



MD & D.C. SUBSCRIBERS COMMITTEE & BOD MEETING

Board of Directors

Chairman, Scott Brown (Gas Representative)

Kevin Woolbright (Water/Sewer Representative)

Vice Chairman, Vince Healy (Communications Representative)

Cal Brooks (County Representative)

Secretary, Dora Parks (Miss Utility Representative)

Marc Haines (Electric Representative)

Juan Vogel (Locating Representative)

Joe Shelton (Contractor Representative)

Minutes of the Tuesday, June 20, 2017 Committee Meeting

Miss Utility Call Center

Prepared by Secretary Dora Parks

WELCOME AND INTRODUCTIONS OF ATTENDEES

The meeting was called to order by Chairman Scott Brown at 9:00am.

Customary attendee introductions were made.

The minutes from committee meeting April 13, 2017 were approved as written. Approved minutes are posted at; <http://www.missutility.net/damageprevention/>.

ADVERTISING/PUBLIC AWARENESS

Chris McMurry (MGH) reported on the following;

- Radio and MSAN campaigns wrap up in June.
- 811 at Camden Yards was a success over the Father's Day weekend. Bat pens were distributed to game attendees with other promotional materials. The 811 bike and car drew a crown, MASN provided week long promotions of Miss Utility and 811. OCC occupied two sections of the stadium with 811/Miss Utility green t-shirts.
- Internet banner campaign targeting homeowners produced 13,000 clicks to the [www.missutility](http://www.missutility.net) homeowner page resulting in 92 conversations with CSR's. Homeowner ITIC % were up in March (40%), April (43%) and May (40%) compared to 2016 ITIC homeowner usage.
- July continued with the successful partnership at the 91st Barbara Fritchie motorcycle races in Frederick, MD on July 4th. Miss Utility had an excellent marketing position using the 811-banner as a back drop for pictures. PSA's were provided throughout the day.

For August, Miss Utility will have an 811-weekend presence joining PHMSA promoting safe excavation at the Nationals Game, in addition to attendance and an exhibitor booth at the Hagerstown Suns and Frederick Keys with the 811-balloon presence along Route 70. On Saturday August 12th, the 3rd Touch-A-Truck (TAT) event will take place at the Bowie Baysox with over 42 displayed vehicles, hands on activities, free face painting, music, free kids' t-shirts, a construction sandbox filled with buckets, shovels and construction toys, and if the weather cooperates the 811-balloon will be on display. Game attendees will purchase on-line tickets for \$8.11 and the first 500 kids will receive a free TAT back pack, the game includes an exciting display of fireworks.

CGA is running a new national campaign for a video time capsule. The MD/DC committee is working with the Maryland Authority to collect capsule items and create a video. One Call Concepts will participate in the capsule campaign during their User Group 2017 meeting in September.

OLD BUSINESS

Scott Brown stated WGL provides DIRT data to CGA as a partner; Maryland has the lowest incidence of utility damage across the nation. Scott attributed the low damages to continued training and awareness in addition to the many safety campaigns the subscribers and call center participate in.

NEW BUSINESS

The MD/DC Subscribers/BOD Committee stated that the Subscriber's seat on the Maryland Authority currently held by Charlie McCadden of BGE will term in September 2017. Mr. McCadden has completed his first two-year term and is eligible for a second term if recommended by the committee. The BOD will meet to discuss this second term option and continuance with Mr. McCadden.

COMMITTEE REPORTS

Greater Chesapeake Damage Prevention Training Conference (GCDPTC)

Matt Ruddo, Committee Chairman

Chris McMurry reported that there are 145 registered attendees to date in addition to reiterating the following;

- The 9th annual conference will be held in Ocean City, October 24 – 27th
- David Miguel of Underground Safety and Supply will be the key note speaker
- Early bird pricing in effect through August
- New sponsors and exhibitors have joined the 2017 conference
- Great networking, the ever expanding cornhole on Tuesday afternoon and a golf outing on Wednesday morning.

MD/DC Damage Prevention Awards Committee

Reported by Kevin Woolbright, Chairman and Dora Parks, Vice Chairman

The 14th Annual Locator Awards recognized '69' locators on May 19th at the Bowie Baysox stadium. Awardees and their families attended the banquet with great enthusiasm. A delicious meal was provided, kiddie bags were distributed to all children, locators were announced and awarded with certificates and safety jackets with their names and award information embroidered on the jacket in addition to award t-shirts. The crowd applauded the locators who stood atop the first base dugout as the stadium announced their purpose and achievement. Fireworks followed the game with cake and ice cream for the awarded families.

MD/DC Damage Prevention Committee (DPC)

Reported by Kevin Woolbright, Chairman, Mark Hamrick, Vice Chairman and Dora Parks, Secretary

The Damage Prevention Training team has completed (41) trainings since January in Maryland and DC with many more scheduled. Scott Brown reiterated the success of the Maryland and District low damage percentages due to the amount of training and outreach in our service territory. The committee meetings are an open forum where anyone can attend and participate. Dora Parks continues to promote the meetings via user emails resulting in high attendance. Safety presentations have added value to the meetings.

The Locator seat held by Tom Hastings (OCCLS) for the Maryland Authority will be termed in September 2017. DPC Chairman Woolbright will call for nominations at the July 25th DPC meeting.

