

Winter 2018

OKIE811



The **SCOOP**

OKLAHOMA ONE-CALL SYSTEM, INC.

What's Inside

OKIE811 Celebrates Another Year As a Top Workplace

Record Breaking Ticket Year

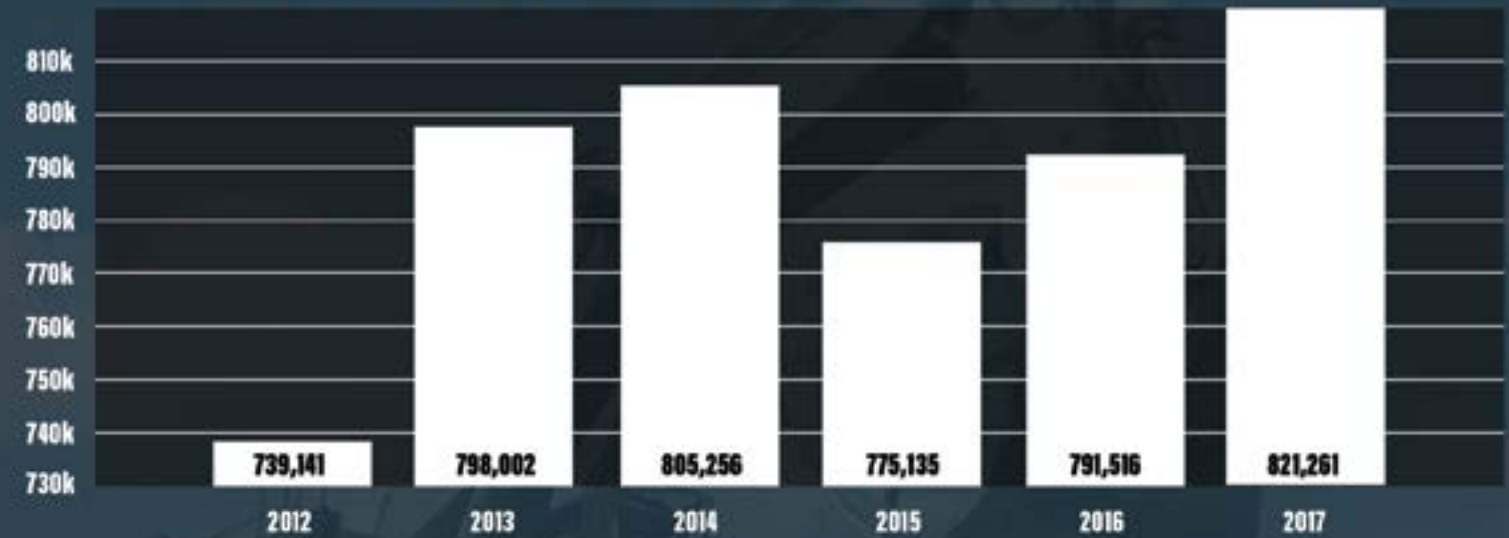
OKIE811 Safety Days

811 Week

OKIE811 Kicks Off Safety Day Events



A YEAR IN NUMBERS ON TARGET FOR A RECORD YEAR IN 2017



16 OF **4,000+**
DAYS **TICKETS**

147,717
PORTAL UPDATES



In 2017, OKIE811 began rolling out our new Safety Day events. They were designed to offer Excavators and Contractors an opportunity to see and have a profound experience emphasizing proper use of the 811 notification system, safe excavation practices and response actions to take in the event of a pipeline rupture.

The first Safety Day event was held at the Crystal Beach Stadium Arena in Woodward, Oklahoma and had around 45 attendees.



The next Safety Day event was at the Kellyville Creek County Fairgrounds in Tulsa, Oklahoma and drew a crowd of around 98 attendees.

