

**COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION**

In the Matter of:

Investigation into Compliance with Excavator	)	
Locate Requests Pursuant to KRS 367.4909 and	)	Case No. 2022-00363
KRS 367.4917(7)	)	

**KENTUCKY POWER COMPANY’S SUPPLEMENTAL RESPONSES**

On January 3, 2023, Kentucky Power Company (“Kentucky Power” or the “Company”) filed its responses to the requests included in the Commission’s November 16, 2022 Order in this proceeding. Since that time, Kentucky Power has identified additional documents responsive to questions 2(f) and 2(h) and hereby supplements its responses to those questions as follows:

**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;**

The Company’s database for ticket locate requests does not distinguish between accurate versus inaccurate locates. The database does allow for “Damage” coding. Coding tickets as “Damage” indicates that there was dig-in, and resulting damage, to the Company’s facilities by the excavator. However, because facilities were damaged does not necessarily mean that the damage resulted from an inaccurate locate. There are multiple variables that can cause a dig-in. There were 11 such instances where a ticket type was coded “Damage” for the first three quarters of 2022. Attached as **Exhibit 1** are the Company’s records for these 11 instances. From the descriptions, it was determined that two were electrical damage. However, this does not mean that they were inaccurately marked.

**Supplemental Response:** Attached as **Exhibit 2** are the records of the Company’s third-party contractor pertaining to the two instances of electrical damage.

**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.**

The Company engages a third-party contractor for all locates. Within that contract, the Company includes processes and procedures aimed at reducing the number of inaccurately located facilities, which include but are not limited to:

- Detailed facilities marking requirements and guidelines. For example:

When no facilities are found to be located within the scope of the locate request, or there is not a positive response the Contractor is required to paint a marking on the ground or place flags stating same.

The Contractor is responsible to respond to each locate request. The Contractor's personnel must personally verify every requested location even if no underground facilities are shown on Company prints.

If Contractor has other underground facility locating customers within the Company's service area supported by Contractor and Contractor is on site locating at an address and has reason to believe that the Company has underground facilities at that location, but the Contractor has not received a locate request from the Company for the address, the Contractor will contact a Company representative and request instructions.

- Detailed dig-in reporting and investigation procedures.

For example, in the instance of a reported dig-in the Contractor is required to detail a report to the Company including time actual dig-in was reported, the location of the reported dig-in, any known circumstances surrounding the dig-in, the name of firm and/or individual causing reported damage, and the Contractor's estimated time of arrival to begin damage investigation.

**Supplemental Response:** Attached as **Exhibit 3** are documents received from the Company's third-party contractor related to policies and procedures that have been implemented by the third-party contractor to reduce the number of inaccurately located facilities.

Respectfully submitted,



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COUNSEL FOR KENTUCKY POWER  
COMPANY

TICKET\_NUMBER: 2203161094  
REFERENCE\_TICKET\_NUMBER: None  
TICKET\_TEXT:

=====  
0367 00037 KUPIa 03/16/2022 11:36:53 2203161094-00A EMER DAMG GRID

DAMAGE

Ticket : 2203161094 Date: 03/16/2022 Time: 11:36 Oper: KENTUCKY811 Chan:000

State: KY Cnty: BOYD City: ASHLAND  
Subdivision:

Address : 3621  
Street : KIMBERLY CT  
Cross 1 : ROBIN LYNN DR  
Location: LOCATE THE ENTIRE PROPERTY

:  
Boundary: n 38.449909 s 38.446910 w -82.647541 e -82.644370

Work type : REPAIRING FOUNDATION/PUSH PIERS  
Done for : ██████████  
Start date: 03/16/2022 Time: 11:33 Hours notice: 0/0 Priority: EMER  
Ug/Oh/Both: U Blasting: NO Emergency: Y  
Duration : N/A Depth: 30 FT

Company : MARCO CONCRETE Type: CONT  
Co addr : 406 MACCORKLE AVE SW  
City : ST ALBANS State: WV Zip: 25177  
Caller : TIFFANY ADAMS Phone: (304)722-5438  
Contact : MARCO CONCRETE - OFFICE Phone:  
Mobile : (304)722-5438  
Email : TIFFANY@MARCOCONCRETE.COM

Remarks : Damage Information:  
- Name of the utility company involved in the damage: UNKNOWN  
- Type of utility is involved in the damage: Unknown - Gas CAN Be Ruled Out  
- Location on property where the line was damaged: IN THE REAR OF THE PROPERTY  
- Description of the line that was damaged: UNKNOWN  
- Crew on site: Yes  
- Called utility to report the damage: No  
- Previous ticket number: 2203151019  
:

Submitted date: 03/16/2022 Time: 11:36  
Members: 0023 0173 0177 0367 WINKY

=====

TICKET\_NUMBER: 2204061292  
REFERENCE\_TICKET\_NUMBER: None  
TICKET\_TEXT:

