



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

**DRAFT
ONE-CALL OF WYOMING
ANNUAL MEETING**

November 13, 2008

10:00 a.m.

Mardi Gras Room

Parkway Plaza

Casper, Wyoming



Dig Safely.

Mark Ransdell, President, called the meeting to order at 10:20 a.m. Board members present were: Mark Ransdell, Dennis Lawrence, Lowell Ray Anderson, Russell Waldner, Doug Malsom, Jim Bunch, Collens Wakefield, Bret Crouch, Don Swindle, Mark Williams, Evan Woolston and Steve Loftin. Absent: Wayne D. Johnson, Arnie Davis and Daniel "Doc" Thissen.

Members present were: Mark Ransdell and Johnny Portillo (Questar Gas); Lowell Ray Anderson (Shoshone Municipal Pipeline); Russell Waldner (Carbon Power & Light); Mark Williams (WYDOT); Doug Malsom (Bresnan Communications); James W. Bunch (Black Hills Power); Dennis Lawrence (City of Riverton); Collens Wakefield (Cheyenne Light, Fuel and Power); Don Swindle (Rocky Mountain Power); Steve Loftin (71 Construction); Evan Woolston (Montana Dakota Utilities); Jim Fitz (Source Gas); Terry Larson (Suncor Pipeline); Bret Crouch, Brad Engler, Adam Connolly and Ben Taylor (Anadarko Petroleum Corp.); Scott Johnson (Fidelity Exploration); Stan Waterman (Embarq); Rick Giese (Pioneer Water District); George Fernandez and Candace Czellecz (Kinder Morgan Pipelines); Archie Callander (Wyoming Pipeline Co.); Mark Diede (MIGC/MGTC); Daniel Walter and Matthew Jording (City of Cheyenne); John McDowell and Dave Potter (Bridger Valley Electric); John Knoll (Exxon Mobil); Paul Becker (EnCana); Ben Crosland and Jessica Sikich (Jonah Gas).

Also present: Eric Hettle (Radio Detection); Gary Moss (RTM Company); Wade Miller (Kantex Ind.); Kimbra Davis and Peter J. Katchmar (USDOT/PHMSA); Laura M. Arellano, David Piroutek and David Walker (Wyoming Public Service Commission); Bill Mixer (Casper College); Gary Craig and Pete Melissakis (One Call Systems, Inc.); and Harry and Judy Williams (One-Call of Wyoming).

President Ransdell asked the Board Members and all in attendance to introduce themselves. One Call Systems representatives were introduced. He welcomed everyone and thanked them for attending.

With 25 members represented, a quorum was declared.

Secretary Lowell Ray Anderson reviewed the election procedure for Board of Director members from the five groups with expiring terms of office. The nominations from the Nominating Committee are: Long-Distance Telephone Communications, Don Swindle; Local Telephone Communications, Wayne D. Johnson; Gas Distribution, Evan Woolston; Municipal, Mark Williams; and Joint Powers Board/User owned (not for profit) Water-Sewer-Air facilities, Lowell Ray Anderson. Secretary Anderson asked three times for each position for nominations from the floor. There were no nominations from the floor. Steve Loftin (71 Construction) moved, seconded by Bret Crouch (Anadarko) and carried, to close nominations and to cast a unanimous ballot for the slate of nominees. Those elected: Long-Distance Telephone Communications, Don Swindle (Rocky Mountain Power); Local Telephone Communications, Wayne D. Johnson (Qwest); Gas Distribution, Evan Woolston (Montana Dakota Utilities); Municipal, Mark Williams (WYDOT); and Joint Powers Board/User Owned (not for profit) Water-Sewer-Air facilities, Lowell Ray Anderson (Shoshone Municipal Pipeline).

There were drawings for four door prizes. One-Call of Wyoming presented three \$75 Cabela's Gift Certificates and Anadarko presented a \$100 Sportsman Warehouse Gift Certificate.

President Mark Ransdell asked the members to review the November 14, 2007, Annual Meeting Minutes. Doug Malsom (Bresnan Communications) moved, seconded by Collens Wakefield (Cheyenne Light, Fuel and Power) and carried, to approve the November 14, 2007, Annual Meeting Minutes as printed.