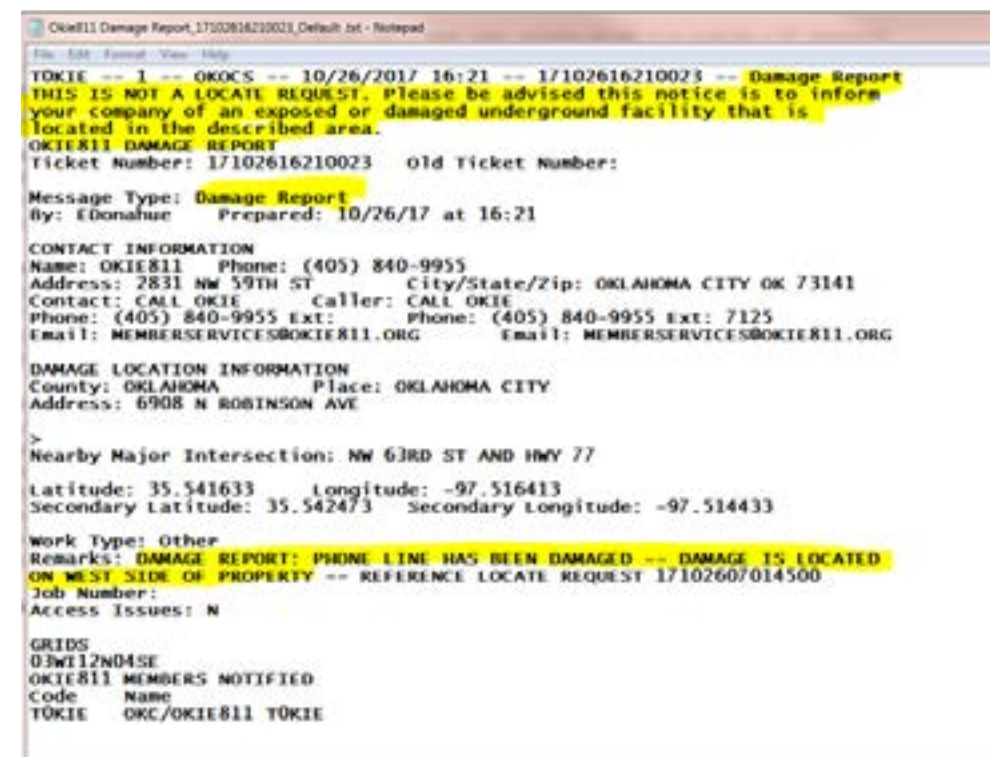
The final Safety Day event was located at the Comanche County Fairgrounds in Lawton, Oklahoma and had about 112 attendees.

Different events featured different events but some of the highlights were air evacuation, ATV safety, an electrical and water demo. Each event was also



concluded with a mock line strike which involves a pipeline rupture scenario including the consequences of unsafe digging.

A special thanks to our sponsors who helped make these events possible: SemGroup, DCP Midstream, Enable Midstream, ONEGas, Kinder Morgan, Southern Star, OPAL, Holly Energy, BP, OG&E, Rose Rock Midstream, Centerpoint Energy, Centurion, and others.



Did you know OKIE811 now accepts Damage Reports?

OKIE811 utilizes the notification system to report damages to underground facilities to OKIE811 members. Anybody can call to report damage through our phone menu. The OKIE811 Contact Center Representative will ask the caller questions to help determine the location and type of facility that was damaged. The Damage Report Ticket (DRT) will be a short notice ticket. The ticket type will be "Damage Report" and will be transmitted to all members that have underground facilities registered in the area where damage has occurred. If digging is still taking place in the location, a locate request ticket will also be generated. Please be aware the Damage Report Ticket (DRT) is not a valid ticket for a locate request.

2018 OKIE811 Fee Schedule



The following is a description of the fees and ticket rates approved by the Board of Directors for Oklahoma One-Call System, Inc. dba OKIE811.

