

Taking locate information at the speed of light!

By Chris Creed - Manager IT

Copper? We don't need no stinkin' copper, we have seen the light! The North Carolina One-Call Center is now a 98% fiber facility.

On April 1st 2009, after many years with traditional telephony and internet services, we transitioned our local, long distance, toll free and Internet to fiber! This move has given NCOCC a stronger redundancy in all these areas. The fiber optic network we utilize is on a multi-ring sonus. This means if there is a cut or an

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Emergency Locates

*From the Desk of Ron Fairbanks
Director of Operations, NCOCC*

Over the last several weeks I have been able to attend several Utilities Coordinating Committee meetings. It is always good to see people face to face, renew acquaintances, and find out what is on your minds in your efforts to work safe and reduce damages to the infrastructure.

One thing that has come up in several discussions is "Emergency Requests". The first thing concerning emergency requests is to be conscious of what the North Carolina Statute says.

87-106. Exceptions

(4). In the case of an emergency involving danger to life, health, or property requiring immediate correction, or in order to continue the operation of a major industrial plant, or in order to assure the continuity of utility services, excavations immediately required to repair or maintain the needed service may be made, without using explosives, if notice is given to the utility owner



or association as soon as is reasonably possible; except that the prohibition against the use of explosives shall not apply to the North Carolina Department of Transportation. Performance of emergency excavation shall not relieve the excavator of liability for damages.

I am often asked "Why do we accept some of the emergency requests as emergencies?" Simply put, we have no way to determine, if in fact, the locate is actually an emergency; we can only go by

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North Carolina One-Call Center Employee Spotlight



This quarter we feature two additions to the NCOCC supervisor staff. Debbie Pless (L) and Tammy Hewitt were promoted from Customer Service Representatives to Supervisor - Call Center on August 1st. Debbie has been with the North Carolina One-Call Center since 2006 and Tammy has been with the center since 1996.

Congratulations Debbie and Tammy!

at the speed of light...

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unforeseen interference, service is re routed with no disruption.

On the Internet side of this transition we now have a constant 15 megabyte digital circuit (that's 15 megabyte up and a 15 megabyte down). What does this mean? You should have zero difficulty accessing, downloading, or communicating with NEWTIN, Remote Ticket Entry, WEB Ticket Management System, NCOCC and NCUCC web sites, One-Call Map Server and Positive Response.

On top of everything else, we have moved 80% of our work at home CSR's into the 21st century with SIP (Session Initiation Protocol) or you might know better as VoIP (Voice over Internet Protocol). This move, while not only saving money, improves connection time along with a noticeable difference in the clarity of calls.

DIG SAFELY TRIVIA



In what movie, while digging, looking for "Walter", did the neighbors cut a gas line and blow up the house?

For the answer to this trivia question visit the NCOCC website at www.ncocc.org. Then click on "News".



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The NCAMES 12th Annual Lineman's Rodeo

The NCAMES 12th Annual Lineman's Rodeo was held in Greenville N.C. at the Greenville Convention Center from May 18th –21st 2009. The awards presentation was held the day of the rodeo at the NCAMES Social. First, second, and third place Journeyman, Journeyman Alternate and Apprentice winners were awarded with trophies. The fastest time without deductions for each event were recognized by plaques.



Jeff Vaughn (L) presenting the 1st Place Apprentice trophy to James "Maverick" Skipper, Fayetteville, PWC.



Jeff Vaughn (L) presenting Dwayne Stallnaker a plaque for the fastest time in the Journeyman Hurtman rescue event.



Jeff Vaughn (R) presenting Connie McGowan, Greenville, a plaque for the fastest time in the Apprentice Hurtman rescue. Connie also received a plaque for the fastest time in the Apprentice test scoring a 100 percent.



Jeff Vaughn (L) presenting the 3rd Place Apprentice trophy to Connie McGowan, Greenville.



Jeff Vaughn (L) presenting Jody Kiser, Gastonia, a plaque for the fastest time in the Journeyman 100 amp switch changeout.



Jeff Vaughn (L) presenting Tyson Lingerfelt, Gastonia, a plaque for the fastest time in the Apprentice obstacle course event.



Jeff Vaughn (L) presenting the 2nd Place Apprentice trophy to Tyson Lingerfelt, Gastonia.



Jeff Vaughn (L) presenting Michael Harper, New Bern, a plaque for the fastest time in the Journeyman arrester changeout.