President Mark Ransdell gave the president's report. He recapped what transpired during the year. He mentioned that all minutes and other items are on the website – www.onecallofwyoming.com. The 811 number is working well and the continuation of the 800 number is also available. The Board addressed the report from Jon Jacquot to the governor concerning damages and damage prevention. One of the items in Mr. Jacquot's report was locator training. One-Call of Wyoming is in partnership with Casper College and locator certification training is available at the college. Eight workshops were conducted in 2008 at various locations. There are 15 breakfast workshops scheduled for 2009. The workshops are targeted for excavators and contractors. Since One-Call is conducting these breakfasts, all members are encouraged to attend. These workshops are in conjunction with the new pipeline association (WyPA – Wyoming Pipeline Association). One-Call advertised in several state publications and purchased trinkets for conventions. The Public Service Commission has sponsored radio ads throughout 2008. President Ransdell discussed no response tickets and the abuse of emergency tickets. With all the snow during the first part of 2008, the center took tickets for snow removal; however, these tickets are not being promoted. If you are getting too many tickets from outside your area, you probably need to update your mapping. The Board discussed "force-on requests" and possible solutions. The information on the ticket is only as good as what the person calls in. President Ransdell thanked the Board for a very productive year.

Secretary Lowell Ray Anderson gave the secretary's report. He read a list of the 41 new members. There were four members changing their names. B & C Cable TV and Water Guy are no longer members.

Harry Williams gave the Treasurer's Report. He reviewed the balance sheet and the profit and loss statement. Lowell Ray Anderson (Shoshone Municipal Pipeline) moved, seconded by Steve Loftin (71 Construction Company) and carried to accept the Treasurer's Report.

President Ransdell introduced Gary Craig, Vice-President of One Call Systems, Inc. (OCS). Gary stated that if you have a question or problem, contact Pete or him at the time of the problem, don't wait until the Annual Meeting. Have the ticket number available and Pete/Gary can go back to that particular ticket and know exactly what the caller said, know exactly what one-call did, and know what went out. A big problem facility owners have now is finding a locator to accurately locate their facilities. The center receives calls on "why did I get this ticket" or "why didn't I get a ticket?" There are members that are using section or quarter section databases. In Wyoming OCS has established a GIS grid that is significantly smaller than the section or quarter section. With the database being smaller, better information can be given to the caller. Make sure that the locate contractor who is working for you has good information about where your pipeline, your electric line, your water line are before he goes out to locate it. There was a question about putting a name instead of "homeowner" in the "Working for" field on the ticket. What happens is the project owner gives the information to the contractor where the project is – the contractor takes the information back to his office and gives the information to the secretary/receptionist who is usually the dispatcher and when she/he calls the ticket in, does not know the name. Every field on the ticket has parameters e.g., the field for who you are working for is called a positive field and the customer service representative cannot get passed a positive field without filling it in. You cannot enter a ticket without a city, county, street address or cross street. The new enhancement for this year is E-mail tickets - ONTRY (ONline Ticket EnTRY). This new product replaces the traditional Email-A-Locate with the convenience and usability of a web based interface. Once an excavator is registered with this new site, they will use their assigned username and password to login. The user can then enter specific

information required to complete the locate request by utilizing easy-to-operate drop-down menus. The website has internal controls to ensure that the information entered is accurate and complete. ONTRY is currently limited to routine locate tickets. Another program is IBIS. (Internet-Based Input System). IBIS allows individual users to enter valid tickets without dealing directly with a customer service representative. OCS has designed this user-friendly software specifically for moderate to high-volume users of the call center, in order to save them time on the phone. Two states have eliminated the Fax-A-Locate forms. The reason being that handwriting is hard to read. Always have the ticket number when you call about a ticket. A suggestion was made to make it mandatory to use GPS locations. The answer – it would take a law change. Where is the responsibility for OCS to get updated street maps? This is the most difficult, most talked about, most discussed item in the one-call damage industry – also the most expensive.

The Board has discussed the possibility of charging members if they are not in the database for a locate and the excavator requesting the locate requests they be put on the ticket (Force Ons).

