

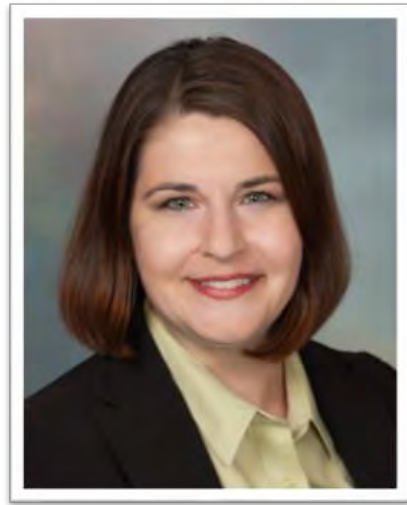


# Why we are here?



"Fleeing blast. Two girls flee in horror after an explosion rocked the Hapeville Day Nursery May 29, killing nine persons. The blast, which heavily damaged the nursery building, was attributed to a bulldozer ripping a gas main while working on a construction project. The gas was believed to have accumulated in the basement before the blast." *AJC 1968*

"1968 On May 29, a bulldozer ruptured a 1-inch gas service line at a children's nursery in Hapeville, Georgia. The bulldozer operator was unable to find the shutoff valve for the gas line, and shortly after there was an explosion and fire. Seven children and two adults were killed, and three children were seriously injured in the accident." *NTSB study 1970*



**Meghan Wade**  
*President & CEO*



**Brian Gilliam**  
*Exec. VP of Operations & COO*

# Georgia 811 Leadership

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Georgia 811 Mission:

Georgia 811 will be an industry leader in promoting safety and preventing damage to utility facilities efficiently through high quality and economical notification service; providing education and encouraging compliance with applicable rules and regulations.

# Meet Our New Leadership

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# Board of Directors

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## **Chairman of the Board –**

