



# Pennsylvania One Call System, Inc.

## BOARD OF DIRECTORS MEETING

August 2, 2023

Omni Bedford Springs Resort – Bedford, PA

### Minutes

#### OFFICERS

Chair - Kevin German	Lehigh County Authority	<b>Attendance:</b> PRESENT
Vice Chair - Jerry McInaw	Williams Gas Pipeline - Transco	PRESENT
Secretary - Thomas Ceraso	Muni Auth of Westmoreland County	PRESENT
Asst. Secretary - Doug Haupt	PPL Electric Utilities Corporation	PRESENT
Treasurer - Michael Kyle	PA Municipal Authorities Association	PRESENT
Asst. Treasurer - Ryan Lumbatis	Texas Eastern/Enbridge	PRESENT
Immediate Past Chair - Joe Murphy	North Wales Water Authority	PRESENT
General Counsel - William P. Boswell	William P. Boswell, LLD, LLC	PRESENT
President/CEO - William G. Kiger	PA One Call System	PRESENT

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<b>Industry - Company:</b>	<b>Representative:</b>	<b>Attendance:</b>
Associate - Pennsylvania Builders Association	Sarah Miller	Present
Cable Television - Comcast Cablevision	David Henning	Present
Contractor - NUCA Pennsylvania	Armando Ferri	Present
Design - Larson Design Group	Zack Armstrong	Present
Electric - Adams Electric Cooperative	Tom McMaster	Present
Electric - PECO an Exelon Company	Rob Bedics	Present
Electric - FirstEnergy	Stephen Schafer	Present
Electric - PPL Electric Utilities Corporation	Doug Haupt	See Officers
Gas - Columbia Gas of Pennsylvania	Brady Kovalchuk	Present
Gas - Peoples Gas Company	Debbie Vergenes	Present
Gas - National Fuel	Jacob Specht	Present
Gas - PECO an Exelon Company	Pat Dunham	Present
Municipal Principal - Butler Township	Thomas Knights	Present
Municipal Principal - North Wales Water Authority	Joseph Murphy	See Officers
Municipal Principal - PA Municipal Authorities Assn.	Michael Kyle	See Officers
Municipal Principal - Philadelphia Gas Works	Brian Eckroade	Present
Municipal General - PA State Assn. of Boroughs	Thomas Gramling	Present
Municipal General - PA State Assn. of Twp. Supervisors	Holly Fishel	Present
Pipeline - Texas Eastern	Ryan Lumbatis	See Officers
Pipeline - Energy Transfer	Molly Carriere	Present
Pipeline - UGI Utilities, Inc.	Ryan Geisinger	Present
Pipeline - Williams Gas Pipeline - Transco	Jerry McInaw	See Officers
Telecommunications - Astound Broadband Powered by RCN	Eric Beers	Present
Telecommunications - Verizon Business	Ken Montanari	Present
Telephone - Verizon North, LLC	Katherine Feldmeier	Present
Telephone - Verizon Pennsylvania LLC	John Maloney	Present
Telephone - Windstream Communications	Jerry Wilson	Present
Telephone - Crown Castle	Rich Sandala	Present
Water - Pennsylvania American Water	James Baer	Present

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Water - Pittsburgh Water and Sewer Authority	Luke Erny	Present
Water - Lehigh County Authority	Kevin German	See Officers
Water - Westmoreland County Municipal Authority	Thomas Ceraso	See Officers
Pennsylvania Dept. of Transportation	Daniel Whetzel	Present
Pennsylvania Public Utility Commission	Terri Cooper Smith	Present
Pennsylvania Emergency Management Agency	Philip Barker	Present

**MEMBERS in Attendance:**

Adelphia Gateway	Ronald Johnson
Columbia Gas of PA	Kristie Kubovic
Duquesne Light	Kylie Parison
FirstEnergy	Deanna DeWitt
Peoples Gas Company LLC	Charles Brazier
PPL Electric Utilities Corp.	Stephen Krause
PPL Electric Utilities Corp.	Louis Zoeller
UGI Utilities, Inc.	Mark Callahan
UGI Utilities, Inc.	Allen Fowler
Verizon Pennsylvania LLC	Brett Jones
Williams Gas Pipeline - Transco	Marcus Avellino
Windstream Communications	Rick Mann

**GUESTS in Attendance:**

Eric Bugaile	Archer Public Affairs
Debra Kitner	Energy Association of PA
Rusty Knaub	USIC
Donna Williams	

**STAFF in Attendance:**

Ellen M. Kiger	Vice President/COO
Sherry Harim	Director - Member Services & Accounting
Jon DeMoss	Director - Technology
Linda Covelli	Manager - Operations
Norm Parrish	Manager - Education
Kelly Pearl	Manager - Member Services & Accounting
S. Robin Johnson	Compliance Coordinator
Debra Schwartzmiller	Program Coordinator
Marcos Bernal	Supervisor - Education
Mark Lipka	Supervisor - Education
Greg Danks	Damage Prevention Liaison
Erika Dominick	Damage Prevention Liaison
Kevin Goldblum	Damage Prevention Liaison
Kirk Kirkpatrick	Damage Prevention Liaison
Chance Montgomery	Damage Prevention Liaison
Dan Nemanic	Damage Prevention Liaison
Ryan Parrish	Damage Prevention Liaison
Blaire Prough	Damage Prevention Liaison
Maria White	Damage Prevention Liaison
Penny L. Modrick	Executive Secretary

Mr. German called the meeting to order at 9:30am with the Pledge of Allegiance, reviewed the emergency exits, and asked for a round of introductions.