=====  
0367 00040 KUPIa 04/06/2022 14:16:49 2204061292-00A EMER DAMG STRT

DAMAGE SEE REMARKS

Ticket : 2204061292 Date: 04/06/2022 Time: 14:16 Oper: KENTUCKY811 Chan:000

State: KY Cnty: BOYD City: ASHLAND  
Subdivision:

Address : 3113  
Street : ASHWORTH ST  
Cross 1 : HIGHLAND AVE  
Location: LOCATE ENTIRE FRONT OF THE PROPERTY, TO INCLUDE BOTH SIDES OF THE  
ROAD, EXTENDING 10 FEET OFF BOTH SIDES.  
:  
Boundary: n 38.461099 s 38.459221 w -82.665909 e -82.663841

Work type : INSTALLING NEW SEWER TAP  
Done for : CITY OF ASHLAND  
Start date: 04/06/2022 Time: 14:13 Hours notice: 0/0 Priority: EMER  
Ug/Oh/Both: U Blasting: NO Emergency: Y  
Duration : N/A Depth: 10 FT

Company : CITY OF ASHLAND Type: OTHR  
Co addr : P.O. BOX 1839  
City : ASHLAND State: KY Zip: 41105  
Caller : JUSTIN ROYSTER Phone: (606)831-5077  
Contact : KYLE BOGGS - OFFICE Phone:  
Mobile : (606)385-3192  
Email : JROYSTER@ASHLANDKY.GOV

Remarks : CREW EN ROUTE REPLACES 2204050117 - CHANGE IN TICKET TYPE

Damage Information:

- Name of the utility company involved in the damage: UNKNOWN
- Type of utility is involved in the damage: Fiber, Unknown - Gas CAN Be Ruled Out
- Location on property where the line was damaged: LINE WAS DAMAGED AT A UNKNOWN AREA
- Description of the line that was damaged: UNKNOWN
- Crew on site: Yes
- Called utility to report the damage: No
- Previous ticket number: 2204060110
- :

Submitted date: 04/06/2022 Time: 14:16

Members: 0023 0173 0176 0367 WINKY

=====

TICKET\_NUMBER: 2204080485  
REFERENCE\_TICKET\_NUMBER: None  
TICKET\_TEXT:

=====

0367 00026 KUPIa 04/08/2022 09:38:24 2204080485-00A EMER DAMG STRT

DAMAGE

Ticket : 2204080485 Date: 04/08/2022 Time: 09:38 Oper: KENTUCKY811 Chan:000

State: KY Cnty: JOHNSON City: HAGERHILL  
Subdivision:

Address : 936  
Street : UPPER TWIN BR  
Cross 1 : K FORK RD  
Location: LOCATE BOTH SIDES OF THE DIG/ADDRESSED STREET  
:  
Boundary: n 37.777448 s 37.774491 w -82.870280 e -82.864538

Work type : INSTALL CULVERT  
Done for : JOHNSON COUNTY FISCAL COURT  
Start date: 04/08/2022 Time: 09:35 Hours notice: 0/0 Priority: EMER  
Ug/Oh/Both: U Blasting: NO Emergency: Y  
Duration : N/A Depth: 5 FT

Company : JOHNSON COUNTY FISCAL COURT Type: OTHR  
Co addr : PO BOX 868  
City : PAINTSVILLE State: KY Zip: 41240  
Caller : STACY COLVIN Phone: (606)789-2576  
Contact : BOBBY REED - CELL Phone:  
Mobile : (606)792-7625  
Fax : (606)789-2578  
Email : SCOLVIN@JOHNSONCOUNTYKY.COM

Remarks : Damage Information:  
- Name of the utility company involved in the damage: EAST KENTUCKY MIDSTREAM  
(FORMERLY JEFFERSON GAS TRANSMISSION)  
- Type of utility is involved in the damage: Gas  
- Location on property where the line was damaged: ON TOP OF CULVERT  
- Can hear or smell gas: Yes  
- Description of the line that was damaged: 2 INCH  
- Called 911: No  
- Crew on site: Yes

- Called utility to report the damage: No
  - Previous ticket number: 2203230439
  - Comments: CALLER HAS ATTEMPTED TO REACH COMPANY AND FIND NUMBER BUT IS UNABLE
- :

Submitted date: 04/08/2022 Time: 09:38  
Members: 0110 0171 0367 0556 0622

=====

TICKET\_NUMBER: 2205041326  
REFERENCE\_TICKET\_NUMBER: None  
TICKET\_TEXT:

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0367 00044 KUPIa 05/04/2022 12:05:33 2205041326-00A EMER DAMG GRID

DAMAGE

Ticket : 2205041326 Date: 05/04/2022 Time: 12:05 Oper: KENTUCKY811 Chan:000

State: KY Cnty: BOYD City: ASHLAND  
Subdivision:

Address :

