



MONTHLY UPDATE
AUGUST 2025

WAKE 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 25, 11am
NC811 Greensboro Office
- ▶ UDPRB - Sept - September 16, 2025
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

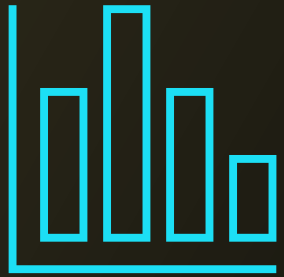
LOCATE REQUESTS

TRANSMISSIONS

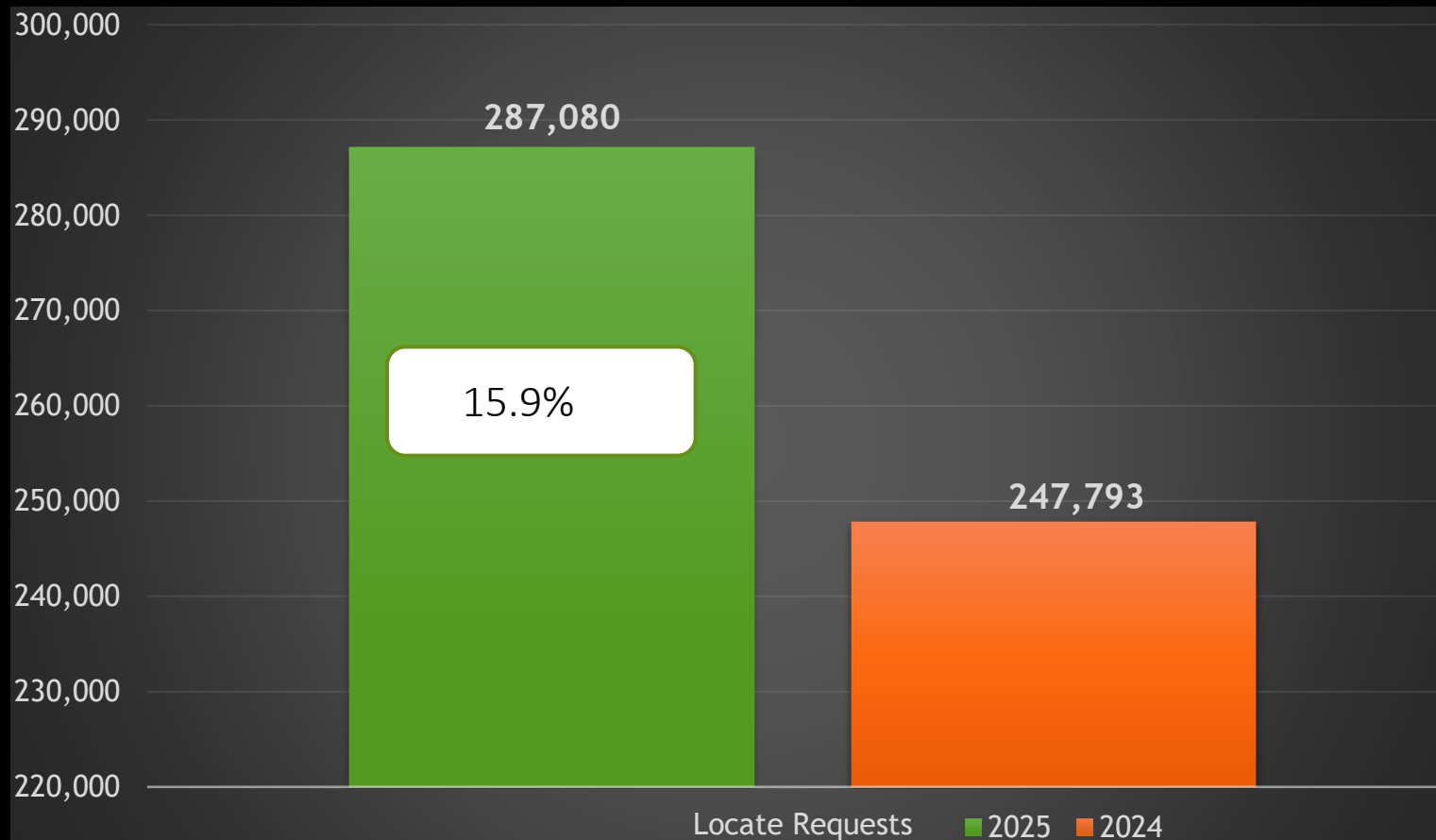
COUNTY TICKET VOLUME

TOP 10 CALLERS

DAMAGE INFORMATION



LOCATE REQUESTS FOR NC JULY 25 VS 24



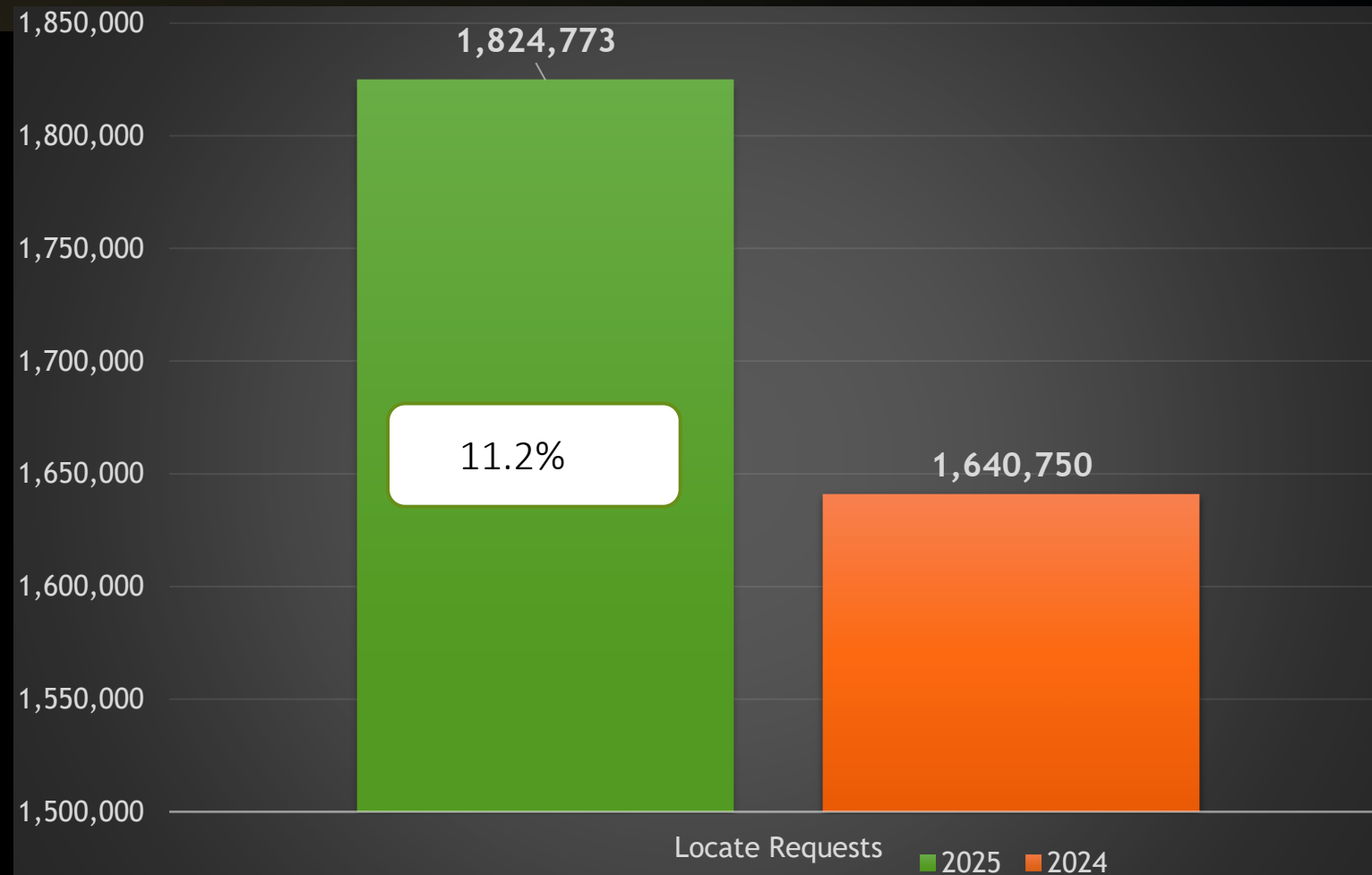
July 2025 - 287,080 / 2024 - 247,793 = (15.9%)

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)

