



2022 Annual Report



Park Building - Pittsburgh 1972-1978

Allegheny Center - Pittsburgh 1978-1992

Borland Complex - West Mifflin Since 1992

Pennsylvania One Call: The Keystone of Damage Prevention

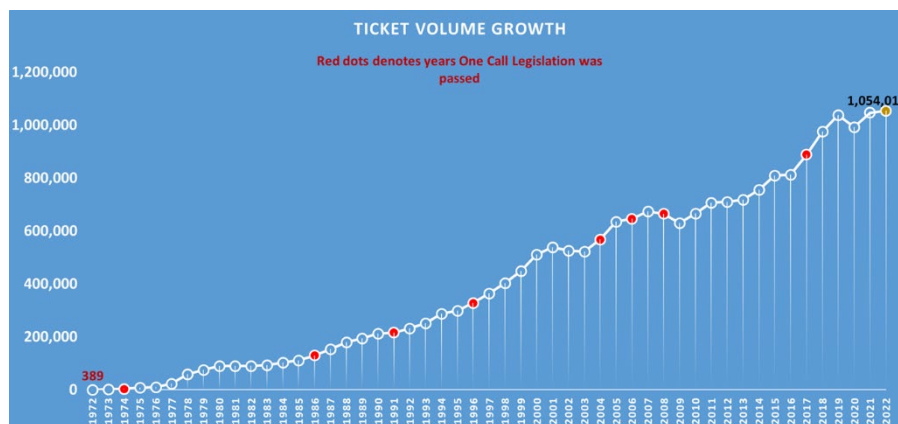
Dear PA One Call Stakeholders – Underground Facility Owners, Excavators, Designers, Project Owners, Locators, DIY Homeowners, and Emergency Responders:

2022 began the yearlong celebration of Pennsylvania One Call System’s 50th Anniversary. The One Call industry was born out of necessity when underground facility owners were scrambling to stop the repeated damage/repair cycle happening with their underground lines. Since the need to protect underground infrastructure from excavation began, Pennsylvania One Call System (POCS) has provided effective communication between stakeholders. In our 50th year, inbound ticket volume surpassed the 1 million mark again with a new record of 1,054,010. In addition to the record inbound ticket volume, the percentage of notifications done via the Web continued to grow with a new high of 56.67%. Facility Owner membership remained the highest in the Industry at 3,737.

Over time the technology used to meet our mission has evolved. Starting with teletype systems and evolving to full computerized and even automated systems over the years, POCS has held true to our mission to prevent damage to underground facilities and to promote safety by providing an efficient and effective communications network among project owner, designers, excavators and facility owners. This mission would not have been possible without the tremendous dedication to safety from POCS’ various underground stakeholders, Pennsylvania’s Legislators, and various federal and state safety agencies.

Please Dial or Click PA 811 before you plan, demolish, or excavate. Thanks to all who participated in making Pennsylvania a safer place to live and work!

William G. Kiger
President and CEO



BOARD of DIRECTORS

INDUSTRY

- Associate** - PA Builders Association
- Cable Television** – Comcast
- Contractor** - NUCA Pennsylvania
- Designer** - Larson Design Group, Inc.
- Electric**
 - FirstEnergy
 - Adams Electric Cooperative, Inc.
 - PECO Energy
 - PPL Electric Utilities Corporation
- Gas**
 - Columbia Gas of Pennsylvania
 - PECO Energy
 - National Fuel
 - Peoples Natural Gas
- Municipal**
 - Philadelphia Gas Works
 - Butler Township
 - PA Municipal Authorities Association
 - PA State Association of Boroughs
 - PA State Association of Township Supervisors
 - North Wales Water Authority

Represented by

- Douglas Meshaw
- Rick Moslen
- Armando Ferri
- Zack Armstrong
- Stephen Schafer
- Tom McMaster
- Rob Bedics
- Douglas Haupt
- Joshua Beveridge
- Patrick Dunham
- Jacob Specht
- Debbie Vergenes
- Matthew Crosby
- Thomas Knights
- Michael Kyle
- Thomas Gramling
- Holly Fishel
- Joseph Murphy

