

FINAL Meeting Minutes
OREGON UTILITY NOTIFICATION CENTER
BOARD OF DIRECTORS

Meeting Minutes, Salishan Spa & Resort, 7760 Hwy 101 North, Gleneden Beach, OR 97388, September 14, 2016

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

O	Jeff Daniels Natural Gas Distribution	O	Dan Miles Regulated Electric	O	Ron Coffell OUCC	X	Lori Koho OPUC
O	Shannon Davis Telecom >50K Access Lines	O	Russell Thomas Cities Population <25K	X	Dan Jensen Interstate Natural Gas Pipeline	X	Ron Stenger Telecom Cooperatives
X	Joyce Nelsen Regulated Telecom <50K Access Lines	X	Matt Wales Cities Population >25K	X	Ted Miller ODOT	X	Nathan Taylor Excavators
X	Ryan Sandhu Special Districts	O	Troy Rabe Cable TV	X	Tony Schacher Electric Cooperatives		
X	Micah Brown NULCA	X	John Norrena Public Utility Districts	X	Nathan Rivera Municipal Electric		
	OPEN Contractors		Open Railroads		Open Counties		

Others in attendance were: Kitty Davis – OUNC, Greg Snyder – OCC, Luc Fortier – Pacific Marketing, Johnny Sapp – ODOT, Scott Gallegos – NW Natural Gas, Larry Nelson – Van Lee Contracting, Verlyn Bailly – Trans Canada.

Introductions: Ron Stenger welcomed everyone to the meeting. Introductions were completed.

Adopt Previous Board Meeting Minutes: Ron Stenger moved to accept the minutes as corrected. Micah Brown seconded the motion. Vote record 09-14-16-01

Open Testimony: None.

OUNC Operations Report:

Greg Snyder advised the Board that the Billing Department has now added the Due Date onto the members' invoices.

Greg also advised the Board that there was a short outage at the call center on Monday 9/12/16 that affected the ability to process incoming calls and access to ITIC. A "Network Event" with the AT&T data

lines caused this. OCC Systems Division was able to reroute the lines and restore our ability to process phone calls and restored ITIC access.

Greg provided all board members with a copy of the operations report for the month of August 2016. All reports were reviewed. The incoming ticket total for the month was 28,899 which was up 11.56% from 2015. The ITIC percentage was 59.35%. The Average Speed of Answer (ASA) for August was 34 seconds.

OUNC Billing & Aging Report: Greg Snyder provided copies of the billing reports for the month of August 2016. All reports were reviewed. It was explained that August billing included an adjustment to the July 2016 billing due to the yearly update in the base ticket price that takes effect July 1, 2016. The base ticket price update is based on the CPI and the CPI is not available until August so the July increase is added to the August billing. Total revenue for the month was \$27,457.91.

Treasurer Report: Joyce Nelsen: Joyce Nelsen reviewed the OUNC Balance Sheet, Profit and Loss Detail and Profit and Loss Budget Performance for the month of August. Ron Stenger thanked Joyce for the report.

Board of Directors Officer's Reports:

Chair's Report: Jeff Daniels: No report.

Vice Chair's Report: Ron Stenger: Ron introduced Verlyn Bailly with Trans Canada Pipeline, Public Awareness. Verlyn gave information on other states damages meetings. Lori Koho thought Verlyn might be a good resource to work with the Training and Education Committee to help increase attendance and awareness.

Ron gave thanks to Ryan Sandhu for immediately stepping into his new role as Secretary for the OUNC Board.

Two weeks ago Ron received a call from Georgia 811 with questions on maintaining marks.

Ron noted that in the bylaws it mentions Roberts Rules of Orders and he thought the last Board meeting was one of the best he has attended as they used this process during the meeting.

Ron also mentioned that he has noticed that during their 2nd term Board members are more comfortable in their roles on the Board.

Treasurer Report: Joyce Nelsen: New accounting report to DAS was completed.

Secretary Report: Ryan Sandhu – Ryan gave thanks to Kitty Davis for sending him the “Secretary Bible” from Trevor Voris, the previous Secretary.

Ryan said he would try to get the agenda out sooner before the Board Meetings. If anyone has items to add please try to send them to Ryan. After discussion it was determined he would try to get them out 2 weeks ahead of the meeting. Less lead-time would be required for Committee Meeting notices and 24 hours for an emergency meeting.

PUC Representative Report: Lori Koho: Lori reported that soon the PUC will have it's report of how they audit a company's damage prevention efforts.

Lori also reported that PHMSA is putting the PUC under a lot of scrutiny on grants. Need all documentation of locator training including the full agenda, the list of attendees and test results. May start needing quantitative information so the Board does not lose grant money. One-call grants are not open yet but may open next month. Need information, including justification, on what type of grants to focus on for next year.

The DAS Risk Analysis was completed based on what was done last time. Needed to quantify volunteer hours and the Boards Volunteer hours.

Yesterday Lori received an email from the Governors office checking sunset dates on boards and other information on the OUNC Board.

Executive Session: None.

