



City Utilities

Damage Prevention & Location Services

UPSA
Regional Meetings
October 1, 2019

City Utilities of Springfield, Missouri

- Progressive, community-owned utility serving 320 square miles
- Electricity, natural gas, water, broadband, and public transportation services
- Overseen by a governing board composed of local citizens



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- 116,000 Electric Customers
 - 2,000 miles of distribution & transmission
 - 22,269 street lights
 - 1,450 Commercial Broadband Customer
 - 200 miles of fiber
 - 82,000 Water Customers
 - 1,300 miles of distribution
 - 8,212 fire hydrants
 - 83,000 Natural Gas Customer
 - 1,300 miles of distribution & transmission
 - 1,300 miles of Sanitary Sewer
 - 30 Miles of Traffic Signal



- Infrastructure Replacement Initiative
 - 24 miles per year
 - 1,000 poles
 - Fiber backbone
- Community Development
 - Residential and Commercial Growth
 - AT&T, Verizon, CenturyLink, Blue Bird
- Fiber Expansion Project
 - CenturyLink Tenant Agreement
 - 1,400 miles of fiber installed in 24-36 months
- Projecting 40,000 locate requests per year



Damage Prevention

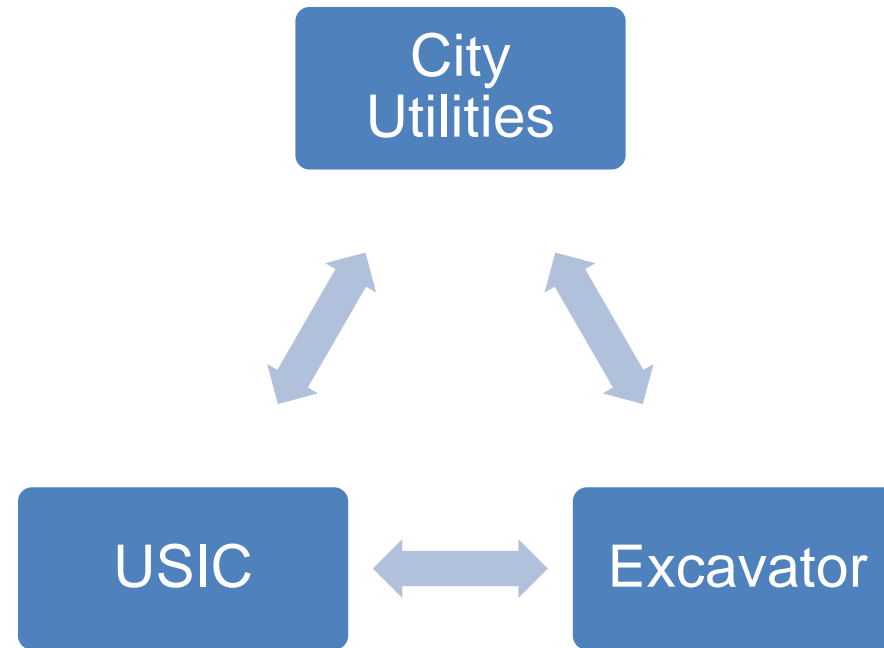
- Jerry Baker
 - Senior Damage Prevention Specialist
- Rocky Harris
 - Damage Prevention Specialist
- Dave Loebach
 - Damage Prevention Specialist
- Annette Barry
 - Damage Claims Coordinator

City Utilities Performance

- Quality Ratio: .86 YTD
- USIC AF: 22 YTD
- OTP: 99%
- No Responses: 43 YTD
- Auto No Response: 373 YTD
- Incorrect Locates: 49 YTD

	Total Requests	Emergency	DigUp
2010	27,656	2,097	325
2011	28,168	2,109	485
2012	30,083	2,424	146
2013	31,508	2,368	102
2014	32,070	2,270	314
2015	34,696	2,380	351
2016	37,605	2,549	532
2017	40,123	2,773	498
2018	37,244	2,774	517

Investigating Damages ➡ Preventing Damages





Damage Prevention Starts at Design

- CU receives all Design Tickets
 - Communicate with Locator
 - Communicate with Designer
- All Facilities will be Locatable
 - Prior to Excavation
 - After Project Completion
- Damage Prevention Needs a Seat at the Table