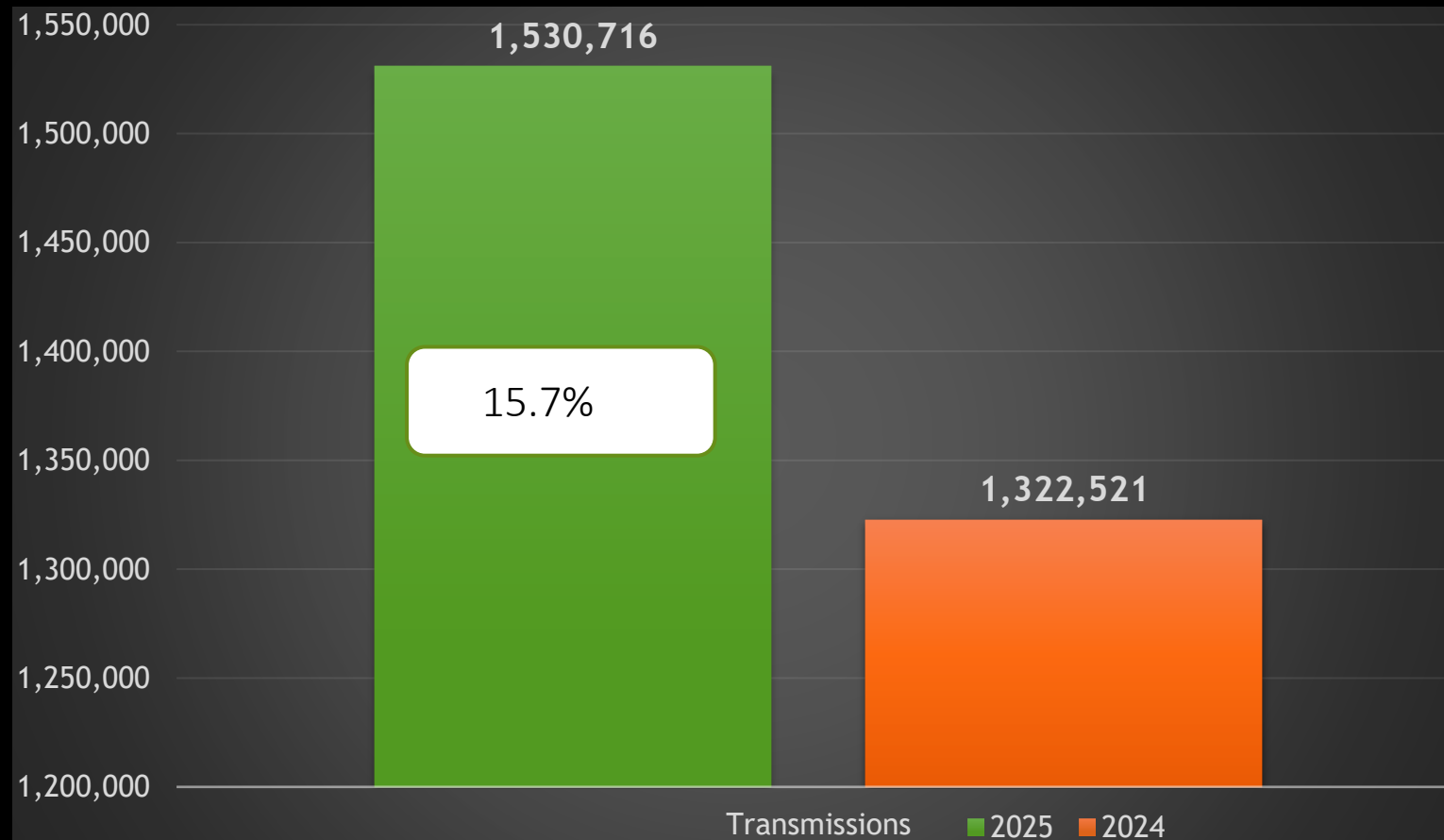
LOCATE REQUESTS FOR NC YEAR TO DATE



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

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

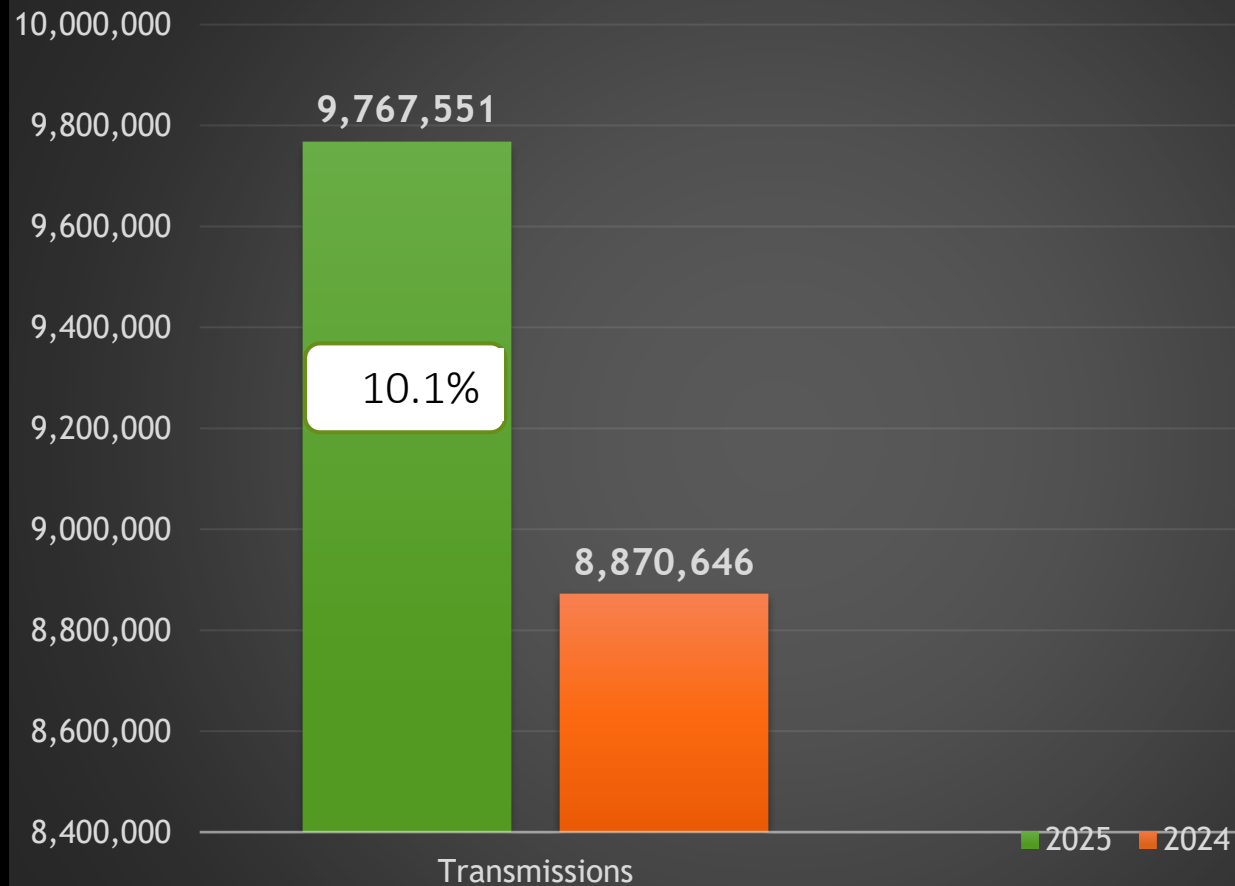
TRANSMISSIONS FOR NC JULY 25 VS 24



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

Wake	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2024	2301	211	16434	746	10198	29890
2025	2300	290	18069	814	9563	31036
+/- Var	0.0%	37.4%	9.9%	9.1%	-6.2%	3.8%
			Avg Locates per Day			1478



COUNTY TICKET VOLUME

YTD VS PREVIOUS YEAR

Wake	3 HR	CNCL	NEW	RXMT	UPDT	TOTAL Tickets
2024	15397	1404	114422	5341	64767	201331
2025	14452	1648	118875	5659	64043	204677
+/- Var	-6.1%	17.4%	3.9%	6.0%	-1.1%	1.7%
			Avg Locates per Day			1383



COUNTY TICKET DISTRIBUTION

JULY 2025

WAKE	31036
ANGIER	168
APEX	2724
CARY	2991
CLAYTON	18
DURHAM	19
FUQUAY VARINA	1564
GARNER	1576
HOLLY SPRINGS	3083
KNIGHTDALE	1587
MORRISVILLE	531
NEW HILL	238
RALEIGH	11530
ROLESVILLE	550
WAKE FOREST	2027
WENDELL	1330
WILLOW SPRINGS	255
ZEBULON	819



