

SAFETY IS IN YOUR HANDS.  
EVERY DIG. EVERY TIME.

# INDIANA 811 AND THE STAKEHOLDER PARTNERSHIP

EDUCATION AND OUTREACH TEAM

# WHO ARE WE?

We are Indiana 811's Education and Outreach Team. We were formed to better assess the needs of our members and educate various stakeholder groups about the importance of using the 811 system. We also outreach to the general public to educate them about underground utilities and damage prevention.



**LAURYN LUCKEY**  
EDUCATION AND OUTREACH  
MANAGER



**MADISON MCCAUGHEY**  
INPAA PROGRAM MANAGER



**MASON HUBNER**  
CENTRAL EDUCATION AND  
OUTREACH SPECIALIST



**MCKENNAH HECKMAN**  
NORTHERN EDUCATION AND  
OUTREACH SPECIALIST



**JOHNNA BINGHAM**  
SOUTHERN EDUCATION AND  
OUTREACH SPECIALIST

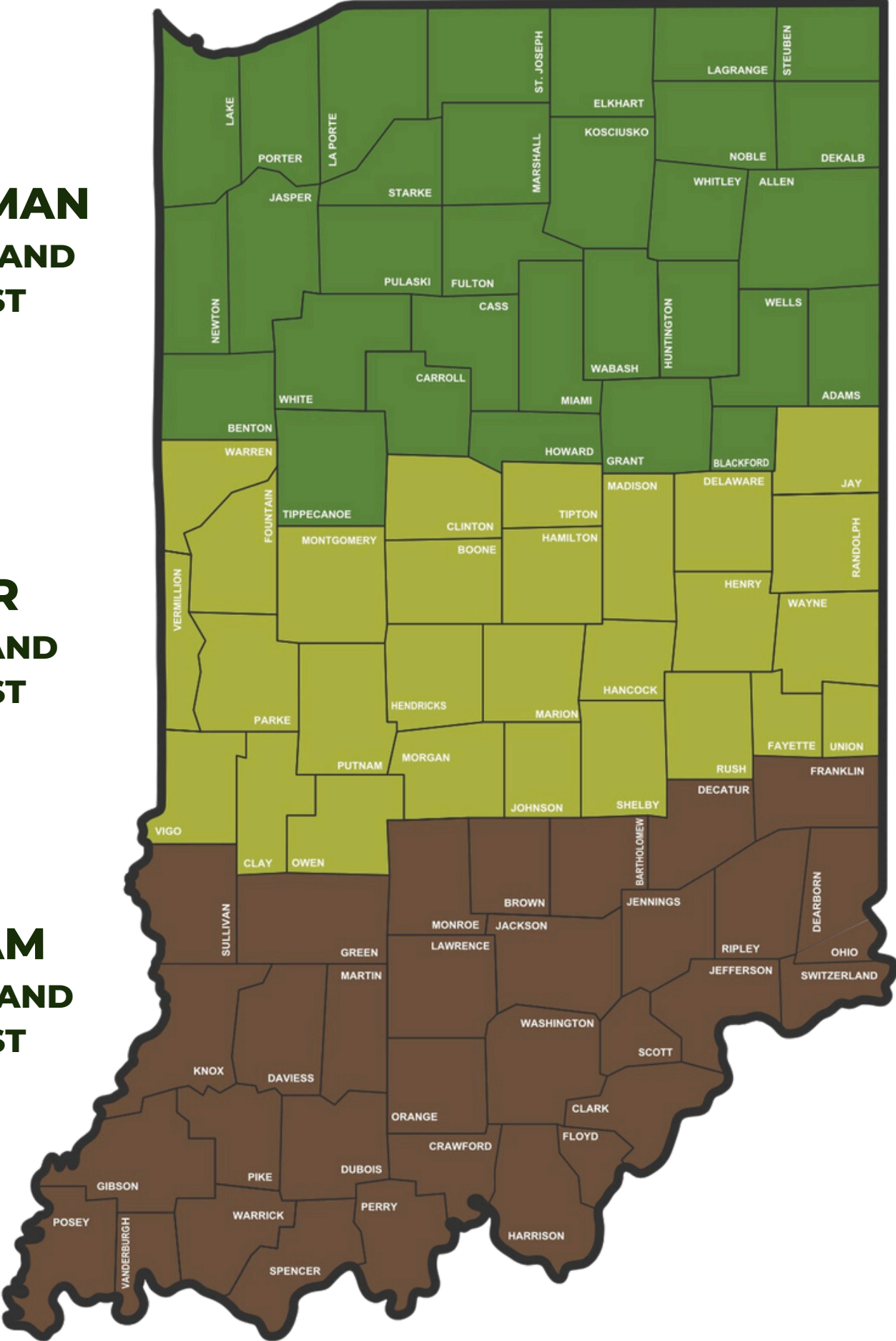
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**WHERE  
ARE  
WE?**

