2. Each utility shall file within 45 days of the date of service of this Order the following information:

## Request A:

a. Since January 1, 2022, the number of locate requests received in total and broken out into the types of locate requests contained in KRS 367.4909(5);

# Response A:

Total Requests: 860 Normal: 839 Emergency: 15 Design: 6

# Request B:

b. Since January 1, 2022, the number of second or subsequent requests for the same locate request received in total and broken out into the types of locate requests contained in KRS 367.4909(5);

# Response B:

Total Second/Subsequent Requests: 19

Normal: 19 Emergency: 0 Design: 0

# **Request C:**

c. Since January 1, 2022, the length of time required to respond to each requestor/excavator in total and broken out into the types of locate requests contained in KRS 367.4909(5). Also, provide information showing whether underground facilities are marked within the statutory window, and the average time it takes to respond to a locate request;

# Response C:

Grayson did not keep the data for this question. The policy stated by 811 is 48 hours from time locate was called in by the excavator. Grayson maintains that policy with each locate ticket we receive.

# Request D:

d. Since January 1, 2022, the number of times an agreement has been reached with an excavator outside of the statutory time limits required by KRS 367.4909, with the aggregate numbers and broken out into the types of locate requests contained in KRS 367.4909(5)

## Response D:

Grayson does not negotiate with the excavator. We ask that another ticket is called into 811 if they cannot meet the statutory time limits on the locate ticket.

# Request E:

e. Since January 1, 2022, state whether locate requests have been performed by Utility personnel or by a third-party contractor. If the answer is both, provide the number of locate requests performed by Utility personnel and third-party contractors, respectively;

# Response E:

Grayson has performed all locate requests.

## Request F:

f. State whether records and statistics are kept of the number of underground facilities located accurately versus inaccurately. Provide all records and statistics compiled since January 1, 2022;

#### Response F:

Grayson does not keep records or statistics on the number of underground facilities that are located accurately. However, we have not had any facilities damaged that we have performed locates on.

## **Request G:**

g. Explain the method used to determine whether an underground facility has been located accurately versus inaccurately;

## **Response G:**

Grayson would consider a locate to be inaccurate if facilities were reported damaged after a locate.

## **Request H:**

h. State what policies and procedures have been implemented to reduce the number of inaccurately located facilities. Provide information detailing the efficacy of those procedures on reducing the number of inaccurately located underground facilities.

## Response H:

Grayson uses a GIS system to determine if underground facilities are in the locate request area. If underground facilities are present, then a locator is sent out with a 3M locator to determine where the facilities are located. Paint or flags are installed to mark the facilities for the excavator.