



2021 Annual Report



**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:

2021 was another unprecedented year that continued to present challenges felt by all stakeholders. Pennsylvania One Call System (POCS) continued to serve all stakeholders without interruption in service and by the end of the year, inbound ticket volume surpassed the 1 million mark again with a new record of 1,046,498. With the continuing changes due to the ongoing pandemic, our Disaster Recovery Plan proved to be worth the work and cost of development.

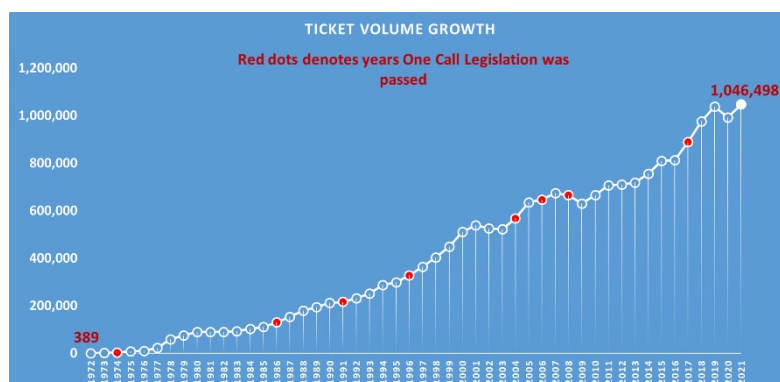
In addition to the record inbound ticket volume, the percentage of notifications done via the Web were a record high of 56.18%. Facility Owner membership increased to 3,713, the highest number of One Call System members in the Industry worldwide, with the next closest at 2,200 members. The goal to increase membership continues.

Despite the effects of pandemic, we continued to enhance services, provide educational outreach, and support our mission by providing an efficient and effective communications network. The development and implementation of a cybersecurity prevention and response plan included working with the Department of Homeland Security and preparation for Multi-Factor Authentication. The Design Drawing Exchange was integrated into Coordinate PA (CPA). In April, to assist in the education of Designers, the Board approved an updated Designer Effectiveness Guidelines. To assist our Municipal Facility Owner members, a brochure was developed for municipal permitting offices to provide to their local permit seekers, which promoted compliance with Act 287, as amended. POCS continued to provide mandatory enforcement training free of charge to assist the PUC education effort. In 2021, POCS applied for and was awarded the State Damage Prevention, PHMSA grant. These funds will be used to remind all damage prevention stakeholders to use CPA to plan their projects, place design and excavations notifications, provide maps, and mark their underground lines. Coordination is key. Collaboration prevents infrastructure damage.

Looking forward, the staff began preparation to celebrate Pennsylvania One Call System's 50th Anniversary in 2022!

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

David Bolton

Rob Bedics

Douglas Haupt

Ray Geesey

Dave Haverstick

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

Eric Swartley

Kenneth Montanari

Tyrone Cokley

Shane Camardo

Jeffrey Sauder

Dan Shento

James Hagle

Kevin German

John McCarthy

James Gable

Tom Ceraso

OFFICERS

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Kevin German

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Michael Kyle

Assistant Treasurer

Ryan Lumbatis

Secretary

Stephen Schafer

Assistant Secretary

Eric Swartley

Immediate Past Chair

Jerry McInaw

General Counsel

William P. Boswell

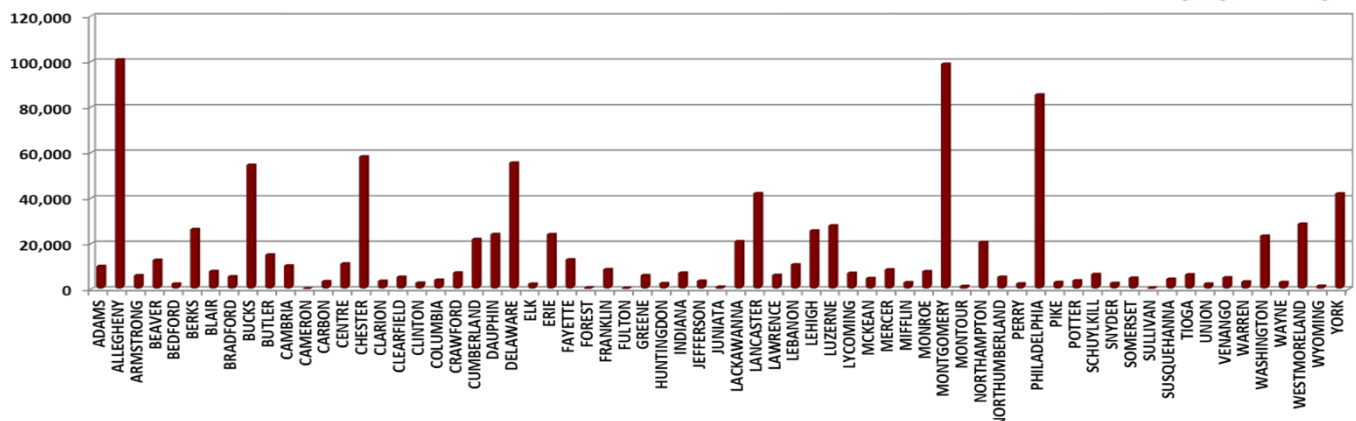
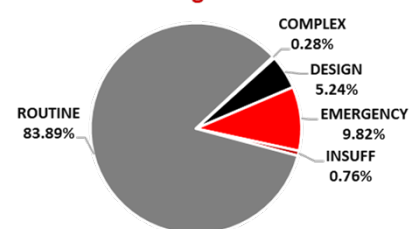
Assistant General Counsel

