

Shelby Communications, LLC  
Responses to the Public Service Commission's November 16, 2022, Request for Information  
Case No. 2022-00363

Request 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:

<b>Type of Locate Requests</b>	<b>Number Received</b>
Total	561
Normal	539
Emergency	19
Information Request	0
Large Project	3
Unmapped or Untonable	0
Fiber-to-the-premises broadband deployment	0

Responding Witness: Mark Zaruba

Shelby Communications, LLC  
Responses to the Public Service Commission's November 16, 2022, Request for Information  
Case No. 2022-00363

Request 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:

<b>Type of Locate Requests</b>	<b>Number of Second or Subsequent Requests Received</b>
Total	3
Normal	3
Emergency	0
Information Request	0
Large Project	0
Unmapped or Untonable	0
Fiber-to-the-premises broadband deployment	0

Responding Witness: Mark Zaruba

Shelby Communications, LLC  
Responses to the Public Service Commission's November 16, 2022, Request for Information  
Case No. 2022-00363

Request 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:

<b>Type of Locate Requests</b>	<b>Average Response Time (Hours)</b>
Total	Approx. 34 hours
Normal	Approx. 34 hours
Emergency	Approx. 10 hours
Information Request	N/A
Large Project	Approx. 39 hours
Unmapped or Untonable	N/A
Fiber-to-the-premises broadband deployment	N/A

Responding Witness: Mark Zaruba

Shelby Communications, LLC  
Responses to the Public Service Commission's November 16, 2022, Request for Information  
Case No. 2022-00363

Request 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:

Since January 1, 2022, respondent has not entered into any agreements with an excavator relating to marking utility lines outside of the statutory time limits.

Responding Witness: Mark Zaruba

Shelby Communications, LLC  
Responses to the Public Service Commission's November 16, 2022, Request for Information  
Case No. 2022-00363

Request 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:

All requests have been performed by respondent's personnel.

Responding Witness: Mark Zaruba

Shelby Communications, LLC  
Responses to the Public Service Commission's November 16, 2022, Request for Information  
Case No. 2022-00363

Request 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:

Respondent maintains records relating to damage to its underground facilities. Since January 1, 2022, there have been three damage incidents to respondent's underground facilities; one of which was the result of an inaccurate marking, the other two were the result of the excavator not following respondent's marks. Locate accuracy is generally only investigated when damage occurs to a facility. In the event of a damaged utility, respondent:

- Determines if the damage occurred within the marked utility based on our facilities map;
- Verifies the mark was correct on site using locating equipment; and
- Repairs the damaged utility.

Responding Witness: Mark Zaruba

Shelby Communications, LLC  
Responses to the Public Service Commission's November 16, 2022, Request for Information  
Case No. 2022-00363

Request G:

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

Response G:

An underground facility is assumed to have been located accurately if no damage incident occurs. In case of a damage incident, an on-site investigation is conducted using a hit kit, measurements, and photographs.

Responding Witness: Mark Zaruba

Shelby Communications, LLC  
Responses to the Public Service Commission's November 16, 2022, Request for Information  
Case No. 2022-00363

Request 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:

Every locate request received is matched to respondent's facilities map. If the locate request falls within respondent's mapped facilities or is located near the edge of respondent's facilities, personnel are dispatched to locate the facility and mark and paint as required. Respondent conducts a review of its locating processes when damage incidents occur to evaluate and plan for any necessary improvements.

Responding Witness: Mark Zaruba