## **CHAIR REPORT**

Mr. German thanked the Board, alternates, and staff for the efforts on the strategic plan.

- Mr. Ferri made a motion to approve the Vision 2024 plan, seconded by Ms. Vergenes.
  - The motion carried unanimously.

## **RECOGNITION**

1. Mr. German announced changes to the Board. Mr. Fowler accepted a new position at UGI. The new UGI representative going forward is Mr. Geisinger, with the new alternate being Mr. Callahan.
2. Mr. Schafer was retiring from First Energy. The new First Energy representative going forward is Ms. DeWitt.

Mr. German and Mr. Kiger presented a plaque of appreciation to Mr. Fowler and to Mr. Schafer.

Mr. Kiger recognized Ms. Williams on her retirement after 33 years employed by POCS.

## **SECRETARY REPORT**

Mr. Ceraso reviewed the future meeting dates.

- Mr. Murphy made a motion to accept the 4/26/23 minutes as written, seconded by Mr. Specht.
  - The motion carried unanimously.

## **TREASURER REPORT**

Mr. Kyle reviewed the Preliminary Statement of Financial Position as of 6/30/23, the Preliminary Summary of Changes to Net Assets as of 6/30/23, the expense variance report, and the Capital Budget vs. Actual as of 6/30/23.

- Ms. Fishel made a motion to accept the report as submitted, seconded by Mr. Lumbatis.
  - The motion carried unanimously.

## **VICE CHAIR REPORT**

Mr. McNaw noted the Vice Chair's report will be that of the committees.

### **Finance Committee – Mr. Kyle**

Mr. Kyle reported the committee met 7/17/23. He reviewed the investment policy and the performance of the investments noting they fell within the policy. He also reviewed the municipal activity fee calculation.

Mr. Kyle reviewed the reserves policy and current reserves, noting we were slightly below the recommended minimum in the reserves policy. To increase revenue and bring reserves back to the minimum, the Finance Committee voted to increase the municipal activity fee by two cents effective 7/1/23. They will continue to monitor and make adjustments quarterly, if needed.

Mr. Kyle reminded the Board members to submit their funding request if interested in attending one of the national 811 conferences: Global Excavation Safety Conference (GESC) in March 2024 or the CGA Conference in April 2024. Request deadline for GESC is 8/10/23 and the deadline for CGA is 8/15/23.

### **Board Development – Mr. Haupt**

Mr. Haupt reported the committee met 7/18/23. He noted a survey would be done in September to collect Board member experience, and asked Board members to complete and return the completed survey.

Mr. Haupt reported a volunteer had come forward to fill the open Board seat replacing Lumen.

- Mr. Ceraso made a motion to accept Crown Castle, represented by Mr. Sandala, to fill the remainder of the term previously held by Lumen, seconded by Mr. Schafer.
  - The motion carried unanimously.

Mr. Haupt welcomed Mr. Sandala to the Board table.

### **Compliance Committee – Mr. Geisinger**

Mr. Geisinger reported the committee met 5/23/23. He reviewed the written materials in the meeting booklet.

Mr. Geisinger drew attention to the broadband work happening throughout the state, with a reminder that the POCS DP Liaisons were available to assist in any situation.

### **Construction Industry Committee – Mr. Ferri**

Mr. Ferri reported the committee met 6/19/23. He reviewed the written materials in the meeting booklet.

Mr. Ferri drew attention to the survey results on update tickets and asked that the information be forwarded to the Education Committee to address education opportunities.

- Mr. Haupt made a motion to forward the survey information to the Education Committee for further processing, seconded by Ms. Vergenes.
  - The motion carried unanimously.

Mr. Ferri noted the committee had constructive discussions during their meetings, and he thanked everyone who participated.

### **Education & Membership Committee – Ms. Vergenes**

Ms. Vergenes reported the committee met 6/12/23. She reviewed the written materials in the meeting booklet, highlighting the ongoing goals for expanding social media footprint and adding new members, targeted 811 education materials.

Mr. Parrish gave an update on attendance at Safety Days and other education events, noting the DP Liaisons were attending as may complex project meetings as their schedule allows. He reviewed the strategy for 2024 Safety Day venues, and reminded everyone of the next two Safety Days:

- 8/10 in Cranberry
- 9/14 in State College

Mr. Parrish asked for help from the members to increase registrations for State College.

Mr. Parrish stated his appreciation for the contributions made by Mr. Fowler, Mr. Schafer, and Ms. Williams.

Ms. Harim updated the Board on advertising efforts underway, including radio ads, 811 day, Steelers, Eagles, Phillies, and Pirates campaigns.

