

2023 Annual Report

Pennsylvania One Call: The Keystone of Damage Prevention

Dear PA One Call Stakeholders – Underground Facility Owners, Excavators, Designers, Project Owners, Locators, DIY Homeowners, and Emergency Responders:

In 2023, inbound ticket volume surpassed the 1 million mark again. The percentage of notifications done via the Web continued to grow with a new high of 62.09%. Facility Owner membership remained the highest in the industry at 3,749.

Enhancement of Coordinate PA has continued in anticipation of the Broadband initiative and Infrastructure grants coming into PA. Users now have the ability to schedule out notifications based on the agreed upon locate schedule from the preconstruction meeting. All tickets and responses done through the web applications now support attachments of pictures, plans, and relevant documentation for the work site. The Board of Directors adopted a policy in April 2023 to require that all Design notifications are placed through Coordinate PA, to enable the communication and coordination that it was created to enhance the “Complex Project” process that has Excavators asked to have added to the Law in 1986. This provided a “Concept to Completion” ability to Coordinate PA allowing Project Owners, Designers and Excavators a place to communicate and document their efforts to protect underground facilities.

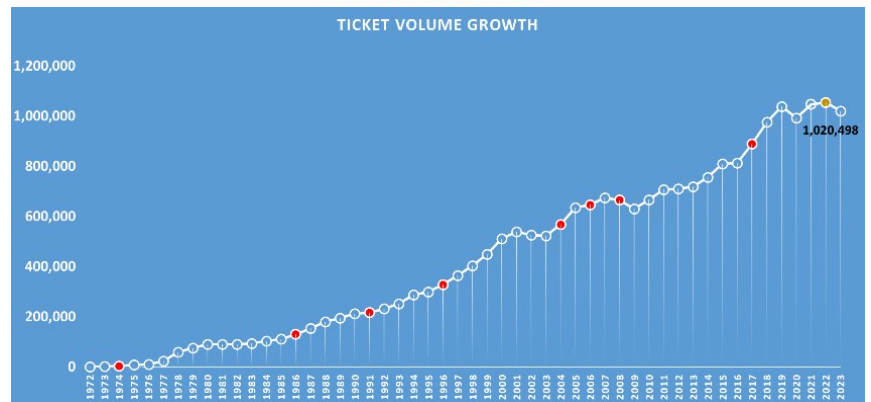
On the National front, Congratulations are in order to Ellen Kiger, who was inducted as a member of the Common Ground Alliance (CGA) Hall of Fame. CGA joined the PA PUC Damage Prevention Committee in setting the goal to reduce damages by 50% in 5 years.

Please join me in continuing our mission of damage prevention. Thank you for helping to make PA a safer place to live and work!

William G. Kiger
President and CEO



Pictured: CGA Hall of Fame members Eric Swartley (2022) Bill Kiger (2007) William Boswell (2008) Ellen Kiger (2023)



BOARD of DIRECTORS

INDUSTRY

- Associate** - PA Builders Association
- Cable Television** – Comcast
- Contractor** – PA Utility Contractors Association
- Designer** - Larson Design Group, Inc.
- Electric**
 - FirstEnergy
 - Adams Electric Cooperative, Inc.
 - PECO Energy
 - PPL Electric Utilities Corporation
- Gas**
 - Columbia Gas of Pennsylvania
 - PECO Energy
 - National Fuel
 - Peoples Natural Gas
- Municipal**
 - Philadelphia Gas Works
 - Butler Township
 - PA Municipal Authorities Association
 - PA State Association of Boroughs
 - PA State Association of Township Supervisors
 - North Wales Water Authority

Represented by

- Douglas Meshaw
- David Henning
- Armando Ferri
- Zack Armstrong
- Deanna DeWitt
- Tom McMaster
- Rob Bedics
- Douglas Haupt
- Brady Kovalchuk
- Patrick Dunham
- Jacob Specht
- Debbie Vergenes
- Brain Eckroade
- Thomas Knights
- Michael Kyle
- Thomas Gramling
- Holly Fishel
- Joseph Murphy