**Rick Slagle**, *Dir. Of Compliance & Quality Assurance at Southern Company Gas*

**Brandy Kitchel**, *Distribution Support Manager at Georgia Power Company*

**Troy Coleman**, *Senior Network Support at AT&T*

**Rob Holbrook**, *Contract/Project Manager at Cobb County*

**Jim Laplander**, *Dir. Of Water & Sewer Engineering & Planning Division at City of Savannah Water Resources*

**Kirk King**, *VP of Construction at Diverse Power*

**Rick Lonn**, *Dir of Compliance Assurance & Pipeline Risk Management at Southern Company Gas*

**Rachel Jones Williams**, *General Manager of Transmission Maintenance & Support at Georgia Power Company*

**Lisa Clark McKnight**, *Director of Damage Prevention at the City of Lawrenceville*

**Frankie Rigdon**, *VP of Operations at Ellijay Telephone Company*

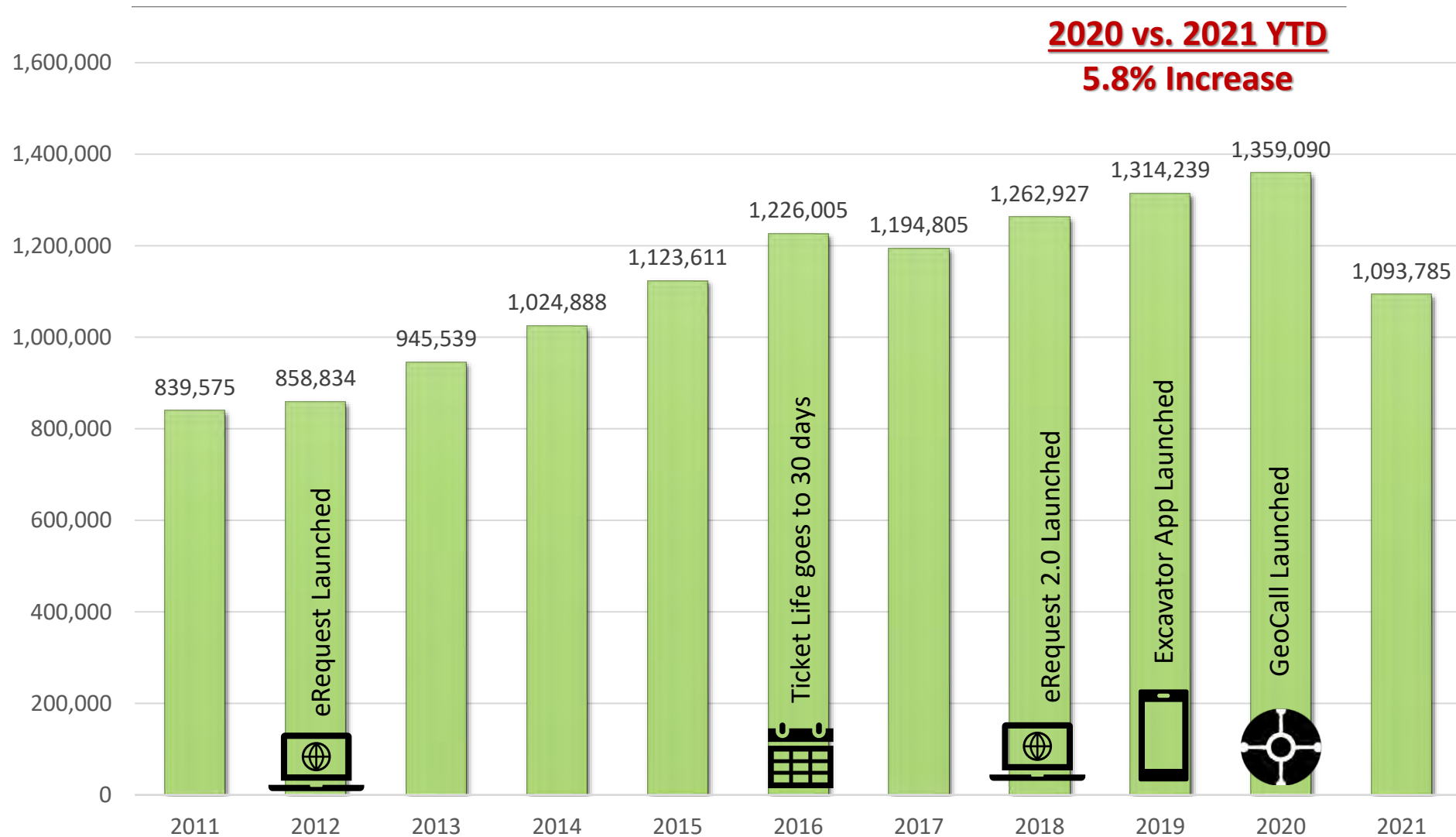
**Rich Johnson**, *Asst. VP of External Affairs at AT&T*