Emergency Locates...

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what the caller states. If they say it is an emergency, then we show the request as an emergency.

We status the request as non-compliant and remind the caller that the utilities affected by the excavation site have two working days to respond. There are indeed true emergencies that affect life, health, and property. Our job is to take the information and get it to the Utilities as quickly as possible.



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Lineman's Rodeo...

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Jeff Vaughn (L) presenting the 4th Place Journeyman trophy to Kevin Willoughby, Greenville.



Jeff Vaughn (L) presenting the 3rd Place Journeyman trophy to Brian Small, Greenville.



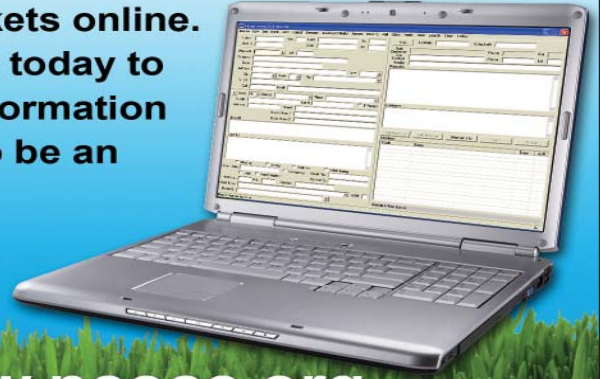
Jeff Vaughn (L) presenting the 2nd Place Journeyman trophy to Ryan Hardee, Greenville.



Jeff Vaughn (L) presenting the 1st Place Journeyman trophy to Jody Kiser, Gastonia.

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How to avoid online fraud

Before you take out that credit card for your online shopping this year, take a moment to consider how you can protect yourself from fraud.

First, shop at sites you know and trust. Don't click on links in emails or that you see on message boards, as they may send you to an official-LOOKING site, but one that's under the control of hackers. Next, make sure any site on which you're entering your credit card information begins with "https," meaning, it's a secure site.

Try to avoid having the site store your credit card information. You don't need any more reminders on the evening news about how hackers can find their way into such databases and make off with your information. Finally, keep all your receipts, and check them against your credit card statement to make sure there are no unexpected charges.

Happy... and safe... shopping!

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New Members (2009)

Utility Members

City of Greensboro DOT

City of Goldsboro

Blue Ridge Electric Membership
Corporation

Brentwood Water Corporation

Handy Sanitary District

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South Mills Water Association

Town of Elkin

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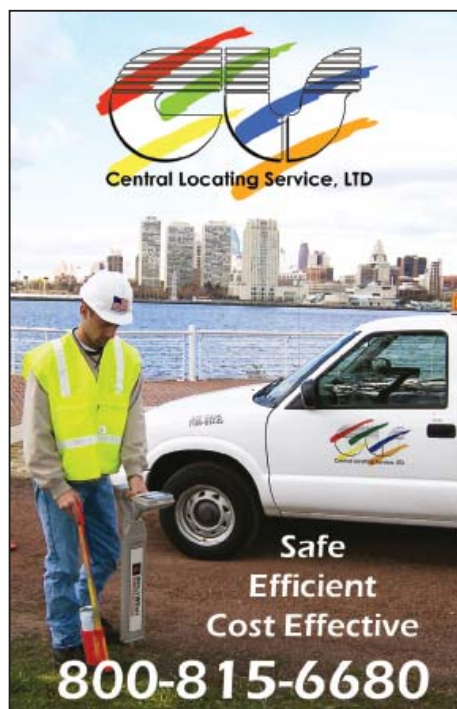
Associate Members

Carolinas Irrigation Association, Inc.

Clayco

Locketts Locating Services, LLC

Northstate Utility Locating, Inc.



by **Marshall Dean**

a.k.a. The Mad Mapper

This issue we are going to do the ABC's of silly streets. I have chosen streets from three counties; Anson (the A), Burke (the B), and Cabarrus (the C).

Anson

Coffee Pot Rd

Toothaching Rd

Turkey Growing Rd

Burke

John's Jog

Old Hushpuppy Ave

Cabarrus

Drive Way

No Man's Ave

Thee Promised Way

V 8 St

Wig St

Where do they come up with this stuff? Since some of the streets are named after food and drink, maybe the street namers were hungry and couldn't eat because they had a toothache.

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