

Meeting Minutes

OREGON UTILITY NOTIFICATION CENTER BOARD OF DIRECTORS

Meeting Minutes, April 14, 2021. Conference call is available for this meeting. Please dial 1-253-215-8782.
Enter conference ID: 931 9991 4159# View screen share at: <https://zoom.us/j/93199914159>

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

	Open OUCC	P	Micah Brown NULCA	P	Scott Crosby Regulated Telecom <50K Access Lines	O	Ryan Sandhu Special Districts
P	Nathan Rivera Municipal Electric	O	Don Moore Natural Gas Distribution	P	Melanie Lewis Regulated Electric	P	Alba "Dawn" Vogland Counties
P	Tim Smith Cities Population <25K	P	Scott Clement Cities Population >25K	P	Johnny Sapp ODOT	P	Mitch Burghlea Cable TV
P	Phil Boyle OPUC	P	John Eckis Telecom Cooperatives	O	Connor Toney Excavators	P	Jessica Epley Telecom >50K Access Lines
P	Paul Schmidt Contractors	P	Brewster Whitmire Electric Cooperatives		Open Interstate Natural Gas Pipeline		Open National Telecom Damage Prevention
					Open Public Utility Districts		Open Railroads

Others in attendance were: Kitty O'Keefe – OUNC Administrative and Outreach Coordinator, Greg Snyder – OCC, Frank Planton – OCC, Scott Gallegos- OCC, Terry Hogan- OCC, Kim Boyd-OCC, John Allard- Clean Water Services, Stuart Sockman

Introductions: Micah Brown welcomed everyone to the meeting and introductions were completed.

Safety Moment – Paul Schmidt provided this month's safety moment on described an incident where marks were accurate but the team was focused on the large gas main and had forgotten about the service line. While a mistake was made in causing the damage, the team responded perfectly after the damage had occurred.

Adopt Previous Board Meeting Minutes: Phil Boyle made a motion to accept the March 10, 2021 minutes as corrected. Paul Schmidt seconded the motion. **Vote record 04-14-21-01.**

Open Testimony: None

OUNC Operations Report: Scott Gallegos updated the board on the status of International Paper. Phil Boyle will send Scott and Greg an additional contact address for International Paper. Scott will report back next month with an update.

Updated board on Interactive Voice Response (IVR). This will allow callers that want to update tickets without changing information or who want to cancel a ticket, to do this through an automated service rather than speaking with an operator.

All Board Members had previously been emailed copies of the March 2021 operations reports. Scott Gallegos went over the highlights for the month. The incoming ticket total for March was 35,479 tickets, which is up 25.43 from March 2020. The ITIC percentage for March was 72.45%, up from March 2020's 64.30%. The Average Speed of Answer (ASA) was 34 seconds for March 2021.

OCC will no longer report ITIC mobile data in the board report.

Greg Snyder provided a demo on the Design Locate Request and Design Information Request process that is being used in Washington and Idaho.

Kim Boyd with One Call Concepts provided a demo on the new NXT on line ticket entry process that will be released in Oregon in 2021.

OUNC Billing & Aging Report: All Board Members have been emailed copies of the billing reports and the aging reports for March 2021.

Treasurer Report: Dawn Vogland. The March report needs to have some correction so will be updated at May meeting. Dawn provided an update on the February report.

Dawn reviewed the OUNC budget report for January 2021. Johnny Sapp made a motion to accept the February and March 2021 Treasurers report as presented. John Eckis seconded the motion. **Vote record 04-14-21-02.**

Board of Directors Officer's Reports:

Chair's Report: Micah Brown –Micah recognized Joyce Nelson for her years of service to the board and the local councils. Brought up the certificate of award from the state's Chief Financial Officer. Annual report has been submitted to the Governor's office

Vice Chair Report: Open – No report.

Treasurer Report: Dawn Vogland – Nothing to report

Secretary Report: Scott Clement – Nothing to report

PUC Representative Report: Phil Boyle – Nothing to report

Administrative and Outreach Coordinator – Kitty O'Keefe – Kitty shared that the April Safe Digging Month proclamation has been submitted to the Governor's office however the Governor's office was not able to process the proclamation due to Covid related issues

Kitty updated the board on new meeting locations and that the Wilsonville locations will be moved to the Portland Airport Sheridan, the schedule is attached below.

Committee Reports:

Budget and Audit Committee: Dawn Hickson: Nothing to report

Contracts Committee: Nate Rivera – Had Kitty send out the draft RFP for the call center contract. Should be posted today with relative time lines. Nate mentioned updates to the contract. Nate recommends posting RFP on the OUNC website with questions and answers from potential vendors.