Quality Locates

**Are you INVESTING in your contract locators, or
are you just paying the invoice?**

USIC Needs CU
CU Needs USIC

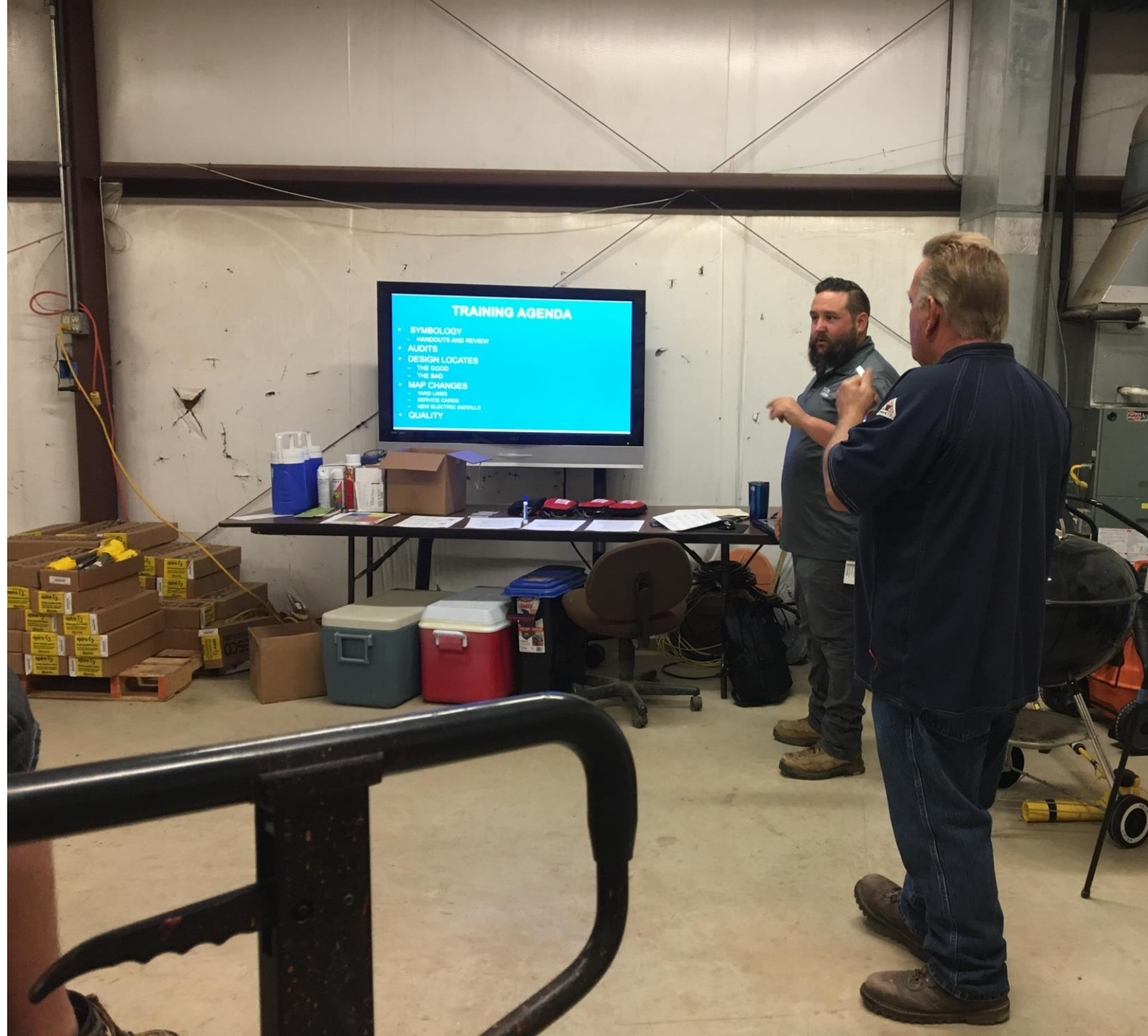
Public Safety depends on Quality Locates

Contract Locator Problems Stem from Turnover

CU Has a Vested Interest in Helping Locators Succeed

Locator Training

- CU's Damages
- USIC's Damages
- Frustrations
- Roses & Thorns



Subjects To Discuss

ating, Painting, and Billing

GAS VALVES

SIDE VIEW OF A 2" PLASTIC VALVE



PLASTIC VALVES

- THESE VALVES ARE ALSO “INLINE” VALVES
- THIS IS THE SYMBOL FOR PLASTIC VALVE



CU Locator Training Facility



Managing Contract Locators

- Contractual Requirements
 - On Time Performance (Management justifies EVERY late ticket)
 - Quality (USIC discusses EVERY AF Damage)
- High Profile Locates
 - Supervisory Confirmation
- Periodic Management Meetings
- Audit Reviews

MY MAPS

Save

Open

Reset Display

Aerials

Landbase

DISPLAYS

Electric

Gas

Water

Engineering

Misc.

