

Exploratory Committee Minutes -

August 4, 2021

Zoom meeting

Committee Members call in: Phil Boyle, Micah Brown, Melanie Lewis, Alba, Josh Thomas & Kitty O'Keefe.

Guest: Kevin Hennessy – PUC and Kathy Harris – Badger Daylighting

Agenda

1) Announcements and Introductions

- a) Phil Boyle called the meeting to order at 3:03pm and introductions were made
- b) Micah moved to accept the minutes from 6.2.21 and Melanie 2nd the motion. The minutes were accepted. Kitty will post on the OUNC website.
- c) Chair Statement: Phil welcomed members. He provided a recap of the Complaint Process and proposed to eliminate the RAA form.

2) New Business –

- a) Complaint Process – PUC Rep to discuss new process
 - i) (SEE ATTACHMENT 1)
 - ii) Kevin shared the new form is less data fatigue, is a cleaner form and an evolving process.
 - iii) Micah agrees with this process and recommends getting the Call Center up to speed and in place. Remove from OUNC website.
 - iv) Kevin would like the OUNC to provide information on complaint process. Make sure it's readily available for the public. Have a placeholder on OUNC website. Members agreed.
 - v) Phil will bring this recommendation to the full board.
 - vi) Kitty pulled up the OUNC website to share the current Complaint Process page. This will need to be updated.
 - vii) Kevin said he can help clarify new language and suggested to include the new link and QR code.
 - vii) Motion was made by Micah to recommend to the OUNC board we establish a new Complaint Process on the OUNC website. Do away with the RAA form. Update the Call Center with the new process. 2nd by Melanie. Members approved.
- b) OPUC 811 Complaint Information and Data Sharing
 - i) Phil shared with members the importance of keeping this conversation going; ask the PUC to share data reports.

3) Old Business -

4) For the Good of the Order –

- i) Micah recommends to dissolve this committee. Use the OAR committee to follow Complaint Information and Data Sharing

5) Next Meeting – tbd

Meeting adjourned at 3:30pm.

Minutes submitted by Kitty O'Keefe on 8.5.21



Oregon

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Memorandum

To: Phil Boyle

From: Kevin Hennessy

Date: July 22, 2021

Re: OPUC 811 Complaint Information and Data Sharing

The purpose of this memo is to highlight new opportunities for sharing complaint information regarding PUC adopted Safety Standards and damage prevention OAR Chapter 952 Standards. Staff created an intake process to collect information for investigations of these Safety Standards. The complaint process is facilitated through two divisions at the PUC, Consumer Services along with Utility Safety, Reliability and Security. The means to collect complaint information can be done by calling Consumer Services and submitting information online through the following link <https://arcg.is/1qSmi> or QR code:



Staff participates in the development of OAR Chapter 952 Standards. This is a shared responsibility with Stakeholder membership facilitated by the Oregon Utility Notification Center Board of Directors. It has been proposed by some membership and Staff, sharing complaint information may be helpful towards our goal of preventing damages. In order to highlight opportunities for sharing complaint information, you asked about the types of information that could be submitted by using the OPUC 811 Complaint form. Below is a listing of types of complaint information for your review and consideration:

- *Contact information*
- *License number*
- *Category of complaint*
- *Verification information for non-compliance*
- *Verification of markings or aboveground facilities*
- *Verification of utility damage*
- *Verification of handtools*
- *Variable supporting information*
- *Line type*
- *Stakeholder groups*
- *Location*
- *Description*
- *Verification of excavation activities*
- *Verification of excavation equipment*
- *Verification of utility outage*
- *Verification of emergency public officials*
- *Type of underground facility*
- *Width of underground facility greater than 2 – inches*