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Ms. Vergenes reviewed the membership statistics.

Ms. Pearl provided an update on the 5<sup>th</sup> Annual Golf Classic, hosted by Buckeye Partners. She thanked everyone who contributed. The charity received \$18,000. The 2024 golf outing will be hosted by UGI and Bloodhound. Details to be announced.

#### **Mapping & Technology – Mr. Ceraso**

Mr. Ceraso reported the committee met 6/7/23 and was well attended. He reviewed the written materials in the booklet.

#### **Legislative Task Force – Mr. Haupt**

Mr. Haupt reported the committee met 5/23/23, 6/15/23, and 7/30/23. He reviewed the PUC recommendations on the reauthorization of the law. He reported the document and responses were reviewed in detail during the Executive Committee meeting yesterday.

- Mr. Ferri made a motion to send the responses to the PUC, seconded by Mr. Ceraso.

Discussion.

Ms. Cooper Smith abstained from the discussion and the vote.

- The motion carried.

Mr. Haupt reviewed the plan going forward, noting the Board should expect to receive materials 8/11/23 and were being asked to send comments back to Mr. Haupt by 8/21/23. The LTF would then review the comments and a Teams Board meeting would be held 9/11/23 to vote to move the document to the House of Representatives and the Senate. He thanked Ms. Harim for her assistance with the review process.

#### **Compensation & Benefits Committee – Mr. Murphy**

Mr. Murphy reported there was no meeting, therefore, no report.

#### **Design Industry Committee – Mr. Armstrong**

Mr. Armstrong reported there was no meeting, therefore, no report

#### **Local Government Committee – Ms. Fishel**

Ms. Fishel reported there was no meeting, therefore, no report.

#### **Parliamentary Committee – Mr. Boswell**

Mr. Boswell reported there was no meeting, therefore, no report.

#### **Users Guide Task Force – Mr. McInaw**

Mr. McInaw reported there was no meeting, therefore, no report.

This concluded the Vice Chair report

## **PRESIDENT/CEO REPORT – Mr. Kiger**

Mr. Kiger reviewed the written materials in the meeting booklet.

- Call volume 3% under last year
- Web tickets up to 61.34% of all tickets
- Transition for design tickets through CPA increasing
- 38,485 AVR submitted YTD
- 17 Association members
- 32 Utility Coordination Committees being encouraging to utilize CPA at their meetings
- Thank you PennDOT for the great job on the I-95 reopening!
- A map of broadband activity was included in the written report
- Spanish marking cards were ordered
- Please send at least one representative from each contractor company to Safety Days
- CGA meetings occurring this same week in Gulf Shores AL with several Best Practices being considered.

Mr. Bugaile updated the Board on the activities of the Legislature and their schedule. Next steps for changes to Act 50 would be to put them in legislative language for introduction in the fall. A report of other legislative items was included in the written materials.

Ms. Cooper Smith reviewed statistics from the Commission written report. She reported the DPC would be looking for new members starting January 2024, as a couple of key members were leaving this year. The application would be available on the PUC website next month. Ms. Cooper Smith reported the DPIs would soon be doing automated education tallying. Issuing violations for not attending mandatory training has increased attendance. She reported the PUC Safety Conference would be held 9/6-9/7 in State College.

## **VICE PRESIDENT/COO REPORT – Ms. Kiger**

Ms. Kiger reviewed the written materials in the booklet. Highlights:

- Reviewed operational statistics for call volume, tickets, and KARL responses AVRs, new member activations, existing member changes, and member mapping activations.
- Member Services processed 3,931 AVRs in the first half of the year, responded to 89 requests for additional information from the PUC, and completed 6 subpoenas.
- The annual member database verification process began on 1/10/23. 3,589 CDCs or 87% completed their verifications through 7/12/23.
- The 2023 Pipeline Safety bulletin was mailed.
- YTD, Member Services activated 13 new members, made 1,251 member changes, and activated mapping for 31 CDC receiving sites.
- The MS GP accounting software was upgraded to version 18.5.
- The transition from Concur to ExpenseWire was completed.
- The approved 2022 financial audit was sent to Board members.
- The 5500 for the 401(k) plan was filed.
- 3,066 second notices and 2,551 final notices were sent to companies who failed to pay the annual service fee for 2022. The 2023 collection rate was 83%.
- Supported the 811 Golf Classic and POCS Safety Day activities
- Full disaster recovery tests held on April 29 and July 8 were successful. The next test is scheduled for October 14.
- Avaya Experience Portal and Avaya Enablement Services were both upgraded.
- Coordinate PA change order 17 was released on July 27.

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- For cybersecurity, server updates were completed, TrendMicro updates were done, and the 2<sup>nd</sup> quarter phishing test was completed.

## **OPEN DISCUSSION**

None.

- Mr. Specht made a motion to adjourn, seconded by Mr. Haupt.
  - The motion carried unanimously.

The meeting ended at 10:51am.

Respectfully submitted,



Tom Ceraso  
Corporate Secretary

/emk/plm

Minutes Approved: October 25, 2023