**MCKENNAH HECKMAN**  
**NORTHERN EDUCATION AND  
OUTREACH SPECIALIST**

**MASON HUBNER**  
**CENTRAL EDUCATION AND  
OUTREACH SPECIALIST**

**JOHNNA BINGHAM**  
**SOUTHERN EDUCATION AND  
OUTREACH SPECIALIST**





# WHO IS INDIANA 811?

- Non-profit established in 1981
- Call center located in Greenwood, IN
- Call center operates 24/7/365
  - Be mindful of holidays and weekends when submitting tickets.
- We do not locate!





# NORMAL WORKING HOURS

- Our call center representatives are available 24/7/365 but the proper notice for normal tickets are based on the hours of 7am-6pm EST.
- Key is to understand **2 full working days**
- If you call in a ticket on Monday at 8:30am, your proper notice will be on Wednesday at 8:30am.
- For after-hours, if you call in a ticket on Monday at 8pm, your proper notice will be on Thursday at 7am.

# GET INVOLVED

- Damage Prevention Councils
  - Grassroot level damage prevention effort
  - All are welcome to attend
  - Meeting times and locations on [Indiana811.org](http://Indiana811.org)
  - 3 Chapters
    - Northern
      - Last Wednesday of every month
    - Central
      - First Wednesday of every month
    - Southern
      - Once a quarter



## **GET INVOLVED**

### Safe Dig Indiana

- Online training for Pros and Homeowners

### Excavator Breakfasts

- January and February 2025
- Access dates, times, and locations with the QR code





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## CASE STUDY



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# LOCATORS

# **BIGGEST CHALLENGES**

- Lack of Communication
  - Difficult to staff for large projects without notice.
- Waste within the system
  - Over ticketing – too many tickets, bad scope, just in case tickets.
- 2 Days - be fast, be accurate, be done





# MISCONCEPTIONS

- Locating is easy, anyone can do it.
  - Locator technicians have careers, families, and bills to pay. It's a difficult job. There is a science and art to finding these utilities.
- Footage on ticket submissions
  - Both sides of the road - be mindful and understand it can't always be done as quickly as you **think** it should be.



# RECOMMENDED PRACTICES

- Communication
  - Share real arrival time, large upcoming projects, be willing to work together.
- Close out tickets when work is complete
- Promote public and private utilities
  - We are all in this game in the name of safety.



# RECOMMENDED PRACTICES

- Positive Response
- Utilize the 811 system fully
  - Add attachments, put accurate scope, and white line your dig area.
- Respect
  - Understand **EVERYONE** has someone to go home to, show them respect, they are your front line. Treat them as if they were on your team.





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# MEMBERS

# **BIGGEST CHALLENGES**

- Better scopes of tickets
- Late locates
- Utilize design tickets
- Knowledge of how the Indiana 811 system operates and how to use it properly.
- Trying to do outreach but all stakeholders are overworked and do not have the time to attend.
- Overloaded with job extensions and remarks.





