

The North Carolina One-Call Center, Inc.

Call 811 or 1-800-632-4949 Before You Dig!

Volume 4, Issue 3 • July 2008

Groundbreaking News

Celebrating Our Newest Members

City of Belmont
Town of Bridgeton
Cape Fear Public Utility Authority
ECSM Utility Contractors, Inc.
Fairway Ridge Water Association, Inc.
Icard Township Water Corporation
McKim & Creed

For a complete list of all members by county, visit our website at: www.ncocc.org.

The Times Have Changed

On July 1, 2008 the ticket start time changed in accordance with the policy adopted by The North Carolina One-Call Center Board of Directors. Now, when a notification is done, the clock for counting the 48 hour notice does not start until 12:01 a.m. the next business day. To make sure everyone excavating in North Carolina knew about this significant change, every excavator who called the Center in 2007 was mailed a letter announcing it, the Center's webpage displayed a countdown timer and video, and *Groundbreaking News* itself was issued as a Special Edition with a front page story.

Figuring out the 48 hour notice is not that difficult, but trying to determine the update and expiration date of a location request can be a little confusing, at first, due to the start time being different from when the notification was made. However, the Newtin computer system has been properly programmed and the Customer Service Representatives will be able to give callers those dates and times. Web Ticket Entry users will see that information on the input screen as always.


The change in start time has several benefits. It allows the locators to simplify locating schedules when all locates are due at the same time. It also helps eliminate the chance of an excavator having an expired locate (when updated on the correct date) since tickets do not expire at different times throughout the day.

Meeting Minutes

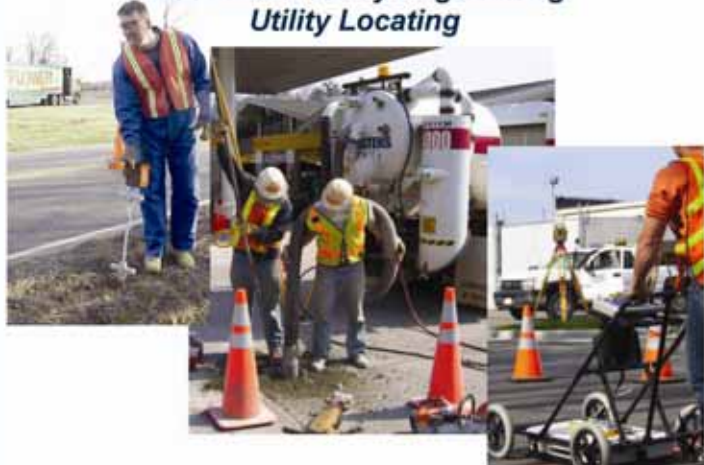
The North Carolina One-Call Center held its 2008 2nd Quarter Board Meeting in West Jefferson on July 18th. The usual order of business concerning Center statistics and operations was covered.

Matt Jordan, P.E., past Board President, was presented with a gavel commemorating his years as President and service to the Board. Mr. Jordan was President from January 2006 to February 2008 and served on the Board for 9 years while he was with the City of Gastonia; he now works for the Cape Fear Public Utility Authority.

The Ohio Utility Protection Service (OUPS) switched to the Newtin system this year and was on a tight schedule to get it implemented. North Carolina One-Call (NCOCC) began using Newtin in 2007 and helped OUPS get familiar with Newtin and even trained some of its employees on how to use it. As a token of appreciation for NCOCC's help, Roger Lipscomb, the OUPS' Executive Director presented a crystal plaque to NCOCC.



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Another Rep

The Marketing Department has added another liaison to its ranks. Jeff Bartley joins the other 3 liaisons to help promote damage prevention across North Carolina. He will not have a particular region, but instead will be in various areas of the state as needed.

Jeff is retired from Time Warner Cable after more than 20 years of service as a Damage Prevention Manager. With that job title, it was only natural that he continue to work in the same arena. Please make him feel welcome if you run into him.



Common Ground

The North Carolina Common Ground Alliance Regional Partner (NCCGARP) was formed to promote shared responsibility of safety and damage prevention efforts for all stakeholder groups through the Common Ground Alliance Best Practices.

The NCCGARP elected new officers on July 28, 2008. The new officers are: Chairperson - Ron Fairbanks of The North Carolina One-Call Center, Co-chairperson - Tom West of Colonial Pipeline, Secretary - Rick Gould of Qwest Communications, and Membership - Jim Lowry of NCUCA.

Membership is open to any individual or organization that supports the stated mission of the NCCGARP. For more information about the NCCGARP or for how to become a member, visit their webpage at www.nccgarp.org.



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With Many Thanks

The employees of The North Carolina One-Call Center were treated to a summer cook-out and locate demonstration on June 26, 2008. McKim and Creed generously sponsored the event; providing hamburgers and hot dogs with all the fixings. Ron Fairbanks, Operations Manger of NC One-Call, did the grilling in the parking lot at the Center's office in Greensboro, North Carolina.

