

## Groundbreaking News

### New and Improved

The North Carolina One-Call Center's Web Ticket Management System (TMS) has been improved with many new features. The enhancements, which will benefit everyone, are based on user feedback and member requests.

The most significant improvement is the TMS' ability to operate offline. If an Internet connection is lost, it will automatically switch to offline mode allowing ticket handling to continue uninterrupted. When the Internet connection is reestablished and the TMS user activates the Go Online control, the responses are immediately sent to the Positive Response System. Therefore, ticket management can still be operational during the occasional Internet interruption without loss of productivity.

Some of the other improvements made are:

- ◆ New functions added to the System Overview screen.
- ◆ Automatic Positive Responses for tickets done by and/or for the receiving utility.
- ◆ Any color can be used to highlight tickets based on type or due date.
- ◆ Programmable buttons for frequently used Positive Response codes are now on the Ticket View screen.

If you were undecided before about using Web TMS, please reconsider its benefits; the new changes have really increased its user friendliness. For any questions or a demonstration, contact Lesley Brady at 336-854-8597.

### Board Report

As is done every year around this time, the Annual Meeting was held in Greensboro, North Carolina on January 19th at Grandover Resort. There were 61 in attendance while the general business of North Carolina One-Call was carried out along with the election results for the coming year's officers.

The election results for new Board Members are as follows: Class I - Kenny Grotjan of Embarq, Tom Salvucci of Public Service NC Energy, Cathy Vick of Dominion NC Power, Dean Yancey of Duke Energy; Class II - Ed Bradford of Metropolitan Sewerage District and Glenn McFadden of Harnett County Public Utilities. This will be Mr. Bradford's first term on the NC One-Call Board of Directors. The Class III member is David Breeding of DPS, Inc. These Board Members will serve for three years with their terms expiring in 2010.

The Executive Officers elected were: President, Matt Jordan; Vice-President of Operations, Tim Saunders; Vice-President of Finance, Roger Jones; Vice-President of Membership, David Hanks; Vice-President of Legislative and Public Affairs, Lyman Horne; and Secretary, Cathy Vick. For the full listing of all Board Members and Officers, visit our website at [www.ncocc.org](http://www.ncocc.org).

## Throw a Little White on the Subject

Of all the colors used in underground utility locating, white (if it's really a color at all), could be the most important one. By indicating the exact excavation area with white paint; it allows the utility locators to mark the dig site without having to mark unnecessary areas.

If an excavation site is difficult to describe over the telephone or only a small area of a large property is needed, white lining, as it is called, helps ensure that all of the utilities in the dig area get marked while making the locator's job easier. It is a simple process; spray white paint on the ground outlining the area where any digging will take place.

All locators welcome the use of white lining on any location request. By working together and using this easy process, excavators and locators can better protect underground utility lines.

The next time you call in a location request, why not do a little white lining and see how well everything goes?

## Open House

The North Carolina One-Call Center held its annual Open House on January 19th. A total of 43 guests toured the Center and got to meet many employees. Discussions ranged from general chit chat to very technical computer related topics. Demonstrations were done on the new Newtin system and the newly improved Web Ticket Management System.

If you missed Open House this year, mark your calendars now so you can make it next January. We would really enjoy meeting you.

# It's Coming!

Newtin Arrives February 2007

Laughter is a tranquilizer with no side effects.



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## 2006 CSR of the Year

Each year the Customer Service Representative (CSR) who excels the most is proclaimed CSR of the Year. All of North Carolina One-Call's CSR's do an outstanding job, and even though it is often a very close decision; one is chosen to receive the award. When determining the winner, all elements of the CSR position are considered; including quality of work, productivity, accuracy, promptness and attitude.

The CSR receiving the honor for 2006 was Samantha Lawson. Since coming to the One-Call Center in 2005 she has always done an exceptional job in every aspect of her position. Obtaining the award while being so new to North Carolina One-Call is another credit to Samantha's work ethic. If you call in a location request and happen to speak with Samantha, why not congratulate her?




*Samantha's reaction at being named CSR of the Year.*

A boiled egg in the morning is hard to beat.



## North Carolina One-Call took 1,356,706 location requests in 2006

 On the other hand, you have different fingers.

### Keep Up-To-Date

The North Carolina One-Call Center's Database Department sends out an Annual Database Update each January to all members so that utility database information can be kept current. Remember though, member databases can be updated at any time and should be done so whenever there is a change in underground utility line or overhead power line placement. The Update is sent out to make sure that all members take the opportunity to check their database at least once a year. However, due to the implementation of Newtin in the first quarter, the Annual Database Update has been postponed until later in the year. Database Technician, Lesley Brady, encourages every member to make sure their database is as up-to-date as possible so that the most current data will be transferred to Newtin. Please contact Lesley at 336-854-8597 for questions or if any assistance is needed.