REGULAR MEMBERS (\$275 Minimum Base Fee):		
MEMBER CLASSIFICATON	RATE p/TICKET	TICKET QTY
➤ Pipeline	\$0.90	Over 90,000
➤ Electric Power	\$1.20	13,001 – 90,000
➤ Telecommunications	\$1.50	4,001 – 13,000
	\$2.00	1,101 – 4,000
	\$4.50	Up to 1,100
OTHER MEMBERS (\$275 Minimum Base Fee):		
MEMBER CLASSIFICATON	RATE p/TICKET	TICKET QTY
Co-Ops & Independent Telecom	\$0.55	All Tickets
Municipalities/Public Agencies With over 3,000 Population	\$0.15	Over 50,000
Rural Water District, Gas, Sewer With over 1,100 Meters	\$0.25	Less than 50,000
Master Meter / Others		
Sustaining	\$375 Fee	No Tickets

OTHER FEES:

- **New Membership Setup or Member Reinstatement Fee** = \$325.00 (one-time, non-refundable)
- **Records or Ticket Research Fee** = \$250 p/hour (with a minimum of one hour)

PREMIUM SERVICE FEES:

- **Fax Delivery Surcharge** = \$1.00 for each ticket delivered to members by fax
- **Manual Voice Delivery Surcharge** = \$5.00 for each ticket delivered to members verbally
- ***Additional Outputs per/Dispatch** = \$120 maintenance fee per year, per output

**NOTE: All members receive (1) primary output per/dispatch at no charge as our Basic Service; \$120 maintenance fee is applied to each additional output setup under each dispatch as a Premium Service.*

Oklahoma Excavation Safety Expo



From Guymon to Oklahoma City, from Miami to Altus and Idabel and everywhere in between, underground utility lines are the life-blood for nearly 4 million Oklahomans.

The Oklahoma Excavation Safety Expo brings together professional contractors and excavators, underground facility operators, the state's One-Call and those in the safety industry to educate, train and share ideas about how to make Oklahoma a safer place to dig.



Keynote Speaker

Curt Steinhurst discusses the great challenges we face in a constantly-connected world. He pulls back the curtain to reveal: How did we get here? How deep does this distraction issue go? And where do we go from here?



- **Hands On Training**



- **Trenching and Excavation Safety**

- **Competent Person Workshop**

- **Breakout Sessions**

www.okexcavationexpo.com

OKIE811 is Celebrating 2017 as a Top Workplace in Oklahoma



By Susan Bohl

It's super exciting to be working for one of the Top Workplaces in Oklahoma! It's even more exciting to know that the OKIE811 team members were the ones that made this happen! It takes everyone working together towards a great mission, supporting one-another in our work, and making the work environment one where you want to come to work.

This year we had 77% of the employees participate in the survey and received very good feedback from the participant's comments. Realizing we have had multiple years of things changing all around us, we understand that the work can sometimes be stressful. But the changes that we've made have helped improve our operations overall.

Organizational Health is the key to making employees satisfied and motivated to work... it drives our organizations performance. OKIE811's scored a 4.8 in our overall Organization Health which was 15% higher as compared to 2016. We rated a 4.8 and 18% higher over 2016 in Alignment which means team members are aligned with the goals and values of OKIE811. We rated a 4.7 and 14% higher over 2016 in Effectiveness which says team members are confident in their ability to be effective in their roles.

Even though we scored well and are being recognized as a Top Workplace in Oklahoma, I continue to challenge our staff, our members and excavators to help us strive for excellence in all that we do. We're open to feedback and want to know how we can make things even better than they are today.