INDUSTRY

- PA Emergency Management Agency**
- PA Department of Transportation**
- PA Public Utility Commission**
- Pipe Line**
 - Texas Eastern/Enbridge
 - Williams Gas Pipeline–Transco (Conventional)
 - Energy Transfer/Sunoco
 - UGI Utilities, Inc. (Unconventional)
- Telecommunications**
 - Verizon Business
 - RCN Telecom Services
- Telephone**
 - Verizon Pennsylvania LLC
 - Windstream Communications
 - Crown Castle
 - Verizon North, LLC
- Water**
 - Pennsylvania American Water
 - Lehigh County Authority
 - Pittsburgh Water and Sewer Authority
 - Municipal Authority of Westmoreland County

Represented by

- Philip Barker
- Jon Fleming
- Terri Cooper Smith
- Ryan Lumbatis
- Jerry McInaw
- Molly Carriere
- Ryan Geisinger
- Kenneth Montanari
- Tyrone Cokley
- Steven Hoover
- Jerry Wilson, Jr.
- Rich Sandala
- James Hagle
- James Baer
- Kevin German
- Lucas Erny
- Tom Ceraso

OFFICERS

Chair Kevin German	Treasurer Michael Kyle	Secretary Stephen Schafer	General Counsel William P. Boswell	President and CEO William Kiger
Vice Chair Jerry McInaw	Assistant Treasurer Ryan Lumbatis	Assistant Secretary Thomas Ceraso	Past Chair Joseph Murphy	

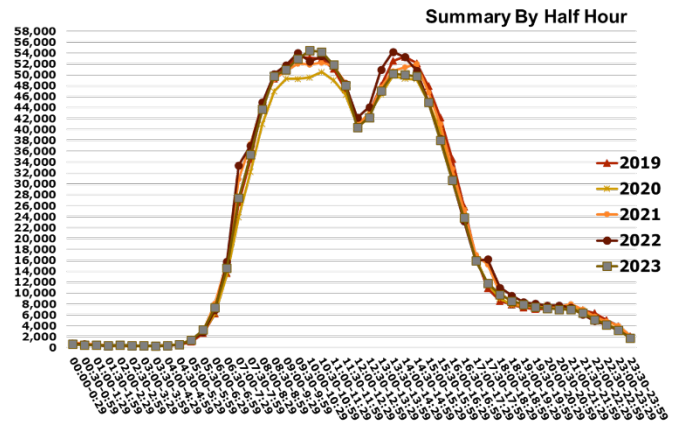
OPERATIONS...



