

NC811 MONTHLY UPDATE

SEPTEMBER 2025



BURKE CALDWELL UCC



Upcoming Training: Underground Utility Safety & Damage Prevention Act (HB 247)

Effective Date: October 1, 2025

What's Changing: North Carolina's Underground Utility Safety and Damage Prevention Act (House Bill 247) introduces key updates to excavation, notification, and facility marking procedures.

Get Trained:

Throughout **September 2025**, NC811 liaisons will host a series of **free webinars** to walk through all the changes in the law.

- ◆ **Who Should Attend:** Utility operators, excavators, contractors, and anyone involved in underground utility work
- ◆ **Where to Register:** Visit nc811.org/law for a full list of webinar dates and times
- ◆ **More Info:** An email with training details will also be sent to all UCCs

Stay informed. Stay compliant. Stay safe.





MEETINGS

- STATE UCC – September 9, 10am
Greenville Utilities, Greenville, NC
- UDPRB – September 16, 9am
NC811 Greensboro Office
- NCLRPC – September 25, 11am
NC811 Greensboro Office
- NC811 BOARD – October 31, 8:30am
Wrightsville Beach





NC State
Football Game
Saturday,
September 27th
Carter–Finley Stadium
Raleigh

ENBRIDGE[®]
Life Takes Energy[®]