811 WEEK

OKIE811 Introduces New Premium Screening Service

by Jerrel Welch

OKIE811 has an exciting new service to help members save time and money! In 2017 we launched a pilot program to help our members screen update tickets. Often times excavation projects exceed the life of ticket so excavators are required to Update the locate request in order to keep working. For the member company, this means a trip back out to the worksite even if all of the marks and flags are still in place and in good condition. Now excavators

can select to "Update to Extend the Life of the Ticket Only." When the excavator makes this selection, they are stating that the marks are in good condition and do not need refreshed or replaced. If a participating member is on the ticket the excavator will be sent an email reminding them that they requested the marks not be refreshed and that the participating member company would not be coming out to mark due to this selection. Member companies participating in the OKIE811 Update Ticket Screening program will be sent an Update-Extend ticket that they may choose to screen further or not refresh the

markings. All non-participating companies on the ticket will still be sent a regular Update ticket. Over 20% of all updates submitted from August to the end of 2017 were Update-Extends. This is a premium service so there is an additional \$1.00 surcharge per Update-Extend ticket and a minimal one-time setup fee. If you would like to know how this could impact your company's bottom line please contact our Member Services Department for a more in-depth analysis. OKIE811 Member Services Department can be reached via email at memberservices@okie811.org or by phone at (800) 522-6544 ext. 7125.

OKIE811 DECKS THE HALLS



The OKIE811 team knows how to bring in the holidays in style. To show their holiday spirit, team members participated in an "Ugly Holiday Sweater" competition and a few holiday themed games. In addition, the team ushered in some holiday cheer by decking out the halls of the new OKIE811 headquarters building. The East side was set against



the West side to see who could construct the most impressive holiday set up. The East side's theme was Candy Land and featured different regions from the game as well as having a special appearance from Mr. and Mrs. Clause. The West side's theme was Santa's Workshop and



featured several locations including a wrapping station, naughty and nice lists, Santa's room, and even a light show played against the wall of the call center. The competition was fierce but in the end the East side pulled away with the victory and the teams congratulated each other on a fun competition.



August 11 is National 811 Day. Across the country, one-calls unite in a single effort to raise awareness to the 811 Message. But, OKIE811 takes it a step further and dedicates a full week of outreach in order to capitalize on the event and educate as many Oklahomans as possible.

This year, the OKIE811 Damage Prevention Team spent the week traveling around the Oklahoma City metro areas and visiting a variety of locations to maximize their outreach. Early in the week, the team traveled to the Mustang Aquatic Center to enjoy a day in the sun and hand out OKIE811 frisbees and beach balls to all the swimmers. As the week progressed, the OKIE811 team traveled to Lowes to hand out "brandanas"



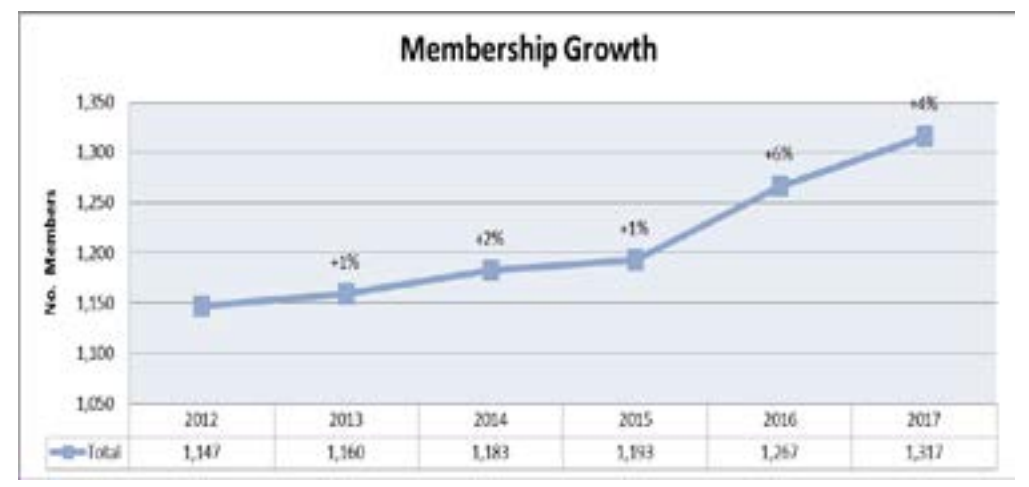
and spread the message of safe digging. Finally, the week concluded at the Bricktown Ballpark with the OKIE811 team attending the Oklahoma City Dodgers' game and helped pass out fidget spinners and other



promotional items and trinkets in order to remind families to contact OKIE811 before they dig. OKIE the mascot even threw the opening pitch.