An advertisement for Central Locating Service, LTD. The top features a logo with the letters 'CLS' in a stylized, colorful font. Below the logo, the text reads "Central Locating Service, LTD" and "A Subsidiary of UtiliCon Solutions, Ltd.". The main image shows a worker in a white hard hat and a high-visibility yellow vest standing next to a white utility truck. The truck has the company logo on its side. In the background, there is a city skyline across a body of water. At the bottom of the ad, the text "Safe Efficient Cost Effective" is displayed above the phone number "800-815-6680".



## All Over the Map

By Marshall Dean  
a.k.a. The Mad Mapper

Well, I decided we would leave the mountains for a while. However, we are only going down to the foothills. Iredell County is our next stop...you are sure to get a kick out of these street names.

- Almosta Cir
- Back End Ln
- Bite Size Ln
- Easy St
- Fast Ln
- Fork In The Rd
- Fourwheel Dr
- Gasoline Alley
- Heywatchis Dr
- Hog Jaw Dr
- Hubcap Ln
- It's My Dr
- Lugnut Ln
- Moonagerie Ln
- Passing Wind Dr
- Squeaky Tree Ln
- Stepside Ln
- Supreme Ct
- Yaajkoomsab Ln

Wow! Iredell has quite a list, doesn't it? I promise that next issue's list will be just as interesting.

### Solutions to Hinky Pinkys from last issue:

- |                    |                 |
|--------------------|-----------------|
| Hotter Water       | Teacher Feature |
| Funny Bunny        | Teeny Weenie    |
| Handy Candy        | Nearly Yearly   |
| Flabby Tabby       | Certain Curtain |
| Damper Camper      | Better Letter   |
| Marriage Carriage  | Evil Weevil     |
| Basement Placement | Spider Rider    |
| Cavern Tavern      | Bigger Chigger  |
| Pleasant Present   | Litter Sitter   |
| Cheery Query       | Gory Story      |

## Phrase Craze

These word "pictures" represent common phrases or clichés. Can you figure them out? Answers will be in the next issue.


1

**Mind**  
Matter

2

DISCUSSION  


3

  
your face

4

**Be**  
Over

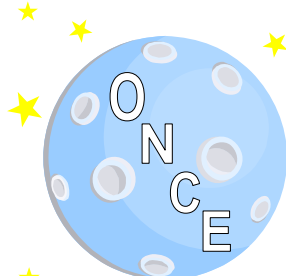
5

**SILENCE**  

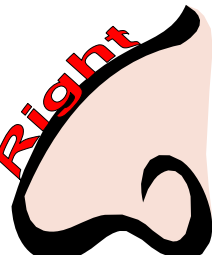

6

**reading**

7

  
ONCE

8

**Right**  


## Holiday Observance

The North Carolina One-Call Center will observe  
**Good Friday** on Friday, April 6, 2007.

*Only emergency location requests will be taken on this day.*



**Damage  
Prevention  
Specialists, Inc.**

**A Utility Locating Service**

It is our mission to accurately mark utility lines to prevent damages and ensure safety through Integrity, Honesty and Quality. DPS, Inc. prides itself on these virtues and they are upheld to the utmost importance. We specialize in locating underground utilities. We want everyone to respect the marks and dig safely, so we go the extra mile to make sure the job is done right. By building a great working relationship with the utility companies and the excavators, DPS, Inc. is striving to be the leader in damage prevention.

**We are your Damage Prevention Specialists.**

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## Our Newest Members

ABE Utilities

City of Laurinburg

Fiber Maintenance, LLC

Fiber Technologies Networks, LLC

Magellan Midstream Partners

Randolph Telephone

Surry Telephone Membership Corporation

*For a complete list of all members by county,  
visit our website at: [www.ncocc.org](http://www.ncocc.org).*

## North Carolina One-Call Helps Out Santa

The North Carolina One-Call Center employees do some charitable work each holiday season and this year was no different. A Greensboro nursing facility was contacted to get names of residents who had no family to visit them during the holidays. Employees purchased many items such as toiletries, socks, throws, stuffed animals, puzzles and various other things that senior citizens would enjoy receiving. Tote bags were stuffed with the items and were delivered by several employees. The elderly recipients were very happy to receive their gifts; smiles were plentiful during the delivery time. In all, 50 bags were filled for distribution. North Carolina One-Call has a caring group of employees and anytime there is a need everyone pitches to meet it.



*Bags stuffed with gifts for nursing home residents sit ready to be delivered.*



A chrysanthemum by any other name would be easier to spell.

## The Benefits of Digging Safely

Any type of excavation is inherently dangerous to life and property. Even under ideal conditions with a minimum of underground utilities the risk of potential damage is high. Exercising caution when digging has many benefits; just some of which are outlined in the following list:

- ♦ **Reduces** the chance of personal injury to employees and the public.
- ♦ **Maintains** uninterrupted utility services to the citizens of North Carolina.
- ♦ **Reduces** insurance premium payments.
- ♦ **Reduces** Worker's Compensation payments.
- ♦ **Reduces** non-productive down time.
- ♦ **Optimizes** job scheduling activities.
- ♦ **Reduces** overtime payments.
- ♦ **Reduces** damage to expensive digging equipment.
- ♦ **Reduces** or **eliminates** payments for property damage claims.

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