



# Pennsylvania One Call System, Inc.

## BOARD OF DIRECTORS MEETING

October 25, 2023

DoubleTree Resort – Lancaster, 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	ABSENT
Asst. Secretary - Douglas 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 - Joseph 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

#### BOARD OF DIRECTORS

<b>Industry - Company:</b>	<b>Representative:</b>	<b>Attendance:</b>
Associate - Pennsylvania Builders Association	Doug Meshaw	Present
Cable Television - Comcast Cable Communication Mgmt.	David Henning	Present
Contractor - NUCA Pennsylvania	Armando Ferri	Absent
Design - Larson Design Group	Zack Armstrong	Present
Electric - Adams Electric Cooperative	Tom McMaster	Present
Electric - FirstEnergy	Deanna DeWitt	Present
Electric - PECO an Exelon Company	Rob Bedics	Present
Electric - PPL Electric Utilities Corporation	Douglas Haupt	See Officers
Gas - Columbia Gas of Pennsylvania	Brady Kovalchuk	Present
Gas - Peoples Natural Gas Company	Debbie Vergenes	Present
Gas - National Fuel	Jacob Specht	Present
Gas - PECO an Exelon Company	Patrick 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	Absent
Municipal General - PA State Assn. of Boroughs	Thomas Gramling	Absent
Municipal General - PA State Assn. of Twp. Supervisors	Holly Fishel	Present
Pipeline - Energy Transfer	Jennifer Ogle	Present
Pipeline - Texas Eastern/Spectra	Ryan Lumbatis	See Officers
Pipeline - UGI Utilities, Inc.	Ryan Geisinger	Present
Pipeline - Williams Gas Pipeline - Transco	Jerry McInaw	See Officers
Telecommunications - Verizon Business	Kenneth Montanari	Present
Telecommunications - Astound Broadband Powered by RCN	Eric Beers	Present
Telephone - Crown Castle	Rich Sandala	Present
Telephone - Verizon North, LLC	James Hagle	Present
Telephone - Verizon Pennsylvania LLC	Brett Jones	Present
Telephone - Windstream Communications	Rick Mann	Present
Water - Pennsylvania American Water	James Baer	Present
Water - Pittsburgh Water and Sewer Authority	Luke Erny	Present
Water - Lehigh County Authority	Kevin German	See Officers
Water - Municipal Authority of Westmoreland County	Anthony Pologruto	Present
Pennsylvania Dept. of Transportation	Larry Ditty	Present

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.

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**MEMBERS in Attendance:**

Aqua Pennsylvania  
Columbia Gas of PA  
Duquesne Light Company  
FirstEnergy  
Lehigh County Authority  
Peoples Gas Company  
PPL Electric Utilities Corporation  
PPL Electric Utilities Corporation

Maureen Sopko  
Kristie Kubovic  
Kylie Parison  
Andy Bowen  
Christopher Moughan  
Charles Brazier  
Stephen T. Krause  
Louis Zoeller

**GUESTS in Attendance:**

Eric Bugaile  
John Taylor  
Debra Kitner

Archer Public Affairs  
Archer Public Affairs  
Energy Association of Pennsylvania

**STAFF in Attendance:**

Ellen M. Kiger  
Sherry Harim  
Jon DeMoss  
Linda Covelli  
Kelly Pearl  
Norm Parrish  
S. Robin Johnson  
Eric Johnson  
Debra Schwartzmiller  
Marcos Bernal  
Mark Lipka  
Gregory Danks  
Erika Dominick  
Brandon Dujmic  
Kevin Goldblum  
Kirk Kirkpatrick  
Chance Montgomery  
Daniel Nemanic  
Ryan Parrish  
Blair Prough  
James Reynolds  
Maria White  
Penny L. Modrick

Vice President/COO  
Director - Member Services & Accounting  
Director - Technology  
Manager - Operations  
Manager - Member Services & Accounting  
Manager - Education  
Compliance Coordinator  
Workstation Technician  
Program Coordinator  
Supervisor - Education  
Supervisor - Education  
Damage Prevention Liaison  
Damage Prevention Liaison  
Damage Prevention Liaison  
Damage Prevention Liaison  
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Damage Prevention Liaison  
Executive Secretary

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

**CHAIR REPORT – Mr. German**

Mr. German thanked the Board for participating in the 9/11/23 special meeting to approve moving forward with the updates to the Act 50 document.

- Mr. Specht made a motion to follow the agenda, seconded by Mr. Haupt.
  - The motion carried unanimously.

## **SECRETARY REPORT – Mr. Haupt**

Mr. Haupt reviewed the future meeting dates:

January 30-31, 2024 – Sheraton Harrisburg Hershey Hotel - Harrisburg

April 23-24, 2024 – POCS office - West Mifflin

July 29-31, 2024 – Bedford Springs Resort - Bedford

October 22-23, 2024 – DoubleTree Resort - Lancaster

- Having received no additions or corrections, Mr. Murphy made a motion to accept the 8/2/23 minutes as written, seconded by Mr. Hagle.
  - The motion carried unanimously.
- Having received no additions or corrections, Mr. Murphy made a motion to accept the 9/11/23 minutes as written, seconded by Mr. Knights.
  - The motion carried unanimously.