Membership Updates

Oklahoma One-Call System, Inc. (dba OKIE811) has over 1300 members. The membership consists of owners and operators of underground facilities within the State of Oklahoma. A sustaining membership may not be an owner or operator of underground facilities, but an entity who wishes to promote the purpose of this corporation. OKIE811's membership has grown significantly within the last three years. A contributing factor is the Oklahoma Underground Facilities Damage Prevention Act §63-142 now requires participation by all Municipalities (aka Public Agencies) with underground facilities. You may view a list of OKIE811 members at www.OKIE811.org/membership-directory





7/7

City of Grove Safety Day Grove, OK

OKIE the mascot participated in the City of Grove, Safety Day on July 7th. Grove Public Work employees and their children enjoyed a day of important safety facts and learning about "Calling 811 before digging."

7/28-30

Whole Hawg Festival Eufaula, OK

The Kiamichi Damage Prevention Council hosted the 33rd Annual Whole Hawg Days Arts & Crafts Show, July 28-30, located at the Alexander Poesy Park in Eufaula, OK. The 2-day festival brings in four times the population of the town Eufaula, expecting at least 25,000 people. The event has over 100 exhibitors, vendors including, crafts, antiques, food and concessions. The event includes a "Rust to Riches" car show with over 300 vintage vehicles and the Whole Hawg BBQ cook-off.

Volunteers distributed over 500 brochures, excavator guides and trinkets to homeowners, farmers/ranchers and excavators to remind them to Dial 811 before they tackle those DIY projects around the house.

8/11

One Technology Center Tulsa, OK

Brenda Hoefar partnered with Williams, Magellan and City of Tulsa on the 3rd floor lobby at One Technology Center in Tulsa. The OKIE811 booth handed out trinkets and brochures. The entire floor was filled with Call Before You Dig information. Patrons and office personal from the center went from booth to booth learning the importance of using 811 before excavating.

8/11

Bricktown Ballpark Oklahoma City, OK

August 11 is National 811 Day and OKIE811 celebrated with the Oklahoma City Dodgers at the Bricktown Ballpark. OKIE the mascot threw the opening pitch and OKIE811 had a booth set up to hand out fidget spinners and other trinkets to help spread out safe digging message.

8/25

Southern Technology Center Ardmore, OK

Southern Technology Center in Ardmore, includes Brenda in their Heavy Equipment Operations Class on a yearly basis. This class teaches future heavy equipment operators the importance of safety around heavy equipment and the importance of utilizing 811 before excavating with that heavy equipment.

8/26

Stillwater Water Resources Department Stillwater, OK

August 26th, Brenda did a presentation for Stillwater Water Resources department promoting using 811 and safe digging practices. The water Resources Department is responsible for providing safe, reliable drinking water to the City of Stillwater and many of the surrounding rural water districts, and for the proper treatment and disposal of all received wastewater.

8/28

Oklahoma Gas Association Conference Norman, OK

The event, located at the Embassy Suites Hotel and Conference Center in Norman, Oklahoma, reached over 300 decision makers in the oil and gas industry. OKIE811 was one many vendors in attendance, offering attendees damage prevention information and finding out how to better serve those with oil and gas interests.

8/30-31

ORWA Conference Wagoner, OK

The Oklahoma Rural Water Fall conference invited Jerry West to present a break out a session regarding Communicating Damage Prevention. OKIE811 was an exhibit for this conference. The event located at the Western Hills Lodge in Wagoner, OK drew over 600 state wide rural water operators and owners. The ORWA attendees expressed they are pleased with the OKIE811 process and their efforts to help protect the water resources in Oklahoma. Numerous operators commented how the OKIE811 database department has been instrumental providing current and detailed maps of their facilities. The new maps allow the operators to respond to locates request with increased accuracy in locating.