# Operations

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NOW SERVING 826 MEMBERS

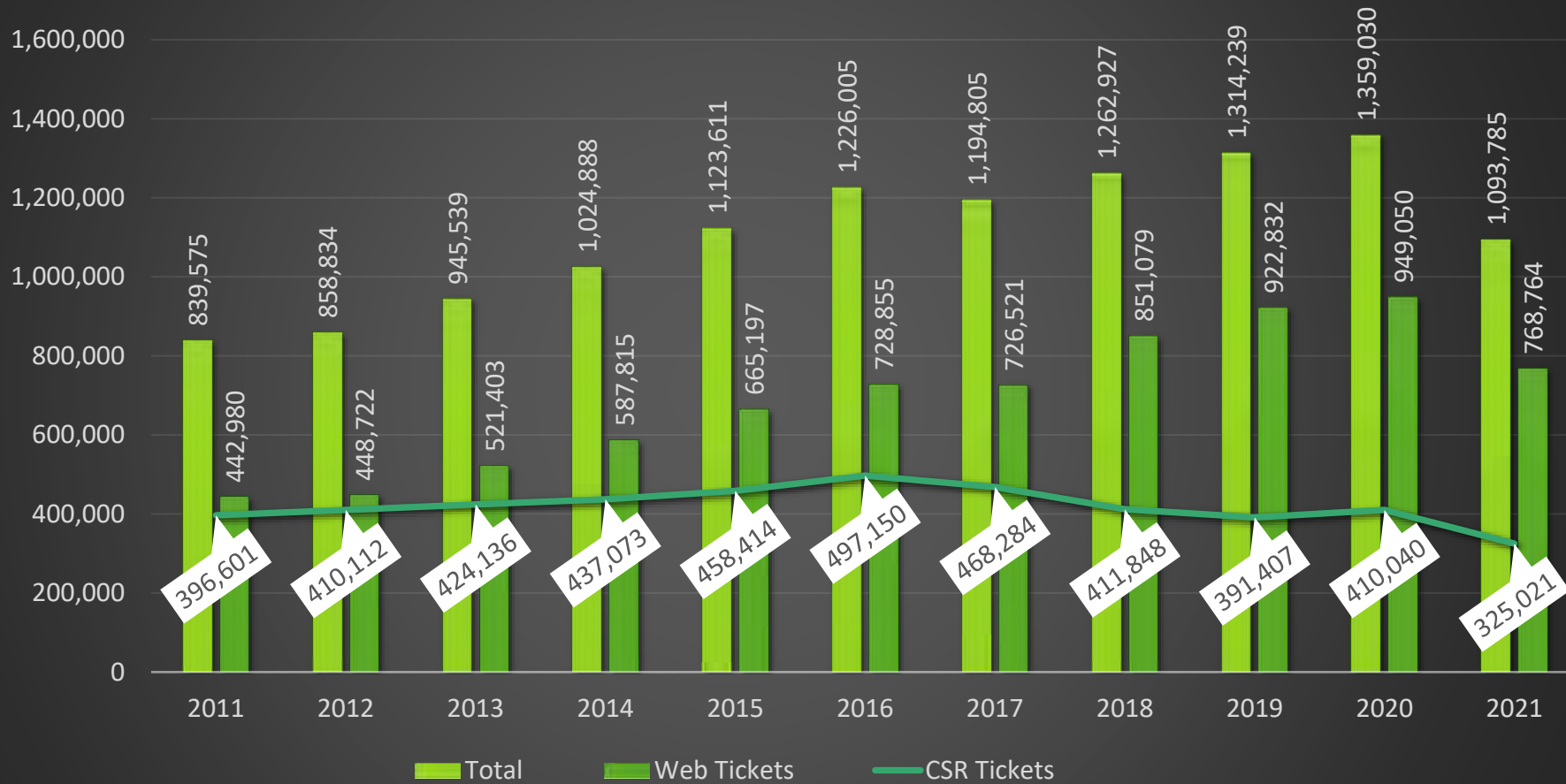
# Locate Request Volumes