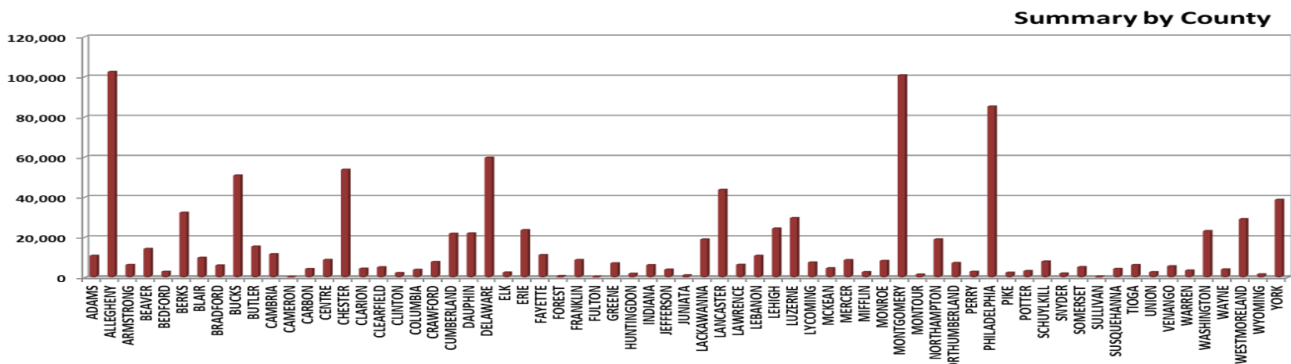
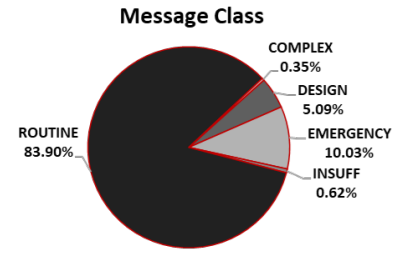
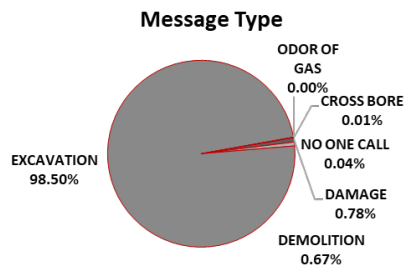
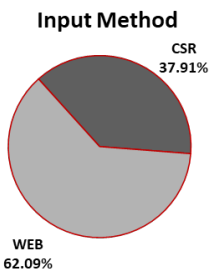
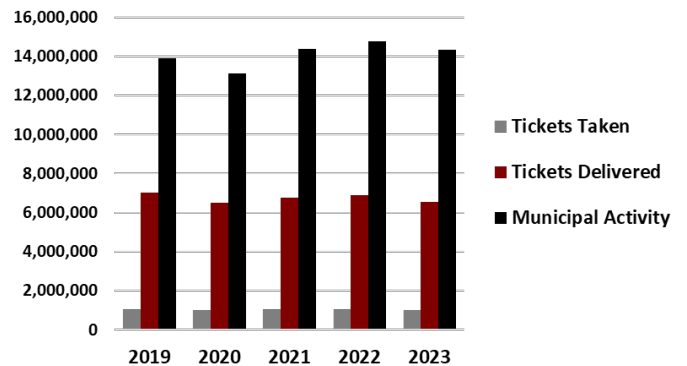
Pennsylvania One Call System, Inc. is a non-profit Pennsylvania service corporation dedicated to minimizing utility service interruptions, reducing the number of on the job injuries and deaths, promoting a higher level of public safety and protecting the environment. The corporation can be reached using the national call before you dig number of **811** or through its toll-free telephone number **800-242-1776** by anyone requesting location of underground lines prior to digging, or by creating notifications online through our website www.paonecall.org. All services are available 24 hours per day, every day of the year. Information is obtained from the person planning or scheduling excavation or demolition and disseminated to underground facility owners/operators via email, web view, XML, or fax. Additionally, text notifications can be sent to members when emergency notifications are received, or voice relay is possible outside of normal business hours. The system accepts the required automated responses from facility operators and relays them to the originator of the notification. We provide supplemental electronic member mapping service which allows members to define polygonal notification areas to reduce the number of non-involved dig notices they receive, saving them time and money on their end, as they do not need to receive, research or respond to dig notices outside their spatial service area. There is no additional charge for this service and it can be managed completely online. The member still has online access to the excluded notifications.

Project Owners, Designers, and Excavators can use Coordinate PA to collaborate with each other and Facility Owner Members starting with the planning phase and continuing through the excavation phase.

Use of the service by excavators increased from 389 tickets the first year to 1,020,498 in 2023. Increased revenues from growth are used to offset operating expenses.



Ticket Volume with Municipal Activity

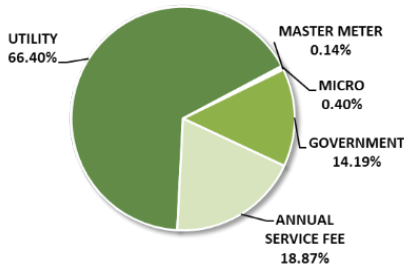


FINANCIALS...