9/12-14

Oklahoma Municipal League Conference Oklahoma City

The conference brings together a statewide audience of over 400 mayors, councilmembers, trustees, city managers, clerks, electrical superintendents, public works directors and other municipal officials representing approximately 120 Oklahoma municipalities. The delegates meet to learn, to listen, to question and to discuss the issues of our cities and towns.

M.G. Govia, Member Relations Coordinator, and Jerry West, Damage Prevention Services Manager worked as an exhibitor to promote and increase awareness of the underground facility dangers that exist and to encourage use of the State's One-Call notification system. Whether you have one employee or hundreds...as their employer municipal officials are responsible for their safety. Maintaining a safe work environment is more than just good practice.

9/14-24

State Fair Oklahoma City, OK

September 14-24 OKIE811 operated a booth at the State Fair of Oklahoma. This is our biggest outreach event of the year with attendance over 1,000,000. Lots of volunteers were needed in order the man the booth 12 hours per day. Brenda, Amy and Jerry from the OKIE811 damage prevention team plus over 40 volunteers from the contact center and member companies volunteered at the booth during the fair.

9/22

ODOT Construction Career Day Oklahoma City

On September 22, Brenda Hoefar worked the OKIE 811 booth at OSU OKC for the ODOT Construction Career Day. The Call before you dig message was included in the program and over 100 students were in attendance were given OKIE 811 information and trinkets.

9/26

Valero Health & Safety Fair Ardmore, OK

The Valero Refinery held their Annual Employee Health & Safety Fair September 26, 2017, located in Ardmore, OK. Over 500 employees attend the event receiving materials for health and home safety. Call Okie was an exhibitor encouraging attendees to use Dial 811 on the jobsite and at home for do-it-yourself projects. Amy McCoy, Damage Prevention Outreach Coordinator, and Jerry West, Damage Prevention Services Manager hosted the OKIE811 booth.

The Valero Ardmore Refinery has gone through numerous upgrades since its purchase by Valero in 2001. The refinery has been continuously modernized over the years with the objective of processing heavier, sour crudes while maintaining a high product yield establishing the refinery as a leader in the production of clean-burning fuels, especially in the Oklahoma region. In addition to production and processing, the refinery also has more than 2.4 million barrels of refined product storage.

Valero's most important measure of success always has been the health and safety of its employees, contractors, customers and neighbors. It is Valero's way of doing business.

Valero has the most refineries certified as "Star Sites," the highest plant safety recognition under Voluntary Protection Programs (VPP) of the U.S. Occupational Safety and Health

Administration (OSHA) and the California Division of Occupational Safety and Health (Cal/OSHA).

9/28-30

OGAConference Norman, OK

The 2017 Annual Oklahoma Gas Association OGA Conference was scheduled for August 28-30, located at the Embassy Suites Hotel and Conference Center in Norman, Oklahoma.

The event reached over 300 decision makers in the oil and gas industry. OKIE811 was one many vendors offering attendees damage prevention information, line locating services, corrosion protection, leakage surveying, gas distribution and gathering products.

9/29-30

Oklahoma Nursery Landscaping Conference Oklahoma City, OK

The Oklahoma Nursery and Landscaping Association held their 8th annual conference and trade show at the Cox Convention Center. OKIE811 and over 70 indoor/outdoor exhibitors from around the state participated in the event. The conference and trade show attracted over 300 professional excavators in the landscaping/irrigation industries, as well as those in small farming. The OKIE811 Damage Prevention team spent their time speaking with commercial excavators and farmers about the 811 Message and why it is important for them to contact the one-call before excavating.