CALENDAR

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



DATA INSIGHTS

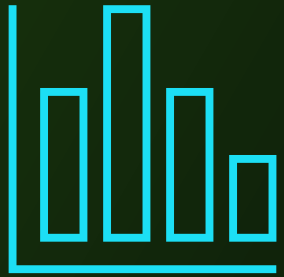
LOCATE REQUESTS

TRANSMISSIONS

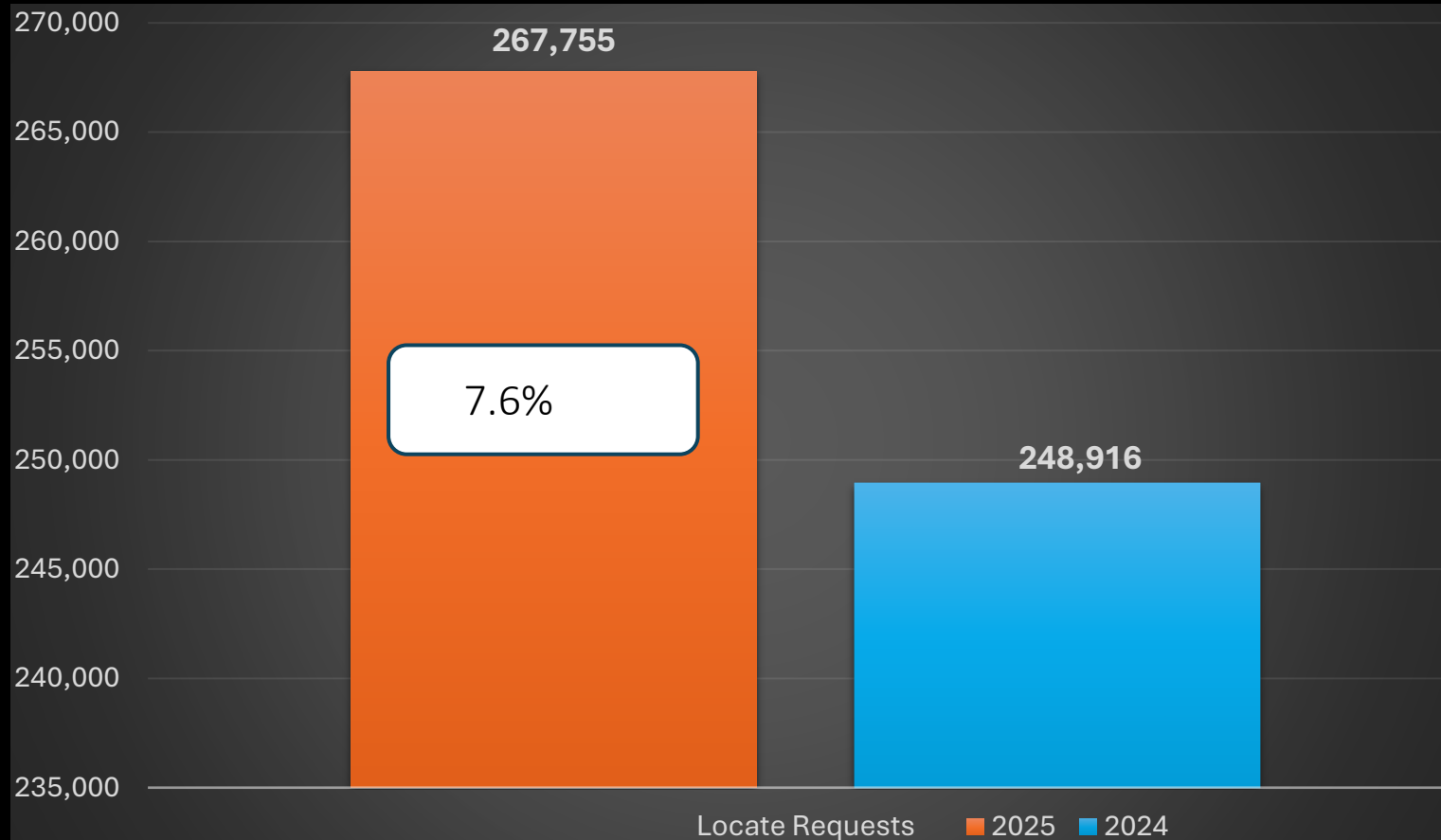