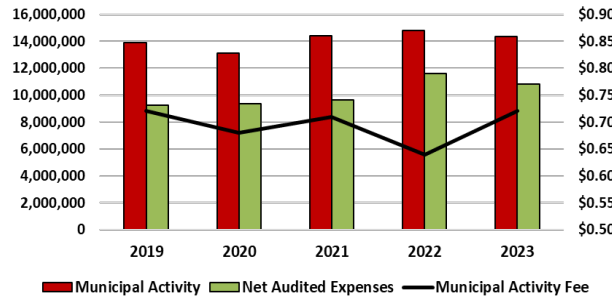


The corporation's financial position is audited annually by the independent certified public accountants Louis Plung & Company, in accordance with the auditing standards generally accepted in the United States of America. In 2023, Pennsylvania One Call System's total operating revenue was \$14,531,577 and its total operating expenses were \$15,148,119. More complete information in the form of financial statements is on file in the offices of Pennsylvania One Call System, Inc. and is provided to the Board of Directors for review and approval annually.

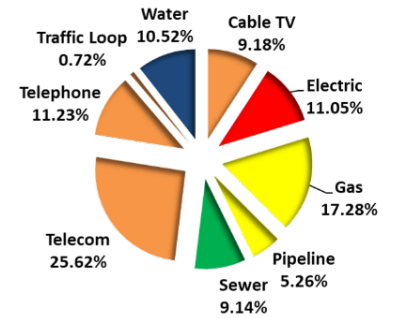
REVENUE BY STAKEHOLDER



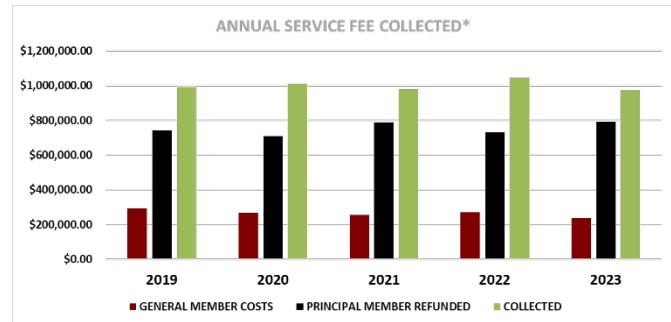
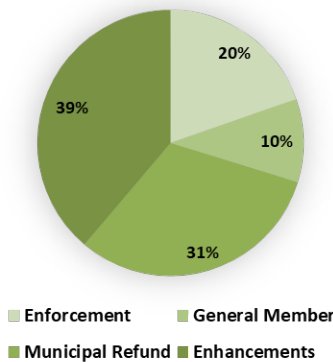
MUNICIPAL ACTIVITY FEE



NET REVENUE BY PRIMARY FACILITY TYPE



ANNUAL SERVICE FEE COLLECTIONS

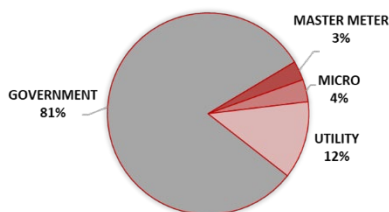


*Used for General Member Offset & Refunded Principal Municipal Members Ref. 3.1(e) & (f.1)

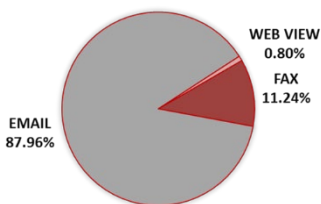
MEMBERSHIP...

Since its inception in 1972, Pennsylvania One Call System, Inc. has increased its membership from six (6) utilities to 3,749 underground facility owners from the following industries: cable television, electric, gas, propane, Marcellus shale, pipeline, sewer, telecommunications, telephone, water, and government, including state, county, city, borough, townships of the first class, townships of the second class, and municipal authorities. Members also include private master meter companies, manufactured housing communities and private entities, such as schools, hospitals, manufacturing sites, and others owning underground facilities.