INDUSTRY

- PA Emergency Management Agency**
- PA Department of Transportation**
- PA Public Utility Commission**
- Pipe Line**
 - Texas Eastern/Enbridge
 - Williams Gas Pipeline–Transco (Conventional)
 - Energy Transfer/Sunoco
 - UGI Utilities, Inc. (Unconventional)
- Telecommunications**
 - Verizon Business
 - RCN Telecom Services
- Telephone**
 - Verizon Pennsylvania LLC
 - Windstream Communications
 - Lumen/CenturyLink
 - Verizon North, LLC
- Water**
 - Lehigh County Authority
 - Pittsburgh Water and Sewer Authority
 - Pennsylvania American Water
 - Municipal Authority of Westmoreland County

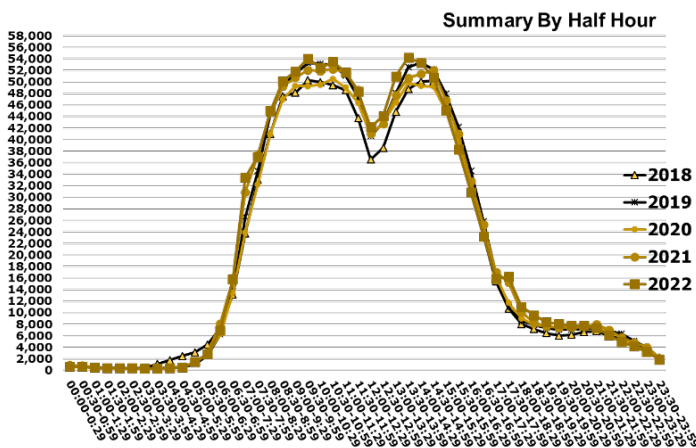
Represented by

- Philip Barker
- Jon Fleming
- Terri Cooper Smith
- Ryan Lumbatis
- Jerry McInaw
- Molly Carriere
- Allen Fowler
- Kenneth Montanari
- Tyrone Cokley
- Shane Camardo
- Andrew Smith
- Dan Shento
- James Hagle
- Kevin German
- Lucas Erny
- James Gable
- Tom Ceraso

OFFICERS

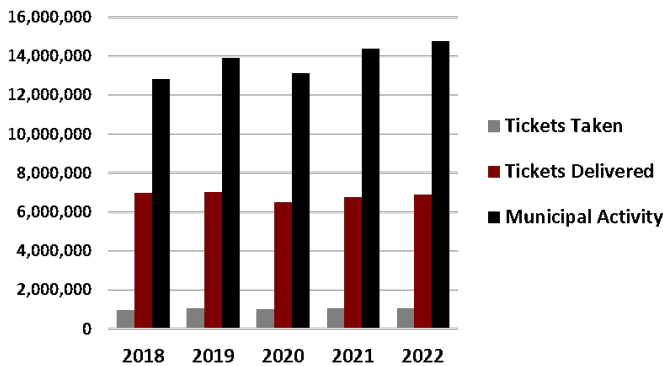
- | | | | |
|-----------------------------------|---|---|--|
| Chair
Kevin German | Treasurer
Michael Kyle | Secretary
Stephen Schafer | General Counsel
William P. Boswell |
| Vice Chair
Jerry McInaw | Assistant Treasurer
Ryan Lumbatis | Assistant Secretary
Thomas Ceraso | President and CEO
William Kiger |

OPERATIONS...