Street : CARTER AVE  
Cross 1 : 8TH ST

Location: STARTING AT THE ADDRESS OF 725 CARTER AVE AT GPS COORDINATES 38.48261, -82.64981 // LOCATE HEADING SOUTHEAST FOR APPROX 200 FEET - ALONG THE WHITELINED PATH - ENDING AT GPS COORDINATES 38.48238, -82.64935 TO INCLUDE EXTENDING OFF BOTH SIDES OF THE WHITE LINE FOR 20 FEET FOR THE LOCATE DISTANCE

:

Boundary: n 38.483176 s 38.481846 w -82.650514 e -82.648692

Work type : INSTALL FIBER

Done for : SEGRA

Start date: 05/04/2022 Time: 11:58 Hours notice: 0/0 Priority: EMER

Ug/Oh/Both: U Blasting: NO Emergency: Y

Duration : N/A Depth: 12 FT

Company : CADEN DIRECTIONAL DRILLING Type: CONT

Co addr : 313 BURCHWOOD LN

City : VANCEBURG State: KY Zip: 41179

Caller : SAM BURRISS Phone: (606)202-0435

Contact : SAM BURRISS - CELL Phone:

Mobile : (606)202-0435

Email : KDDRILLING2015@GMAIL.COM

Remarks : Damage Information:

- Name of the utility company involved in the damage: UNKNOWN
- Type of utility is involved in the damage: Water
- Location on property where the line was damaged: DAMAGE IS ON THE NORTH SIDE OF CARTER AVE AND THE WEST SIDE OF 8TH ST - 20 FEET FROM GPS COORDINATES  
LATITUDE 38.482381 LONGITUDE -82.649352
- Description of the line that was damaged: UNKNOWN
- Crew on site: Yes
- Called utility to report the damage: No
- Previous ticket number: 2204220858
- Comments: CITY OF ASHLAND CAN CONTACT SAM BURRIS AT HIS CELL PHONE

Submitted date: 05/04/2022 Time: 12:05

Members: 0023 0061 0173 0176 0367 0581 0689 0690 0773 WINKY

TICKET\_NUMBER: 2205090726  
REFERENCE\_TICKET\_NUMBER: None  
TICKET\_TEXT:

0367 00017 KUPIa 05/09/2022 09:59:45 2205090726-00A EMER DAMG STRT

DAMAGE SEE REMARKS

Ticket : 2205090726 Date: 05/09/2022 Time: 09:59 Oper: KENTUCKY811 Chan:000

State: KY Cnty: BOYD City: ASHLAND  
Subdivision:

Address : 605  
Street : NEWSOME ST  
Cross 1 : 5TH ST  
Location: LOCATE FRONT OF PROPERTY  
:  
Boundary: n 38.480718 s 38.477871 w -82.681917 e -82.678302

Work type : REPAIR WATER MAIN  
Done for : CITY OF ASHLAND  
Start date: 05/09/2022 Time: 09:56 Hours notice: 0/0 Priority: EMER  
Ug/Oh/Both: U Blasting: NO Emergency: Y  
Duration : N/A Depth: 5 FT

Company : CITY OF ASHLAND Type: OTHR  
Co addr : P.O. BOX 1839  
City : ASHLAND State: KY Zip: 41105  
Caller : WILLIAM GUFFEY Phone: (606)585-6118  
Contact : BRANDON CARPENTER - CELL Phone:



Mobile : (740)646-4736  
Email : DCHAPPELLE@ASHLANDKY.GOV

Remarks : CREW ON SITE

Damage Information:

- Name of the utility company involved in the damage: COLUMBIA GAS
  - Type of utility is involved in the damage: Gas
  - Location on property where the line was damaged: FRONT OF THE PROPERTY EDGE OF THE ROAD
  - Can hear or smell gas: Yes
  - Description of the line that was damaged: YELLOW- PLASTIC- 1 INCH SERVICE LINE
  - Called 911: No
  - Crew on site: Yes
  - Called utility to report the damage: No
  - Previous ticket number: 2205090507
  - Comments: LINE WAS SEVERED
- :

Submitted date: 05/09/2022 Time: 09:59

Members: 0173 0176 0367 0690

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TICKET\_NUMBER: 2205182396  
REFERENCE\_TICKET\_NUMBER: None  
TICKET\_TEXT:

=====

0367 00087 KUPIa 05/18/2022 16:26:56 2205182396-00A EMER DAMG STRT

DAMAGE

Ticket : 2205182396 Date: 05/18/2022 Time: 16:26 Oper: KENTUCKY811 Chan:000

State: KY Cnty: BOYD City: ASHLAND  
Subdivision:

Address : 1625  
Street : JOHNSON AVE  
Cross 1 : ACKLEY AVE  
Location: LOCATE THE ENTIRE REAR OF THE PROPERTY ALONG THE EXISTING FENCE LINE  
:  
Boundary: n 38.465317 s 38.462973 w -82.656056 e -82.653344