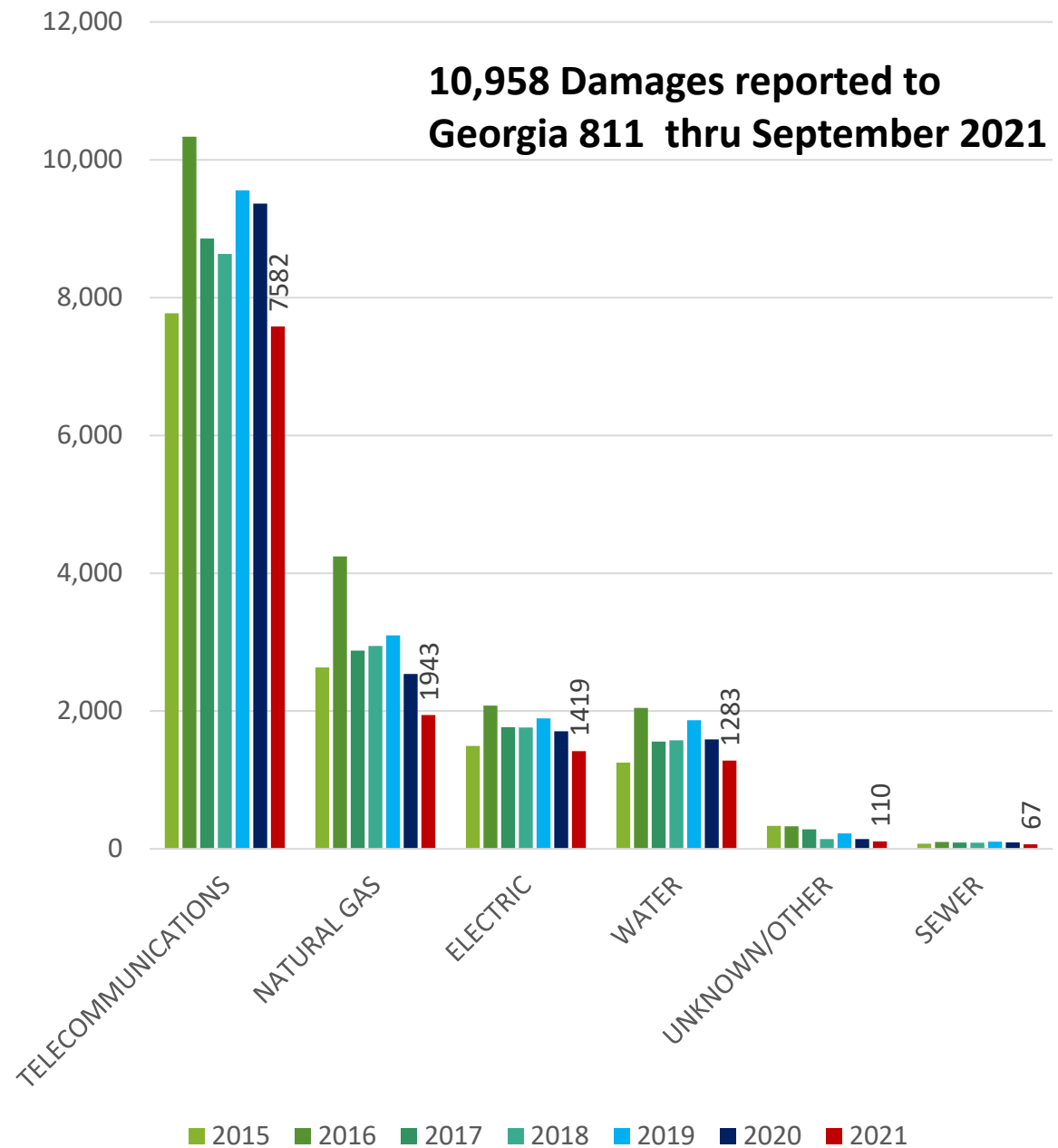
# Locate Request Volumes

**2020 vs. 2021 YTD**

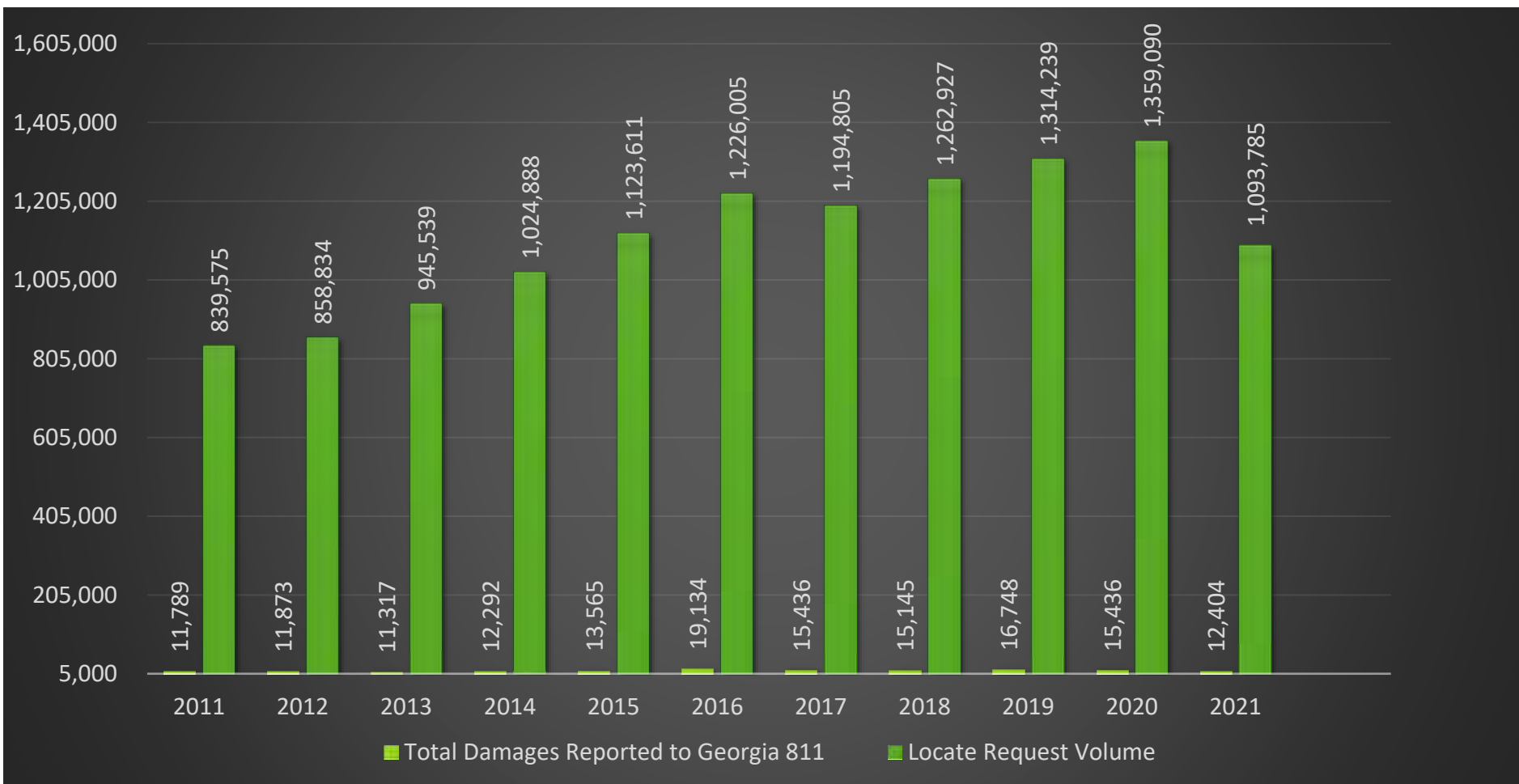
**5.8% Increase**  
**70.3% via the web**