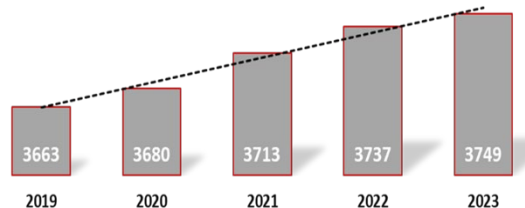
MEMBERSHIP BY ENTITY TYPE



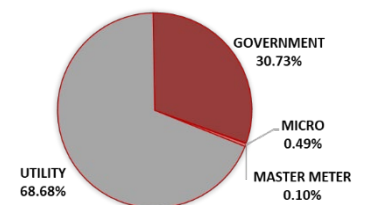
MEMBERSHIP BY SERVICE TYPE



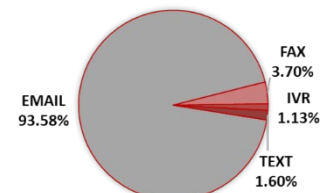
MEMBERSHIP 2023



MEMBER TRANSMISSIONS BY ENTITY TYPE



MEMBER TRANSMISSIONS BY SERVICE TYPE



EDUCATION...

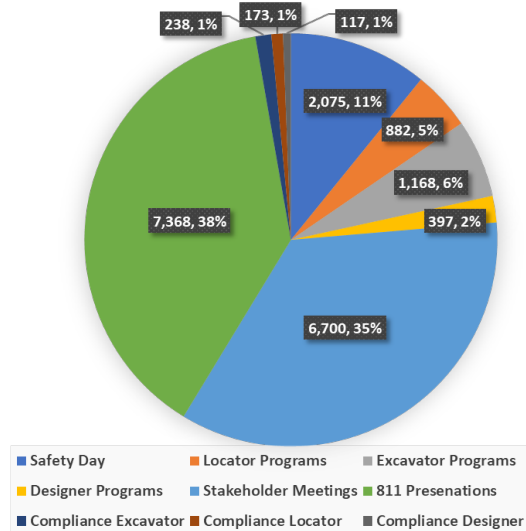


Education and Public Awareness are a critical part of the service the organization provides. Our Strategic Plan is comprised of educational programs that targeted underground facility owners, locators, designers, excavators and project owners which also were available to all other underground stakeholder groups including Pennsylvania’s first responders. In 2023, the Education Team was able to perform 1,013 education sessions with approximately 17,040 underground stakeholders in attendance.

To promote the Pennsylvania 811 brand and to support public awareness for damage prevention throughout the Commonwealth, the Education Team participated at 110 Pennsylvania Association Trade shows with approximately 43,570 people in attendance.

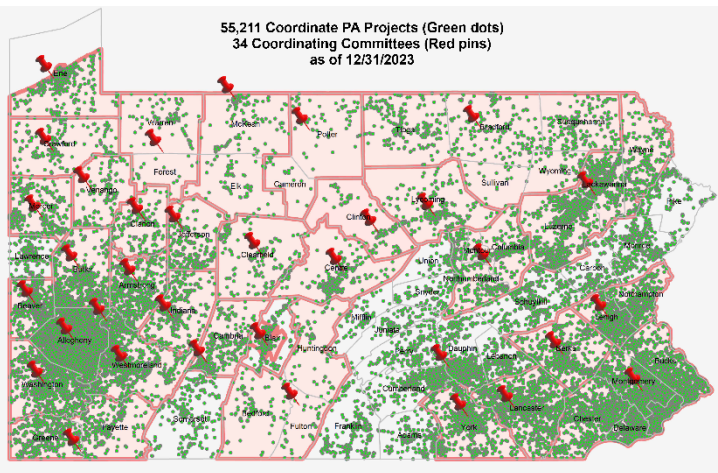
In 2023, the flagship education and training event, Pennsylvania Safety Days, was held at five key locations across the Commonwealth. These events promoted awareness and offered education to 2,075 stakeholders. Thank you to our sponsors, exhibitors, and keynote speaker, Jack Jackson.