Work type : INSTALL FENCE/GATE  
Done for : XXXXXXXXXX  
Start date: 05/18/2022 Time: 16:25 Hours notice: 0/0 Priority: EMER  
Ug/Oh/Both: U Blasting: NO Emergency: Y  
Duration : N/A Depth: 4 FT

Company : ADKINS CONSTRUCTION SERVICES Type: CONT  
Co addr : 3730 RIVERSIDE DR  
City : HUNTINGTON State: WV Zip: 25705  
Caller : MATTHEW ADKINS Phone: (304)650-3490  
Contact : MATTHEW ADKINS - CELL Phone:  
Mobile : (304)650-3490  
Email : ADKINSCONSTRUCTION1@GMAIL.COM

Remarks : Damage Information:

- Name of the utility company involved in the damage: COLUMBIA GAS
  - Type of utility is involved in the damage: Gas
  - Location on property where the line was damaged: REAR OF PROPERTY
  - Can hear or smell gas: Yes
  - Description of the line that was damaged: UNKNOWN
  - Called 911: Yes
  - Crew on site: Yes
  - Called utility to report the damage: No
  - Previous ticket number: 2204252396
- :

Submitted date: 05/18/2022 Time: 16:26  
Members: 0023 0173 0176 0367 WINKY

=====

TICKET\_NUMBER: 2206040161  
REFERENCE\_TICKET\_NUMBER: None  
TICKET\_TEXT:

=====

0367 00002 KUPIa 06/04/2022 21:54:09 2206040161-00A EMER DAMG STRT

DAMAGE

Ticket : 2206040161 Date: 06/04/2022 Time: 21:54 Oper: KENTUCKY811 Chan:000

State: KY Cnty: BREATHITT City: JACKSON  
Subdivision:

Address : 620  
Street : TRACE FORK RD  
Cross 1 : STRONG FORK RD  
Location: LOCATE THE REAR OF THE PROPERTY ON THE BOTTOM OF THE HILL  
:  
Boundary: n 37.610328 s 37.599303 w -83.337859 e -83.325352

Work type : INSTALL DITCH  
Done for : XXXXXXXXXX

Start date: 06/04/2022 Time: 21:50 Hours notice: 0/0 Priority: EMER  
Ug/Oh/Both: U Blasting: NO Emergency: Y  
Duration : N/A Depth: 3 FT

Company : [REDACTED] Type: HOME  
Co addr : PO BOX 269  
City : JACKSON State: KY Zip: 41339  
Caller : [REDACTED] Phone: [REDACTED]  
Contact : - CELL Phone:  
Mobile : [REDACTED]

Remarks : Damage Information:  
- Name of the utility company involved in the damage: UNKNOWN  
- Type of utility is involved in the damage: Gas  
- Location on property where the line was damaged: MIDDLE OF PROPERTY  
- Can hear or smell gas: Yes  
- Description of the line that was damaged: BLACK  
- Called 911: No  
- Crew on site: No  
- Called utility to report the damage: No  
- Previous ticket number: 2205171242  
:

Submitted date: 06/04/2022 Time: 21:54  
Members: 0139 0171 0367

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TICKET\_NUMBER: 2207250641  
REFERENCE\_TICKET\_NUMBER: None  
TICKET\_TEXT:

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0367 00038 KUPIa 07/25/2022 09:27:22 2207250641-00A EMER DAMG GRID

DAMAGE

Ticket : 2207250641 Date: 07/25/2022 Time: 09:27 Oper: KENTUCKY811 Chan:000

State: KY Cnty: BOYD City: CATLETTSBURG  
Subdivision:

Address : 17252  
Street : KY RT 3  
Cross 1 : COUNTRY CLUB DR  
Location: LOCATE 30 FOOT RADIUS AROUND THE WHITE PAINT IN THE ROAD WAY  
:  
Boundary: n 38.344628 s 38.334883 w -82.715356 e -82.703274

Work type : REPLACE CROSS DRAIN  
Done for : KENTUCKY DEPARTMENT OF HIGHWAYS - FLEMINGSBURG  
Start date: 07/25/2022 Time: 09:21 Hours notice: 0/0 Priority: EMER  
Ug/Oh/Both: U Blasting: NO Emergency: Y  
Duration : N/A Depth: 20 FT

Company : KENTUCKY DEPARTMENT OF HIGHWAYS - FLEMIN Type: OTHR  
Co addr : PO BOX 347  
City : FLEMINGSBURG State: KY Zip: 41041  
Caller : MICHAEL JORDAN Phone: (606)928-9511  
Contact : MICHAEL JORDAN - CELL Phone:  
Mobile : (606)928-9511  
Email : DONALD.FANNIN@KY.GOV

Remarks : Damage Information:

- Name of the utility company involved in the damage: WINDSTREAM KENTUCKY INC
  - Type of utility is involved in the damage: Telephone
  - Location on property where the line was damaged: RIGHT SIDE OF PROPERTY, WHEN FACING FROM THE STREET
  - Phone Number or Area Code/Prefix of the phone that was cut: UNKNOWN
  - Description of the line that was damaged: A BLACK LINE WITH MULTIPLE WIRES INSIDE- 1 INCH IN DIAMETER
  - Crew on site: Yes
  - Called utility to report the damage: No
  - Previous ticket number: 2207051129
  - Comments: THE LINE HAS BEEN EXPOSED
- :

Submitted date: 07/25/2022 Time: 09:27  
Members: 0203 0365 0367 WINKY

=====

TICKET\_NUMBER: 2208231802  
REFERENCE\_TICKET\_NUMBER: None  
TICKET\_TEXT:

=====

0367 00054 KUPIa 08/23/2022 15:59:54 2208231802-00A EMER DAMG GRID

DAMAGE

Ticket : 2208231802 Date: 08/23/2022 Time: 15:59 Oper: KENTUCKY811 Chan:000

State: KY Cnty: BOYD City: CATLETTSBURG  
Subdivision:

Address :  
Street : TRISTIN WAY



State: KY Cnty: BOYD City: ASHLAND  
Subdivision:

Address : 2600  
Street : GREENUP AVE  
Cross 1 : 26TH ST

Location: LOCATE THE ENTIRE FRONT OF THE PROPERTY AND BOTH SIDES OF GREENUP AVENUE, EXTENDING 15 FEET OFF BOTH SIDES OF THE ROAD.

:  
Boundary: n 38.474479 s 38.471151 w -82.628259 e -82.623022

Work type : REPAIR SANITARY SEWER MAIN  
Done for : CITY OF ASHLAND  
Start date: 08/26/2022 Time: 09:00 Hours notice: 0/0 Priority: EMER  
Ug/Oh/Both: U Blasting: NO Emergency: Y  
Duration : N/A Depth: 15 FT

Company : CITY OF ASHLAND Type: OTHR  
Co addr : P.O. BOX 1839  
City : ASHLAND State: KY Zip: 41105  
Caller : RAYMOND BARNEY Phone: (606)385-3192  
Contact : JUSTIN ROYSTER - CELL Phone:  
Mobile : (606)831-5077  
Email : RBARNEY@ASHLANDKY.GOV

Remarks : Damage Information:  
- Name of the utility company involved in the damage: KENTUCKY POWER - AEP  
- Type of utility is involved in the damage: Electric  
- Location on property where the line was damaged: FRONT OF PROPERTY  
- Description of the line that was damaged: UNKNOWN  
- Crew on site: Yes  
- Called utility to report the damage: Yes  
- Previous ticket number: 2208251257  
:

Submitted date: 08/26/2022 Time: 09:02  
Members: 0023 0052 0061 0173 0176 0367 0689 0745 0773 WINKY

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TICKET\_NUMBER: 2209091519  
REFERENCE\_TICKET\_NUMBER: None  
TICKET\_TEXT:

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0367 00082 KUPIa 09/09/2022 16:00:57 2209091519-00A EMER DAMG STRT

DAMAGE

Ticket : 2209091519 Date: 09/09/2022 Time: 16:00 Oper: KENTUCKY811 Chan:000

State: KY Cnty: ROWAN City: MOREHEAD  
Subdivision: Lot: 8

Address : 115  
Street : HAMILTON RD  
Cross 1 : ROCKHOUSE WAY  
Location: LOCATE ENTIRE PROPERTY FOR A ROAD BORE  
:  
Boundary: n 38.237439 s 38.235481 w -83.365146 e -83.362244

Work type : INSTALLING CABLE TELEVISION SERVICE LINE  
Done for : SPECTRUM  
Start date: 09/09/2022 Time: 15:57 Hours notice: 0/0 Priority: EMER  
Ug/Oh/Both: U Blasting: NO Emergency: Y  
Duration : N/A Depth: 2 FT

Company : HALLS COMMUNICATION Type: CONT  
Co addr : 1150 HARPERS RIDGE ROAD  
City : MOUNT STERLING State: KY Zip: 40353  
Caller : VONLEY HANEY Phone: (859)274-6831  
Contact : VONLEY HANEY - CELL Phone:  
Mobile : (859)274-5889  
Email : LOCATES@HCICABLE.COM

Remarks : Damage Information:  
- Name of the utility company involved in the damage: UNKNOWN  
- Type of utility is involved in the damage: Telephone  
- Location on property where the line was damaged: UNKNOWN  
- Phone Number or Area Code/Prefix of the phone that was cut: (606) 740-0725  
- Description of the line that was damaged: BLACK LINE 1/4 INCH  
- Crew on site: No  
- Called utility to report the damage: No  
- Previous ticket number: 2209070041  
:

Submitted date: 09/09/2022 Time: 16:00  
Members: 0023 0061 0367 0429

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## Fact Based Investigation Report - USIC Claim Number 22220220826002