COUNTY TICKET VOLUME

TOP 10 CALLERS

DAMAGE INFORMATION



LOCATE REQUESTS FOR NC AUG 25 VS 24



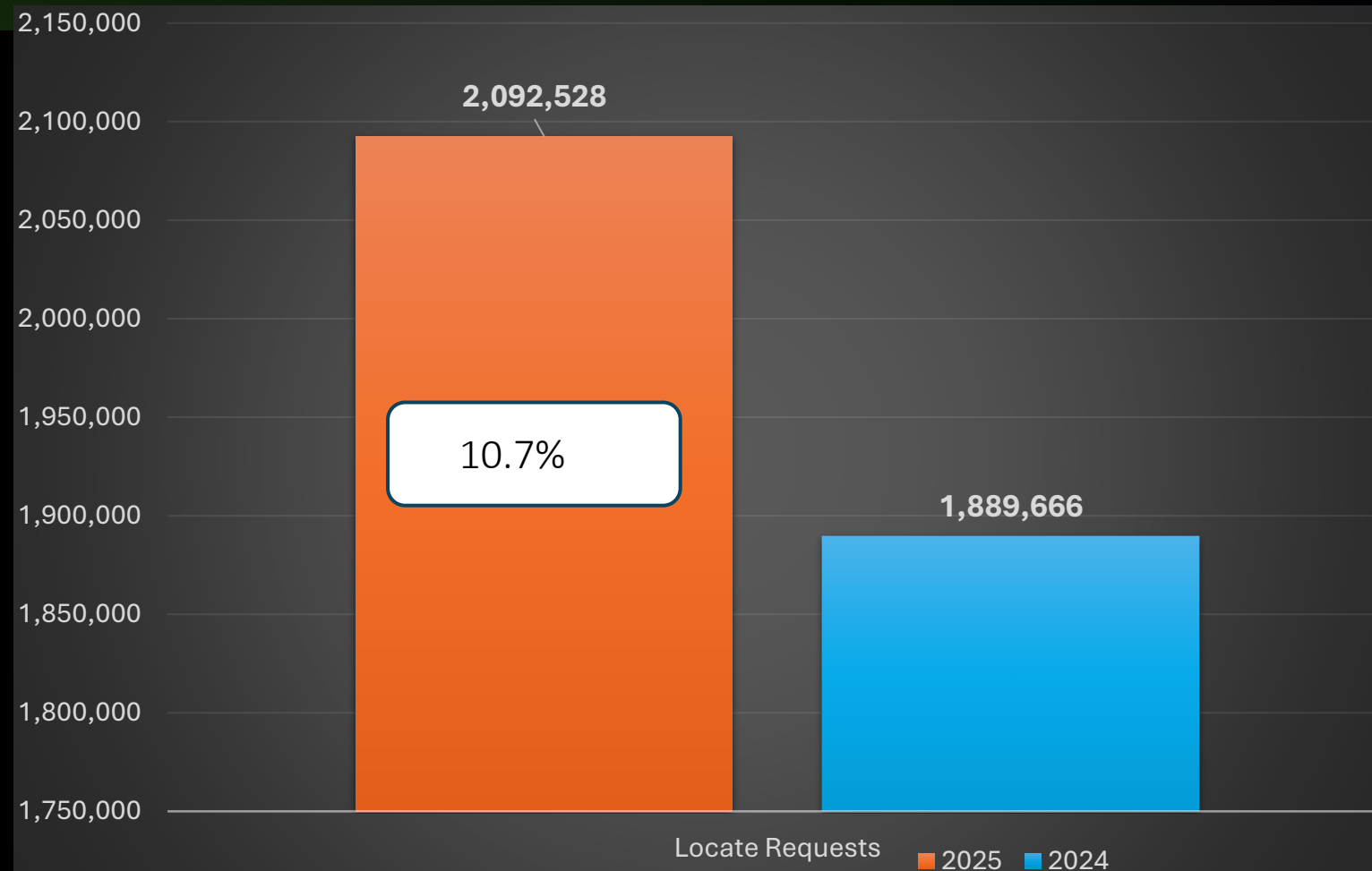
August 2025 – 267,755

August 2024 – 248,916 (7.6%)