## **TREASURER REPORT – Mr. Kyle**

Mr. Kyle reviewed the Preliminary Statement of Financial Position as of 9/30/23, the Preliminary Summary of Changes to Net Assets as of 9/30/23, the expense variance report, and the Capital Budget vs. Actual as of 9/30/23.

- Mr. Lumbatis made a motion to accept the Treasurer's Report as submitted, seconded by Mr. Sandala.
  - The motion carried unanimously.

## **VICE CHAIR REPORT – Mr. McInaw**

Mr. McInaw noted the Vice Chair report will be that of the committees.

### **Finance Committee – Mr. Kyle**

Mr. Kyle reported the committee met 10/4/23 and 10/16/23. He reviewed the performance of the investment portfolios and layered CDs. The committee authorized movement of cash from the conservative portfolio into CDs. He also reviewed the municipal activity fee calculation.

Mr. Kyle reviewed the investment policy, the reserves policy and current reserves, noting we were slightly below the recommended minimum in the reserves policy. The committee will continue to monitor and make adjustments quarterly, if needed. He reported there were no delinquent accounts up for termination.

Mr. Kyle reporting the proposed capital and operating budgets were sent to the Board on 10/4/23.

- Mr. Meshaw made a motion to approve the 2024 Capital Budget, seconded by Mr. Mann.

Discussion

- The motion carried unanimously.
- Mr. Meshaw made a motion to approve the 2024 Operating Expense Budget, seconded by Mr. Mann.
  - The motion carried unanimously.

## **Board Development Committee – Mr. Haupt**

Mr. Haupt reported the committee met 10/2/23 and 10/9/23. He thanked the committee chairs who participated in the 10/2/23 meeting.

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Mr. Haupt reported the Board skills survey was completed and the collected data was being reviewed by the committee. He thanked everyone for completing the survey.

Mr. Haupt reviewed the timeline and process for nominations and for the ballot process.

He read the nominations received for the Board of Directors:

<b><u>Industry</u></b>	<b><u>Member Company</u></b>	<b><u>Represented by:</u></b>
Electric Industry (1 seat available)	<b>ADAMS ELECTRIC COOPERATIVE*</b>	Tom McMaster
	<b>DUQUESNE LIGHT COMPANY</b>	Kylie Parison
Gas Industry (1 seat available)	<b>PECO AN EXELON COMPANY*</b>	Patrick Dunham
	<b>KRIEBEL MINERALS, INC.</b>	Milissa Bauer
Municipal-Principal (1 seat available)	<b>PA MUNICIPAL AUTHORITIES ASSOCIATION*</b>	Michael Kyle
	<b>FRANKLIN TOWNSHIP MUNICIPAL SANITARY AUTHORITY</b>	Robert H. Swarmer III
Pipe Line Industry (1 seat available)	<b>WILLIAMS GAS PIPELINE - TRANSCO*</b>	G.J. "Jerry" McInaw
	<b>KRIEBEL MINERALS, INC.</b>	Milissa Bauer
Telephone	<b>VERIZON PENNSYLVANIA LLC*</b>	Steven Hoover
Water Industry	<b>PITTSBURGH WATER AND SEWER AUTHORITY*</b>	Lucas Erny

\*Incumbent

Mr. Haupt opened the floor for additional nominations to the Board.

No nominations were made from the floor.

Mr. Haupt asked if all nominees accepted their nominations. Those present answered in the affirmative.

Mr. Haupt read the nominations for Officers.

<b><u>Officer Position</u></b>	<b><u>Board Member</u></b>	<b><u>Member Company</u></b>
Chair	<b>G.J. "JERRY" MCINAW</b>	Williams Gas Pipeline - Transco
Vice Chair	<b>THOMAS CERASO</b>	Municipal Authority of Westmoreland County
Secretary	<b>DOUGLAS HAUPT</b>	PPL Electric Utilities Corporation
Assistant Secretary	<b>JOSEPH MURPHY</b>	North Wales Water Authority
Treasurer	<b>MICHAEL KYLE*</b>	PA Municipal Authorities Association
Assistant Treasurer	<b>RYAN LUMBATIS*</b>	Texas Eastern/Enbridge
President & CEO	<b>WILLIAM G. KIGER*</b>	Pennsylvania One Call System, Inc.

\* Incumbent

Mr. Haupt opened the floor for additional nominations for Officers.

No nominations were made from the floor.

Mr. Haupt asked if all nominees accepted their nominations. Those present answered in the affirmative.

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

Mr. Murphy reported the committee met 9/27/23 to discuss the upcoming Compensation & Benefits review. An RFP was requested from Rosenfield Consulting.