**Customer** - Appalachian Electric Cooperative  
**Customer Claim Number** -  
**USIC District** - Kentucky  
**Damage location** - 2600 GREENUP AVE, ASHLAND, KY 41105  
**Ticket Number** - 2208090208  
**Damage Ticket Number** -2208260384  
**Utility Type** - Electric  
**Facility** - Street light  
**Damager** - CITY OF ASHLAND  
**Excavation Type** - San. Sewer Main  
**Date of Damage** - 8/26/2022 9:02:00 AM  
**Reported Date** - 8/26/2022 9:07:00 AM  
**Notified By** - RAYMOND BARNEY  
**Investigation Date** - 8/28/2022 12:00:00 AM  
**Nature of Damage** - Buried Facilities  
**USIC CDI** - Poage, Jerry  
**USIC Locate Tech** - Neel, Joshua

**Determination:** USIC NOT AT ISSUE

**Root Cause Analysis:** Customer Suppressed Ticket

### Summary of the Event:

AEP cleared there self off ticket

### Repair Extent:

cut street light splice

**Contractor involvement for repair:** No







0023 00186 KUPIa 08/09/2022 08:08:26 2208090208-00A NORM NEW STRT

NORMAL NOTICE

Ticket : 2208090208 Date: 08/09/2022 Time: 08:07 Oper: KENTUCKY811 Chan:000

State: KY Cnty: BOYD City: ASHLAND

Subdivision:

Address : 2600

Street : GREENUP AVE

Cross 1 : 26TH ST

Location: LOCATE THE ENTIRE FRONT OF THE PROPERTY AND BOTH SIDES OF GREENUP AVENUE, EXTENDING 15' OFF BOTH SIDES OF THE ROAD.

:

Boundary: n 38.473929 s 38.472721 w -82.627208 e -82.625592

Work type : REPAIR SANITARY SEWER MAIN

Done for : CITY OF ASHLAND

Start date: 08/12/2022 Time: 00:01 Hours notice: 64/63 Priority: NORM

Ug/Oh/Both: U Blasting: NO

Emergency: N

Duration : N/A

Depth: 15 FT

Company : CITY OF ASHLAND Type: OTHR

Co addr : P.O. BOX 1839

City : ASHLAND State: KY Zip: 41105

Caller : JUSTIN ROYSTER Phone: (606)831-5077

Contact : JUSTIN ROYSTER - CELL Phone:

Mobile : (606)831-5077

Email : JROYSTER@ASHLANDKY.GOV

Submitted date: 08/09/2022 Time: 08:07

Members: 0023 0052 0061 0173 0176 0367 0773 WINKY

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Email\_From: Kentucky 811 <tickets@kentucky811.org>

Email\_Subject: KUPI 0023 2022/08/09 #00186 2208090208-00A NORM NEW

Email\_Recv\_Date: 2022-08-09 07:08:28 CDT

Email\_Sent\_Date: 2022-08-09 07:08:26 CDT

Email\_MessageID: <01000182828194ce-ff5779ce-790d-4a72-a3d2-8ec43f58e46e-000000@email.amazonses.com>