All employees were given the opportunity to meet outside with John Shelton of McKim and Creed to see how underground utility locating is done. Mr. Shelton had all types of equipment and showed the various ways that each piece is able to detect underground lines. Each employee was invited to try his or her hand at locating underground lines in the parking lot.

Stephen Shehan of AT&T also spoke in the office about various types of utility lines from fiber optic to plastic natural gas pipes. He had samples of the different kinds of underground utilities and showed photos of damaged lines. Many questions were asked and answered.

Getting to actually see things that are only talked about on the telephone gives a deeper understanding of what callers are saying when requesting an underground locate. It was an interesting and informative day. Thank you, McKim and Creed, and AT&T!



One-Call employees watch John Shelton (far right) demonstrate how to locate underground lines.



Different kinds of underground cable on display.



Various types of locating equipment are ready for demonstration.



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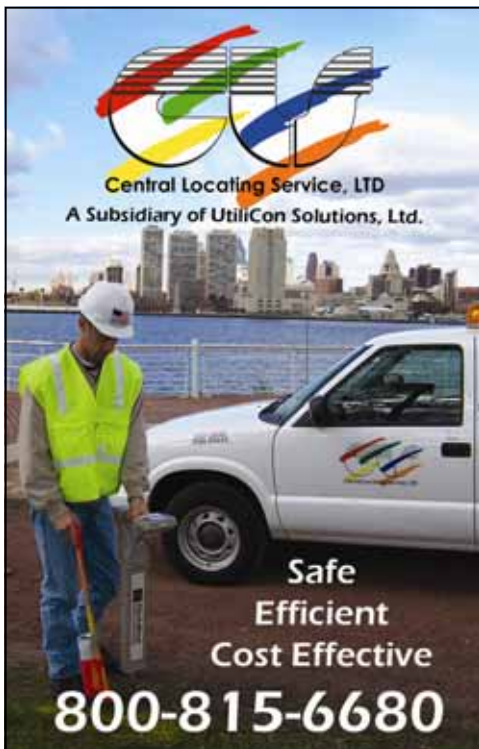


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New Excavation Guide

A new Excavation Guide has been printed by North Carolina One-Call. It has everything you need to know about digging in North Carolina. It has a new look and much more information than previous booklets. The Guide is also in Spanish and will be combined with the English version into one book for ease of distribution. Our Marketing Liaisons will have copies available at Utility Coordinating Committee meetings and Contractor Breakfasts. Guides can also be downloaded or ordered from our website at www.ncocc.org. Get your copy today!



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ONE-CALL CENTER
Excavation Guide

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Anagram Angst

Below are some anagrams. Rearrange the letters in each one to create a new phrase related to excavation. They are tough; I must admit, but hints are provided to help you out.

Hawk's Elbow Town _____

Hint: Part of 811 Logo - 3 words (use the apostrophe)

Goatskin Dry Wow _____

Hint: How soon you should call before digging - 3 words

Unconditionally Guide Rut Rot _____

Hint: Marking of a line - 3 words

Non-alcoholic Rat Learn _____

Hint: Where you request a locate - 4 words (use the hyphen)

Cool Scored _____

Hint: Used for marking paints - 2 words

Eat Markdown Diet _____

Hint: When excavation will begin - 4 words

Bucket Rim Net _____

Hint: Locate Reference - 2 words

Reawakening Grubs Nod _____

Hint: This periodical - 2 words

Water Lilies Platoon Inn _____

Hint: Burying electricity - 3 words

Bye Cool Lifeguard _____

Hint: Do this when planning to excavate - 4 words

Generic Rest Interstate Nest _____

Hint: Cross-road - 3 words

The solution to last issue's Rebus Roundup puzzle:

Forgive and forget

Corporate downsizing

In between jobs

Big Bird

Two degrees below zero

Split level

Try to understand

Paradox

Repeat after me

Search high and low



All Over the Map

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

Well, we're heading back to the mainland, but we're still not too far from the coast. Bladen County is the next step in our quest for strange street names.

- Bog Hog Rd
- Hogwallow Rd
- Hugs Hog Farm Rd
- Little Pig Ln
- Oinker Way
- Over the Rainbow Trl
- Pig Palace Ln
- Rest A While Way
- TGIF St
- The Way Home
- Top Hog Rd

By the names of these roads, it looks like Bladen County must be the pork capital of North Carolina. Stay tuned for our next exciting excursion.

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Exaggeration is a billion times worse than understatement.

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- UtiliQuest is the nation's leading provider of facility locating and infrastructure protection services. Our client roster includes over 200 blue chip utility and telecommunication companies in North America. UtiliQuest helps its clients focus on their core competencies while reducing damages to their underground plant and lowering their overall cost of owning distribution facilities.
- With almost 3,000 UtiliQuest and affiliate locate company employees and our significant financial resources; UtiliQuest is positioned to be your partner now and into the future.
- UtiliQuest successfully completes over 15 Million locate requests per year making us the clear industry leader
- Year-in and year-out, UtiliQuest exceeds the industry's performance and safety standards.



**Know what's below.
Call before you dig.**