TOP 10 CALLERS

JULY 2025

Wake	name	Totals
1	INFRASTRUCTURE TECHNOLOGY SERVICES	2018
2	MASTEC	1641
3	PRINCE TELECOM	1585
4	AT&T UTILITY OPERATIONS	1551
5	R G COMMUNICATIONS INC	1430
6	KUZTOM PLUS	1309
7	PIKE ELECTRIC	777
8	TREMORS UNDERGROUND	680
9	TREMORS	523
10	ANSCO & ASSOCIATES LLC	505



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



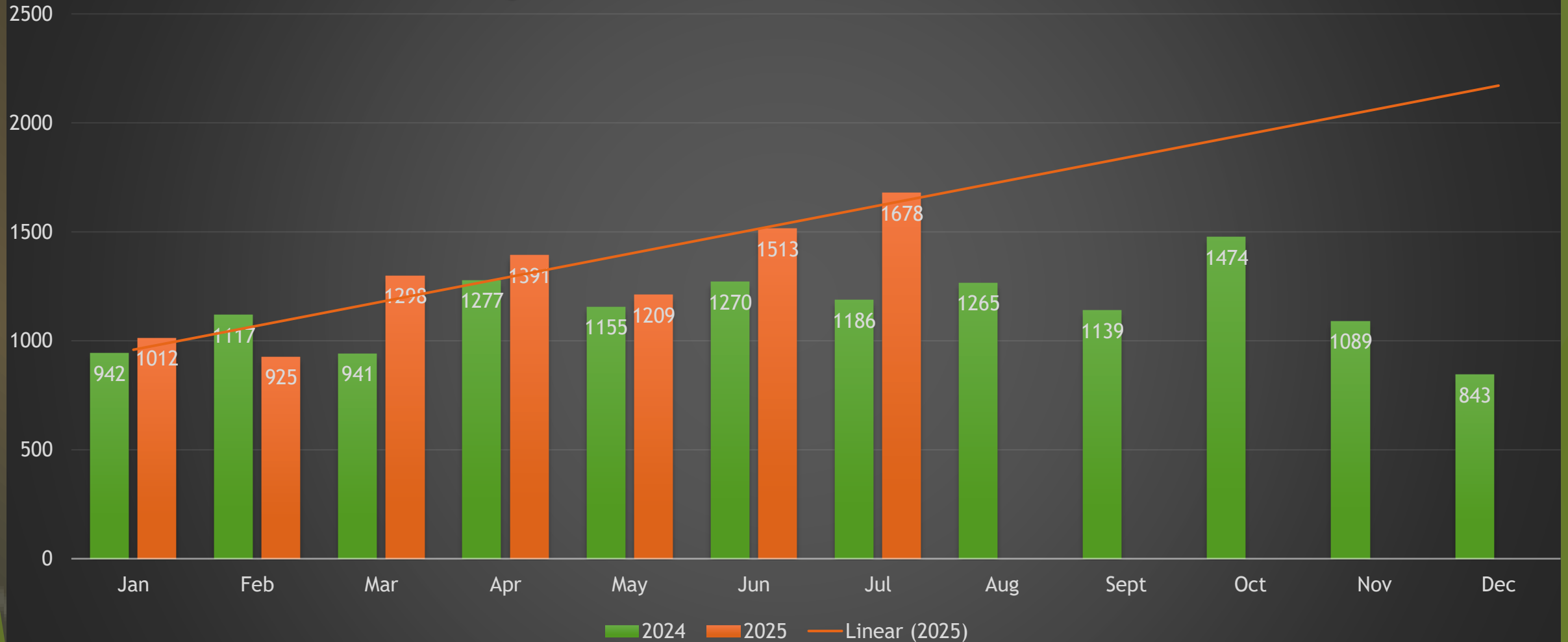
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Quantile

0
0.000001 - 0.836787
0.836788 - 1.270440
1.270441 - 4.224360



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 of the designated center line.