NAVIGATION

Full Extent

Back

Forward

Scale

1:125,000

SEARCH

Address

Customer

Meter

Feature

As-Built/Service Card

TOOLS

Identify

Measure

Draw

Export Map

Capture Coordinates

Network Trace

Clear Graphics

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☐ GPS Points

☒ Building Anno

☒ No Street

☐ Preliminary Plat

☒ Lot Number

☐ Subdivisions

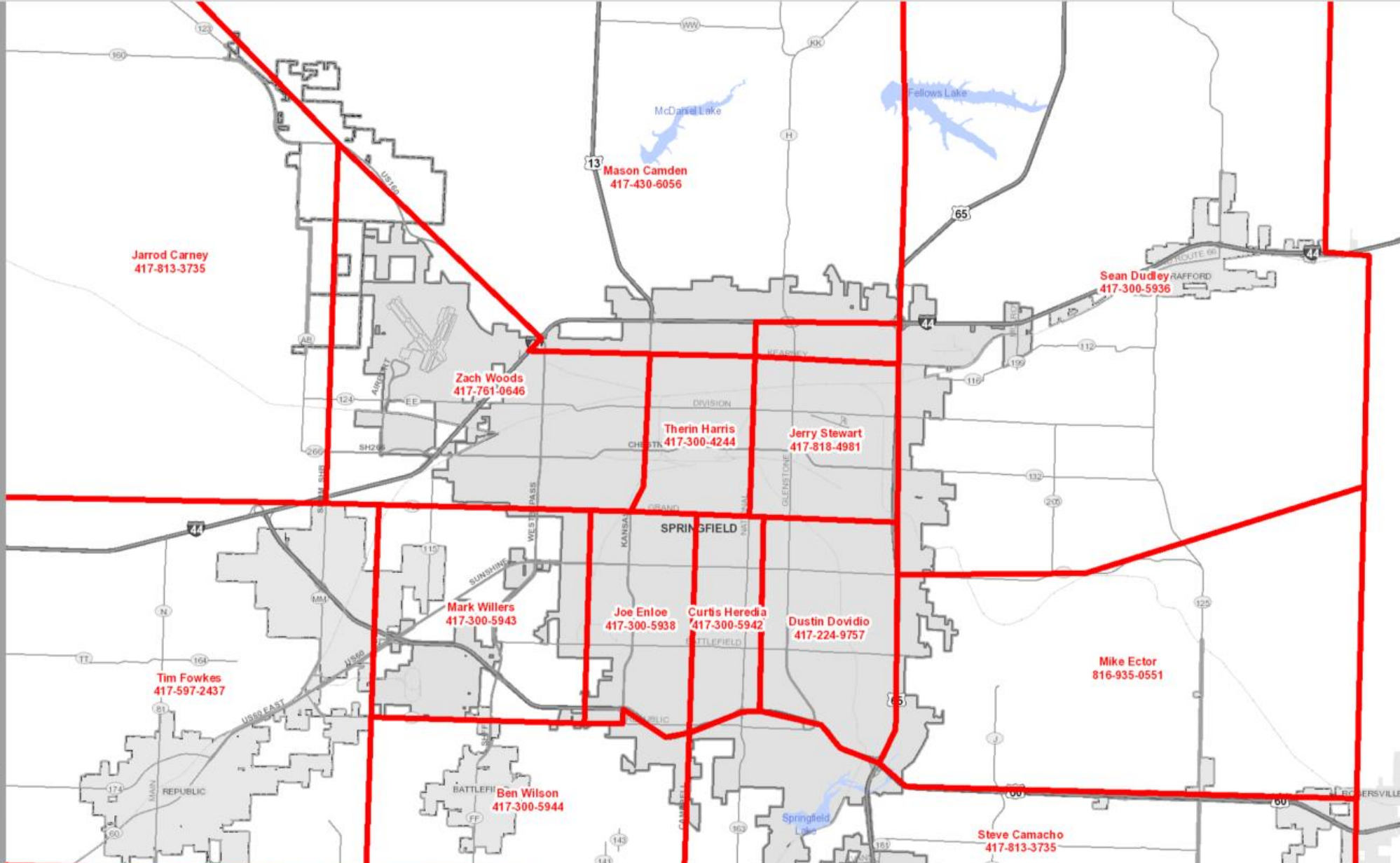
☐ Zip Codes

☐ Service Territory

☒ USIC Locator Areas

☐ Foreign Facilities

☒ Hydrology



Contracting Community

- Active with Springfield Contractor's Association
- Utility Coordination Meetings
- Site Visits & Tailgate Talks
- Address Problems When They Arise
NOT When Something Blows Up
- Contractor Management
 - White Lining

Gas line that caused fatal Sun Prairie explosion not properly marked before drilling began

Molly Beck, Milwaukee Journal Sentinel

Published 9:34 a.m. CT Nov. 1, 2018 | Updated 3:19 p.m. CT Nov. 1, 2018



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MORE STORIES



Lena Taylor announces 2020 challenge to Barrett

Sept. 3, 2019, 3:01 p.m.

- Discussion
 - What can we do better?

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