

One-Call of Wyoming

Minutes

January 12, 2005

Parkway Plaza, Casper, Wyoming

A regular meeting of One-Call of Wyoming's Board of Directors was held in the Railroad Room at the Parkway Plaza in Casper on January 12, 2005, at 10:00 a.m. In attendance were the following:

BOARD MEMBERS PRESENT:

1. George Fernandez – Liquids Pipeline Transportation (Terasen Pipelines (USA) Inc.)
2. Wayne D. Johnson – Local Telephone Communications (Qwest)
3. Tim Hibbard – Municipal (WYDOT)
4. Lowell Ray Anderson – Joint Powers Board/User Owned Water-Sewer-Air (Shoshone Municipal Pipeline) [via telephone]
5. Bill Pettit – Gas Distribution (Montana-Dakota Utilities Co.)
6. Mark Ransdell – Gas Gathering and Transmission Pipelines (Questar) [via telephone]
7. Keith Thomason – Electrical Distribution and Transmission (Xcel Energy)
8. Russell Waldner – Carbon County Pipeline Association (Carbon Power & Light) [via telephone]
9. Steve Loftin – Wyoming Contractors Association (71 Construction)
10. Doug Malsom – Cable Telecommunications (Bresnan Communications)

BOARD MEMBERS ABSENT:

1. Arnie Davis – Call-In Dig-In Safety Council (Crook and Campbell Counties)
2. Bob Park – Long-Distance Telephone Communication (Pacific Power)
3. Jim Bunch – Utility Locates of Weston County (Black Hills Power)
4. Larry Mead – Central Wyoming Utilities Coordinating Council (City of Casper)
5. Chuck McCoy – Wind River-Big Horn Basin Utility Coordinating Council (City of Riverton)
6. Daniel Thissen – Albany County Utility Coordinating Council (Bresnan Communications, LLC)

GUESTS:

1. Candace Miles – One Call Systems, Inc.

ALSO PRESENT:

1. Harry Williams – Executive Director
2. Judy Williams – Secretary

President George Fernandez called the meeting to order at 10:25 a.m.

President Fernandez asked for additions or corrections to the agenda. Under New Business Lowell Ray Anderson requested adding a problem locate near Deaver. Under Old Business Wayne Johnson requested adding a call from Cheyenne Channel 5. Tim Hibbard moved, seconded by Steve Loftin and carried, to accept the agenda as amended.

Candace Miles presented One Call Systems, Inc., Operational Report for December. There were 3,199 incoming calls and 19,959 outgoing messages. There were 2,774 routine tickets, 49 short notice tickets, 223 emergency tickets, 44 canceled tickets, 23 damage tickets, 31 no response tickets, 55 overwrite tickets, and 145 meetings scheduled. Average speed of answer was 25 seconds.

Harry received a complaint from a homeowner. In his answer to the complaint, Harry suggested using the fax and E-mail features. The complaint and answer were faxed to Candace. Candace called and said that homeowners are discouraged from using the fax and E-mail services. Harry stated that at the workshops, participants were encouraged to use the fax and E-mail features because they are faster and the requester receives a hard copy of the ticket. Harry asked Gary Craig for an OCS policy on this matter, which was received. George Fernandez stated he thought it would become more of an issue – it would be easier for a homeowner to type an E-mail or send a fax than to call in a request. We need to address this. Candace stated that accounts are set up with the caller's telephone number. When a caller calls the center they are asked what their telephone number is; if they are in the system, their account appears. On a fax locate request there is a prerequisite of having an agreement, which is put into the system so that when the telephone number is put in, the account comes up. When a homeowner is not in the system, their fax number can be put into the system, but it errors out and someone has to manually fax the locate request back. Usually the persons fax number is the same as the telephone number and a telephone call has to be made to tell them a fax is coming. The same is true with E-mail if a person is not in the system. It was questioned why liability is not an issue on telephone locate requests but required for E-mail/fax? There was a question as to the E-mail address asked for at the bottom of the request – wouldn't it go the "to" line on E-mail? Candace said the E-mail address would have to be put in manually. Another question asked was if the E-mail address could be put on the ticket. Candace will ask Gary. Candace was asked how many faxes are received from Texas. The reply was she takes all of Texas' faxes and the number is anywhere from 100 to 300 a day. In a day there are 10 to 70 faxes in Wyoming. Candace was asked to find out how many E-mail and faxes were received in 2004. It is felt that a long-term goal should be that homeowners would be able to use the E-mail/fax feature and make it easier for both the homeowner and the center. At workshops and seminars the OCS presentation is geared toward callers who make multiple locate requests. They are working on a system for one-time callers.

Tim Hibbard moved, seconded by Bill Pettit and carried, to accept the OCS report.