Section 2 - (87-121) Facility operator responsibilities

- § 87-121 (a)(1) The operator shall, when marking as provided under this subdivision, use the APWA Uniform Color Code. **Where practical, painted surface marks should be of adequate length to distinguish from dots.**
- § 87-121 (b) Unless otherwise provided in a written agreement between the operator and the excavator, **including an electronically transmitted written agreement**, the operator shall provide to the excavator the information required by subsection (a) of this section within the times provided below:



Section 2 - (87-121) Facility operator responsibilities



- § 87-121 (b)(1) For a facility, within three full working days **prior to the work start date provided by the excavator.**
- § 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 required by GS 87-122 (c)(6) 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 **no less than three full** working days before the proposed commencement date of the excavation or demolition.
- § 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.



Section 3 - (87-122)

Excavator responsibilities



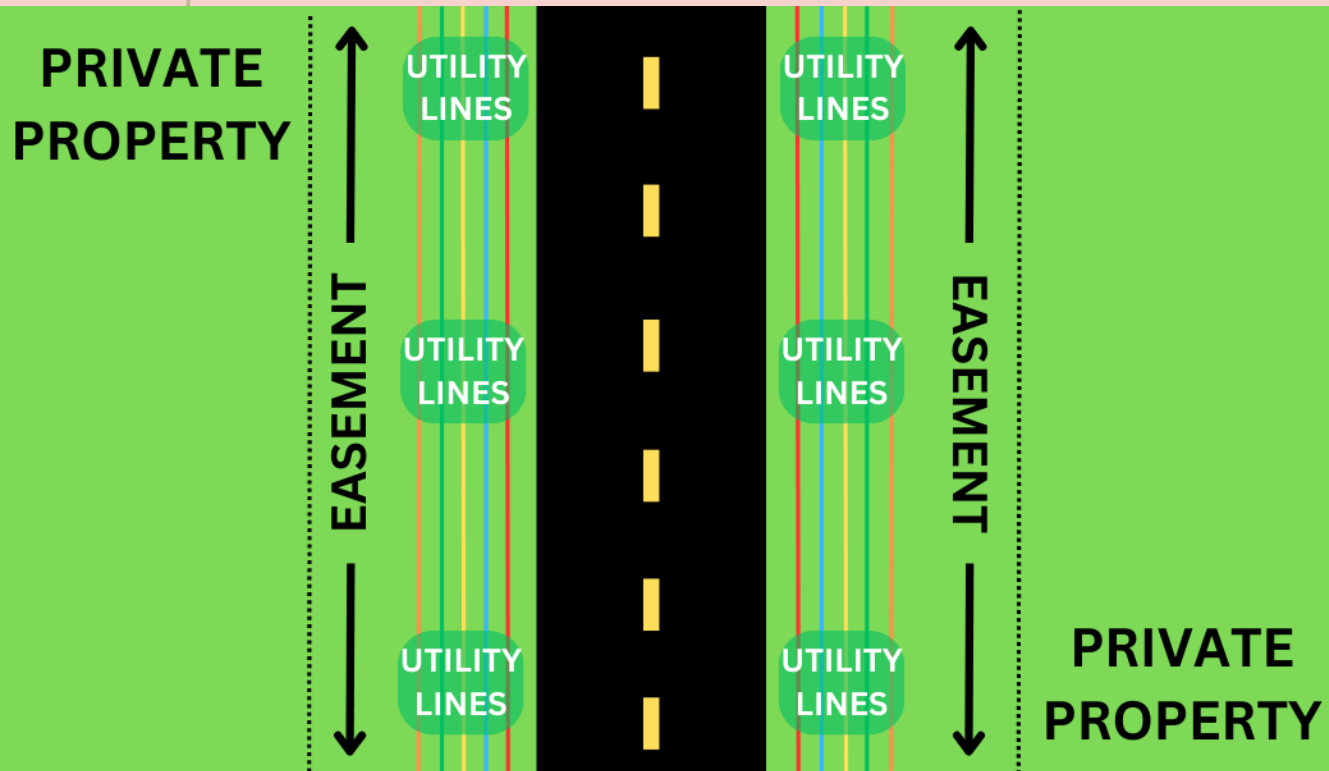
- § 87-122 (a) Notice given pursuant to this subsection shall expire **28 calendar** days after the **work start date**. No excavation or demolition may continue after this **28-day** period unless the person responsible for the excavation or demolition provides a subsequent notice which shall be provided in the same manner as the original notice required by this subsection.
- § 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) The excavator shall use **nonmechanized** equipment within a **24-inch circumference around** an oil, petroleum products, or highly volatile liquid pipeline system, a gas transmission line or electric transmission line unless the facility operator has consented to the use in writing and the operator's representative is on site during the use of the mechanized equipment. **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
 - a. Locating for a valid notification request or for the minor repair, connection or routine maintenance of an existing facility or survey pin.
 - b. Probing underground to determine the extent of gas or water migration.