# Damages by Type of Utility Damage



2021 Stats are Jan - September



11.3% damages per Thousand tickets. | 0.9% damages per thousand locate Request Deliveries  
1.1% of all locate requests | 0.1% of all deliveries thru September 2021



Shannon Palmiter  
Director of Contact Center



Jessica Baker  
Supervisor



Scott Blair  
Supervisor



Brendan Cote  
Supervisor

# Contact Center

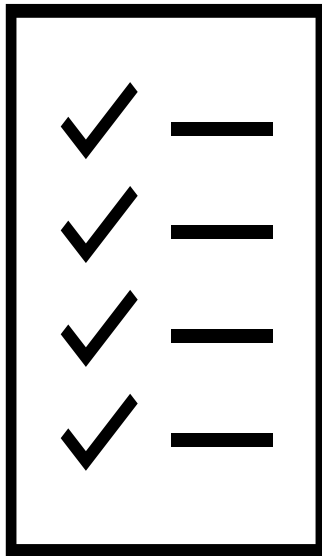
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Process Normal and  
Emergency Locate Tickets,  
Damage Notifications,  
and Large Project, Handle  
Additional Requests,  
Answer General Locate  
Questions, and Provide a  
Communication Channel  
between the Members and  
Excavators.

# Being Prepared Helps Us Serve You

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Before you call, have the following information ready:



1. For Contractors- Company phone number and address
2. For Homeowners- phone number
3. Dig site address
4. Locate Instructions
5. If there will be any boring or blasting
6. If the area has been white lined

# Lowering Ticket Handle Time



- CSR verifies information as they go instead of verifying the entire ticket at the end.
- For Damages and Updates, the CSR verifies the address and company information to make sure they have the correct ticket. They do not verify the entire ticket.
- The CSRs are no longer reading the member list on an Update. The member list is provided on the email.
- For the boring and blasting questions, the CSRs can use discretion when taking a homeowner's ticket.

# Accounting & Admin Support

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770-623-4332, OPTION #4

ACCOUNTING@GEORGIA811.COM



## DEPARTMENT OVERVIEW

Responsible for all financial aspects of the company through the management of Georgia 811's assets and liabilities, income and expenses, budgets and variances, payroll and benefits, and administrative support functions.



## STAFF MEMBERS:

Brandon Thornhill – Director

Dawn Kelly – Accounting Support

Meagan Dowdin – Accounting Support

Jenny McIntyre – Admin Support



## Financial Reporting

- Financials package delivered to our board of directors for review on a monthly basis
- Financial position of Georgia 811 in view throughout the year
- Monthly delivery provides frequent opportunities to examine budget variances illustrating how Georgia 811 is being good stewards of our membership's fees.



## Annual Budget

- Annual budget process begins in the Summer each year.
- Georgia 811 staff and board work hard to keep the budget as lean as possible for our membership while ensuring we have the funds necessary to support our important mission.
- The final draft is presented for full board approval in our October board meeting each year.