Committee Reports:

Budget and Audit Committee: Joyce Nelsen: Joyce is looking for volunteers to be on this Committee. Nate Rivera volunteered to join.

For 2017 budget will start by using the same income amount as this year as the difference between last year and this year is very small, then decisions can be made on the budgets for P&E. Locator Training, Executive Administrator, etc.

Contracts Committee: Shannon Davis – Shannon was not available but Ron Stenger gave a recap. Shannon Davis and the Board completed the RFP for the Call Center Vendor. It was between One Call Concepts (OCC) and Texas 811 with the contract being awarded to OCC. It is a four-year contract with the possibility of a one-year extension.

Damage Reporting/Dirt: Lori Koho: Lori is still trying to get additional information and clarification on data sharing on Oregon DIRT and has not been able to schedule a webinar or interactive session with CGA.

PHMSA has hinted at needing a new system other than DIRT. However, since some members have operations in multiple states, CGA DIRT would be the best option if can get it working.

Oregon Administrative Rules (OAR'S) & Tariff: Micah Brown: Micah has not had a Committee Meeting since the last Board Meeting. They are still working on language for the 45-day ticket life and still researching Positive Response.

Policy & Procedures Committee: Matt Wales: Matt reported that SB55 has been posted on the OUNC website and should be read. Matt would like it noted on next month's agenda - Review and vote on SB55-. Kitty Davis showed the Members how to access the site.

Publicity Committee: Nathan Taylor: Nathan advised that the OUNC Board had purchased 400 water bottles to be delivered to the students at a Canby School on September 23rd 2016. NW Natural will also be there to hand out coloring books.

Bi-Mart is contributing to get 10,000 calendars using the drawings from the 811 poster-coloring contest held this past summer. The calendars will be given away for free in 25 Bi-Mart stores. They are asking for \$2,500 contributions from OCC, NW Natural, and PGE.

The Committee is looking at the Bi-Mart festival for 2017. There will be one festival in Medford in 2017.

Nathan reported that the Committee is also looking into 2017 TV commercials. Jim Holzer with the OCC Creative Team is working with Kitty Davis to use some existing commercials from N by NW.

Nathan says that face book likes have grown 60% in one year.

Luc Fortier has updated the on-line store to only show items that are available.

The Committee has ordered 30,000 dashboard calendars.

The next Publicity Committee Meeting will be held following the October 12th Board Meeting.

Luc Fortier with Pacific Marketing will be doing a sweatshirt special of hoodie sweatshirts in the \$13 range.

Nathan noted that the publicity budget is just about gone for the year and asked if there were any dollars the Board wanted to reallocate to Publicity or should the OUNC store shut down for the rest of the year. The store can always take special requests. There was discussion on the amount of money that might be needed for the rest of the year. Joyce Nelsen made a motion to move \$20,000 from Executive Administrator to Publicity to use in restocking the on line store. Tony Schacher seconded the motion.
Vote record 09-14-16-02.

There was discussion on how to quantify those causing damages and how to measure those that know about 811 and specifically how to get from excavators, contractors, etc knowing about 811 and to get them to practice safe digging and how to track the progress.

Ryan Sandhu will email a list of all events throughout the state from the local UCC's and Greg Snyder will include the list in the meeting minutes. (See ATTACHMENT 1 - located at the end of the meeting minutes.)

Enforcement: - Lori Koho. Lori informed the Board that there was a meeting on three complaints on August 15th. Two complaints were dismissed after additional information was submitted and the third was completed and referred to OSHA. Lori explained that an action might be referred to OSHA if it involves something that the PUC cannot investigate.

Training and Education Committee: Troy Rabe: Troy not present. The Board was advised that the next Locator Training class will be next month in Wilsonville and it only took a couple of days to fill the class of 22.

Lori Koho reminded the Board of the need to have data to support the need for training and to get quantitative information of training for grants.

Ryan Sandhu mentioned possibly sending an annual letter to facility operators reminding them of the operators' responsibility. Discussion followed. Possibly have Board sponsored meetings.

It was brought up that the NW College of Construction has mock ups for students to dig and move dirt etc.

Membership: Lori Koho: Lori is still working on getting Johnny Sapp with ODOT approved.

Lori is also checking on what the process is to get a Board appointed Board seat removed.

Lori is also following up on trying to find a possible ODOT person to fill the vacant Railroad position.

Ron Stenger went over those Board Members that are close to the end of their terms and / or reaching their term limits.

Oregon Utilities Coordinating Council (OUCC) Report: Ron Coffell was not present. No report

National Industry News: NULCA, CGA, Open Discussion: It was noted that the OCC Users Group and Technology Conference will be held in Boston, Oct 11-13. Jeff Daniels and Ron Coffell will be attending.

Old business: The list of meeting dates and locations will be changed to remove the locations on the months that are set aside for Committee Meetings

New Business: It was decided to continue going paperless with the meeting minutes and reports. All reports from the call center will continue to be emailed out prior to the Board Meeting and will now include some additional reports that were previously included in the handed out packet.

