

One-Call of Wyoming

Minutes

June 8, 2005

Parkway Plaza, Casper, Wyoming

A regular meeting of One-Call of Wyoming's Board of Directors was held in the Senate Room at the Parkway Plaza in Casper on June 8, 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. Lowell Ray Anderson – Joint Powers Board/User Owned Water-Sewer-Air (Shoshone Municipal Pipeline) [via telephone]
4. Mark Ransdell – Gas Gathering and Transmission Pipelines (Questar)
5. Bill Pettit – Gas Distribution (Montana-Dakota Utilities Co.)
6. Russell Waldner – Carbon County Pipeline Association (Carbon Power & Light)
7. Arnie Davis – Call-In Dig-In Safety Council (Crook and Campbell Counties)
8. Jim Bunch – Utility Locates of Weston County (Black Hills Power)
9. Dennis Lawrence – Wind River-Big Horn Basin Utility Coordinating Council (City of Riverton)
10. Jeanie Wolford – Central Wyoming Utilities Coordinating Council (City of Casper)
11. Doug Malsom – Cable Telecommunications (Bresnan Communications)
12. Keith Thomason – Electrical Distribution and Transmission (Cheyenne Light, Fuel & Power)

BOARD MEMBERS ABSENT:

1. Tim Hibbard – Municipal (WYDOT)
2. Bob Park – Long-Distance Telephone Communication (Pacific Power)
3. Steve Loftin – Wyoming Contractors Association (71 Construction)
4. 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 10:10 a.m.

President Fernandez asked for additions or corrections to the agenda. Under New Business Russell Waldner requested adding a request for addresses. The agenda was accepted as amended.

Pat Evans (Casper) contacted the Casper center and the Pittsburgh office about not finding the locate phone number in the telephone book. Candace stated that she gets three, four, five or more calls a day on persons not being able to find our 800 number. When Harry talked to Pat,

Harry explained that there was a large sum of money used to advertise the 800 number. The various telephone companies put our 800 number wherever they want to in their directories and sometimes it is not where a person would expect it to be. The implementation of the 811 number could eliminate this problem. Lowell Ray Anderson stated that he understood that once the single number for the entire state that was implemented that the 800 number was supposed to appear as an emergency number in the phone books but it would require the PSC telling the phone companies that they are to put our 800 in the emergency section in their phonebooks. It was decided to have the Board Members review the telephone books in their area and bring a report back to the next Board Meeting.

Jeanette Long from Rock Springs called the Casper center and said there was soft porn before and after the one-call commercial on cable TV and suggested OCW remove the commercial.

A locate was called in using a street address. The caller had the legal description but the customer service representative stated that the legal description was not needed. The locate was pinpointed. Conoco Philips called and wanted to be forced on the ticket. The pipeline companies in the area were not notified until one of the companies called in and gave about six different sections. The pipeline companies were then notified. It was decided to listen to the taped conversation and go from there.

Harry stated that at the six workshops there were a lot of complaints about spelling errors and wrong addresses on tickets. A spreadsheet was formulated from the January through May Contractor's List which list is derived from the monthly locates called in. Candace stated that the caller is asked to spell words but a lot of the mistakes are due to the contractors. Harry stated that at all the workshops the attendees were told to spell names, street addresses, towns, etc. Tickets showing misspelled words and wrong addresses were reviewed.

Candace presented One Call Systems, Inc. Operational Report for May. There were 8,705 incoming calls and 50,266 outgoing messages. There were 7,942 routine tickets, 130 short notice tickets, 213 emergency tickets, 110 canceled tickets, 35 damage tickets, 101 no response tickets, 174 overwrite tickets, and 322 meetings scheduled. Average speed of answer was 19 seconds. A question was asked as to the "short notice" being changed to "non-compliant". Candace stated that "short notice" was just on the reports and if we wanted it changed it probably could be. Ticket #051470212 issued May 27th was still a "short notice" ticket.

Lowell Ray Anderson had a question on the 800 number and caller ID. He received a ticket and the caller's phone number was for a phone line that was no longer in service. He looked up the number in the phone book and it was the same number. He called Candace to see if OCS had caller ID. She said no. Lowell had been told in the past that calling phone numbers were passed along to 800 numbers even prior to the availability of Caller ID. Wayne Johnson said he didn't think caller ID is 800 number sensitive one way or the other. It depends upon the services that each independent phone company offers in their area and it's not on the caller's end it's on the receiver's end.

(Arnie Davis entered the meeting at 11:20 a.m.)

The April 13, 2005, Board minutes were reviewed. Russell Waldner moved, seconded by Mark Ransdell and carried, to approve the April 13, 2005 Minutes as printed.