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

Mr. Geisinger reported the committee met 9/21/22. He reviewed the written materials in the meeting booklet.

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

Mr. Armstrong reported the committee met 9/28/23. He reviewed the written materials in the meeting booklet.

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

Ms. Vergenes reported the committee did not meet. She requested an update from Mr. Parrish.

Mr. Parrish gave an update on the activities of the Education team, including training activities and attendance, the UCC meetings, and complex project meetings. He thanked everyone who participated as exhibitors and sponsors for Safety Days and thanked the staff for their work to make them successful. Mr. Parrish announced the 2024 Safety Day locations:

- Oaks
- Wilkes-Barre
- York
- Erie
- Monroeville

Ms. Harim updated the Board on advertising efforts underway and on the continuing Steelers and Eagles radio ads.

Mr. Kiger thanked Ms. Harim for successfully getting the PHMSA State Damage Prevention grant for 2024.

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

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

### **Mapping and Technology Committee – Mr. Pologruto in Mr. Ceraso's absence**

Mr. Pologruto reported the committee met 9/26/23. He reviewed the written materials in the meeting booklet.

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

Mr. Haupt reported the committee met three times in the quarter. He reviewed written materials in the meeting booklet. Mr. Haupt asked Mr. Taylor for an update.

Mr. Taylor updated the Board on the activities of the Legislature. He reported the proposed changes to Act 50 had been put into legislative language for introduction. A report of other legislative items was included in the written materials.

### **Construction Industry Committee – Mr. McNaw in Mr. Ferri's absence**

Mr. McNaw reported the committee did not meet, therefore, no report.

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

Mr. Boswell reported the committee did not meet, therefore, no report.

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

Mr. McNaw reported the task force did not meet, however, work would begin in January to review the Users Guide for changes that may be necessary after the reauthorization of the Act.

This concluded the Vice Chair report.

## **PRESIDENT/CHIEF EXECUTIVE OFFICER REPORT – Mr. Kiger**

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

- Call volume 3% under last year
- Web tickets up to 61.5% of all tickets
- CPA statistics
- Ticket response statistics
- AVR statistics
- 17 Association members
- 32 Utility Coordination Committees are being encouraging to utilize CPA at their meetings
- Broadband Authority continues to meet. 1/13/24 is the first rollout of the BEAD money.
  - The PA811 White Paper was distributed
  - A map of fiber activity was included in the written report
- SUE training will be scheduled for January 2024
- Membership = 3,744
- Ticket graphs and statistics were included in the written materials

Mr. Kiger thanked Mr. DeMoss and Mr. Johnson for their Cybersecurity training they provided yesterday.

Mr. Killian reviewed statistics from the Commission written report. He noted the invoicing process was moved from fiscal to I&E, and that education tracking was being developed. He reported the final DP position was being filled, and that the DPC would have four open positions. The application would be available on the PUC website next month.

## **VICE PRESIDENT/CHIEF OPERATING OFFICER REPORT – Ms. Kiger**

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

- Reviewed staffing levels and external training.
- Reviewed operational statistics for call volume, tickets, and KARL responses AVRs, new member activations, existing member changes, and member mapping activations.
- Member Services processed 6,085 AVRs YTD, responded to 128 requests for additional information from the PUC, and completed 8 subpoenas.
- The 2023 annual member database verification effort ended with 87% response from the membership. The 2024 campaign will begin January 9<sup>th</sup>.
- YTD 21 new members were activated, there were 1,866 member changes, and 37 CDC receiving sites were activated mapping.
- 2,077 second notes and 2,050 final notices were sent to companies who failed to pay the annual service fee. The 2023 collection rate is 83%.
- Avaya Workforce Engagement was upgraded during the weekend of Oct 13<sup>th</sup> to Oct 15<sup>th</sup>. During the upgrade, voice calls were routed through the Ohio switch so voice recording was not interrupted.
- A Full disaster recovery test held on July 8<sup>th</sup> was successful. The next full test is scheduled for Jan 13<sup>th</sup>.
- Coordinate PA change order 17 was released on July 27<sup>th</sup> and Change Order 18 is on schedule to be released in November.
- The release of Attachments to Tickets would be mid-November.
- In August, the staff experienced multiple user lockouts as a result of bad actors attempting to access our systems through spoofed user accounts. The criminal IP addresses were identified and steps taken to further protect our system and stop the user lockouts.
- The 3<sup>rd</sup> quarter phishing test was completed.
- The final step in the 3PAR to Alletra storage migration at the Ohio site was scheduled for November.

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## OPEN DISCUSSION

None.

Prior to adjourning the meeting, Mr. German asked for any other nominations for the Board or for Officers. There were no other nominations.

## ADJOURNMENT

- Mr. Kyle made a motion to adjourn and close all nominations, seconded by Mr. Hagle.
  - o The motion carried unanimously.

The meeting ended at 11:00am.

Respectfully submitted,



Tom Ceraso  
Corporate Secretary

/emk/plm

Minutes Approved: January 31, 2024