

# **7North Dakota One-Call Board of Directors Meeting**

**Meeting Date:** May 13, 2010

The meeting was called to order by Chair Ron Ness at 10:00 AM in the Board Room of the North Dakota Association of Telephone/Rural Electric Cooperatives building in Mandan, ND.

## **Board Members Present:**

Brenda Derrig - Cities over 5000

Ron Ness - Electric, Chair

Mark Dougherty – Excavators

Perry Oberg – Cities under 5000

Dennis Kellar – Telecommunications

## **Others Present:**

Chad Olson – One Call Concepts

Jim Holzer – One Call Concepts (by phone)

## **Minutes:**

### **Roll Call:**

Board members and others in attendance are listed above. Board members Jerry Blomeke – Rural Water, Ed Williams – Gas/Pipelines and Dale Robbins – Cable Television were absent.

### **Agenda:**

The agenda for the May 13, 2010 meeting of the North Dakota One Call Board of Directors was presented. Mark Dougherty moved to approve the agenda as published. Perry Oberg seconded the motion. There being no discussion the motion was called. Ayes all, motion approved.

### **Approval of previous meeting minutes:**

Minutes of the February 11, 2010 were presented for review and comment to the Board of Directors. Dennis Kellar moved to approve the February 11, 2010 meeting minutes as published and presented. Brenda Derrig seconded the motion. There being no discussion the motion was called. Ayes all, motion approved.

### **Financial report:**

The Board members in attendance reviewed the financial statements provided by Treasurer Jerry Blomeke. The financial summary is as follows:

Income	\$25,707.72
Expenses	\$11,489.23
Net Income	\$14,218.49
Bank Balance	\$226,087.78

Perry Oberg moved to approve the financial report as presented. Dennis Kellar seconded the motion. There being no discussion the motion was called. Ayes all, motion approved.

The Board reviewed the completed agreed procedures financial audit provided by Eide Bailly, LLP. Mark Dougherty moved to accept the agreed procedures financial audit as presented. Dennis Kellar seconded the motion. The Board discussed the possibility of directing Treasurer Jerry Blomeke to solicit cost estimates from other sources to provide the needed financial auditing services. There being no discussion the motion was called. Ayes all, motion approved.

Mark Dougherty made a motion to direct Treasurer Jerry Blomeke to solicit cost estimates from other accounting firms to provide the agreed procedure financial audit for 2010. Brenda Derrig seconded the motion. There being no further discussion the motion was called. Ayes all, motion was approved.

### **Approve bills:**

Mark Dougherty asked if the expense descriptions could be more concise. Chad will ask OCC to use the descriptions provided by him instead of the more general description currently used. Perry Oberg moved to approve the bills and advertising expenses as presented. Dennis Kellar seconded the motion. Perry Oberg asked if we could get an itemized listing of the expenses on this report to have in case someone would question the specifics of any of these expenditures and for future reference. Chad does send an itemization to OCC that can be accessed in the future as needs arise. There being no further discussion the motion was called. Ayes all, motion approved.

### **Election of Officers**

Nominations were provided as per the attached Memorandum dated May 12, 2010 presented by Brenda Derrig and Ed Williams.

Ron Ness – Chairman  
Dale Robbins – Vice-Chairman  
Jerry Blomeke – Treasurer  
Mark Dougherty – Secretary

Two Board positions are up for renewal. Ron Ness will continue to serve as representative of the electric companies and Jerry Blomeke will continue to represent the rural water districts.

Mark Dougherty moved to suspend the rules and cast a unanimous ballot for the nominations as presented. Perry Oberg seconded the motion. There being no discussion the motion was called. Ayes all, motion approved.

Board members discussed how they solicit interest in Board participation from their prospective groups. Most send out emails to their respective groups asking for interest and mostly gets no response. Each group has to establish their own procedures and make use of industry meetings to look for interested individuals.

### **Center Operations Report:**

Chad presented the current center statistics which include April numbers which had huge increases over 2009. The incoming tickets to the end of March were up 45% over 2009 numbers. Routine tickets represent 76% of the total, emergency tickets were at about 10% which may have been influenced by the spring flooding and 10% of the tickets are re-spot tickets. Ticket submission methods include 65% telephoned, 8% faxed and 27% online. North Dakota call center usage continues to be contrary to the area norms, where states surrounding North Dakota are still exhibiting declining usage of their one call systems largely due to declining economic conditions. Brenda Derrig asked Chad if he's received an increased number of complaints on CSRs. Brenda related the Fargo Engineers office has been receiving a number of calls mostly from home owners of which some are really upset about the CSRs not listening and don't seem to know what they're doing. Brenda questioned if the center has had a large change in personnel and what if any are their quality control procedures. Chad offered with the ticket number he can have someone at the center listen to the tape and determine the nature of the communication problem. Brenda will get the ticket number to Chad for review of the call. Dennis Kellar asked how the center ramps up to handle the spike in

call volumes such as April. Chad related they call in laid-off personnel and rely on some over-flow to go to other centers in their system.

Chad has received a letter from Cable Services in Jamestown informing him they are abandoning their facilities in Kulm, Medina and Ellendale. Chad forwarded the letter to OCC for an up date to their mapping and notification areas. Also, Krien Communications have abandoned facilities in Mandan.

Chad presented the advertising report which itemizes all the ad expense for the last quarter.