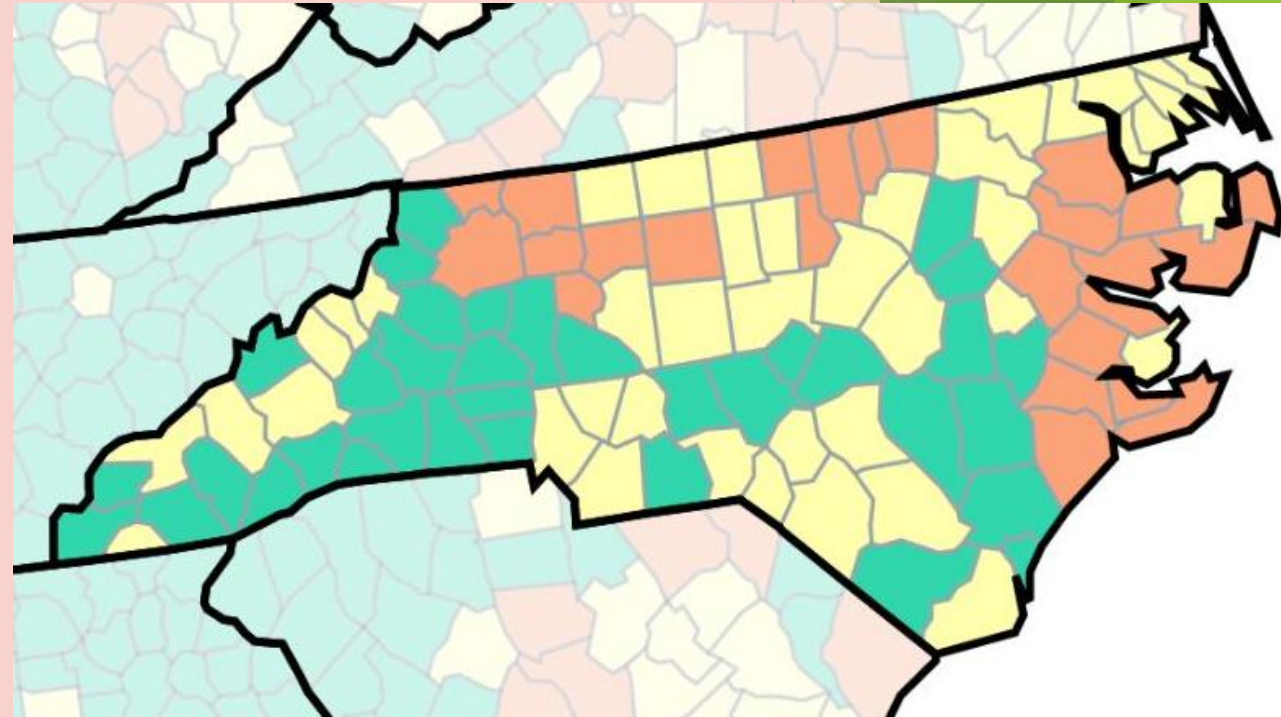
Section 4- (87-124) Exemptions



- § 87-124 (6) 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 who has been given notice as provided by GS 87-120(d) by the Notification Center fails to respond to a notice as provided by GS 87-121 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 for and conducting the excavation where**
 - (i) the Notification Center gives the operator the notice required by GS 87-120(d)
 - (ii) the operator fails to respond to that notice as provided in GS 87-121 or fails to properly locate the facility,
 - (iii) the excavator has complied with the requirements of GS 87-122(c), and
 - (iv) 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



UCC Sign-In Sheet

County: Wake

Date: 8/26/2025

[illegible]

UCC Sign-In Sheet

County: Wake

Date: 8 / 26 / 2025

[illegible]

Wake UCC 8-28-2025

Attended participants

11

Start time	8/26/25, 10:31:51 AM
End time	8/26/25, 12:42:31 PM
Meeting duration	2h 10m 39s
Average attendance time	1h 13m 19s

Name	Email
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for concerns on any locates.