted use and excavation is less than 12 inches in depth	87-124 (3)
	No change, only an addition.	Added “their contractor” in addition to operator and surveyor excavating with non-mechanized equipment for stated purposes.	87-124(5)

Policy / Procedure	Present Law Until Sept 30 TH , 2025	New Law, Effective Oct 1 ST , 2025	Reference
Exemptions	Excavation and Demo activities performed for routine maintenance of a r/o/w, or any other governmental entity with labor on their payroll	Verbiage changes to read an excavation or demo performed for the purpose of maintenance activities within the right of way ...	87-124 (6)
Claims Adjudication	<i>Not addressed.</i>	Venue for claims adjudication for damages in NC shall be held in the NC county in which the occurrence happened.	87-126 (c)
Absence of a Facility Location	<i>Re-write of the section and addition</i>	Would limit the liability of the excavator and the person financially responsible for the excavation as long as the excavator has exercised due care in preparing for or conducting the excavation. This section would create a presumption, rebuttable by clear and convincing evidence, that the excavator has exercised due care if the Notification Center has notified the operator and the operator has failed to respond, the excavator has complied with all responsibilities imposed by statute, and the excavator did not have actual knowledge of the existence of a facility within the area of excavation.	87-128
Underground Damage Prevention Review Board	Same, but with additions to new law.	- Governor shall fill vacancies within 60 days of seat being vacated. - Quorum met with majority of seat members are present, either by being present in person, phone, or other electronic means - Establish an internal attendance policy by the board, with the board appointing an interim member until appointed by Governor. - On request of the board, Utilities Commission shall appoint a nonvoting ex officio member as an admin rep to provide counsel and coordinate efforts of the board - Board must contact and inform persons who reports have been filed within 15 working days - Board must notify those deemed to have violated the law within 30 days - Informal conference may be requested by the deemed violator: Must request within 30 days of the board's determination - Deemed violator may request arbitration of board decision before the Utilities Commission within 30 days of the board's decision following the informal conference - Utilities Commission shall report to the board compliance of persons on whom fines or penalties have been imposed - Penalties not paid within 90 days to Utilities Commission; the Attorney General shall bring action to Superior Court for Wake County for recovery.	87-129 (a1) (a4) (a7) (a8) (b) (b1) (b2) (c) (d1) (d2)

*All NC811 Policies and Procedures will be updated to reflect and abide by new law

EFFECTIVE DATE: This act
becomes effective October 1, 2025.



NC811 EDUCATION TEAM



Ann Rushing
Education Manager



Parrish Riddick
Education Liaison, Piedmont Region



Rory Phipps
Education Liaison, Western Region



Howard Corey
Education Liaison, Eastern Region



Tami Groves
Education Liaison, Southwest Region



Steve Moore
Media Relations Specialist

THANK YOU FOR YOUR ATTENTION



A copy of this presentation
will be available at
www.ncucc.org



August Buncombe UCC Meeting Minutes

Notes Provided by Rory Phipps: Stand-In Buncombe UCC Secretary

Date: August 21, 2025

Location: Galactic Pizza, Asheville NC

Called to Order By: Rory Phipps

Call to Order

Welcome to the August Buncombe meeting. The meeting was called to order at Galactic Pizza in Asheville NC.

Announcements

We have a hefty presentation this month. Due to the upcoming Law Changes.

Recognition of New Attendees and Guests

No new attendees in presence. But we had 21 members in attendance.

New Business

- We spoke about the upcoming Law changes coming this October 1st.
 - Mata/Nata Enterprise has completed their work in the area and have moved on.
-

Damage Report

No Damages were reported by our members.

Project Report

- MSD – Working on a river crossing off Amboy Rd. (French Broad River), completing a force main in Weaverville, and the Carrier Bridge pump station.

- AT&T- Will be laying 100,000 feet of line on New Leicester Highway, and several 1,000 feet on School Rd in East Asheville.
 - USIC – Two new Locators in training currently and are currently moving personnel from neighboring areas to our area.
 - MB Haynes – Currently working on projects for Duke post Helene.
-

Adjournment

Before adjourning I (Rory Phipps) went around receiving information from our members. I spoke with most of the members in attendance about the Law Changes coming up and mentioned that the Education Department would be conducting Teams Meeting in September. With no further business, the meeting was adjourned.

Please visit the North Carolina 811 website for more information and upcoming events.

UCC Sign-In Sheet : Buncombe UCC

Date: 8/21/25

Name	Company	Email	Phone Number
Rory Phipps	NC811	rory@nc811.org	336-944-1087
Marc Worth	EGNC	marc-worth@dominionenergy.com	828-230-2134
Josh Bowman	EGNC	joshua.bowman@dominionenergy.com	828-641-1948
Josh Stroupe	EGNC	joshua.stroupe@chmisonenergy.com	828-702-1868
Kyle Kissmann	UPA	kkissmann@utilitypartners.com	864-775-1307
J R L HAYNES	MSD	r/haynes@msdnc.org	828-225-8274
Whisper Carver	EGNC	CarverW@Enbridge.com	828-329-5031
MICHAEL WHITESIDE	EGNC	Whiteside@Enbridge.com	
Mark Hannah	EGNC	mark.hannah@Enbridge.com	828 230 2057
Josh Stroupe	EGNC	joshua.stroupe@dominionenergy.com	828-702-1868
Brian Jamerson	EGNC	brian.jamerson@dominionenergy.com	828-351-6451
Tony Woody	EGNC	William.woody@dominionenergy.com	828-531-5721
Jeremy Rector	USIC	jeremyrector@usicllc.com	336-941-8442
Randy Hannah	COA Water Maint.	vhannah@cashville-nc.gov	828-778-0204
ANDREW WALKER	COA WATER DEPT	AWALKER@ASHEVILLENC.GOV	828 777 1279
James Legate	COA water	JLegate@AshevilleNC.gov	828 778-0209
Scott Demrick	COA Water	sdemrick@ashvillenc.gov	828-777-9758
TAHRISTA MASSEY	COA WATER	TMASSEY@ASHEVILLENC.GOV	828-450-0137
Cody Brooks	COA water	CBROOKS@AshevilleNC.gov	828-772-7012
Jon Fly	COA Water	jfly2@ashvillenc.gov	828-777-1602
Chip Lance	AT&T	TL448@ATT.COM	828-258-7058