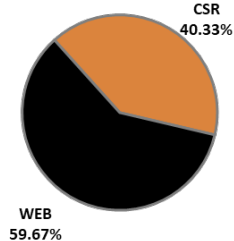
Pennsylvania One Call System, Inc. is a non-profit Pennsylvania service company dedicated to minimizing utility service interruptions, reducing the number of on the job injuries and deaths, promoting a higher level of public safety and protecting the environment. The company can be reached using the national call before you dig number of **811** or through its toll-free telephone number **800-242-1776** by anyone requesting location of underground lines prior to digging, or by creating notifications online through our website www.paonecall.org. All services are available 24 hours per day, every day of the year. Information is obtained from the person planning or scheduling excavation or demolition and disseminated to underground facility owners/operators via email, fax or web view. Additionally, text notifications can be sent to members when emergency notifications are received, or voice relay is possible outside of normal business hours. The system accepts the required automated responses from facility operators and relays them to the originator of the notification. We provide supplemental electronic member mapping service which allows members to define polygonal notification areas to reduce the number of non-involved dig notices they receive, saving them time and money on their end, as they do not need to receive, research or respond to dig notices outside their spatial service area. There is no additional charge for this service and it can be managed completely online. The member still has online access to the excluded notifications.

Ticket Volume with Municipal Activity

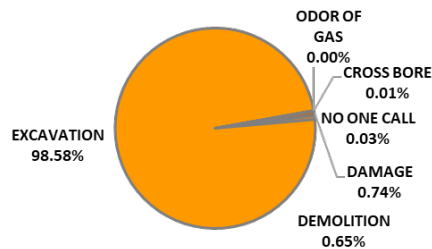


Use of the service by excavators increased from 389 tickets the first year to 1,054,010 in 2022. Increased revenues from growth are used to offset operating expenses.

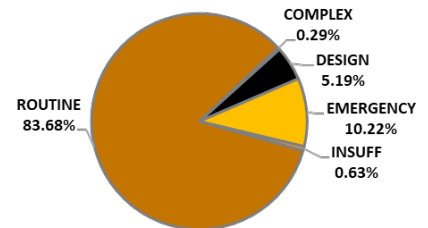
Input Method



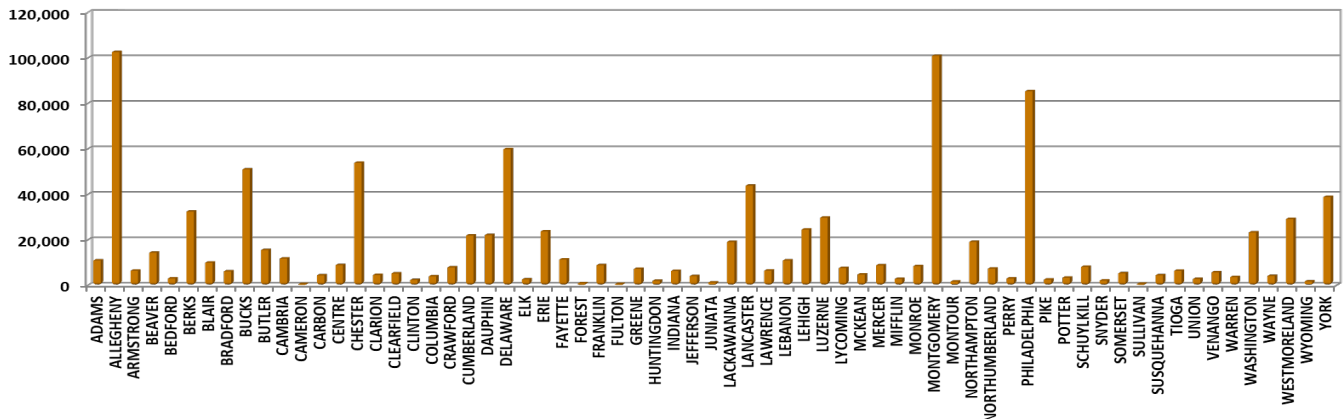
Message Type



Message Class



Summary by County

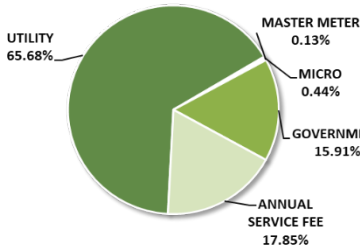


FINANCIALS...