2023 Educational Events Attendance

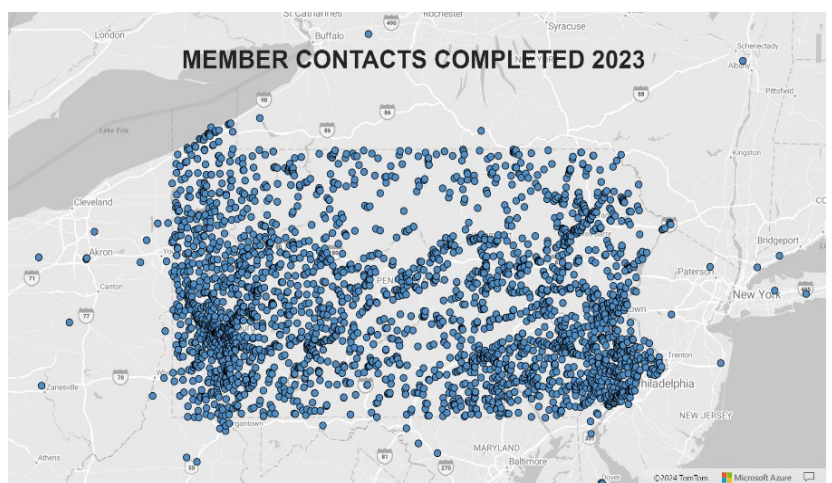


Goals for Education included strategies for increasing the use of Coordinate PA; building video tutorials for our virtual Web training and online applications; increasing the attendance to sponsored project owner, designer, excavator and facility owner trainings; and increasing the quantity and the number of participants at Utility Coordinating Committees (UCCs) and Common Ground Alliance (CGA) Regional Partnerships.

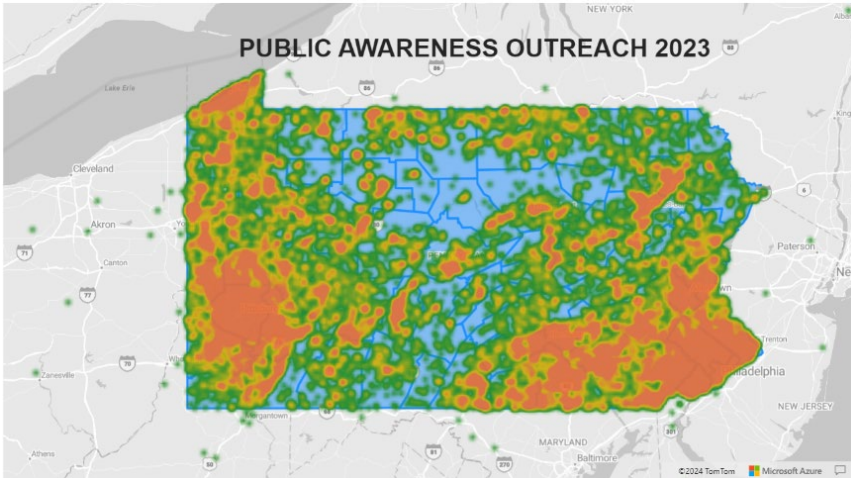
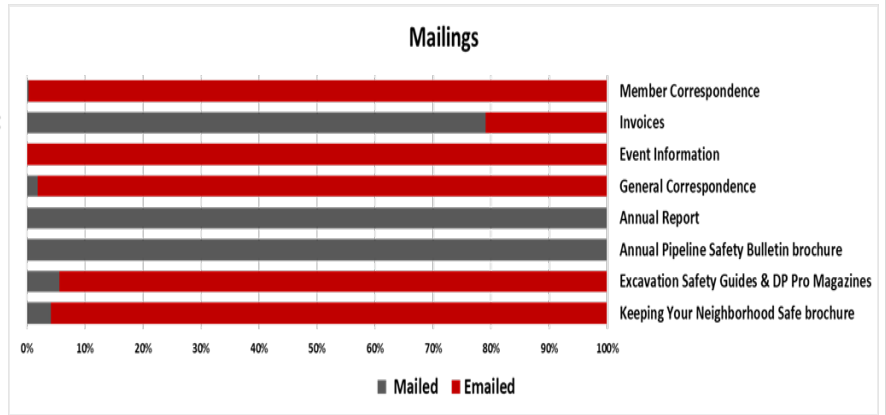
There are 32 active UCCs throughout Pennsylvania. The advent of Coordinate PA has vastly improved the ability of all underground stakeholders to communicate and collaborate effectively on underground excavation projects. There were 46 UCC/Regional Partnerships with approximately 1,430 attendees.