10/4

City of Claremore Public Works Claremore, OK

In October Jerry West presented a 1-hour workshop for the City of Claremore Public Works. The workshop included 45 public works employees representing the engineering, water, electric, sewer, street, traffic signals and line locating departments. The presentation covered

OKIE811 operations, ticket types, excavator responsibilities and utility line locating and marks. The City of Claremore requested the meeting due to the increasing construction activity in in their area and indicated "they value the safety of their employees wanted to make sure that all their current employees were updated on the current laws and requirements regarding excavation in Oklahoma."

10/11

White Star Petroleum Stillwater, OK

Brenda was in Stillwater again on October 11th doing a presentation for White Star Petroleum. OKIE811 works hand in hand with its members companies and supports them in any way we can.

10/11

City of Edmond Cross Timbers Municipal Complex Edmond, OK

The Center for Municipal Excellence campus is located in Edmond, Oklahoma, just off of I-35 and Covell, constructed as part of the Cross Timbers Municipal Complex in 2010. The Center for Municipal Excellence was formed to meet the specific training needs of municipal workers in towns and cities across the state. Training focuses on systematic work practices and refining skill sets relevant to municipal operations with an emphasis on safety and is offered in partnership with local Francis Tuttle Technology Centers. Jerry West, Okie811, participated in the American Public Works/ Oklahoma Water Environment Association. Jerry presented a breakout session discussing new one-call services and the importance and benefits to Dial 811 for pre-design projects OKIE811 operations, ticket types, excavator responsibilities and utility line locating and marks. Attendees also discussed locating for survey projects. The event included decision makers from local government agencies, engineering and consulting firms and public works employees/contractors in the pre-design and excavation process for projects.

11/17-19

Tulsa Fall Expo Tulsa, OK

November 17-19 Brenda worked that the OKIE811 booth at Tulsa Fall Expo. This event draws over 3-4000 attendees and has over 200 vendors.

12/8-10

Tulsa Farm Show Tulsa, OK

December means the Tulsa Farm Show. It is one of the largest indoor farm shows in the area with over 400,000 square feet of exhibits. This show offers a great opportunity to view all of the latest in agricultural and ranching equipment. Over 390 companies are featured including OKIE811.

12/6

City of Stillwater Stillwater, OK

December 6th, Brenda Hoefar did back to back presentations for The City of Stillwater. The city wanted to be sure every employee working in the field go a chance to see the OKIE811 presentation, Thus they scheduled 2 separate training classes.

12/19

Oklahoma Onsite Wastewater Conference Stillwater, OK

The event attracted over 300 statewide wastewater/septic installers, vendors and engineers topics ranging from System design, drain field malfunction, drip systems, business models/integrity including rules updates and certifications. Jerry West with OKIE811 presented a breakout addressing the ticket types, roles of the excavator, law changes and 4-Steps for a Safer Excavation.

OKIE811 Corporate Headquarters Update

Earlier this year, OKIE811 finished construction and opened the doors to it's new corporate headquarters.

To help clear the way for the new building, OKIE811 closed the doors on its Claremore location. By moving the remaining staff to either an at-home position or to the Oklahoma City location, the company will be able to cut

expenses and streamline work-flow through one location.

As of November 27 the OKC location has officially been sold and the proceeds from the sale are being put towards the principal of the new office mortgage.





— OKIE811 — SAFETY DAYS



www.DIGGINGOKIE811.com

UPCOMING EVENTS

25th Annual PBR Rodeo
Oklahoma City, OK
January 20-21, 2018

Oklahoma Excavation Safety Expo Golf Tournament
Oklahoma City, OK
February 28, 2018

Oklahoma Excavation Safety Expo
Norman, OK
March 1 - 2, 2018
www.okexcavationexpo.com

Oklahoma One-Call System, Inc. Annual Meeting
Norman, OK
March 2, 2018

OKC Home and Outdoor Living Show
Oklahoma City, OK
March 23, 2018

Spring Home & Outdoor Living Show
Tulsa, OK
April 21, 2018