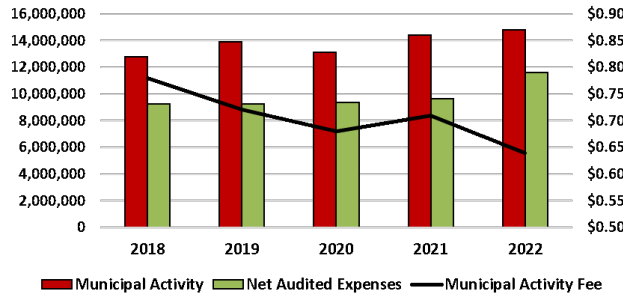


The corporation's financial position is audited annually by the independent certified public accountants Louis Plung & Company, in accordance with the auditing standards generally accepted in the United States of America. In 2022, Pennsylvania One Call System's total operating revenue was \$13,575,497 and its total operating expenses were \$14,670,601. More complete information in the form of financial statements is on file in the offices of Pennsylvania One Call System, Inc. and is provided to the Board of Directors for review and approval annually.

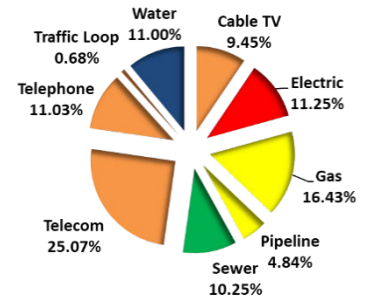
REVENUE BY STAKEHOLDER



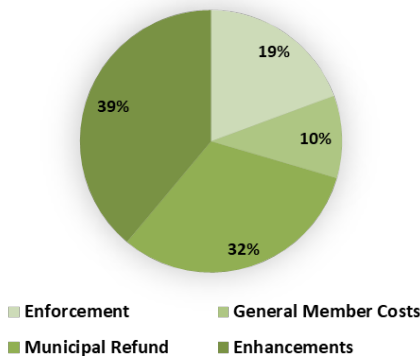
MUNICIPAL ACTIVITY FEE



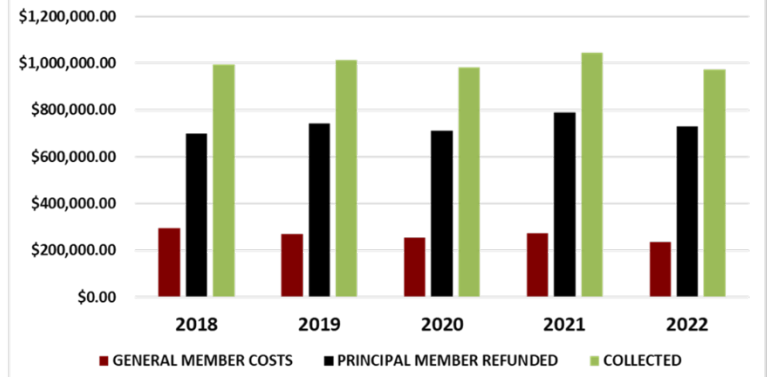
NET REVENUE BY PRIMARY FACILITY TYPE



ANNUAL SERVICE FEE COLLECTIONS



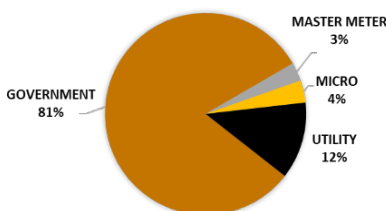
ANNUAL SERVICE FEE COLLECTED*



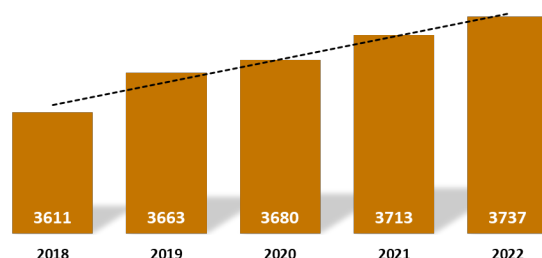
MEMBERSHIP...