Dwight Howes

President and CEO

William Kiger

Pennsylvania 811



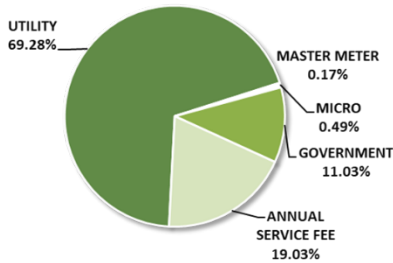
Use of the service by excavators increased from 389 tickets the first year to 1,046,498 in 2021. Increased revenues from growth are used to offset operating expenses.

FINANCIALS...

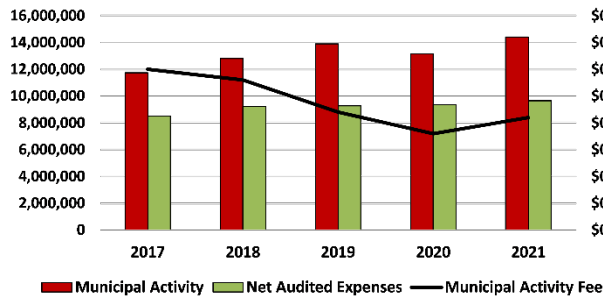


The corporation's financial position is audited annually by the independent certified public accountants Louis Plung & Company, in accordance with the auditing standards generally accepted in the United States of America. In 2021, Pennsylvania One Call System's total operating revenue was \$14,396,364 and its total operating expenses were \$13,956,536. 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.

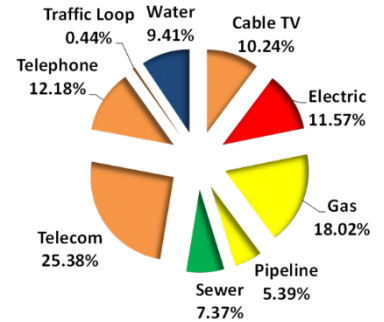
REVENUE BY STAKEHOLDER



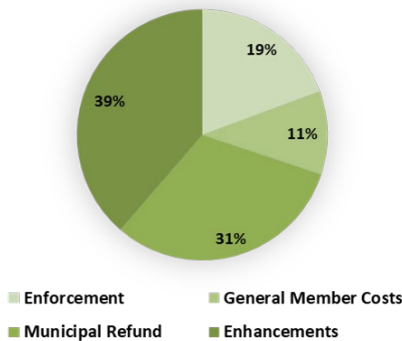
MUNICIPAL ACTIVITY FEE



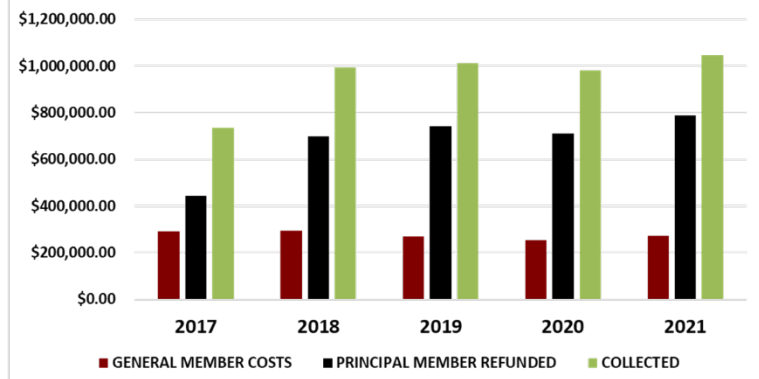
NET REVENUE BY PRIMARY FACILITY TYPE



ANNUAL SERVICE FEE COLLECTIONS



ANNUAL SERVICE FEE COLLECTED*

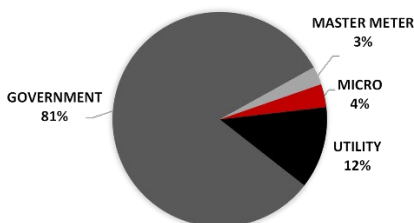


*Used for General Member Offset & Refunded Principal Municipal Members Ref. 3.1(e) & (f.1)