YTD 2025 – 2,092,528 / 2024 –
1,889,666 = +10.7%

Updates for August (80,808)
= 30.2% of volume / 2025

LOCATE REQUESTS FOR NC YEAR TO DATE

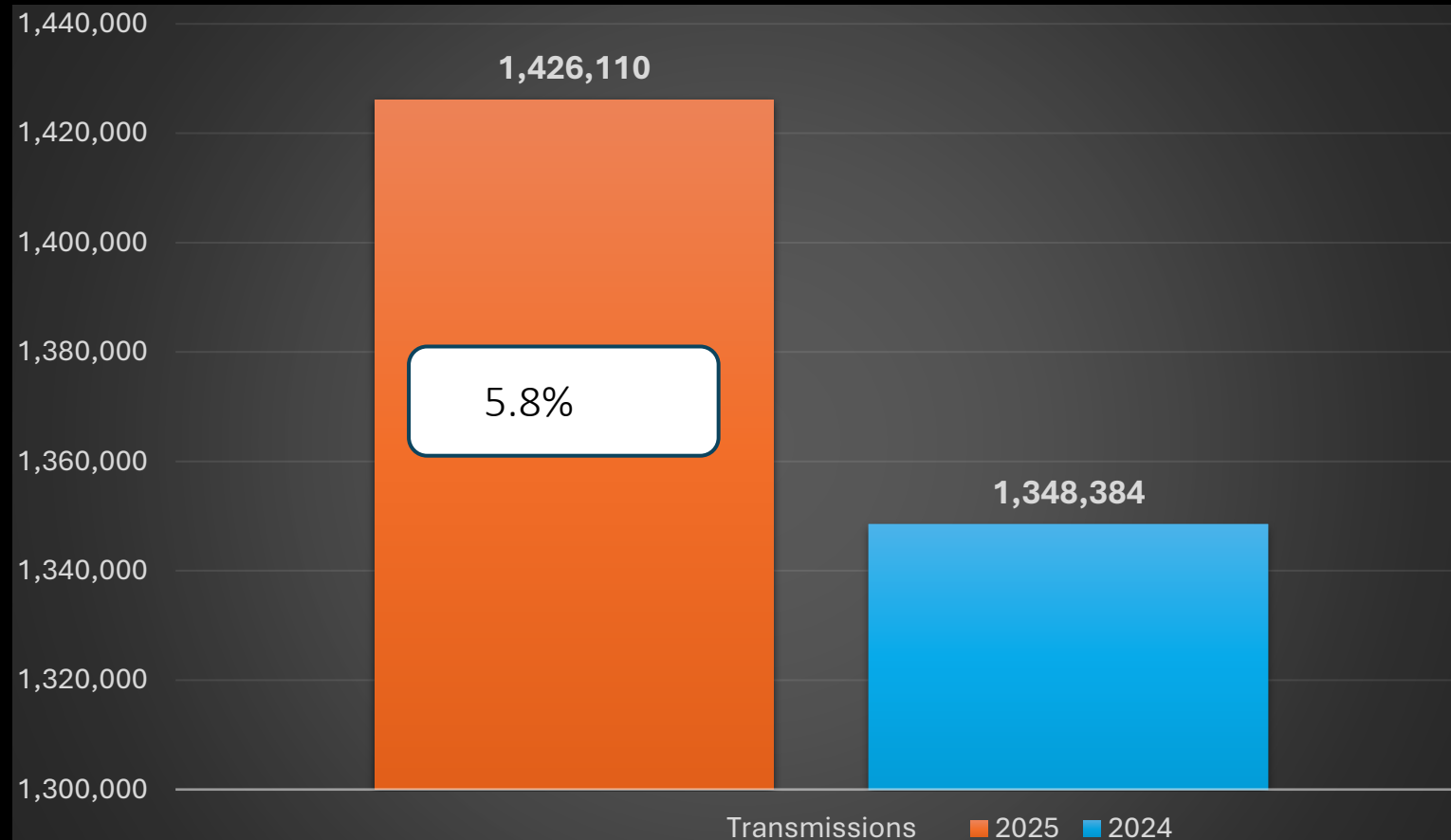


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TRANSMISSIONS FOR NC AUG 25 VS 24