Since its inception in 1972, Pennsylvania One Call System, Inc. has increased its membership from six (6) utilities to 3,737 underground facility owners from the following industries: cable television, electric, gas, propane, Marcellus shale, pipeline, sewer, telecommunications, telephone, water, and government, including state, county, city, borough, townships of the first class, townships of the second class, and municipal authorities. Members also include private master meter companies, manufactured housing communities and private entities, such as schools, hospitals, manufacturing sites, and others owning underground facilities.

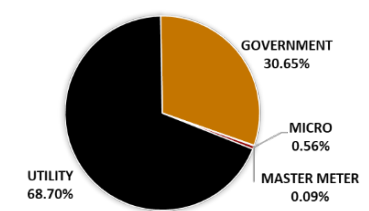
MEMBERSHIP BY ENTITY TYPE



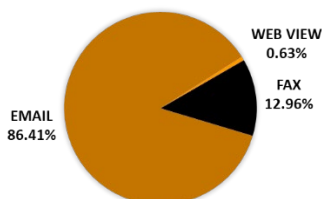
MEMBERSHIP 2022



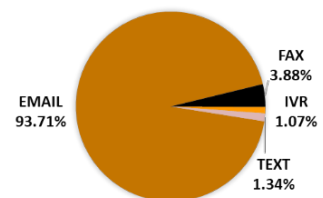
MEMBER TRANSMISSIONS BY ENTITY TYPE



MEMBERSHIP BY SERVICE TYPE



MEMBER TRANSMISSIONS BY SERVICE TYPE



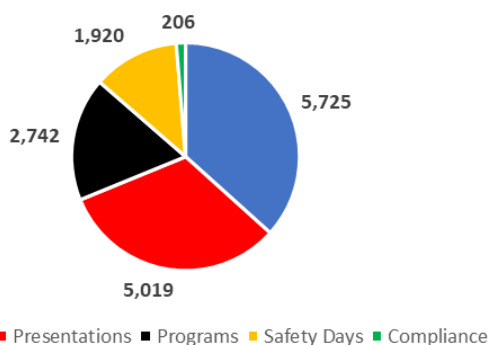
EDUCATION...



At Pennsylvania 811, Education and Public Awareness are a critical part of the service we provide. The Pennsylvania 811 Education Team consist of nine Damage Prevention Liaisons, two Damage Prevention Supervisors, and one Manager-Education. Our educational programs target underground facility owners, locators, designers, excavators and project owners. Training programs are also available to all underground stakeholder groups including first responders.

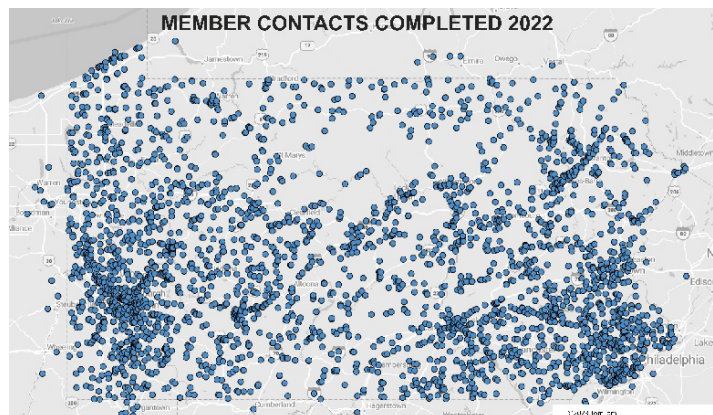
In 2022 the Education Team was able to get back to doing both live (in-person) and virtual (online) training programs throughout the year. This would include celebrating Pennsylvania 811 50th Anniversary with having our flagship education and training event, Safety Days, in seven locations across the Commonwealth. 1,920 people attended the events, with approximately 68% of the attendees (1,304) being first time attendees.

