



DPA NAME: SW Michigan

Date, Time: Wednesday, May 1, 2019 – 10:00 am

Location: Kalamazoo Foundation Building,
Kalamazoo

ATTENDEES: Will Eichelberger, Kzoo
John Crumb, GLWSA
Curt Fontaine, Cripps Fontaine
Kirk VanDeMoortel, Battle Creek
Cody Custard, USIC
Shawn Mathis, Kent Power
George Keller, USIC
Kay Lancour, Consumers

ABSENCES: Jane McDonagh, Kzoo (ill)

PRESENTATION: John Crumb, GLWSA

DISCUSSION: How to increase involvement. Focus on meeting the needs of those that attend and hopefully by their actions this DPA will grow. Kay is new Consumers PSO in this area. Lots of conversation. Cripps Fontaine having trouble with USIC marking their tickets on time. Sent crew home yesterday. Had 2 retransmits called on ticket 1 hour apart. Cripps needs to start job; Kay and Cody coordinating to get areas marked. All the incorrect and unnecessary retransmits backlog the locators tremendously. Also the locators need Scope of Work clarification on tickets and that keeps the locators busy. Passed out Ticket Response Times, Positive Response definitions, and e-Suite. Remind NSR's not to take retransmits for all utilities when you only need one specific. No one potholes – they hook up, check the depth themselves and start working. No one likes project tickets. Checking into a contractor placing hundreds of tickets for same time frame and also 2 RTE users from that company placing duplicate tickets. Other contractors placing tickets for emergencies that are not emergencies. USIC: How can a ticket be due at 9:30 pm; USIC backlogged; new supervisor from NC: all tickets are due 11:59, why can't MISS DIG 811 do the same? Consumers has standard that they have to call in a MISS DIG 811 ticket for replacing poles. We need a contact for Charter that can be reached for ticket issues. All of the conversation was good and working on being productive.



ISSUES:

NEXT MEETING

Topic:

Date:

Time:

Location: