

FINAL Meeting Minutes
OREGON UTILITY NOTIFICATION CENTER
BOARD OF DIRECTORS

Meeting Minutes, Clackamas Community College Wilsonville Training Center – Room 155, 29353 SW Town Center – Loop E,
Wilsonville OR, 97070 May 8, 2019

Board members in attendance as follows: X = present O = absent P = phone participant

| | | | | | | | |
|----------|---|----------|--|----------|---|----------|--|
| X | Scott Gallegos OUCC | X | Micah Brown NULCA | X | Joyce Nelsen Regulated Telecom <50K Access Lines | X | Ryan Sandhu Special Districts |
| O | Nathan Rivera Municipal Electric | O | Chris Grissom Natural Gas Distribution | O | Geneece MacKay Regulated Electric | O | Fred Corona Interstate Natural Gas Pipeline |
| X | Tim Smith Cities Population <25K | X | Scott Clement Cities Population >25K | X | Johnny Sapp ODOT | X | Mitch Burghelea Cable TV |
| | | | | | Open Excavators | | Open Public Utility Districts |
| | Open Counties | | Open National Telecom Damage Prevention | | Open Electric Cooperatives | | Open Telecom Cooperatives |
| | Open Railroads | | Open Contractors | | Open OPUC | | Open Telecom >50K Access Lines |

Others in attendance were: Greg Snyder – OCC, Kitty Davis – OUNC Administrative and Outreach Coordinator, Phil Boyle – OPUC, John Eckis – SCTC, Melanie Lewis – PPL, Jim Brenneke – PGE, Phil Gioja – Center Street Productions, Joanna Valencia – Multnomah County, Clint Kalfell –Excavation Safety Instructor and Montana 811 Representative.

Introductions: Scott Gallegos welcomed everyone to the meeting and introductions were completed.

Adopt Previous Board Meeting Minutes: Joyce Nelsen moved to accept the April 2019 meeting minutes. Tim Smith seconded the motion. **Vote record 5-8-19-01.**

Open Testimony: None

Presentation: Phil Gioja with Center Street Productions gave a presentation on the Excavator Safety 101 online training his company created with the support of the facility operators in Oregon. After the presentation there was discussion on the possibility of adding a version in Spanish. Scott Gallegos will discuss this with all facility operators that were involved in the creation of the training. Phil Gijoa estimated the cost of adding subtitles and a voiceover at approximately \$14,000.

OUNC Operations Report: Greg Snyder reported that the request to design graphics for the interactive calendar has been submitted to the OCC Creative Team. The graphics will go on the scroll bar of the OUNC website home page.

The call center is in the process of testing the individual components associated with getting the 3 new questions onto the Oregon ticket intake form. OCC Systems is pushing to get this project completed.

Greg advised the Board that the April 2019 invoice included a one time charge of \$666.75. This charge is to reimburse OCC for money that will not be paid by Rogue Valley Sewer Service (District codes BCVSA01 & 02) after they requested to have the \$500 limit exemption reinstated and applied retroactively back to January 1, 2019.

Greg also advised the Board that the call center received a request from another member, Coos Bay – North Bend Water Board (District code CBNBW01 and 02) to have the \$500 exemption reapplied to their account. After discussion Micah Brown moved to reinstate the \$500 exemption for Coos Bay – North Bend Water Board and to apply it retroactively after OCC verifies the amounts received so far from this member. So far this year they have been billed \$687.72. Tim Smith seconded the motion. **Vote record 5-8-19-02.**

The Board was notified that the OCC Billing office did send out a message regarding the upcoming tariff increase on July 1, 2019. All members that receive invoices by mail had the message included with their invoice. Those members that receive invoice via email received a second email with the tariff increase reminder. Greg Snyder asked how long the Board would want this message included with the invoices and after discussion it was decided through the July invoice and then the OUNC Board would provide the call center with a separate message to include with the August and September invoices.

Jen with Bent Metal Design (the OUNC web designer) has posted the tariff increase information on the OUNC website.

Greg received an email from Kitty Davis asking if Nathan Taylor should still be included in the list of OUNC Board Members on the meeting minutes. Greg asked the Board if this list should be updated. After discussion Micah Brown made a motion to remove the following members from the list as they have either resigned from the Board or their term has expired and they are no longer participating: Shannon Potter – Telecom > 50k Access Lines, Nathan Taylor - Excavators, John Norrena,- Public Utility Districts, and Lori Koho – Oregon PUC. Scott Gallegos seconded the motion. **Vote record 5-8-19-03.**

Joyce Nelsen noted that Intelligent Community Services (District Code ICS01) is still listed with a past due amount of \$296.70 on the April 2019 Invoice Report. Joyce reported that this member has been unreachable and no longer in business for several years while the call center staff and OUNC Board Members have all been unable to find any new contact information. Joyce Nelsen made a motion to take Intelligent Community Services offline and reimburse OCC for the \$296.70 that they have already paid to the OUNC Board. Tim Smith seconded the motion. **Vote record 5-8-19-04**

Greg reported that an issue with the Work To Begin date on tickets with the Pre-Survey Header Code when those ticket types are placed on Fridays is being worked on. It is a high priority for the Systems Division.

The Board was advised that Greg Snyder received an email from Jessica Malmstedt with Williams requesting that Greg provide the OUNC Board with the information and a power point presentation on Wildland Fire Tickets. Greg provided the information and after discussion Micah Brown will bring up this item at the next OAR Committee meeting.

Greg noted that the OUNC Marketing Package, provided to utilities just signing up to register their underground lines with the One Call Center, needs to be updated to include the new tariff rates. After discussion it was decided that the call center will update the package and submit it to the OUNC Board for approval.

Greg Snyder advised the Board that the OCC Users Group Meeting will take place September 24-26 in Portland. If anyone has a suggestion on topics for discussion at the conference to please contact Greg.

All Board Members had previously been emailed copies of the April 2019 operations reports. Greg Snyder went over the highlights for the month. The incoming ticket total for April was 32,459 which is up 7.52% from April 2018. The ITIC percentage for April was 61.69% compared to 60.99% in April 2018. The incoming ITIC Mobile total for April was 485, up from 298 in 2018. The Average Speed of Answer (ASA) was 41 seconds for April 2019.

OUNC Billing & Aging Report: All Board Members were previously emailed copies of the billing reports and the aging reports for April 2019.

Treasurer Report: Joyce Nelsen: Joyce reviewed the OUNC Balance Sheets, Profit and Loss Detail and Profit and Loss Budget Performance for April 2019. Ryan Sandhu moved to accept the treasurers' report as presented. Johnny Sapp seconded the motion. [Vote record 5-8-19-05](#)

Board of Directors Officer's Reports:

Chair's Report: Scott Gallegos. No report

Vice Chair Report: Micah Brown – Micah reported that several links & items on the OUNC website need to be updated.

Treasurer Report: Joyce Nelsen – Joyce noted that after today's Board Meeting she will get Scott Gallegos's name added and Nate Rivera's name removed from the OUNC CD account.

Secretary Report: Ryan Sandhu – No report.

PUC Representative Report: Lori Koho – No report

Executive Session: The OUNC Board met in executive session in accordance with ORS 192.660.2(a).

Committee Reports:

Budget and Audit Committee: Joyce Nelsen: Joyce will be meeting the company doing the audit review to complete the paperwork

Contracts Committee: Nate Rivera: No report

Damage Reporting/Dirt: Lori Koho: No report. It was discussed that this committee needs a new Chair

Oregon Administrative Rules (OAR'S) & Tariff: Micah Brown: Micah will try to schedule a committee meeting, possibly for 5/29/19. Kitty Davis will check on the availability of committee members.

Micah is working on a step-by-step process for rule making which can be included in the Policy and Procedures Document.

Mitch Burghlea noted that his company (Comcast) has been receiving a lot of tickets with the Emergency Header Code that are not emergencies. Mitch asked who is responsible to police excavators placing false emergency tickets. Discussion followed and it was noted that the RAA (Request for Administrative Action) process should be used in these cases. Micah Brown will also bring up this topic at the next OAR Committee meeting.

Policy & Procedures Committee: Johnny Sapp – Johnny reported that the committee met yesterday. They are adding the new tariff information into the document and making a few other changes. Johnny will also add the information on when OUNC Members should be removed from the list of OUNC members due to resignations or when their terms have expired and they are no longer participating in meetings.

Johnny asked that once the OUNC Marketing Package is updated by the call center and posted on the centers web site to please provide a link that can be used on the OUNC website.

Publicity Committee: Scott Clement – Interim Chair. Scott reported that the RFP for Marketing Services is out and that 5 submittals were received on Friday. If the top candidates are very close then the top 2 candidates will be asked to make a presentation at the June 2019 Board Meeting in Redmond.

Scott noted that the Roseburg billboard would be coming down soon.

The Board has enough volunteers to participate in the Starlight Parade. The OUNC will have the OCC 811 Car in this year's parade.

Sunday 7/14/19 will be Safety Day at the Hillsboro Hops Baseball Game.

Scott noted that Alpha Media shows that the strongest showing for the OUNC 811 advertising spots is after the Lars Larsen show.

Enforcement: Micah Brown: Micah Reported that the meeting with Micah, Scott Gallegos and members of the PUC needs to be rescheduled.

Micah requests that he receives a copy of all RAA's filed through the call center and sent to the PUC. He had made this request earlier in the year but has not seen any RAA's come through. Greg Snyder will check with the Database Department at the call center to make sure they are following this procedure.

Training and Education Committee: Mitch Burghelea: Mitch reported that there will be a meeting with himself, Micah Brown, Scott Gallegos and the Locator Training instructor.

Mitch advised that the OCC Creative Team is still working the tri-fold brochure. He will try to have an example of the fully completed product by June's meeting.

The first Excavation Safety Training Class by Clint Kalfell was held this morning. There were approximately 45 attendees. Mitch thought it was a good presentation. There will be a second class this evening at 5:30pm. There are 37 people registered for this second session.

Membership: Scott Gallegos reported that in late March he sent a letter to the Governor's Office regarding appointments to the OUNC Board.

Oregon Utilities Coordinating Council (OUCC) Report: Scott Gallegos. The OUCC will hold it's quarterly meeting on June 11th, 2019 at Eagle Crest Resort.

Executive Coordinator Committee: Ryan Sandhu: Ryan reported that he received feedback from the DOJ. The committee will be meeting with Sylvia or Johanna from the DOJ. Additional follow-up may be needed to make adjustments to the RFP.

National Industry News: NULCA, CGA, Open Discussion: None

Old business: None

New Business: None

Good of the Order: Johnny Sapp thanked Kitty Davis and thanked OCC for all that they do.

Phil Boyle with the PUC noted that his office had received a call from a homeowner whose neighbor was using information from a locate they placed a year ago to do their current excavation.

Mitch Burghlea with Comcast wanted to thank Kevin Bissell at the call center for getting Comcast set up on the voluntary Positive Response system last week.

The next OUNC Board Meeting will be held on Wednesday June 12h, 2019.

Micah Brown made a motion to adjourn the meeting. Johnny Sapp seconded the motion. . **Vote record 5-8-19-06.**

Meeting Adjourned.

**Voting Record
Motion 5-8-19-01**

| | | | | | | | |
|----------------|---|----------------|--|----------------|---|----------------|--|
| Y | Scott Gallegos OUCC | Y | Micah Brown NULCA | Y | Joyce Nelsen Regulated Telecom <50K Access Lines | Y | Ryan Sandhu Special Districts |
| N P | Nathan Rivera Municipal Electric | N P | Chris Grissom Natural Gas Distribution | N P | Geneece MacKay Regulated Electric | N P | Fred Corona Interstate Natural Gas Pipeline |
| Y | Tim Smith Cities Population <25K | Y | Scott Clement Cities Population >25K | Y | Johnny Sapp ODOT | Y | Mitch Burghlea Cable TV |
| | | | | | Open Excavators | | Open Public Utility Districts |
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Summary

Yes = 7

No = 0

Not Present = 5

**Voting Record
Motion 5-8-19-02**

| | | | | | | | |
|----------------|---|----------------|--|----------------|---|----------------|--|
| Y | Scott Gallegos OUCC | Y | Micah Brown NULCA | Y | Joyce Nelsen Regulated Telecom <50K Access Lines | Y | Ryan Sandhu Special Districts |
| N P | Nathan Rivera Municipal Electric | N P | Chris Grissom Natural Gas Distribution | N P | Geneece MacKay Regulated Electric | N P | Fred Corona Interstate Natural Gas Pipeline |
| Y | Tim Smith Cities Population <25K | Y | Scott Clement Cities Population >25K | Y | Johnny Sapp ODOT | Y | Mitch Burghlea Cable TV |
| | | | | | Open Excavators | | Open Public Utility Districts |
| | Open Counties | | Open National Telecom Damage Prevention | | Open Electric Cooperatives | | Open Telecom Cooperatives |
| | Open Railroads | | Open Contractors | | Open OPUC | | Open Telecom >50K Access Lines |

Summary

Yes = 8

No = 0

Not Present = 4

**Voting Record
Motion 5-8-19-03**

| | | | | | | | |
|----------------|---|----------------|--|----------------|---|----------------|--|
| Y | Scott Gallegos OUCC | Y | Micah Brown NULCA | Y | Joyce Nelsen Regulated Telecom <50K Access Lines | Y | Ryan Sandhu Special Districts |
| N P | Nathan Rivera Municipal Electric | N P | Chris Grissom Natural Gas Distribution | N P | Geneece MacKay Regulated Electric | N P | Fred Corona Interstate Natural Gas Pipeline |
| Y | Tim Smith Cities Population <25K | Y | Scott Clement Cities Population >25K | Y | Johnny Sapp ODOT | Y | Mitch Burghilea Cable TV |
| | | | | | Open Excavators | | Open Public Utility Districts |
| | Open Counties | | Open National Telecom Damage Prevention | | Open Electric Cooperatives | | Open Telecom Cooperatives |
| | Open Railroads | | Open Contractors | | Open OPUC | | Open Telecom >50K Access Lines |

Summary

Yes = 8

No = 0

Not Present = 4

**Voting Record
Motion 5-8-19-04**

| | | | | | | | |
|----------------|---|----------------|--|----------------|---|----------------|--|
| Y | Scott Gallegos OUCC | Y | Micah Brown NULCA | Y | Joyce Nelsen Regulated Telecom <50K Access Lines | Y | Ryan Sandhu Special Districts |
| N P | Nathan Rivera Municipal Electric | N P | Chris Grissom Natural Gas Distribution | N P | Geneece MacKay Regulated Electric | N P | Fred Corona Interstate Natural Gas Pipeline |
| Y | Tim Smith Cities Population <25K | Y | Scott Clement Cities Population >25K | Y | Johnny Sapp ODOT | Y | Mitch Burghilea Cable TV |
| | | | | | Open Excavators | | Open Public Utility Districts |
| | Open Counties | | Open National Telecom Damage Prevention | | Open Electric Cooperatives | | Open Telecom Cooperatives |
| | Open Railroads | | Open Contractors | | Open OPUC | | Open Telecom >50K Access Lines |

Summary

Yes = 8

No = 0

Not Present = 4

**Voting Record
Motion 5-8-19-05**

| | | | | | | | |
|----------------|---|----------------|--|----------------|---|----------------|--|
| Y | Scott Gallegos OUCC | Y | Micah Brown NULCA | Y | Joyce Nelsen Regulated Telecom <50K Access Lines | Y | Ryan Sandhu Special Districts |
| N P | Nathan Rivera Municipal Electric | N P | Chris Grissom Natural Gas Distribution | N P | Geneece MacKay Regulated Electric | N P | Fred Corona Interstate Natural Gas Pipeline |
| Y | Tim Smith Cities Population <25K | Y | Scott Clement Cities Population >25K | Y | Johnny Sapp ODOT | Y | Mitch Burghlea Cable TV |
| | | | | | Open Excavators | | Open Public Utility Districts |
| | Open Counties | | Open National Telecom Damage Prevention | | Open Electric Cooperatives | | Open Telecom Cooperatives |
| | Open Railroads | | Open Contractors | | Open OPUC | | Open Telecom >50K Access Lines |

Summary

Yes = 8

No = 0

Not Present = 4

**Voting Record
Motion 5-8-19-06**

| | | | | | | | |
|----------------|---|----------------|--|----------------|---|----------------|--|
| Y | Scott Gallegos OUCC | Y | Micah Brown NULCA | Y | Joyce Nelsen Regulated Telecom <50K Access Lines | Y | Ryan Sandhu Special Districts |
| N P | Nathan Rivera Municipal Electric | N P | Chris Grissom Natural Gas Distribution | N P | Geneece MacKay Regulated Electric | N P | Fred Corona Interstate Natural Gas Pipeline |
| Y | Tim Smith Cities Population <25K | Y | Scott Clement Cities Population >25K | Y | Johnny Sapp ODOT | Y | Mitch Burghlea Cable TV |
| | | | | | Open Excavators | | Open Public Utility Districts |
| | Open Counties | | Open National Telecom Damage Prevention | | Open Electric Cooperatives | | Open Telecom Cooperatives |
| | Open Railroads | | Open Contractors | | Open OPUC | | Open Telecom >50K Access Lines |

Summary

Yes = 8

No = 0

Not Present = 4