Education & Training Attendees

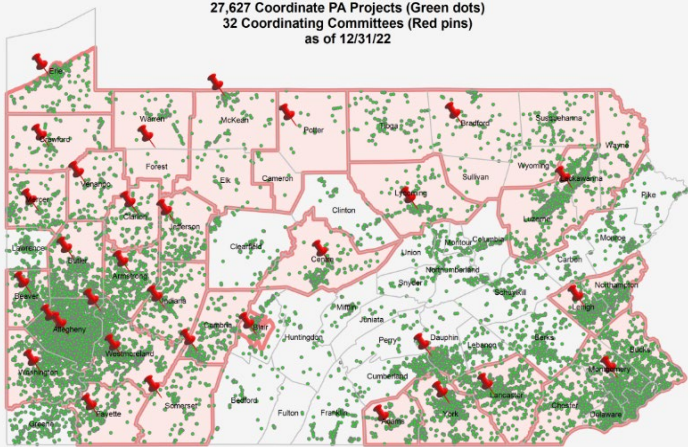


In addition, the Damage Prevention Liaisons (DPLs) conducted **358** combined "virtual" and "live" education and training sessions for **9,887** attendees at a variety training sessions and presentations. The Education team continues to educate stakeholders on the Complex Project process and the use of Pennsylvania 811 Coordinate PA application. To ensure adherence to Pennsylvania 811 processes and to support all underground stakeholders, the DPLs participated at a total of **479** meetings with **5,725** attendees. 1,920 people attended the events.

The DPLs completed **3,749** member contacts. These contacts were made to the facility owner Receiver Representatives in 2022. The DPLs check-in with an annual call to answer any questions and update each member on new developments. The call alternates each year between the member company representative and the member ticket site representative. A survey is sent to each member after the call along with invitations to POCS training session and events.



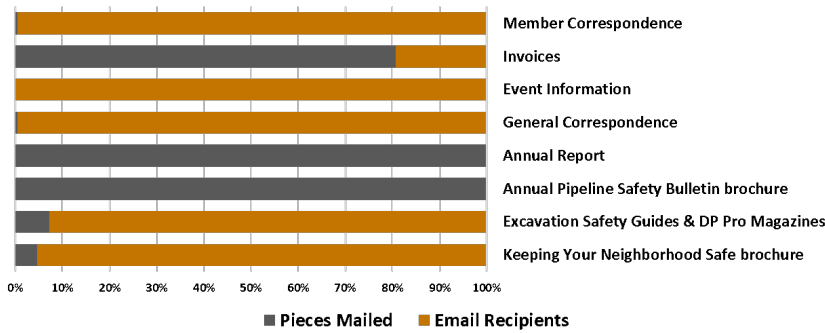
27,627 Coordinate PA Projects (Green dots)
32 Coordinating Committees (Red pins)
as of 12/31/22



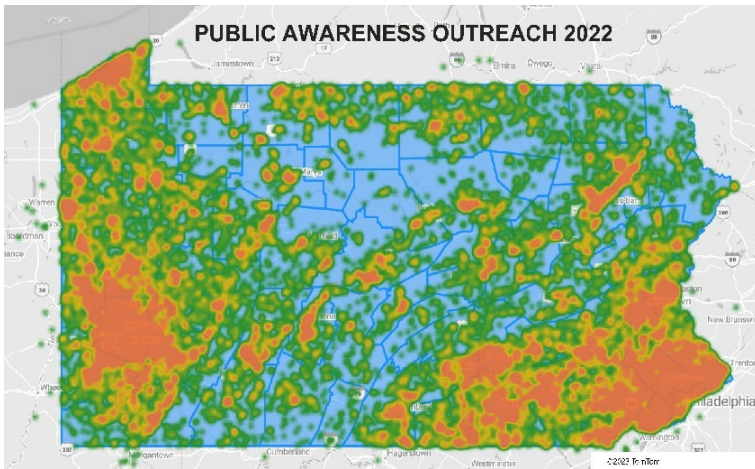
Pennsylvania 811 continues to promote coordination among all underground stakeholders. Currently, there are 32 active UCCs throughout Pennsylvania. The advent of Coordinate PA has improved the ability of all underground stakeholders to communicate and collaborate effectively on underground excavation projects. In 2022, focus continued on educating Designers on the benefits of entering design notifications through CPA.