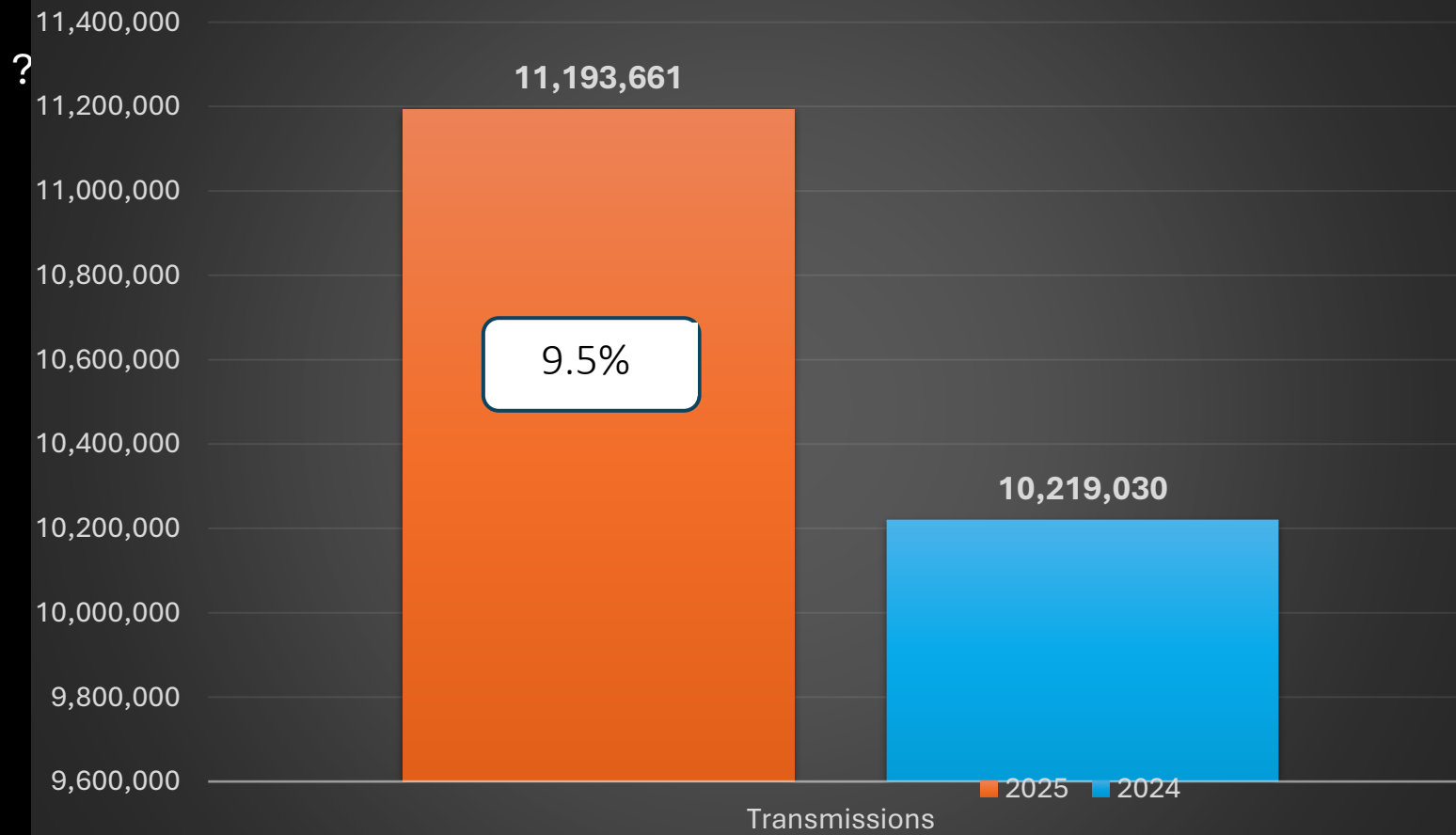


August 2025 – 1,426,110

August 2024 – 1,348,384

YTD 2025 – 11,193,661 / 2024 –
10,219,030 = +9.5%

TRANSMISSIONS FOR NC YEAR TO DATE



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**YTD 2025 – 11,193,661 / 2024 –
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COUNTY TICKET VOLUME

AUGUST 2025 VS 2024

Burke	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2024	28	17	1067	15	576	1703
2025	38	6	841	18	276	1179
+/- Var	35.7%	-64.7%	-21.2%	20.0%	-52.1%	-30.8%
				Locates per day		54



COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

Burke	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2024	599	104	7562	200	2789	11254
2025	272	72	7530	173	2653	10700
+/- Var	-54.6%	-30.8%	-0.4%	-13.5%	-4.9%	-4.9%
			Locates per day			63



COUNTY TICKET DISTRIBUTION

AUGUST 2025

BURKE	1534
CONNELLY SPRINGS	340
DREXEL	17
GLEN ALPINE	3
HICKORY	76
HILDEBRAN	14
ICARD	9
JONAS RIDGE	12
LINVILLE	43

MORGANTON	815
RHODHISS	4
SALEM	4
VALDESE	186



TOP 10 CALLERS

AUGUST 2025

Burke	Company	Total
1	KNIGHT BROADBAND LLC	91
2	UTILITIESONE	82
3	WILLIAMS ELECTRIC COMPANY	49
4	BIRD ELECTRIC INC	45
5	DUKE ENERGY	42
6	T & M SOLUTIONS	42
7	CAMANO FIBER	41
8	AT&T UTILITY OPERATIONS	33
9	PREMIER TELECOMMUNICATIONS	32
10	SANCHEZ FIBER CONNECTIONS	30



COUNTY TICKET VOLUME

AUGUST 2025 VS 2024

Caldwell	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2024	33	8	629	28	210	908
2025	141	18	861	16	430	1466
+/- Var	327.3%	125.0%	36.9%	-42.9%	104.8%	61.5%
				Locates per day		67



COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

Caldwell	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2024	212	62	5254	159	1334	7021
2025	738	177	6905	325	2847	10992
+/- Var	248.1%	185.5%	31.4%	104.4%	113.4%	56.6%
			Locates per day			65



COUNTY TICKET DISTRIBUTION

AUGUST 2025

CALDWELL	1489
BLOWING ROCK	3
CAJAHS MOUNTAIN	45
COLLETTSVILLE	24
DUDLEY SHOALS	3
GAMEWELL	13
GRACE CHAPEL	7
GRANITE FALLS	390
HICKORY	51

HUDSON	281
KINGS CREEK	3
LENOIR	584
SAW MILLS	74



TOP 10 CALLERS

AUGUST 2025

Caldwell	Company	Total
1	GAC ENTERPRISES LLC	204
2	CYBER CONNECT LLC	147
3	NEXUS CONSTRUCTION	81
4	DIVERSIFIED UTILITY GROUP	71
5	KNIGHT BROADBAND LLC	65
6	ANSCO & ASSOCIATES LLC	44
7	AT&T UTILITY OPERATIONS	40
8	WILLIAMS ELECTRIC COMPANY	37
9	T G S ENGINEERS	29
10	ERIC NEWTON TRENCHING	29