Email\_host: tickets6.811tickets.com

Email\_user: 811.ky.oc

Email\_To: 811.ky.oc@tickets.811tickets.com

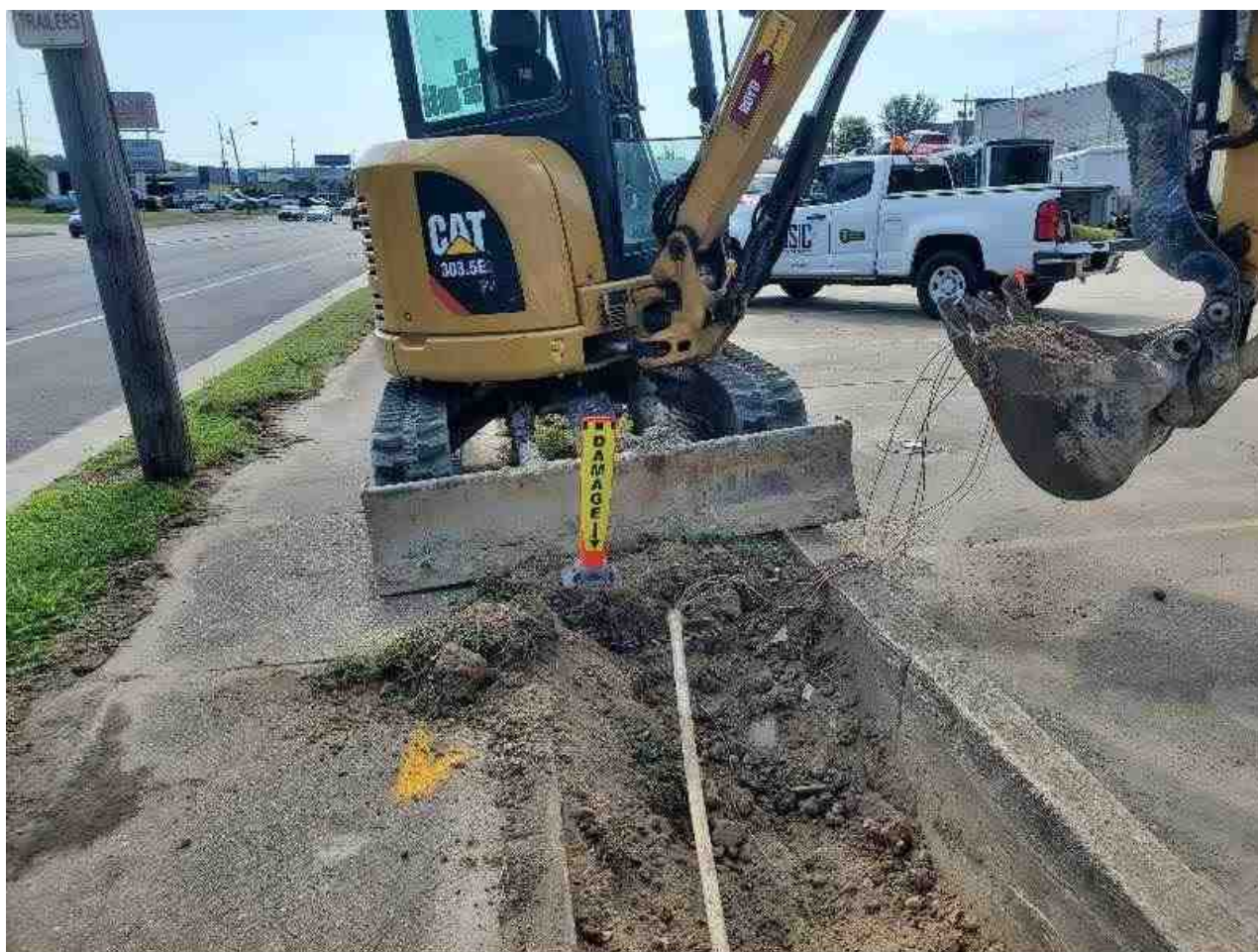
Email\_ContentType: text/plain; charset=utf-8

Email\_Timestamp: 2022-08-09 07:09:56 CDT





Property of United States Infrastructure Corporation  
Photo created on 08/26/2022 10:58:33 AM EDT



Property of United States Infrastructure Corporation  
Photo created on 08/26/2022 10:58:37 AM EDT



Property of United States Infrastructure Corporation  
Photo created on 08/26/2022 10:58:45 AM EDT



0023 00304 KUPIa 08/26/2022 09:02:17 2208260384-00A EMER DAMG GRID

**DAMAGE**

Ticket : 2208260384 Date: 08/26/2022 Time: 09:02 Oper: KENTUCKY811 Chan:000

State: KY Cnty: BOYD City: ASHLAND  
Subdivision:

Address : 2600  
Street : GREENUP AVE  
Cross 1 : 26TH ST  
Location: LOCATE THE ENTIRE FRONT OF THE PROPERTY AND BOTH SIDES OF GREENUP AVENUE, EXTENDING 15 FEET OFF BOTH SIDES OF THE ROAD.  
Boundary: n 38.474479 s 38.471151 w -82.628259 e -82.623022

Work type : REPAIR SANITARY SEWER MAIN  
Done For : CITY OF ASHLAND  
Start date: 08/26/2022 Time: 09:00 Hours notice: 0/0 Priority: EMER  
Ug/Oh/Both: U Blasting: NO Emergency: Y  
Duration : N/A Depth: 15 FT

Company : CITY OF ASHLAND Type: OTHR  
Co addr : P. O. BOX 1839  
City : ASHLAND State: KY Zip: 41105  
Oper : RAYMOND BARNEY Phone: (606)385-3192  
Contract : JUSTIN ROYSTER - CELL Phone:

Client / Term	Locator	Due	Preo Stat	When Marked	Status	Detail	HP Reason	Close	Minutes	Dist. Marked	Addr Marked	Wire Center
Chatter-Time Warn., Styles, Stephanie		8/26/22 09:00 AM E.	Not Marked - No Locate Required	8/26/22 11:02 A.					0	0	0	

Notes:  
0000 misc

Locator Note

Helpdesk 317-575-7891 Version: 22.3504

User: jpryppage

78°F. Mostly sunny 12:59 PM 8/28/2022

Property of United States Infrastructure Corporation  
Screenshot taken on 8/28/2022 12:59:09 PM





