



Meeting Date: 7-26-2016

Call to Order Time: 12 pm @ Wubbas BBQ

Attendance:

Jeff Daniels –President

Randy Travis- Damage Chair

Jay Neil- Treasurer

Jeremy Wells- Vice President

Ryan Hamilton - Secretary

Steve Padget- Guest PPL

Ardis Arbuckle – Guest Century Link

Lewis Friend- Bobs Excavation

New Business:

- Meeting was to address issues with Century Link Locates, request for information, response after damage and phone numbers that work.
- Lewis Friend called and sent email to Ryan Hamilton looking for some help. This is the text from email addressing the problem.

Our general complaint is poor marking and the inability to report damage or ask questions in a timely manner. The phone number provided on our locate ticket sends you through a 10 step switchboard that ultimately connects you with someone who cannot communicate in terms of construction or buried utilities. Additionally, for one issue I had I sat on hold for a total of 45 minutes on three different phone calls trying to report a damage. It would be helpful if we could be provided a service center or primary and backup local contacts for each utility.

Through our local relationships we have these contacts at the other utilities to get immediate notification to the local individuals while still making the formal notification through the Utility Main Office or Call Center.

We have a good relationship with some of the locators and utilities and would like to have the same relationship with the remaining locators and utilities so that ask questions, review, and address damages in timely manner. This will minimize down time for our crews, minimize down time for customers in the event of a dig up and continue to provide for safety to for our crews and public.

- Ardis Arbuckle was able to inform us that the “800” number on the locate ticket will not change but she did supply everyone with phone numbers and information on what numbers to call for repair and if the first number doesn’t get the kind of response needed then there are other local “techs” that can be called. She was also very interested in the kind of negative feedback given to her on the company performing the locates for Century Link. She was going to address the problem when she got back to her office.

Other Business

- Randy Travis (City of Klamath Falls) was asked if it is possible to run a camera up the old city sewer lines that are not locatable from above ground. This could help with locating the old system in the future. Randy was going to see if it was possible.
- General discussion of the new proposed 48 hours from “midnight” rule on completing locates.