DAMAGES

DIRT Damage Information
Reporting Tool

CGA Common
Ground
Alliance





DAMAGES BY COUNTY

AUGUST 2025

TOTAL:1302

ALAMANCE	10
ALEXANDER	3
ALLEGHANY	1
ANSON	4
ASHE	2
AVERY	1
BEAUFORT	2
BERTIE	3
BLADEN	3
BRUNSWICK	12
BUNCOMBE	27
BURKE	1
CABARRUS	18
CALDWELL	9
CAMDEN	1
CARTERET	14
CASWELL	2
CATAWBA	29
CHATHAM	12
CHEROKEE	2
CHOWAN	0
CLAY	4
CLEVELAND	8
COLUMBUS	1
CRAVEN	9

CUMBERLAND	56
CURRITUCK	3
DARE	3
DAVIDSON	20
DAVIE	8
DUPLIN	5
DURHAM	95
EDGECOMBE	0
FORSYTH	27
FRANKLIN	9
GASTON	26
GATES	0
GRAHAM	0
GRANVILLE	2
GREENE	1
GUILFORD	50
HALIFAX	2
HARNETT	24
HAYWOOD	5
HENDERSON	12
HERTFORD	2
HOKE	9
HYDE	2
IREDELL	24
JACKSON	0

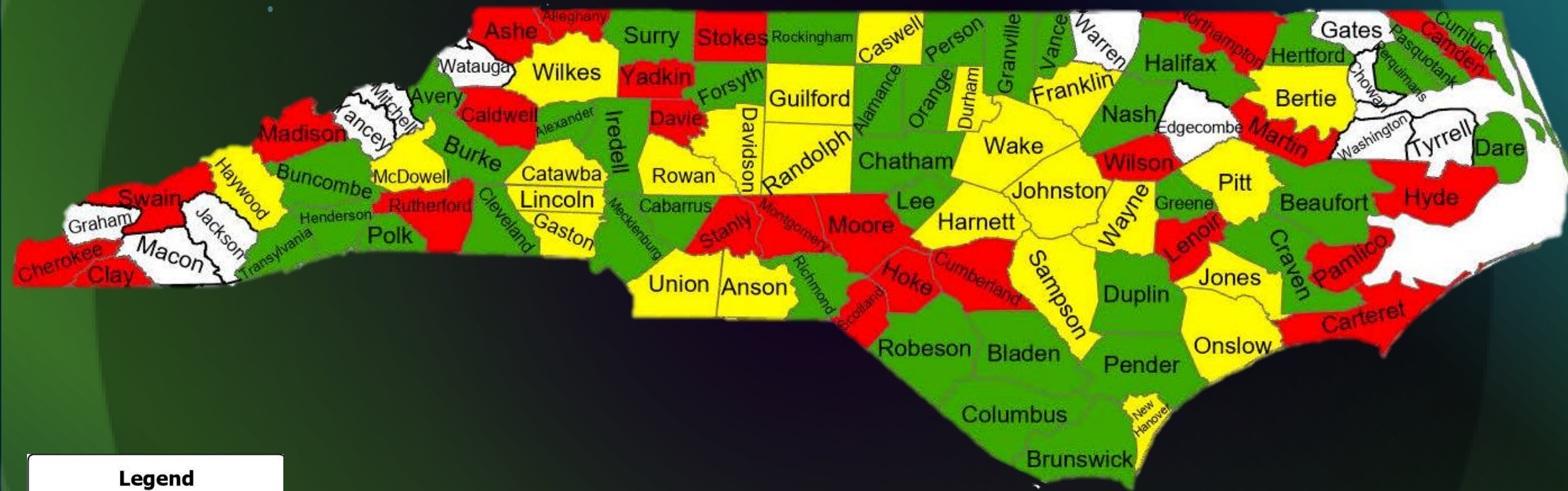
JOHNSTON	40
JONES	1
LEE	7
LENOIR	11
LINCOLN	13
MACON	0
MADISON	1
MARTIN	7
MCDOWELL	3
MECKLENBURG	169
MITCHELL	0
MONTGOMERY	8
MOORE	29
NASH	8
NEW HANOVER	33
NORTHAMPTON	5
ONSLOW	19
ORANGE	17
PAMLICO	6
PASQUOTANK	2
PENDER	8
PERQUIMANS	1
PERSON	1
PITT	23
POLK	3

RANDOLPH	14
RICHMOND	2
ROBESON	5
ROCKINGHAM	5
ROWAN	12
RUTHERFORD	8
SAMPSON	5
SCOTLAND	7
STANLY	7
STOKES	7
SURRY	5
SWAIN	2
TRANSYLVANIA	1
TYRRELL	0
UNION	43
VANCE	2
WAKE	172
WARREN	0
WASHINGTON	0
WATAUGA	0
WAYNE	10
WILKES	5
WILSON	7
YADKIN	5
YANCEY	0



