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Sentra Corporation is a non-municipal utility company and is required to file a response to the Kentucky Public Service Commission's November 17, 2022 order in Case No. 2022-00363. The Company's responses are as follows for 811 locate requests from January 1, 2022 to November 30, 2022.

2a: 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:

Total Requests: 68

Normal	Emergency	Design	Large Project	Unmapped-Untonable
65	3	0	0	0

2b: 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:

Total Subsequent Requests: 14

Normal	Emergency	Design	Large Project	Unmapped-Untonable
14	0	0	0	0

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2c: Since January 1, 2022, the length of time required to respond to each requestor/excavator in total and broken out into the type 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:

The “Hours to Respond” in this response is the number of hours elapsed from the time a request was received until the positive response was made on the 811 web site. On the occasions the hours exceed 48, the excavator had been contacted within 48 hours by telephone to confirm the location of Sentra’s pipelines had been marked or there were no facilities in the area of excavation.

Emergency

Ticket	Hours to Respond
222761290	3
222791345	3
222791319	3
Average Response Time	3

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Normal

Ticket	Hours to Respond	Ticket	Hours to Respond	Ticket	Hours to Respond
2201130043	55	2206150119	48	2209071843	40
2201241288	51	2206150375	47	2209062620	60
2202141592	67	2206171470	19	2209080999	50
2202141932	65	2206171564	49	2209131086	45
2202142085	89	2206221398	92	2209151577	26
2202211279	42	2206231185	68	2209190946	6
2202280995	29	2206291100	68	2209290989	52
2203041092	21	2207051444	68	222760733	47
2203041505	48	2207060574	47	222921109	21
2203211880	25	2207131830	42	222921108	21
2203211937	25	2207151319	66	222921083	21
2203221634	68	2207210604	53	222921064	21
2203280413	50	2207211568	48	222921056	22
2203281174	50	2207211930	38	222901479	68
2204070376	49	2207250085	74	222921015	44
2204080567	24	2208081097	29	222921016	28
2204260960	75	2208091718	41	222921029	28
2205051041	69	2208252279	40	222921055	27
2205052086	73	2208260277	21	223201936	30
2205160101	73	2208300293	53	223181194	67
2205161333	28	2208300305	53	223340862	26
2205310272	31	2209061722	19		
				Average Response Time	45

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2d: 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:

Sentra made no agreements with an excavator outside of the statutory time limits required by KRS 367.4909.

2e: 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:

All locate requests in 2022 have been performed by employees of Sentra Corporation.

2f: 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:

Records and statistics of the number of underground facilities located accurately versus inaccurately are kept.

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Emergency

Ticket	Located Accurately	Located Inaccurately
222761290	Y	
222791345	Y	
222791319	Y	
	3	0

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Normal

Ticket	Located Accurately	Located Inaccurately	Ticket	Located Accurately	Located Inaccurately
2201130043	Y		2207210604	Y	
2201241288	Y		2207211568	Y	
2202141592	Y		2207211930	Y	
2202141932	Y		2207250085	Y	
2202142085	Y		2208081097	Y	
2202211279	Y		2208091718	Y	
2202280995	Y		2208252279	Y	
2203041092	Y		2208260277	Y	
2203041505	Y		2208300293	Y	
2203211880	Y		2208300305	Y	
2203211937	Y		2209061722	Y	
2203221634	Y		2209071843	Y	
2203280413	Y		2209062620	Y	
2203281174	Y		2209080999	Y	
2204070376	Y		2209131086	Y	
2204080567	Y		2209151577	Y	
2204260960	Y		2209190946	Y	
2205051041	Y		2209290989	Y	
2205052086	Y		222760733	Y	
2205160101	Y		222921109	Y	
2205161333	Y		222921108	Y	
2205310272	Y		222921083	Y	
2206150119	Y		222921064	Y	
2206150375	Y		222921056	Y	
2206171470	Y		222901479	Y	
2206171564	Y		222921015	Y	
2206221398	Y		2229211016	Y	
2206231185	Y		222921029	Y	
2206291100	Y		222921055	Y	
2207051444	Y		223201936	Y	
2207060574	Y		223181194	Y	
2207131830	Y		223340862	Y	
2207151319	Y				

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2g: Explain the method used to determine whether an underground facility has been located accurately versus inaccurately

RESPONSE:

Near misses or hits of underground facilities would indicate inaccurate locations. There have been neither of these in 2022.

2h: 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:

Sentra Corporation employees maintain current operator qualifications related to locating facilities. The training appears to be effective since all 2022 locates have been accurate with no near misses or hits of facilities.