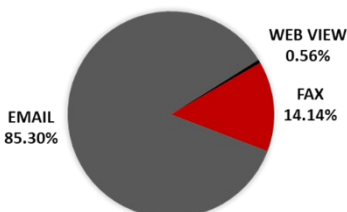
MEMBERSHIP...

Since its inception in 1972, Pennsylvania One Call System, Inc. has increased its membership from six (6) utilities to 3,713 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 which cross public roads.

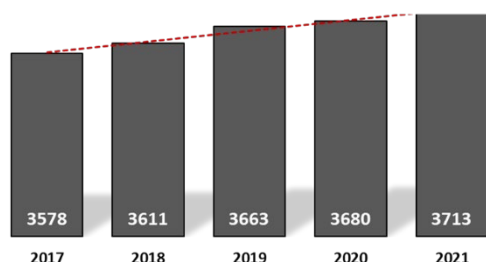
MEMBERSHIP BY ENTITY TYPE



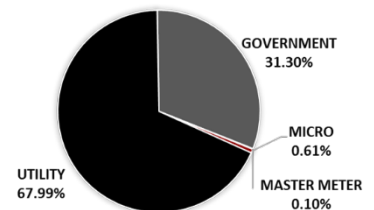
MEMBERSHIP BY SERVICE TYPE



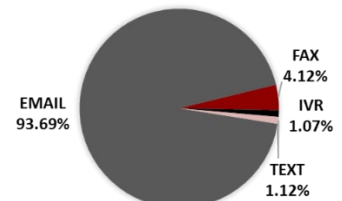
MEMBERSHIP 2021



MEMBER TRANSMISSIONS BY ENTITY TYPE



MEMBER TRANSMISSIONS BY SERVICE TYPE



EDUCATION...

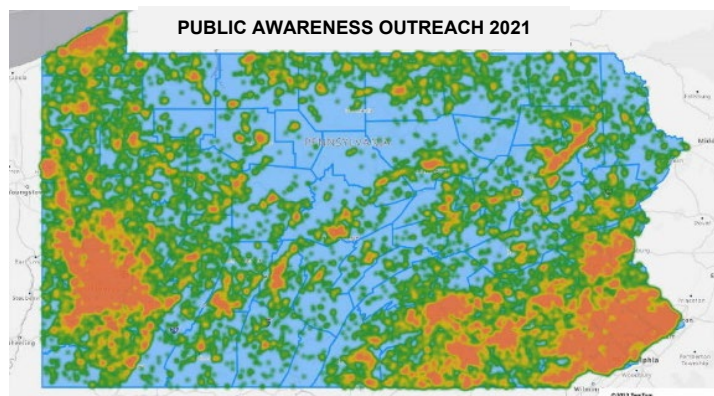


In 2021, the Education team endured another challenging year with the COVID-19 pandemic. Just as in 2020, some of the live programs and Safety Days for the year were cancelled because of the pandemic. However, the training of our underground stakeholders continued with a combination of virtual and live training classes and conferences throughout the year.

At Pennsylvania 811, Education and Public Awareness are a critical part of the service we provide. Our educational programs target underground facility owners, locators, designers, excavators and project owners. Training programs are available to all underground stakeholder groups including first responders. Pennsylvania 811 will schedule both live (in-person) and virtual (on-line) training programs throughout the year.

The 2021 Educational activities across the state consisted of numerous training sessions. For 2021, the Pennsylvania 811 Damage Prevention Liaisons (DPLs) conducted 153 "virtual" sessions, while training approximately 2,703 attendees at a variety of virtual training sessions and presentations. The DPLs also did 59 "live" sessions, while training approximately 1,354 attendees.