(Russell Waldner entered the meeting via telephone at 11:00 a.m. during the OCS report)

Lowell Ray Anderson stated that an SMP employee called in a locate request for their pipeline and SMP was not notified. What happened was the caller gave the intersection of the highway and the call center operator asked where it was – the caller correctly said Park County. Then the caller was asked what was the closest town and he said Deaver, which was correct. When Deaver was put in the system, the locate was moved to Big Horn County. SMP does not have any utilities in that part of Big Horn County and so SMP was not notified. Lowell called and asked how they could get this corrected. He was asked for the closest town in Park County and that is Frannie. The locate shows that it is in Frannie and you have to read the "Notes" at the bottom to find out that the locate is actually in Deaver. The system is county sensitive not city/town.

Harry requested that Candace bring all complaints she receives in a month to the next Board Meeting. It was suggested the Board canvas a few of those who have called in locate tickets to evaluate the center's performance.

The issue of damaged lines and the liability with damage calls coming into the call center before the facility owner has been notified was discussed. Gary sent OCS's concerns and Mark Ransdell sent his concerns about the subject. After discussion it was decided to revise the handbook and to emphasize at the workshops that if there is blowing gas, fire, etc., to call 911, call the utility owner, then call the call center. Also to have the call center put on the announcement a suggestion that the caller notify the facility owner and 911 if appropriate. The ending disclaimer could be to call the facility owner and/or 911 as appropriate.

Steve Loftin moved, seconded by Bill Pettit and carried, to approve the minutes of the December 8, 2004 Board Meeting as printed.

Tim Hibbard gave the financial report. After review, Steve Loftin moved, seconded by Wayne Johnson and carried, to accept the financial report as presented and pay the bills.

Steve Loftin gave a report on his research in regard to our recommended monetary change in the penalty clause of the state statute. Steve contacted Tim Stubson and Tim gave Steve his reasoning on changing the law. No other state has adopted this change. Steve looked into it further and found the \$100,000 fine comes from the DOT longline pipeline law. The fines apply to the owners of the pipelines if they fail to implement a specific safety, inspection, and maintenance program mandated by DOT. The fine can also apply to a pipeline owner if they fail to locate their facilities accurately and in a timely manner. It applies to the owner not the excavator. Russell asked what Tim Stubson's reaction was when it didn't apply to excavators. Steve stated Tim researched it and sure enough, his recommendation was in error. Steve paid the Tim for his advice. Russell suggested to change the penalty back to \$5,000 and to reimburse Steve for what he paid Tim. It was noted that Jon Jacquot (PSC) thought the penalty should be raised to \$25,000 if we planned on applying for grants. It was decided to send the legislation back to the Legislative Committee for revising and resubmit to legislature next year. Russell Waldner moved, seconded by Bill Pettit and carried, to remove the \$100,000 penalty and leave it at \$5,000 in §37-12-302(j) in the proposed statute changes. Bill Pettit moved, seconded by Doug Malsom and carried, to reimburse Steve Loftin for what he paid to Tim if he cannot get Tim Stubson to rebate the fee. Steve Loftin abstained.

Russell Waldner reported that Carbon County Pipeline Association would like to have a workshop April 19, 2005 in Rawlins at the Jeffrey Center. The date for the first responders' workshop has not been set. There were no other committee reports.

(Steve Loftin left the meeting at 12:44 p.m.)

Harry stated that we have received membership dues invoices from Associated General Contractors (AGC) and Underground Focus. We received invitations to set up booths at the 10th Annual Transportation & Safety Congress (March 23rd and 24th at the Casper Radisson Hotel) and Wyoming Engineering Society (WES) convention (February 3rd through 5th at the Gillette Clarion Western Plaza). The 2005 membership dues invoices have been sent to all of our members.

Lowell Ray Anderson reported there was nothing to report on the Secretary's report.

Wayne Johnson received a message from Sean with CBS Channel 5. Sean would like to come to a Board Meeting to present an advertising proposal. George also received a message from him.

Arnie had two issues to be discussed. One was a statement on a United States Department of Agriculture (USDA) Natural Resources Conservation Service (NRCS) form that states the "Landowners are responsible for giving prior notice to owners of any underground utilities where construction activities are planned". It should be "Excavators are . . ." Harry will write a letter and send a handbook. The other was that the City of Gillette has put the color codes, Call Before You Dig, and the 800 number on their trucks and the city was wondering if we would pay for the advertising (2 trucks @ \$200/per truck). The Board felt the advertising should be statewide.

There was discussion on 2005 workshops. Harry has talked to Gary twice and Gary told him he wanted \$500 a day – workshop or not. Harry was instructed to notify Gary that he is not needed and contact Mike for dates that he has available.

The telephone conference number was discussed. Parkway Plaza will be asked again if they have the capability of handling more than one incoming call in and if so, find out how to use it.

The next Board of Director's meeting will be held **WEDNESDAY, FEBRUARY 9, 2005**, at the Casper Parkway Plaza.

With no more business to come before the board, Wayne Johnson moved, seconded by Tim Hibbard and carried, to adjourn. Meeting adjourned at 1:20 p.m.