The Education team participated at 94 UCC meetings with a total of **1,532** attendees. These committees also provide the DPLs an opportunity to educate the committee members on industry trends, Pennsylvania 811 products and services, and new developments with our applications.

Mailings



Direct mailings remained an important part of the Education Department’s outreach program. POCS sent a gas safety mailing to assist members with federal regulation compliance, an underground excavation industry-specific Excavation Safety Guide, which contained a complete copy of the UULPL, and newsletters promoting educational events. Direct mail pieces in 2022 totaled 131,404 pieces; email pieces totaled 2,439,969 recipients, each covering a variety of topics such as PA Act 287 training, invitations to events, and educational information.



POCS continued to conduct public awareness programs to promote safe digging practices through billboards, (especially in high damage rate counties), email marketing ads (direct and retargeting), social media, TV ads, radio ads, our YouTube channel, and a Digital Marketing Plan with targeting specific consumers based on their characteristics, behavior, lifestyle, demographics, and interests. Additional homeowner outreach is done via postcards. Outreach to rental companies is done to educate those renting powered equipment on the importance of contacting 811 before starting their projects and includes participating in grand opening at Lowe’s tools center and POCS keychains on Lowe’s equipment keys. We leverage joint

awareness efforts through partnerships with our members at minor league baseball games and 811 Popper Ads. as well as outreach to our state officials, i.e., Senate, House, Governor, County Commissioners, and local government entities, who in turn give us proclamations to support our efforts and the communication service.

To promote the safe digging and the 811 brand, POCS uses National Excavator Initiative (NEI) “Influencers” materials and Common Ground Alliance toolkits and infographics. These materials are published to our social media channels. POCS promoted the national statistics for damage to buried utilities, how to notify 811, a reminder to call 811 or submit a request online, safe digging steps, and Pennsylvania One Call System 50th Anniversary.

We support the CGA national 811 awareness efforts in conjunction with other one call centers and stakeholders, by participating in jockey sponsorships for national horse races.



Pennsylvania One Call System Contacts

Bill Kiger	President & CEO	412-464-7111	
Ellen Kiger	Vice President & COO	412-464-7115	
Sherry Harim	Director – Member Services & Accounting	412-464-7116	
Jonathan DeMoss	Director – Technology	412-464-7150	
Linda Covelli	Manager – Operations	412-464-7110	
Kelly Pearl	Manager – Member Services & Accounting	412-464-7106	
Norm Parrish	Manager – Education	484-366-6647	
S. Robin Johnson	Compliance Coordinator	412-464-7127	
Penny Modrick	Executive Secretary	412-464-7118	
Donna Williams	Business Analyst	412-464-7119	
Marcos Bernal	Supervisor – Education	412-999-8009	
Mark Lipka	Supervisor – Education	570-939-7042	
Brandon Dujmic	Liaison Representative (Southwest)	412-427-0112	
Erica Dominick	Liaison Representative (Southwest)	814-615-7047	
Kevin Goldblum	Liaison Representative (South Central)	717-487-0797	
Kirk Kirkpatrick	Liaison Representative (Northwest)	814-572-8113	
Greg Danks	Liaison Representative (Southeast)	215-834-2069	
Ryan Parrish	Liaison Representative (Southeast)	610-906-5137	
Blaire Prough	Liaison Representative (Central)	717-602-5976	
Jim Reynolds	Liaison Representative (Southeast)	215-859-2868	
Maria White	Liaison Representative (Northeast)	570-954-3545	
	Administrative Offices		800-248-1786
	Accounting		412-464-7137
	Education		412-464-7136
	Member Services		412-464-7168
	KARL Response System		800-222-6470

Pennsylvania One Call: The Keystone of Damage Prevention.

MISSION STATEMENT

Our purpose is to prevent damage to underground facilities. To promote safety, we provide an efficient and effective communications network among project owners, designers, excavators, and facility owners.