## Annual Billing

- The board-approved budget is the starting point of our billing formula as we utilize a budget-based billing model.
- Georgia 811 members fund our operations through membership fees which are assessed based on a member's % use of the Center, late notices delivered, and flat annual fee
- Subsequent year invoices are sent late October/early November for member budgeting purposes.
- All members will receive an annual fee breakdown document to supplement invoices for 2022



## Assurance Audit

- Georgia 811 engages an independent auditing firm each year to audit our books and provide oversight.
  - Consistently pass with clean auditor opinions.
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# Human Resources

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Bob Murphy

## **DIRECTOR OF HUMAN RESOURCES**

*We serve you with our commitment to a quality, trained, and diverse workforce.*

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### **EMPLOYEES**

- We hire the best and brightest.
- Pre-hire testing process
- Tailored testing to job position
- Average tenure = 11+ years

### **TRAINING**

- Varied topics and means
- One-on-one Training

### **DIVERSITY**

- Annual Affirmative Action Plan
- 34 minorities, 61 females (out of 80 employees)
- Spanish Speakers: 4 CSRs, Supervisor, & a Director

# Information Technology

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# **Rick Bell**

## **DIRECTOR OF TECHNOLOGY**

### **DEPARTMENT OVERVIEW**

The Technology department provides the technical infrastructure enabling GA811 business functions. It is our desire to build strong, lasting relationships with our business units, ensuring technical strategies align with each department and GA811 now and into the future. The Technology group provides support to our members and excavating public by supporting our internal departments.



**April Uran**

*Client Services Manager*



**Brad Marshall**

*Business Analyst*



**Jenna Stepp**

*Infrastructure & O365 Engineer*

# Information Technology Team

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# IT: The Past Year

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Continuing to decrease our dependency on the physical Duluth office data center, moving several systems to the cloud.

Migrated from Skype for Business to Microsoft Teams.

Jenna Stepp joined the team in July as the Infrastructure & O365 Engineer to strengthen our security posture.

Implementing a three-year plan to refresh all end user computer equipment

# Coming Soon: Thoughtspot Reporting

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# Web Services

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770-476-6050

WebHelpDesk@Georgia811.COM

# Web Services Team

## Department Overview

Web Entry Training, eRequest Ticket Processing, Web Quality Assurance  
Web Help Desk, External User Troubleshooting, Online Chat



Maxine Recio  
*SUPERVISOR*



Dawn Askey  
*SENIOR CSR/TRAINER*



Whitney McClain  
*TRAINING & SUPPORT ANALYST*



Trinda Moore  
*CSR*



Rosalyn Searcy  
*CSR*



Lauren Crenshaw  
*CSR*



Kaitlyn Anderson  
*CSR*

# Submit Tickets in GeoCall

**Web Ticket Entry Training:** submit more complex tickets that may include multiple addresses or locating along the road.