**Fact Based Investigation Report - USIC Claim Number 22220220823005**

**Customer** - Non Customer Damage  
**Customer Claim Number** -  
**USIC District** - Kentucky  
**Damage location** - TRISTIN WAY, CATLETTSBURG, KY 41129  
**Ticket Number** - 2208181192  
**Damage Ticket Number** -2208231802  
**Utility Type** - Unk  
**Facility** - Unk  
**Damager** - ALL PHASE CONTRACTING SERVICES  
**Excavation Type** - San. Sewer Main  
**Date of Damage** - 8/23/2022 4:02:00 PM  
**Reported Date** - 8/23/2022 4:07:00 PM  
**Notified By** - TODD WHITT  
**Investigation Date** - 8/28/2022 12:00:00 AM  
**Nature of Damage** - Non-Customer / Private Facilities  
**USIC CDI** - Poage, Jerry

**Determination:**

**Root Cause Analysis:** Non customer damage

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**Summary of the Event:**

**Repair Extent:**

**Contractor involvement for repair:**





Ticket Identifier: 305297004

From: IRTNet At: 08/18/22 01:15 PM Seq No: 31

0367 00047 KUPIa 08/18/2022 13:12:41 2208181192-00A NORM NEW GRID

NORMAL NOTICE

Ticket : 2208181192 Date: 08/18/2022 Time: 13:11 Oper: KENTUCKY811 Chan:000

State: KY Cnty: BOYD City: CATLETTSBURG

Subdivision:

Address :

Street : TRISTIN WAY

Cross 1 : TAYLOR LN

Location: BEGINNING AT ADDRESS 5108 TRISTIN WAY - LOCATE NORTH FOR 1150 FEET TO THE END OF THE STREET ON THE RIGHT/EAST SIDE OF THE ROAD EXTENDING 20 FEET INTO THE PROPERTY FOR THE ENTIRE DISTANCE

:

Boundary: n 38.410377 s 38.404800 w -82.648684 e -82.646119

Work type : RELOCATE SEWER AND WATER SERVICES

Done for : [REDACTED]

Start date: 08/23/2022 Time: 00:01 Hours notice: 107/58 Priority: NORM

Ug/Oh/Both: U Blasting: NO Emergency: N

Duration : N/A Depth: 6 FT

Company : ALL PHASE CONTRACTING SERVICES Type: CONT

Co addr : 17127 BIG RUN TRACE

City : CATLETTSBURG State: KY Zip: 41129

Caller : TODD WHITT Phone: (606)465-4418

Contact : TODD WHITT - CELL Phone:

Mobile : (606)465-4418

Email : ALLPHASECS@YAHOO.COM

Submitted date: 08/18/2022 Time: 13:11

Members: 0156 0203 0223 0365 0367 0690 WINKY

-----  
Email\_From: agt\_comm@irth.com

Email\_Subject: Seq# 31: 2208181192 for 0367

Email\_Recv\_Date: 2022-08-18 12:15:36 CDT

Email\_Sent\_Date: 2022-08-18 12:15:36 CDT

Email\_MessageID: <b5be8fd7-48e8-4f0c-93f4-2eb3db795948@mail.dll>

Email\_host: tickets8.811tickets.com





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Email\_user: 811.ky.aep  
Email\_To: 811.ky.aep@tickets.811tickets.com  
Email\_ContentType: text/plain;  
charset="utf-8"  
Email\_Timestamp: 2022-08-18 12:16:51 CDT





# EXCAVATOR BEST PRACTICES

## TICKET PLANNING

*Call in tickets as they are needed and after permitting is approved*

- ✓ Avoids rework, ensures locators focus on the priority areas
- ✓ Ensures tickets don't expire before work commences



## LIMIT TICKET SCOPE

*Limit the scope of ticket to the specific dig area to avoid limitless lengths*

- ✓ Calling in smaller tickets improves likelihood they will be closed on time
- ✓ Increases tech focus on the areas which matter to you
- ✓ Maximizes safety and quality performance



**More Effort On The Front End Saves Effort On The Back End**

## COMMUNICATE WITH LOCATORS

*Technicians are eager to engage at the local level to ensure proper coordination*

- ✓ Single point of contact for large projects reduces confusion and conflicting information
- ✓ The excavators with the best quality and timeliness incorporate their locating partners into the excavation process



## WHITE LINING

*White lining ensures the actual scope of the ticket is executed fully*

- ✓ Removes confusion in the field
- ✓ Identifies the precise area where the work will occur
- ✓ Promotes efficiency
- ✓ Another layer of communication between the utility, excavator, and locator





# LAUNCHING OUR TRIPLE ZERO QUALITY CONTROL PROGRAM

- ✓ Experienced Senior Executive overseeing the implementation and execution of new program
- ✓ This program aligns the following functions with our field leadership:
  - Risk Management
  - Training
  - Safety
  - Quality & Quality Auditing
- ✓ Ensures we are providing frontline team members with comprehensive support & training
- ✓ Building our Tenured Tech Army is key to taking quality and safety to the next level



**ZERO  
SAFETY INCIDENTS**



**ZERO  
DAMAGES**



**ZERO  
LOSSES OF TENURED  
TECHS**



**Introducing: Kim Bedzyk, SVP of  
Quality & Risk Management**

to further differentiate our services within the marketplace  
and enable us to deliver even greater value