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Midwest

DAMAGE PREVENTION TRAINING CONFERENCE

2023 • FRENCH LICK, IN



Enhancing Safety & Efficiency in Your One Call System with Damage Prevention

Lauryn Luckey, Education and Outreach Manager
McKenna Heckman, Education and Outreach Specialist
Mason Hubner, Education and Outreach Specialist
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Maddie McCaughey, INPAA Program Manager



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EDUCATION AND OUTREACH TEAM

WHO ARE WE?

We are Indiana 811's Education and Outreach Team. We were formed to better assess the needs of our members and educate various stakeholder groups about the importance of using the 811 system. We also outreach to the general public to educate them about underground utilities and damage prevention.



LAURYN LUCKEY
EDUCATION AND OUTREACH
MANAGER



MADISON MCCAUGHEY
INPAA PROGRAM MANAGER



MASON HUBNER
CENTRAL EDUCATION AND
OUTREACH SPECIALIST



MCKENNAH HECKMAN
NORTHERN EDUCATION AND
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JOHNNA BINGHAM
SOUTHERN EDUCATION AND
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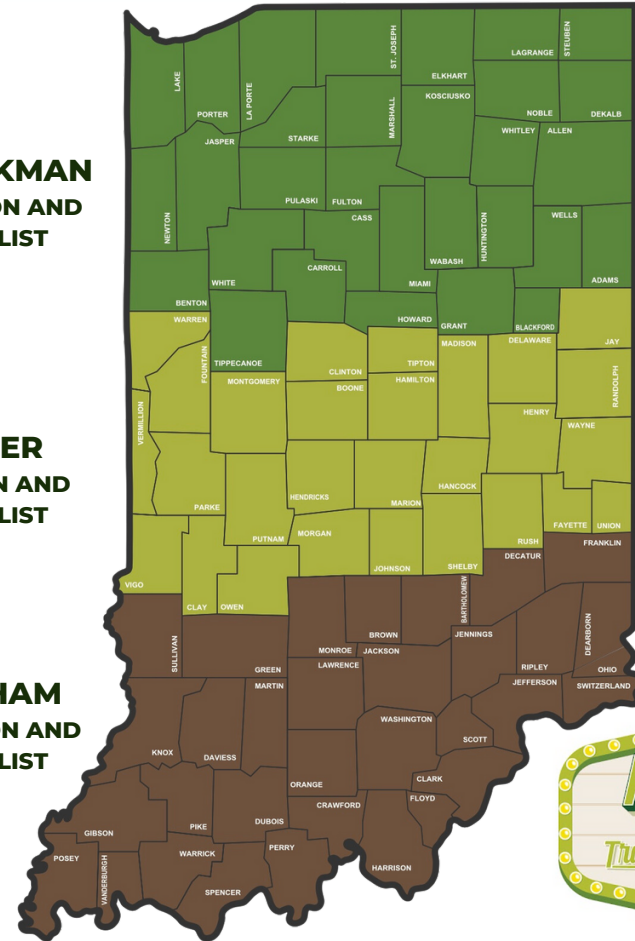
WHERE ARE WE?



MCKENNAH HECKMAN
NORTHERN EDUCATION AND
OUTREACH SPECIALIST

MASON HUBNER
CENTRAL EDUCATION AND
OUTREACH SPECIALIST

JOHNNA BINGHAM
SOUTHERN EDUCATION AND
OUTREACH SPECIALIST



WHO IS INDIANA 811?

- Non-profit established in 1981
- Call center located in Greenwood, IN
- Call center operates 24/7/365
 - Be mindful of holidays and weekends when submitting tickets.
- We do not locate!



NORMAL WORKING HOURS

- Our call center representatives are available 24/7/365 but the proper notice for normal tickets are based on the hours of 7am-6pm EST.
- Key is to understand **2 full working days**
- If you call in a ticket on Monday at 8:30am, your proper notice will be on Wednesday at 8:30am.
- For after-hours, if you call in a ticket on Monday at 8pm, your proper notice will be on Thursday at 7am.



GET INVOLVED

- Damage Prevention Councils
 - Grassroot level damage prevention effort
 - All are welcome to attend
 - Meeting times and locations on Indiana811.org
 - 3 Chapters
 - Northern
 - Last Wednesday of every month
 - Central
 - First Wednesday of every month
 - Southern
 - Once a quarter





GET INVOLVED

Safe Dig Indiana

- Online training for Pros and Homeowners

Excavator Breakfasts

- January and February 2024
- Access dates, times, and locations with the QR code





CASE STUDY





LOCATORS



BIGGEST CHALLENGES

- Lack of Communication
 - Difficult to staff for large projects without notice.
- Waste within the system
 - Over ticketing – too many tickets, bad scope, just in case tickets.
- 2 Days - be fast, be accurate, be done



MISCONCEPTIONS

- Locating is easy, anyone can do it.
 - Locator technicians have careers, families, and bills to pay. It's a difficult job. There is a science and art to finding these utilities.
- Footage on ticket submissions
 - Both sides of the road - be mindful and understand it can't always be done as quickly as you **think** it should be.



RECOMMENDED PRACTICES

- Communication
 - Share real arrival time, large upcoming projects, be willing to work together.
- Close out tickets when work is complete
- Promote public and private utilities
 - We are all in this game in the name of safety.