Chad has purchased a new laptop and printer as authorized by the Board.

Chad presented the current listing of scheduled meetings for Board review.

Ron Ness asked Chad how the ad plan is doing at this time in relation to what we planned. Are we spending the amount of dollars we have in the budget. Chad related the Midcontinent is not shown on this expense statement as they will bill us later and that work could almost double the amount spent. Those bills will come in April.

Pipeline association and NDOC advertising is probably a no go as Tina Beach who was driving this issue has taken a different position on the west coast. NDOC had a tagging opportunity with Enbridge Pipeline. They provided twelve prime time ads in the Williston area for a cost of \$25 to NDOC.

Ron Ness suggested we call Jim Holzer before lunch to deal with his action items from the last couple of meetings.

- Jim related Frank Planton had no knowledge of the Montana pipeline joint ads or how they worked. Had not even heard about the project.
- Jim offered they issued a new ticket for snow removal on February 16, 2010 and have processed a total of 16 tickets and two were filed as emergencies.
- Jim had no idea what happened on check #81584 which was issued without a signature. Dan had no idea and thought it was just an outright oversight. Jim hopes it never happens again.
- Credit payments for the ITIC use should be made the 25<sup>th</sup> of each month.
- Dash board changes have been made as requested. Change made about the middle of April.
- The home-owner email is still in the works due to some personnel situations. Hopefully will be complete by the next Board meeting.
- NTMS users in North Dakota are as follows:
  - Bear Paw Energy
  - Cass County Electric
  - Braaten Cabinets
  - Cable One
  - Cass County Rural Water Users
  - Idea One Telecom
  - Midcontinent Communications
  - Pecan Pipeline
  - Williston Basin Interstate Pipeline
- Sentinel information has been installed and OCC is in the verification process in the counties involved in the test area and everyone so far has noted an improvement in the data over that

previously used. Once they've received return verification from all the participants in those counties they will turn it on and find out what kind of difference it makes in terms of notification, call making and other things we hope to improve. Hope to have the verification complete by end of May and turn on June 1.

Chad talked to Pat Fahn at PSC and they have received the grant in the amount of \$10,000 and he will get back to Chad when they get proposals back from vendors and they know the specifics on the billboards.

Chad presented the current list of scheduled meetings and noted he forgot to add the State Fair which will be July 24-31. Dennis Kellar and his wife Ellen have agreed to help out with the booth through part of that time. The list is not complete and is evolving with time.

Chad asked about the Board's feeling on the size of the meeting list. The Board directed Chad to do what he thinks is right and productive for NDOC and damage prevention.

Chad offered two additional items which include:

- Sent a complaint letter to the City of Jamestown due to placing sign posts with no locate.
- Chad received a complaint call from Nustar Energy on Master Construction but was told to hold on the letter until notified.

Ron Ness asked if Chad had time to go through the stored records. Chad has not had time but planned to get into that when the meeting season is completed.

Chad also offered what he found out about the locate situation during the January ice storm. He was told the utilities worked together and if the poles went back in the same hole they did not call for locates but if the poles had to be moved they did locates.

Ron Ness asked if everyone was aware NDOC got an ADDY award for the black/white ad. Chad attended the award ceremony and received a nice plaque.

#### **Old Business:**

Mark Dougherty provided the Board with what information is available on the PSC's website regarding the Nustar complaint. Mark also talked to Pat Fahn on the current situation with the complaint and he had little to offer. Since Alan Moch has completely retired Mark feels the penalty process is fully bogged down. Mark summarized the complaint items available to date. Ron Ness noted it's curious that Riley hasn't responded in any way. It was thought and verified by the documentation available, that Riley Brothers have not been served with the complaint. Ron expressed his disappointment in the process for dealing with complaints by the PSC. Ron Ness is to write letter to the PSC asking for someone to attend our next meeting to update the Board on the status of the penalty process being used for one call complaints.

Mark Dougherty made a motion to not change the NDOC bylaws to reflect the change in the date of the Board's annual meeting. Dennis Kellar seconded the motion. There being no discussion the motion was called. Ayes all, motion approved.

#### **Upcoming Meetings:**

<u>Date</u>	<u>Time</u>	<u>Type</u>	<u>Location</u>
August 12 2010	10:00 AM	Regular	NDAREC Board Room

November 10, 2010  
February 10, 2011

10:00 AM  
10:00 AM

Regular  
Regular

NDAREC Board Room  
NDAREC Board Room

**Meeting Action Items:**

- Chad Olson
  - Evaluate options for improving the description information on OCC billings for NDOC advertising expenses.
  - Make Vice-Chairman change on NDOC website.
  - Share with the call center concerns regarding recent complaints of CSR performance and ticket quality.
  - Update the Board on OCC's quality control procedures.
  
- Jim Holzer
  - Update the Board on homeowner e-mail project.
  - Update the Board on Sentinel land based evaluation.
  
- Ron Ness
  - Draft a letter to the ND Public Service Commission inviting them to the August 12, 2010 NDOC Board Meeting for an update on NDOC enforcement and the Nustar complaint.
  
- Jerry Blomeke
  - Evaluate less expensive options for the NDOC "Agreed Procedure" financial audit.


**There being no further business to come before the board the meeting was adjourned.**

Submitted by:

Mark Dougherty, Secretary

Ron Ness, Chairman

Signature: 

Signature: 

Date: 8/12/10

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