**Register:** for a webinar or self-paced training for full access from the Georgia 811 homepage.

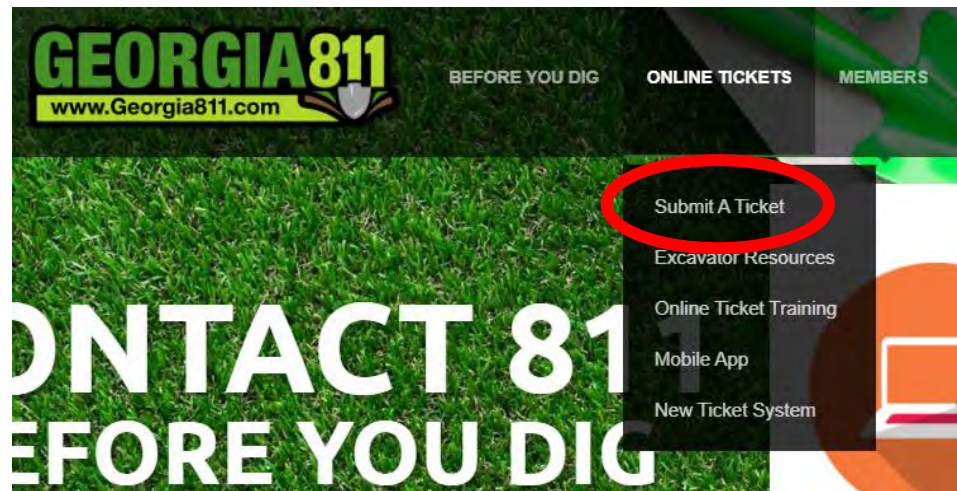


# eRequest Access

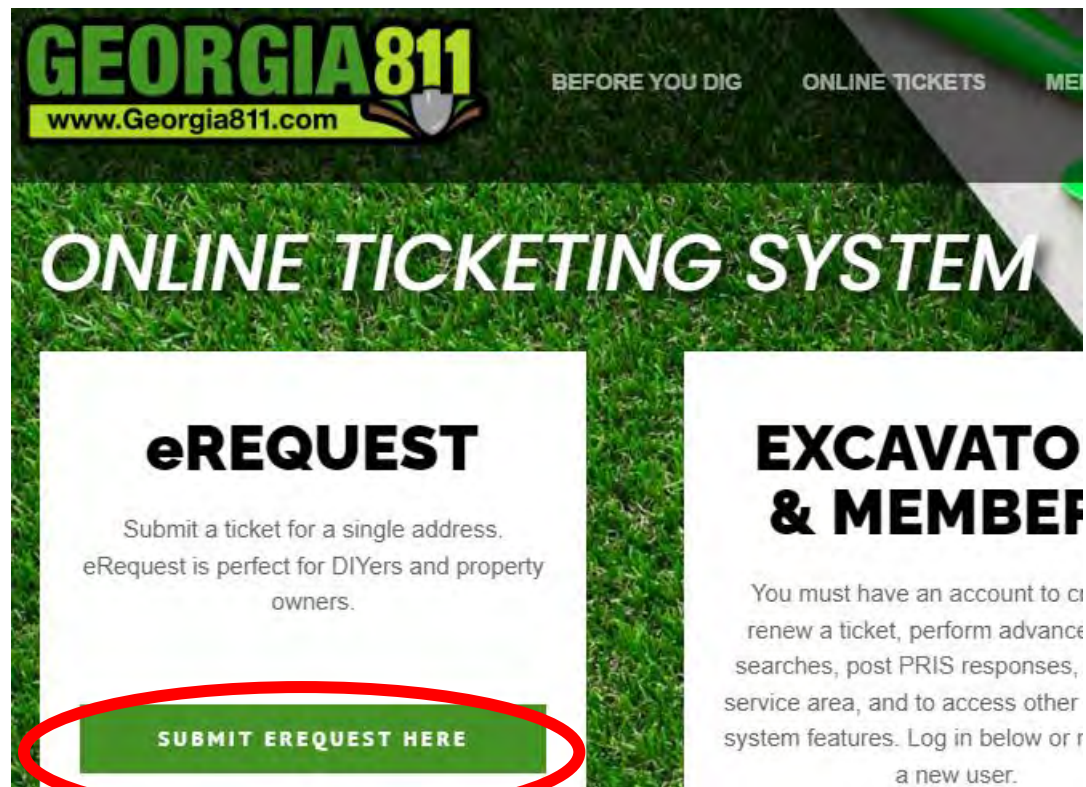
**eRequests:** create a single address, residential property with (1) building

**Visit:** the Georgia 811 homepage and select SUBMIT A TICKET from the ONLINE TICKETS tab.

**Step 1**



**Step 2**



# Customer Connections

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770-623-5786

[CustomerConnections@Georgia811.com](mailto:CustomerConnections@Georgia811.com)



**DEPARTMENT OVERVIEW:** to handle incoming calls, emails and web chats from GA811 Stakeholders; assisting them with system issues, questions about membership and online log-in issues.

**ADDITIONAL DUTIES INCLUDE:**

- Membership Setup, Administration and assistance. (currently serving 826 Members)
- Member and Excavator Database Maintenance
- Web User Account Database Maintenance
- Locate Request Searches

**STAFF MEMBERS**

Michelle Madding – Supervisor

Melissa Kimsey – Senior

Salie Johnson – Coordinator

Christina Hix - Coordinator



# FAQs

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# **How do I update my contact information?**

Call or email Customer  
Connections at:

770-623-5786

[CustomerConnections@Georgia811.com](mailto:CustomerConnections@Georgia811.com)

# How do I know if I am receiving all necessary tickets?

Georgia 811 members must keep their Service Area Maps up to date.

Member Resources are available on the Member tab of Georgia811.com. There you will find:

- Service Area Editor Tutorial
- Link to the Service Area Editor
- Service Area Map Instructions
- File Upload Criteria



# Do I need to become a member to submit online tickets?



Membership is for facility owners/operators only.

**For single address tickets:** submit tickets online using eRequest.

**Professional excavators:** Go online to Online Tickets. In the Excavator Resources you will find options for a self-paced training or a webinar to quickly get trained to access the full ticketing system online.

# When can I send my excavating crew out?

Always check the Positive Response System before digging.