RECOMMENDED PRACTICES

- Positive Response
- Utilize the 811 system fully
 - Add attachments, put accurate scope, and white line your dig area.
- Respect
 - Understand **EVERYONE** has someone to go home to, show them respect, they are your front line. Treat them as if they were on your team.





MEMBERS



BIGGEST CHALLENGES

- Over ticketing
- Better scopes of tickets
- Late locates
- Utilize design tickets
- Knowledge of how the Indiana 811 system operates and how to use it properly.
- Trying to do outreach but all stakeholders are overworked and do not have the time to attend.
- Overloaded with job extensions and remarks.



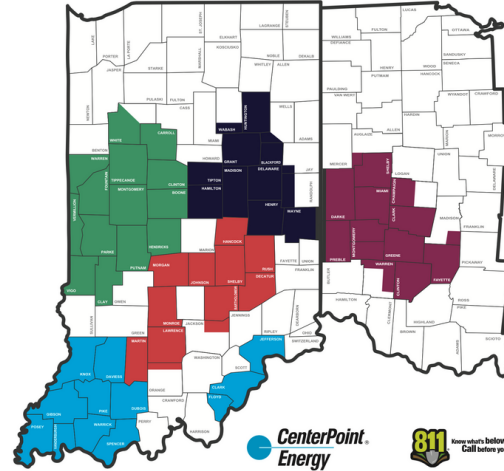
MISCONCEPTIONS

- Utility companies drive additional charges for the industry.
- They have more leeway with finances.
- Members are free from liability.
- Utility Knowledge
 - Depth



RECOMMENDED PRACTICES

- Share your contact information
- Have **ACCURATE** contact information



CenterPoint Energy's Damage Prevention Team

For help with local locating companies, damage investigations and safety training, please contact the following.

Matt LeMay

Damage Prevention Coordinator
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Office: 812-231-4311
Cell: 765-237-8170

Rusty Poore

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Cameron Ritchie

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Troy Carson

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Lorem Ipsum

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RECOMMENDED PRACTICES

- Use the mobile ticket submission
- Be invested in who is locating for you – have an answer for why these locates are incomplete, late, mismarked



RECOMMENDED PRACTICES

- Use positive response - 3G
- Have complaints? Get involved!
- Give everyone on site immediate access to the locate ticket and its information either on paper or on an electronic device.
- Knowledge of the dig law and helping train those who are unaware.





EXCAVATORS



BIGGEST CHALLENGES

- Design Ticket
 - When submitted respond! Starts at the beginning and makes a big difference.
- Late locates
 - Trying to get tickets completed is taken personal - it's not, it's to prevent damage.
- Misconception of over ticketing
 - Not always over ticketing or adding in excess tickets, sometimes just a few days behind on a project but will get there.



MISCONCEPTIONS

- Communication
 - Locate company reach out to help with these issues and help fix the system.
- Excavators are just trying to flood the system, we were are just trying to keep our crews working.
- The contractor is over notifying and calling in too many tickets.
 - Small and single groups are doing this.



RECOMMENDED PRACTICES

- Communication
 - They plan their work and work their plan.



CONTACT INFORMATION FOR LOCATE ISSUES AND EMERGENCIES



Dan Schlemmer - IN Operation Mang. 574-850-9132 (dan.schlemmer@utiliquest.com)
Charles Alvord - IN Field Mang. 574-807-5948 (charles.alvord@utiliquest.com)



See attached supervisor map.



Brian Glaunsinger, AT&T Damage Prevention 937-231-1242, BG2741@att.com
Damage Only Reporting, 800-247-2020 option #3



Jess Miller, Director of Locate Services, Northern Lights Locating and Inspection Services
317.839.0520 - Office, 317.538.7933 - Mobile, jessmiller@nolservices.com



Katey Hughes, Operations Manager, On the Spot Utility Resources, LLC
Mobile: 812-205-4305, Office: 812-483-7923 Email: k.hughes@otsutilities.com



Email: markitrightoncall@hendrickspower.com Phone: 317-718-7647



In the event of a gas or electric **EMERGENCY** involving CenterPoint facilities call 800-227-1376



See attached for DPC map.



In the event of a gas or electric **EMERGENCY** involving CenterPoint facilities call 317-927-6000
John Scott, Citizens Energy Group Damage Prevention 317-927-6006



Aaron Holeman, Senior Pipeline Safety Engineer, Indiana Utility Regulatory Commission
Cell: 317-552-9448 Email: aholeman@urc.in.gov



Tim O'Leary, Indiana American Water
Email: timothy.oleary@amwater.com, Phone: (317) 935-8945



Laurn Luckey, Indiana 811, Education and Outreach Manager
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Education and Outreach Specialist Map Attached

RECOMMENDED PRACTICES

- Promoting positive interactions
- Get Involved
 - DPC's, MWDPTC, EX Meetings, Joint Meets
- Positive Response
- Be invested in the process
 - Treat locators like a subcontractor and work with them – show them the respect they deserve.



THANKS!

Thank you to all who participated in our case study! We appreciate you being champions of damage prevention.

Have questions?



QUESTIONS?

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