Jim Bunch gave a Legislative Report. Two items discussed were locating on private property beyond the meter and the workshops. There is going to be a Public Service Commission meeting November 15, 2008, that is geared toward one-call. Everyone is invited to this meeting and everyone is invited to be on the Legislative Committee. There was discussion on positive response. Often times when the utility company calls the excavator and states the company has no utilities in that area, the person answering the call is not aware of what the caller is talking about. There are two ways to provide a response – a phone call back to the excavator saying you do or do not have utilities or if the location is white lined mark in the white line “no gas, no electric, etc.” Positive response is not a law at this time. After the initial 48 hours, if the excavator feels there is something there and didn’t hear from the utility owner, the excavator can request a “No Response” ticket – it may take another 48 hours for a response.

There was a break for lunch followed by drawings for the remaining door prizes.

Bill Mixer discussed locator training. He and Dave Arndt will be doing the training. They went to Staking University and received certifier training. They have developed two courses, a classroom course and a hybrid course that is partly online and partly at the college. A partnership has been established between Staking University and the college. The classroom course is four days long on the fifth day a test will be given – the test will be sent to Staking University and if you pass, you will receive a certificate of locating competency. The hybrid online course will consist of an online theory section that the student will have four to five weeks to complete, and a two-day lab section in Casper within a week or two of completion of the online section. A final test is given and you have to pass with a score of 70 or better. The college has the latest radio detection locating equipment. You can bring your own equipment. The classroom and lab will accommodate 10 students – the online portion can accommodate more, but only 10 in the lab. The lab and field exercises are already set up at Casper. The information is on Casper College, One-Call of Wyoming, and Public Service Commission websites. If anyone has old broken locating equipment you need a home for, they are looking for equipment they can tear apart for their program so please donate it. In-state tuition for either class is \$146.

Lowell Ray Anderson reviewed three problems. 1) When you call in a locate, if you have an address, an intersection, or GPS location, don’t give legals because the legals trump the other information. Sometimes a legal is wrong. 2) A locate in Cody was called in (on a Friday) that stated “locate within 50 feet of the traffic cone”. He went out the same day the locate was called in and there was no traffic cone. He went out the next day and there still was no cone. He called on Monday and asked where the cone was and the answer was “We didn’t put it out yet, we were afraid someone would take it”. 3) In our ads, we ask homeowners to call for a locate before planting a tree, etc., and sometimes we give them a confidence that is not true about locates on private property. He called several utilities in the Cody area. Some locate up to the house others to the property line others to where the meter is. There may also be lines between buildings etc. which would not be located.

President Ransdell asked what the penalty was for either not calling before excavating, whether you damage the facility or not? Answer, \$5,000 if the facility is damaged. Who enforces that? The county attorneys. Questar had an incident where an excavator was removing material close to their 24" line and did not call for a locate. Utah has enacted a change in their law. Their penalties were similar to Wyoming's. Now their attorney general can fine the excavator and the utility company that is damaged can also charge the excavator for reimbursement for repairing the damaged facilities. The change in Utah's law provides civil penalties up to \$2,500 per violation and \$100,000 per excavation. An excavator who fails to provide notice in accordance with that section in their damage prevention by not calling in and getting a locate can also be required to pay \$500 in addition to the civil penalty. The penalty under that chapter cannot be imposed on an excavator unless the excavator fails to comply with that chapter and causes damage. If they followed all the rules the \$500 cannot be imposed. But if they didn't get a ticket and they damaged a facility in Utah the facility owner bills for the actual damages plus the \$500 and if they collect that \$500 they give it to the State of Utah. It penalizes the person that didn't call, it doesn't benefit the company or the utility owner, but it does put teeth into the fact they didn't call for a ticket. This hasn't been challenged.

With no more business to discuss, Collens Wakefield (Cheyenne Light, Fuel and Power) moved, seconded by Doug Malsom (Bresnan Communications) and carried, to adjourn the meeting. Meeting adjourned for lunch at 1:15 p.m.

Respectfully submitted,

Lowell Ray Anderson
Secretary