Maryland Authority

Jim Barron, Executive Director

Reported by Subscriber Representatives, Vince Healy (Verizon) & Charlie McCadden (BGE)

The Authority continues to review NPVs, although hearings are on hold until the Authority receives direction from the Maryland Attorney General's office on whether they will defend the Authority just on appeals or on all legal matters. The Authority is also determining if its program meets the nine requirements for an effective damage prevention program. The Authority's contributed money to the MD/DC Subscribers/BOD radio campaign; fine money can only be used for education and outreach; the Authority is not self-funded. The fining matrix is being studied and refined for use in establishing law violation fines. The general-public representative seat held by Veronica Davila-Steele has termed. The Authority is seeking candidates for this seat to be occupied in September 2017.

The next Authority meeting is scheduled for July 13th at 9 a.m. at the Miss Utility Call Center. The meeting will be open to the public, and all stakeholders were encouraged to attend.

Title 12 Rewrite Committee

Facilitated by Jim Barron, Maryland Authority

General discussions by committee attendees;

- Re-write committee working through law definitions
- Changes are consensus driven as modeled by CGA
- Current Title 12 exemptions being discussed
- Mandatory reporting by PHMSA

Scholarship Committee

Reported by Vince Healy, Chair

The committee will recognize the scholarship recipients with a lunch and cake reception following the Subscriber's meeting. Each awardee received a check to their selected college for \$1,008.11 in addition to a gift bag. The following students were awarded scholarships;

Megan McGee – zone 1
Braden Buegel – zone 2
Autumn Jenkins – zone 3
Sarah King – zone 4
Cameron Smith – zone 5
Jacobby Hicks – zone 6
Jordan Harmon – zone 7

Call Center Reports

Reported by Dora Parks (One Call Concepts/Miss Utility)

The following 2017 reports were reviewed and discussed with committee attendees;

Ticket volume for the month of May 2017

Inbound ticket volume was 78,657 an increase of 1.07% compared to 2016

Outbound volume was 244,950 a decrease of 1.43 % compared to 2016

ITIC Percentages for the month of May 2017

Professional excavators, 83%
Homeowner's - ITIC Lite, 40%

Damage Reporting - January – May 2017;

Total reported damages were 501

- 96 due to no call or ticket
- 188 due to hit a marked line
- 137 due to utility marked wrong
- 80 due to other root causes.

The committee reviewed the Schedule of Advertising report.

Call Center Operations Update

Reported by Dora Parks (One Call Concepts/Miss Utility)

The call center will allow ITIC users to start processing tickets using the mapping polygon for member notification of their work site the end of June 2017. Usage of this mapping feature will be monitored and continued training on the many features of polygon mapping will continue. The grid method will remain in place until all users can be trained and moved over to the polygon method of ticket mapping.

OPEN DISCUSSION

- Ticket Check Discrepancy, allow comments.
- Kevin Woolbright completed the Prince George's County Leadership Class 31. The mission of the program is to "support area leaders in refining and improving their leadership skills and expand their professional networks" according to the graduation guide 2017. The committee congratulated Kevin on his accomplishments.
- Scott Brown stated that CGA will adopt the WGL, Enhanced Positive Response as a Best Practice.

COMMITTEE ACTION ITEMS

- Linda Durbin to inquire about promoting 811 education and outreach with Comcast in the MD/DC market television land.
- Mark Hamrick to provide rules to Discrepancy comments.

There being no further business brought before the committee, the meeting ended at 12:30pm. A reception for the scholarship awardees will follow this meeting.

The next quarterly committee meeting is planned for October 12th at Columbia Gas in Hagerstown, MD.

Previous meeting minutes and the attendee list is available to all owner-members at; <http://www.missutility.net/facilityowners/>

MEETING ATTENDEES

COMPANY NAME	ATTENDEE NAME	TELEPHONE NUMBER	EMAIL ADDRESS
AT&T	Angela Johnson	(571) 218-9458	aj1731@att.com
B. Frank Joy	Joe Shelton BOD, Contractor Rep	(240) 417-0200	jshelton@bfjoy.com
BGE	Marc Haines BOD, Electric Rep	(443) 324-0371	marc.haines@bge.com
Colonial Pipeline	Scott Moore	(443) 821-1797	smoore@colpipe.com
Columbia Gas	Calvin Swauger	(301) 268-9452	clswauger@nisource.com
Columbia Gas	Tim Hamilton	(301) 964-9117	hhamilt@nisource.com
Comcast	Linda Durbin	703-789-8194 240-372-6684	linda_durbin@comcast.com
MGH	Chris McMurry	(410) 902-5036	cmcmurry@mghus.com
One Call Concepts	Brian Simmons	(410) 782-2101	bsimmons@occinc.com
One Call Concepts	Dora Parks BOD, Secretary	(410) 782-2026	dora@missutility.net
Potomac Edison	Bob Kern	(301) 790-6322	rkern@firstenergycorp.com
UtiliQuest	Juan Vogel BOD, Locating Rep	(703) 929-9710	juan.vogel@utiliquest.com
Verizon	Mark Hamrick	(410) 610-1371	Mark.a.hamrick@verizon.com
Verizon	Vince Healy BOD, Communications Rep & Vice Chairman	(301) 791-5690	Vincent.c.healy@verizon.com
Washington Gas	Scott Brown BOD, Gas Rep & Chairman	(703) 750-4388	ssbrown@washgas.com
WSSC	Kevin Woolbright BOD, Water & Sewer Rep	(240) 205-3684	kwoolbr@wsscwater.com