Motion made to post the call center RFP by the end of day today by Nate Rivera. Second made by Jessica Epley. [Vote record 04-14-21-03](#)

Damage Reporting/Dirt: Don Moore – Kitty reported for Don that Lynsay Demko was promoted at Cascade Natural Gas and will report Q1 data at the May meeting

Oregon Administrative Rules (OAR'S) & Tariff: Micah Brown – Micah reported that the committee has discussed a 750' maximum ticket length and the potential of a project ticket.

Micah started a discussion around excessive white paint. Phil Boyle updated the board on the backstory on the incident that led to the issue.

Nate added that he watched the committee meeting and express the interest that the board should have in staying on top of the legislative activity. Discussion followed.

Scott will send Micah a spreadsheet with different state paint and mandatory damage reporting.

Policy & Procedures Committee: John Eckis – No report.

Publicity Committee: Scott Clement – No report

Training and Education Committee: Mitch Burghlea – Mitch said that trainings are filling up. Nothing much to report.

Membership: Phil Boyle: Still waiting to hear from Governor's office on the status of pending applications. Interest in serving form is now up on OUNC website

Oregon Utilities Coordinating Council (OUCC) Report: Dawn Hickson: Next meeting is June 8th and they will be holding elections for Vice President.

Executive Director Selection Committee: Ryan Sandhu: Micah said we are still in negotiations with candidate regarding compensation.

Exploratory Committee: Don Moore: No report

National Industry News: NULCA, CGA, Open Discussion: Dawn asked about the OCC users group in Palm Springs on September 21-23.

Old business: Election for the Vice Chair. Don Moore and Melanie Lewis were nominated. Don will not be able to accept the position.

Nate Rivera makes a motion to elect Melanie Lewis as the Vice Chair of the OUNC. Johnny seconded the motion. **Vote record 04-14-21-04**

New Business:

Good of the Order: Nate wanted to thank OCC for doing 2 previous presentations and one today. He also wanted to thank Melanie for accepting the nomination.

Nate Rivera made a motion to adjourn the meeting. Johnny Sapp seconded the motion. **Vote record 04-14-21-05**

Meeting Adjourned.

Voting Record
Motion 04-14-21-01

	Open OUCC	Y	Micah Brown NULCA	Y	Scott Crosby Regulated Telecom <50K Access Lines	N P	Ryan Sandhu Special Districts
Y	Nathan Rivera Municipal Electric	N P	Don Moore Natural Gas Distribution	Y	Melanie Lewis Regulated Electric	Y	Dawn Hickson Counties
Y	Tim Smith Cities Population <25K	Y	Scott Clement Cities Population >25K	Y	Johnny Sapp ODOT	Y	Mitch Burghlelea Cable TV
Y	Phil Boyle OPUC	Y	John Eckis Telecom Cooperatives	N P	Connor Toney Excavators	Y	Jessica Epley Telecom >50K Access Lines
Y	Paul Schmidt Contractors	Y	Brewster Whitmire Electric Cooperatives		Open Interstate Natural Gas Pipeline		Open National Telecom Damage Prevention
					Open Public Utility Districts		Open Railroads

Summary

Yes = 14

No = 0

Not Present = 3

Voting Record
Motion 04-14-21-02

	Open OUCC	Y	Micah Brown NULCA	Y	Scott Crosby Regulated Telecom <50K Access Lines	N P	Ryan Sandhu Special Districts
Y	Nathan Rivera Municipal Electric	N P	Don Moore Natural Gas Distribution	Y	Melanie Lewis Regulated Electric	Y	Dawn Hickson Counties
Y	Tim Smith Cities Population <25K	N P	Scott Clement Cities Population >25K	Y	Johnny Sapp ODOT	Y	Mitch Burghlea Cable TV
Y	Phil Boyle OPUC	Y	John Eckis Telecom Cooperatives	N P	Connor Toney Excavators	Y	Jessica Epley Telecom >50K Access Lines
Y	Paul Schmidt Contractors	Y	Brewster Whitmire Electric Cooperatives		Open Interstate Natural Gas Pipeline		Open National Telecom Damage Prevention
					Open Public Utility Districts		Open Railroads