Harry Williams gave the financial report. After review, Russell Waldner moved, seconded by Bill Pettit and carried, to accept the financial report as presented and pay the bills. There was discussion on the workshops and the attendance being down from the workshops last year. Total attendance for this year's workshops was 208. Harry reported that a collection agent sent a letter in regard to a Sprint bill from 2002. This goes back to the days of CBYD and was supposedly taken care of two years ago. Harry sent all the Sprint bill information to Tim Stubson.

Russell Waldner reported the Carbon County Pipeline Association had a follow-up meeting on the damage prevention and training they put on. They are going to put together a brochure for Carbon County underground facilities, something that will always be available, hoping to make it not too dated so that it doesn't have to be done yearly. They are also looking to do something in Albany County. It was discussed that maybe the workshops should be advertised in the newspapers to get more attendance. Probably no more meetings will be held until September.

Jim Bunch reported that the Utility Locates of Weston County held their contractor's dinner. Harry, Judy and Mike Parilac attended. Mike spoke at the dinner. Not too many people attended, mostly facility owners and not many contractors.

Arnie Davis reported the Call-In Dig-In Safety Council had set the contractor's dinner date for 2006.

The Pipeline Group was in Gillette and there was a good turnout. Russell asked who hired them in the Gillette area. Arnie said it was Thunder Creek Gas, Belle Fourche Pipeline, Colorado Conoco Phillips, and Bear Paw Energy. Russell said that Carbon County Pipeline Association would not use the Pipeline Group. He felt the presentation put on by the Carbon County Pipeline Association was better than what the Pipeline Group does, such as knowing Wyoming laws and legislation. Arnie said this year's program was better than in years past.

There was discussion concerning a newspaper article in the Wheatland paper about what was said at the Wheatland pipeline dinner.

Dennis Lawrence reported the Wind River-Big Horn Basin Utility Coordinating Council had a meeting. Kinder Morgan has a big problem with mismarking or not getting their underground utilities marked.

Jeanie Wolford reported that Central Wyoming Utilities Coordinating Council did not have a meeting in May, but there would be one on Friday, June 10.

There was no report from the Albany County Utility Coordinating Council.

Bill Pettit stated he had received a phone call and Worland will have a damage prevention dinner June 30, 2005, at the Elks Club. Call Wyoming Gas if anyone would like to attend.

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

Russell Waldner was to get the cost for putting a calling card size ad in the WREN. It was decided that Russell would E-mail the information to the Board Members and then the Board will vote by E-mail.

Russell Waldner received a request from the Pipeline Association for Public Awareness (PAPA) for OCW's contractor's mailing list. One of PAPA's programs is a statewide excavator mailing program. The program will compare the Standard Industrial Classification (SIC) codes and the contractors that have contacted OCW. The request is in connection with the new 1162 Rule. States currently included in the PAPA program are Wyoming, Colorado, Arizona, and New Mexico. It is a cost effective way to get mailings out. PAPA will send their contractor list to us. The OCW mailing list will be E-mailed to OCW Board Members with the understanding it is not to be used to sell anything and it will not go out to other entities unless the person requesting the list can answer that it will be used for one of the following: 1) damage prevention, 2) public awareness, or 3) requesting locates.

A Draft Resolution was prepared by WYDOT concerning our authorizations to sign checks. It was decided to do nothing with this resolution but to get a meeting scheduled with the Operating Committee for rewriting our By-Laws.

There are agreements with us that One Call Systems, Inc. has not conformed to. A bulleted letter should be formulized and sent to Gary on issues that should have been taken care of.

The Illinois National Insurance Company liability insurance is in effect.

There are still workbooks available. Do we want to do more workshops this year? The give-a-ways are running low. Some suggestions for give-a-ways are the low crown hats, visors, calculators, and pens. Russell suggested having more workshops and to advertise in the newspapers. Wayne Johnson suggested the Board be thinking about what to do with the revenue.

(Jim Bunch left the meeting at 1:15 P.M.)

The next Board of Director's meeting will be held **WEDNESDAY, JULY 13, 2005**, at the Casper Parkway Plaza.

With no more business to come before the board, Mark Ransdell moved, seconded by Bill Pettit and carried, to adjourn. Meeting adjourned at 1:35 p.m.

After the meeting there was discussion on the July meeting and not having a quorum. Mark Ransdell moved, seconded by Dennis Lawrence and carried, to cancel the July 13, 2005, Board Meeting and schedule the next Board Meeting **AUGUST 10, 2005**, at the Casper Parkway Plaza.