The DPLs attended 217 Complex Project meetings with approximately 3,000 attendees to support Pennsylvania stakeholders’ underground excavation Complex Project process and facilitate the use of the Coordinate PA application. In an effort to maintain accurate facility owner member information, the annual Member Database Verification was released in January, approximately 87% of our Facility Owner members completed the verification. Additionally, 3,366 Company Representatives were contacted to answer any questions they may have and to provide an update on new developments and upcoming educational programs. At the end of each call a survey was sent to each member along with invitations to educational sessions and events.



Direct mailings remained an important part of our outreach program. To assist members with federal regulation compliance, the Pipeline Safety Bulletin was sent in addition a PA specific Excavation Safety Guide, which contained a complete copy of the UULPL, and newsletters promoting educational events. In 2023, 135,018 pieces were mailed and 3,383,694 were emailed, each covering a variety of topics such as PA Act 287 training, invitations to events, and educational information.



Outreach and advertising campaign were developed to promote awareness of safe digging practices. These campaigns consisted of billboards, (especially in high damage rate counties), email marketing ads (direct and retargeting), social media, video and TV ads, radio ads, our YouTube channel, articles published in Excavation Safety magazine and a Digital Marketing Plan with targeting specific consumers based on their characteristics, behavior, lifestyle, demographics, and interests. Homeowner outreach was also done via postcards. We leverage joint awareness efforts through partnerships with our members at minor league baseball games and 811 Popper Ads,

as well as, outreach to our state officials, i.e., Senate, House, Governor, County Commissioners, and local government entities, who in turn give us proclamations to support our efforts and the communication service.

To promote the safe digging and the 811 brand, Common Ground Alliance toolkits and infographics were used. These materials are published to our social media channels. We promoted the national statistics for the following: Safety is in your hands every dig, every time; How excavators can help; A single dig can be a matter of life or death; Who is responsible to notify 811; Use white lining when outlining your proposed worksite; Complex projects; Protect underground lines; and Safe digging steps.

We support the CGA national 811 awareness efforts in conjunction with other one call centers and stakeholders, by participating in a National 811 MLB collaboration.



Bill Kiger	President & CEO	412-464-7111	
Ellen Kiger	Vice President & COO	412-464-7115	
Sherry Harim	Director – Member Services & Accounting	412-464-7116	
Jonathan DeMoss	Director – Technology	412-464-7150	
Linda Covelli	Manager – Operations	412-464-7110	
Kelly Pearl	Manager – Member Services & Accounting	412-464-7106	
Norm Parrish	Manager – Education	484-366-6647	
S. Robin Johnson	Compliance Coordinator	412-464-7127	
Penny Modrick	Executive Secretary	412-464-7118	
Marcos Bernal	Supervisor – Education	412-999-8009	
Mark Lipka	Supervisor – Education	570-939-7042	
Greg Danks	Damage Prevention Liaison	215-834-2069	
Erica Dominick	Damage Prevention Liaison	814-615-7047	
Brandon Dujmic	Damage Prevention Liaison	412-427-0112	
Kevin Goldblum	Damage Prevention Liaison	717-487-0797	
Kirk Kirkpatrick	Damage Prevention Liaison	814-572-8113	
Chance Montgomery	Damage Prevention Liaison	412-503-3662	
Daniel Nemanic	Damage Prevention Liaison	412-509-7232	
Ryan Parrish	Damage Prevention Liaison	610-906-5137	
Blaire Prough	Damage Prevention Liaison	717-602-5976	
Jim Reynolds	Damage Prevention Liaison	215-859-2868	
Maria White	Damage Prevention Liaison	570-954-3545	
	Administrative Offices	800-248-1786	
	Accounting	412-464-7137	
	Education	412-464-7136	
	Member Services	412-464-7168	
	KARL Response System	800-222-6470	

Pennsylvania One Call: The Keystone of Damage Prevention.

MISSION STATEMENT

Our purpose is to prevent damage to underground facilities. To promote safety, we provide an efficient and effective communications network among project owners, designers, excavators, and facility owners.