# MISCONCEPTIONS

- Utility companies drive additional charges for the industry.
- They have more leeway with finances.
- Members are free from liability.
- Utility Knowledge
  - Depth

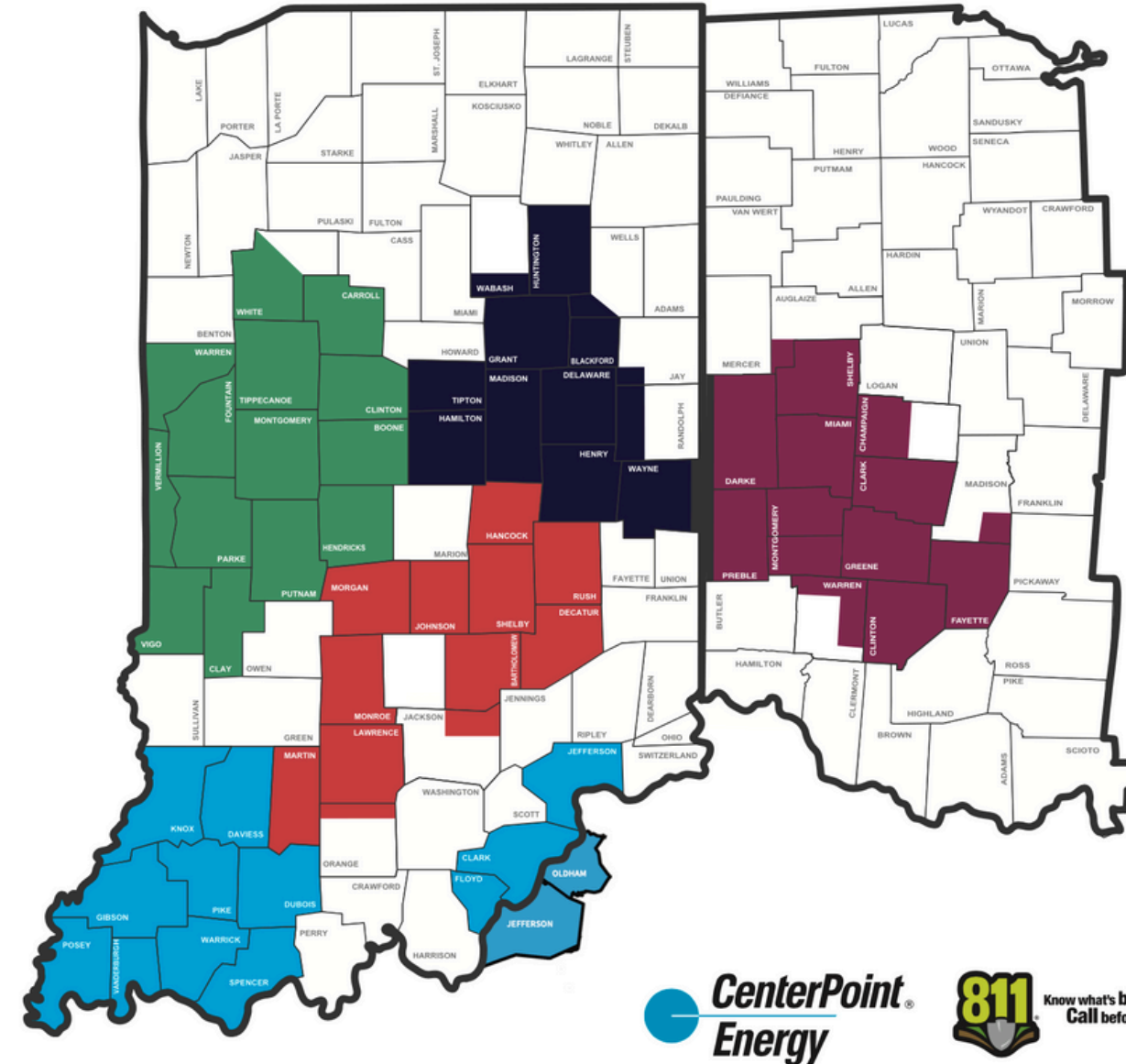
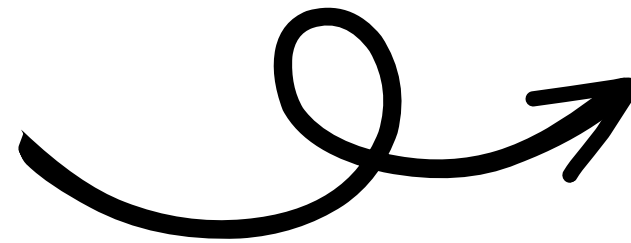




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# RECOMMENDED PRACTICES

- Share your contact information
- Have **ACCURATE** contact information



## CenterPoint Energy's Damage Prevention Team

For help with local locating companies, damage investigations and safety training, please contact the following.