DAMAGES PER 1,000 TRANSMISSIONS

AUGUST 2025



Legend

Quantile

0.000000

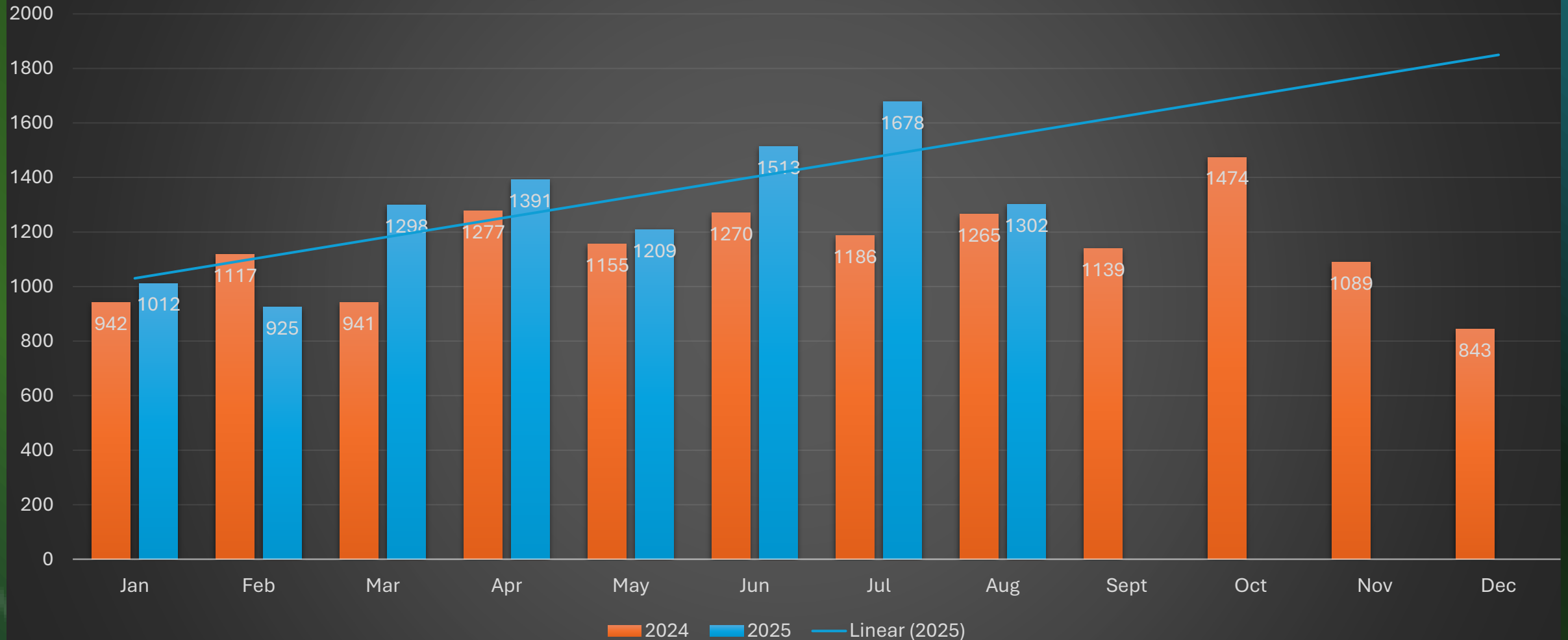
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Damages in North Carolina 2025 vs 2024





UNDERGROUND DAMAGE PREVENTION REVIEW BOARD

UGDPRB – Overview of 7/22/2025 Cases

- **90** - Cases Reviewed
- **4** - Cases Tabled for additional information
- **14** - Cases Dismissed for lack of evidence
- **60** – Issued Pipes Plus Training
- **\$53,500** issued in fines



BROADBAND IN NC

In North Carolina, excavators must follow specific legal requirements to ensure safe and compliant underground work, including securing permits, requesting locates within a designated timeframe, and adhering to marking standards. These practices support the state's broader infrastructure goals, especially the expansion of broadband in rural areas, while protecting existing utilities.



<https://nc811.org/broadband-in-nc/>

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