Summary

Yes = 13

No = 0

Not Present = 4

Voting Record
Motion 04-14-21-03

	Open OUCC	Y	Micah Brown NULCA	Y	Scott Crosby Regulated Telecom <50K Access Lines	N P	Ryan Sandhu Special Districts
Y	Nathan Rivera Municipal Electric	N P	Don Moore Natural Gas Distribution	Y	Melanie Lewis Regulated Electric	Y	Dawn Hickson Counties
Y	Tim Smith Cities Population <25K	N P	Scott Clement Cities Population >25K	Y	Johnny Sapp ODOT	Y	Mitch Burghlea Cable TV
Y	Phil Boyle OPUC	Y	John Eckis Telecom Cooperatives	N P	Connor Toney Excavators	Y	Jessica Epley Telecom >50K Access Lines
Y	Paul Schmidt Contractors	Y	Brewster Whitmire Electric Cooperatives		Open Interstate Natural Gas Pipeline		Open National Telecom Damage Prevention
					Open Public Utility Districts		Open Railroads

Summary

Yes = 13

No = 0

Not Present = 4

Voting Record
Motion 04-14-21-04

	Open OUCC	Y	Micah Brown NULCA	Y	Scott Crosby Regulated Telecom <50K Access Lines	N P	Ryan Sandhu Special Districts
Y	Nathan Rivera Municipal Electric	N P	Don Moore Natural Gas Distribution	Y	Melanie Lewis Regulated Electric	Y	Dawn Hickson Counties
Y	Tim Smith Cities Population <25K	N P	Scott Clement Cities Population >25K	Y	Johnny Sapp ODOT	Y	Mitch Burghlea Cable TV
Y	Phil Boyle OPUC	Y	John Eckis Telecom Cooperatives	N P	Connor Toney Excavators	Y	Jessica Epley Telecom >50K Access Lines
Y	Paul Schmidt Contractors	Y	Brewster Whitmire Electric Cooperatives		Open Interstate Natural Gas Pipeline		Open National Telecom Damage Prevention
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Summary

Yes = 13

No = 0

Not Present = 4

OUNC MEETINGS - 2021

January 13, 2021	<p>Please dial 1-646-307-1990. Enter conference ID: 889-738-824#</p> <p>View screen share at: https://join.me/DigSafe_2019</p>	OUNC meeting time - 9:00 am to 5:00 pm
February 10, 2021	<p>Please dial 1-646-307-1990. Enter conference ID: 889-738-824#</p> <p>View screen share at: https://join.me/DigSafe_2019</p>	OUNC meeting time - 9:00 am to 1:00 pm
March 10, 2021	<p>Please dial 1-646-307-1990. Enter conference ID: 889-738-824#</p> <p>View screen share at: https://join.me/DigSafe_2019</p>	<p>OUNC meets on March 10 at 9:00 am</p> <p><u>OUCC meets on March 9 at 12:30</u></p>
April 14, 2021	Join Zoom Meeting: https://zoom.us/j/93199914159	OUNC meeting time - 9:00 am to 1:00 pm
May 12, 2021	<p>Salishan</p> <p>7760 North Hwy. 101</p> <p>Gleneden Beach, OR 97388</p>	OUNC meeting time - 9:00 am to 3:00 pm
June 9, 2021	<p>Sheraton</p> <p>Portland Airport Hotel</p> <p>8235 NE Airport Way</p>	<p><u>OUCC meets on June 8 at 12:30 pm</u></p> <p>OUNC meets on June 9 at 9:00 am</p>
July 14, 2021	<p>Sheraton</p> <p>Portland Airport Hotel</p> <p>8235 NE Airport Way</p>	<p>OUNC meeting time - 9:00 am to 4:00 pm</p> <p>Call Center RFP Presentations</p>
August 11, 2021	<p>Sheraton</p> <p>Portland Airport Hotel</p> <p>8235 NE Airport Way</p>	OUNC meeting time - 9:00 am to 3:00 pm
September 8, 2021	<p>NW College of Construction</p> <p>8111 NE Holman St.</p> <p>Portland, OR 97218</p>	<p><u>OUCC meeting on Sept. 7 at 12:30pm</u></p> <p>OUNC meets on Sept. 8 at 9:00 am</p>
October 13, 2021	<p>Hampton Inn & Suites</p> <p>730 SW Columbia St.</p>	OUNC meeting time - 9:00 am to 3:00 pm

Bend, OR 97702

November 10, 2021

Clackamas Community College
Wilsonville Training Center - Room tbd
29353 SW Town Center - Loop E
Wilsonville, OR 97070

OUNC meeting time - 9:00 am to 3:00 pm

December 8, 2021

Salem - NW Natural
3123 Broadway St. NE
Salem, OR 97303

OUC meets on Dec. 7 at 12:30 pm

OUNC meets on Dec. 8 at 9:00 am