### Lee Werking

Damage Prevention Coordinator  
lee.werking@centerpointenergy.com  
Office: 317-736-2962  
Cell: 317-339-5239

### Rusty Poore

Damage Prevention Coordinator  
rusty.poore@centerpointenergy.com  
Office: 317-260-5328  
Cell: 317-919-1517

### Cameron Ritchie

Damage Prevention Coordinator  
cameron.ritchie@centerpointenergy.com  
Office: 812-330-4008  
Cell: 812-840-0578

### Summer McFarland

Damage Prevention Coordinator  
summer.mcfarland@centerpointenergy.com  
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Cell: 812-306-4348

### Jim Wooten

Damage Prevention Coordinator  
jim.wooten@centerpointenergy.com  
Office: 937-440-1963  
Cell: 937-541-2537

### Troy Carson

Manager, Damage Prevention  
troy.carson@centerpointenergy.com  
Office: 812-231-6407  
Cell: 812-243-1534



# **RECOMMENDED PRACTICES**

- Use the mobile ticket submission
- Be invested in who is locating for you – have an answer for why these locates are incomplete, late, mismarked



# **RECOMMENDED PRACTICES**

- Use positive response - 3G
- Have complaints? Get involved!
- Give everyone on site immediate access to the locate ticket and its information either on paper or on an electronic device.
- Knowledge of the dig law and helping train those who are unaware.





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# EXCAVATORS



# BIGGEST CHALLENGES

- Design Ticket
  - When submitted respond! Starts at the beginning and makes a big difference.
- Late locates
  - Trying to get tickets completed is taken personal - it's not, it's to prevent damage.
- Misconception of over ticketing
  - Not always over ticketing or adding in excess tickets, sometimes just a few days behind on a project but will get there.



# MISCONCEPTIONS

- Communication
  - Locate company reach out to help with these issues and help fix the system.
- Excavators are just trying to flood the system, we were are just trying to keep our crews working.
- The contractor is over notifying and calling in too many tickets.
  - Small and single groups are doing this.



# RECOMMENDED PRACTICES

- Communication
  - They plan their work and work their plan.

## CONTACT INFORMATION FOR LOCATE ISSUES AND EMERGENCIES



Dan Schlemmer - IN Operation Mang. 574-850-9132 (dan.schlemmer@utiliquest.com)  
Charles Alvord - IN Field Mang. 574-807-5948 (charles.alvord@utiliquest.com)



See attached supervisor map.



Brian Glaunsinger, AT&T Damage Prevention 937-231-1242, BG2741@att.com  
Damage Only Reporting, 800-247-2020 option #3



Jess Miller, Director of Locate Services, Northern Lights Locating and Inspection Services  
317.839.0520 - Office, 317.538.7933 - Mobile, jessmiller@nolservices.com



Katey Hughes, Operations Manager, On the Spot Utility Resources, LLC  
Mobile: 812-205-4305, Office: 812-483-7923 Email: k.hughes@otsutilities.com



Email: markitrightoncall@hendrickspower.com Phone: 317-718-7647



In the event of a gas or electric **EMERGENCY** involving CenterPoint facilities call 800-227-1376



See attached for DPC map.



In the event of a gas or electric **EMERGENCY** involving CenterPoint facilities call 317-927-6000  
John Scott, Citizens Energy Group Damage Prevention 317-927-6006



Aaron Holeman, Senior Pipeline Safety Engineer, Indiana Utility Regulatory Commission  
Cell: 317-552-9448 Email: aholeman@urc.in.gov



Tim O'Leary, Indiana American Water  
Email: timothy.oleary@amwater.com, Phone: (317) 935-8945



Lauryn Luckey, Indiana 811, Education and Outreach Manager  
Email: lluckey@indiana811.org, Phone: 317-501-2615  
Education and Outreach Specialist Map Attached





# **RECOMMENDED PRACTICES**

- Promoting positive interactions
- Get Involved
  - DPC's, MWDPTC, EX Meetings, Joint Meets
- Positive Response
- Be invested in the process
  - Treat locators like a subcontractor and work with them – show them the respect they deserve.





# **QUESTIONS?**

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