It was noted that the OUCC quarterly meetings will now be taking place on the Tuesday before the OUNC Board Meeting.

Good of the Order: None

Lori Koho made a motion to adjourn the meeting and Tony Schacher seconded the motion. [Vote record](#)
[09-14-16-03](#)

Adjourn.

Voting Record
Motion 09-14-16-01

N P	Jeff Daniels Natural Gas Distribution	N P	Dan Miles Regulated Electric	N P	Ron Coffell OUCC	Y	Lori Koho OPUC
N P	Shannon Davis Telecom >50K Access Lines	N P	Russell Thomas Cities Population <25K	Y	Dan Jensen Interstate Natural Gas Pipeline	Y	Ron Stenger Telecom Cooperatives
Y	Joyce Nelsen Regulated Telecom <50K Access Lines	Y	Matt Wales Cities Population >25K	Y	Ted Miller ODOT	Y	Nathan Taylor Excavators
Y	Ryan Sandhu Special Districts	N P	Troy Rabe Cable TV	Y	Tony Schacher Electric Cooperatives		
Y	Micah Brown NULCA	Y	John Norrena Public Utility Districts	Y	Nathan Rivera Municipal Electric		
	OPEN Contractors		Open Railroads		Open Counties		

Summary

Yes = 12

No = 0

Not Present = 6

Voting Record
Motion 09-14-16-02

N P	Jeff Daniels Natural Gas Distribution	N P	Dan Miles Regulated Electric	N P	Ron Coffell OUCC	Y	Lori Koho OPUC
N P	Shannon Davis Telecom >50K Access Lines	N P	Russell Thomas Cities Population <25K	Y	Dan Jensen Interstate Natural Gas Pipeline	Y	Ron Stenger Telecom Cooperatives
Y	Joyce Nelsen Regulated Telecom <50K Access Lines	Y	Matt Wales Cities Population >25K	Y	Ted Miller ODOT	Y	Nathan Taylor Excavators
Y	Ryan Sandhu Special Districts	N P	Troy Rabe Cable TV	Y	Tony Schacher Electric Cooperatives		
Y	Micah Brown NULCA	Y	John Norrena Public Utility Districts	Y	Nathan Rivera Municipal Electric		
	OPEN Contractors		Open Railroads		Open Counties		

Summary

Yes = 12

No = 0

Not Present = 6

Voting Record
Motion 09-14-16-03

N P	Jeff Daniels Natural Gas Distribution	N P	Dan Miles Regulated Electric	N P	Ron Coffell OUCC	Y	Lori Koho OPUC
N P	Shannon Davis Telecom >50K Access Lines	N P	Russell Thomas Cities Population <25K	Y	Dan Jensen Interstate Natural Gas Pipeline	Y	Ron Stenger Telecom Cooperatives
Y	Joyce Nelsen Regulated Telecom <50K Access Lines	Y	Matt Wales Cities Population >25K	Y	Ted Miller ODOT	Y	Nathan Taylor Excavators
Y	Ryan Sandhu Special Districts	N P	Troy Rabe Cable TV	Y	Tony Schacher Electric Cooperatives		
Y	Micah Brown NULCA	Y	John Norrena Public Utility Districts	Y	Nathan Rivera Municipal Electric		
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ATTACHMENT 1

OUNC

1. Emergency Fair in Lake Oswego – April 21. Kitty Davis and Bryan Baxter set up 811 booth and provided snow cones and 811 promo material.
2. Public Safety Fair in Lake Oswego – August 24. Kitty Davis and Scott Gallegos will bring the 811 Trailer and provide 811 promo material.
3. Country Music Festivals: Cape Blanco July 28-31. 10+ volunteers worked the 811 Trailer. Willamette/Brownsville August 11-14. 20+ volunteers worked the 811 Trailer.
4. Home & Garden Show – February 23-26,2017: Kitty Davis has an existing contract. Needs approval. May ask if Metro UCC wants to be involved. Asked for a PSA discount and instead of \$1,100; booth would cost \$550.
5. Starlight Parade-2017: looking into entry fee. Would not have to pay the \$12,000 that's been paid in the past for a float; can use the 811 Trailer.

OUCG

These events have or will occur in 2016

1. Sherwood Cruiz – June 11
2. Newberg Public Works Day – June 23
3. Hagg Lake Fishing Derby- June 25
4. Drag the Gut in McMinnville – Aug. 25-27
5. Astoria Seafood-Wine Festival – April
6. Wheels & Waves- September 10-12
7. MUCC Annual Golf Tournament
8. Linn Benton County Fair Home Show-August
9. Lebanon Safety Day- May
10. Pioneer Picnic
11. Lane UCC-Home Show – March
12. Waldport Fishing Derby- May
13. Douglas County Cub Scout Pinewood Derby-April
14. Fun Festival in Coos Bay-September
15. Jackson County Fair-July
16. Hood River County Fair
17. Hood River Beer Festival-October
18. The Dalles Cherry Festival Parade- April
19. Wasco County Fair-August
20. Hermiston Garden Show
21. Hell's Canyon Bike Rally- July 7-11