**Shortcut:** [MyGeorgia811.com](http://MyGeorgia811.com)

**Download:** Georgia 811  
Mobile App



# How can I add a member to my ticket?

You will need to contact the member directly and work with them to get the utility located before you begin your excavation. Members cannot be added to tickets.



# How can I look up my older tickets?

We would be more than happy to assist you in searching for your ticket but please note that we do charge for ticket searches that are over 30 days old and a ticket number has not been provided.



## CUSTOMER CONNECTIONS

CustomerConnections@georgia811.com  
770.623.5786

- GA811 Membership
- Member Online Account Creation (PRIS and SA Map access)
- Member Service Area Mapping
- Member PRIS Responding
- Member Ticket Delivery
- Excavator and Member company information updates
- Member Reports
- Missing Members on tickets
- Extraordinary Circumstances
- Ticket Searches:
  - Member Ticket Searches
  - Ticket Searches beyond 30 days if ticket number is unknown or more than 5 tickets are requested



HOW CAN WE  
**HELP**  
YOU?

**Contact 811** before you dig.

## WEB SERVICES

WebHelpDesk@georgia811.com  
770.476.6050

- Training and Support for Online Ticket System users
- Excavator online account creation
- eRequest Support
- Mobile App Support
- Troubleshooting for Online Ticket System users
- Homeowner Ticket Searches within 30 days
- Contractor Ticket Searches that meet the following criteria:
  - Known ticket number
  - No more than five ticket searches per contractor
  - Within 30 days

# Liaison and Public Education

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# Liaison Staff

## Department Overview

Education, dispute resolution, liaison with PSC, local governments, utilities, excavators and all stakeholder groups



### Staff Members:

Holly Files – Director

Becky Kinsey – Liaison Manager

Mike Bell – Liaison Manager

Terry McLaurin – Liaison Manager

Rick Routh – Liaison Manager

O'tania Jenkins – Liaison Manager

# Available Training

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- Online & Self-Paced
- Now Available in Spanish!
- Seven Modules:
  1. Intro to Excavation
  2. Requesting & Marking
  3. Liability & Damages
  4. Digging Safely
  5. Marking Standards
  6. Positive Response
  7. Damage Investigation

## **Additional Liaison Training:**

- GUFPA
- PRIS Codes
- Marking Standards
- Large Projects

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**We also provide  
assistance with  
conflict resolution and  
partner with stakeholders  
to help keep Georgia Safe  
and Connected.**

# Corporate Communications

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# Marketing Highlights

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# Proclamation Awards

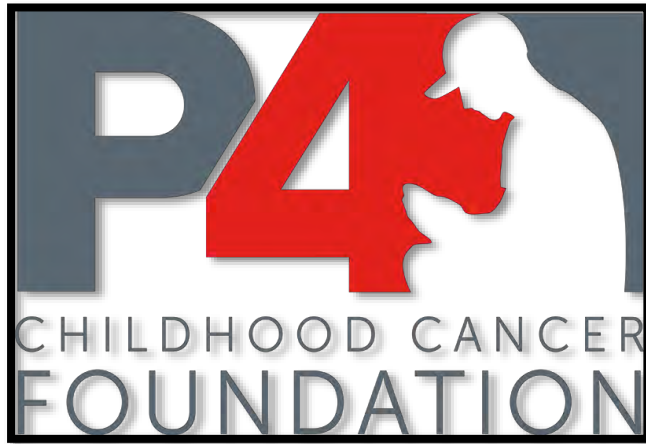
## **\$250 Winners:**

- Athens/Clarke County UCC
- Clayton County UCC
- Jackson UCC

## **\$500 Winners:**

- Barrow County UCC
- Glynn/Brunswick UCC
- Cherokee County UCC
- Fayette UCC
- West Georgia UCC

# P4 Donation



**Mission:** To work directly with children and families impacted by childhood cancer to provide support, hope, and faith-filled encouragement, as well as tips for health and wellness – before, during and after treatment.

## **Donations Fund:**

- Extensive Treatment Costs
- Gas, Groceries, and Utility Bills
- Helping Families Afford Fun Activities
- Funeral and Memorial Expenses

On average children are,

**6.8**

Years old when diagnosed with cancer

As a whole

**83%**

is the average 5 year survival rate for  
childhood cancers.

Within 1-5 years after diagnosis

**25%**

of caregivers have to change or quit  
their jobs.