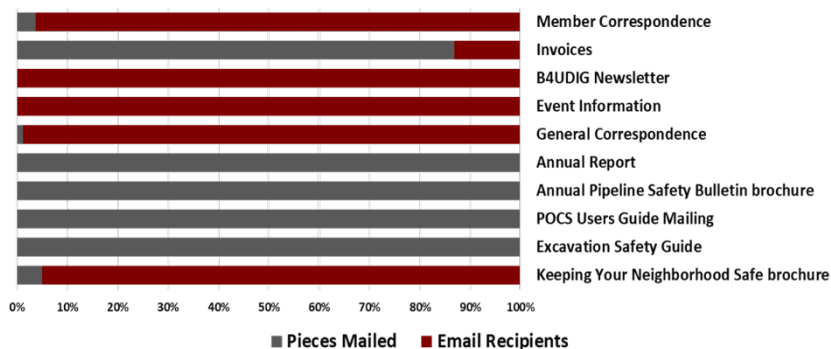
Pennsylvania 811 Education team continues to educate stakeholders on the Complex Project process. To ensure adherence to the processes and to support the underground excavators, the DPLs participated at a total of 292 combined "live" and "virtual" preconstruction meetings with approximately 2,249 attendees. In addition, the Education team also participated at various stakeholder meetings throughout the year. The DPLs attended 321 meetings with 5,201 attendees.



With the cancellation of Pennsylvania 811 Safety Day events, the Education Team successfully conducted its first ever statewide Virtual Safety Day event with over 680 participants. The event was done on the Zoom platform, and the agenda had industry guest speakers and topics related to proper use of the one call applications and review of the one call law and its practices.

The DPLs completed 3,485 company member contacts. These contacts were made to the facility owner Company Representatives in 2021. 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 Pennsylvania 811 training session and events.

Mailings

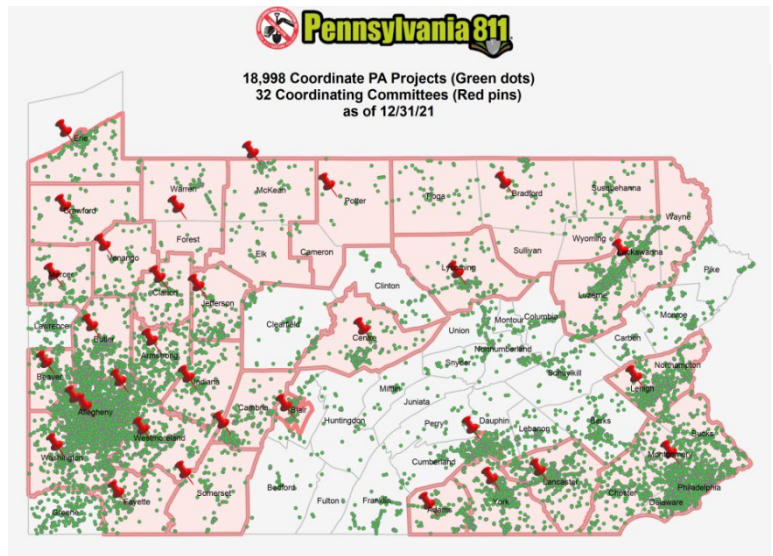


Direct mailings continue to be an important part of the Education Department's outreach program. POCS sent a gas safety mailing to assist members with federal regulation compliance, an underground excavation industry-specific Excavation Safety Guide, which contained a complete copy of the UULPL, and newsletters promoting educational events. Direct mail pieces in 2021 totaled 108,745 pieces. In addition, emails were sent to 2,065,680 recipients covering a variety of topics such as PA Act 287 training, invitations to events, and educational information.

Pennsylvania 811 continues to promote coordination among underground stakeholders. Currently, Pennsylvania 811 has 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 2021, the Education team participated at 91 UCC meetings with approximately 1,302 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.

POCS continued public awareness programs to promote safe digging practices within local



communities across Pennsylvania through billboards, email marketing ads (direct and retargeting), TV, social media, and radio ads, our YouTube channel, and a Digital Marketing Plan with Audacy targeting specific consumers based on their characteristics, behavior, lifestyle, demographics, and interests. Outreach to rental companies was enhanced to educate all renting powered equipment of the importance of contacting 811 before starting their projects. POCS also continued posting billboards in high damage rate counties.

To promote the safe digging and the 811 brand, POCS continued to use National Excavator Initiative (NEI) campaign materials using Common Ground Alliance toolkits and infographics. This material was published to our social media channels. Pennsylvania 811 promoted the national statistics for damage to buried utilities, how to notify 811, a reminder to call 811 or submit a request online, and happy safe holiday wishes.



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	
Kevin Goldblum	Liaison Representative (Southwest)	814-615-7047	
Kirk Kirkpatrick	Liaison Representative (South Central)	717-487-0797	
Greg Danks	Liaison Representative (Northwest)	814-572-8113	
Ryan Parrish	Liaison Representative (Southeast)	215-834-2069	
Blaire Prough	Liaison Representative (Southeast)	610-906-5137	
Jim Reynolds	Liaison Representative (Central)	717-602-5976	
Maria White	Liaison Representative (Southeast)	215-859-2868	
	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.