



**UNCC**  
UTILITY NOTIFICATION  
CENTER OF COLORADO

## Annual Report for Fiscal Year 2004



## Table of Contents

---

CHAIRMAN AND EXECUTIVE DIRECTOR'S LETTER .....	1
FINANCIAL STATEMENTS .....	2
BOARD OF DIRECTORS AND MEMBERSHIP .....	14
UNCC TEAM MEMBERS .....	28
CENTER MANAGER .....	29
OPERATIONS SUPERVISOR .....	32
MEMBER SERVICES ADMINISTRATOR .....	33
HUMAN RESOURCES ADMINISTRATOR .....	35
NETWORK ADMINISTRATOR .....	36
PUBLIC RELATIONS ADMINISTRATOR .....	38



Monumental changes are unfolding in our industry. In this environment of great change, the expectations of our members could not be clearer – great service at reasonable costs. You are counting on us for quality notification information, reliability, and when there are concerns or issues, someone to address them in a timely and professional manner. Since we provide such an important service to members, we must be prepared to serve regardless of circumstances. A slowing economy, changes in our industry, or severe weather, are not acceptable excuses for failing to meet our member's and excavator's expectations. Your expectations are why we must maintain a conservative business strategy while aggressively seeking and developing advances in technology to better serve you.

For 17 years, we have known that providing customers with safe, reliable and affordable notification services is the most important thing we do. It is our primary mission, and one we strive to fulfill everyday through the dedication and commitment of our team. As you review our results in this report, I think you will agree that our team has done an outstanding job in meeting that primary expectation. Their commitment to excellence has made us the company we are today. As always, I am grateful to each and every one of our employees, as well as their families, for sharing their talents with us and always doing their best. Constant feedback from customers and employees is essential to creating a world class contact center. Our commitment to employees, members, and excavators reminds us that success is more than processing and transmitting notification tickets. Our dedication to the damage prevention industry is facilitated through many national and international organizations. The Common Ground Alliance, One Call Systems International, and American Public Works Association allow us to stay abreast of industry trends, create and foster valuable relationships with stakeholders and in turn facilitate cost saving programs.

Our definition as a quality and reliable contact center extends into everything we do on behalf of our members. Quality and reliability at every level of our organization is the ultimate measure of our accountability. It's a commitment we strive to keep everyday. Through our efforts, we are setting the standard for other contact centers based on the services we provide, the people we employ, and performance measures we maintain. It was our privilege to serve you in 2004 and we will continue to strive to deliver high quality services and programs that help keep people safe and protect our infrastructure.

Dan Sherer  
Chairman of the Board

J.D. Maniscalco  
Executive Director

**UTILITY NOTIFICATION CENTER OF COLORADO**

**FINANCIAL STATEMENTS**

**December 31, 2004**

**Adducci and Associates, P.C.**

Certified Public Accountants

# UTILITY NOTIFICATION CENTER OF COLORADO

## Financial Statements

December 31, 2004

### Table of Contents

Independent Auditor's Report	1
Statement of Financial Position	2
Statement of Activities	3
Statement of Cash Flows	4
Notes to the Financial Statements	5-9
<b>SUPPLEMENTAL INFORMATION</b>	
Schedule of General and Administrative Expenses	10

*Adducci and Associates, P.C.*

Certified Public Accountants

12601 West 32nd Avenue  
Suite 100  
Wheat Ridge, Colorado 80033  
(303) 233-8721 Fax: (303) 238-7820

*Joseph Adducci  
Christine Adducci. Maher*

### **Independent Auditor's Report**

Board of Directors  
Utility Notification Center of Colorado  
Lakewood, CO

We have audited the accompanying Statements of Financial Position of Utility Notification Center of Colorado (a non-profit corporation) as of December 31, 2004 and 2003, and the related Statements of Activities and Cash Flows for the years then ended. These financial statements are the responsibility of the Organization's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with generally accepted auditing standards in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audit provides a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Utility Notification Center of Colorado as of December 31, 2004 and 2003, and the changes in its net assets and its cash flows for the years then ended, in conformity with accounting principles generally accepted in the United States of America.

Our audit was conducted for the purpose of forming an opinion on the basic financial statements taken as a whole. The Schedule of General and Administrative Expenses was presented for the purpose of additional information and is not a required part of the basic financial statements. Such information has been subjected to the auditing procedures applied in the audit of the basic financial statements and, in our opinion, is fairly stated in all material respects in relation to the basic financial statements taken as a whole.

*Adducci and Associates, P.C.*

---

ADDUCCI AND ASSOCIATES, P.C.

June 2, 2005

**UTILITY NOTIFICATION CENTER OF COLORADO**

(a 501(c)(4) organization)  
STATEMENT OF FINANCIAL POSITION  
December 31, 2004 & 2003

	<u>2004</u>	<u>2003</u>
<b>ASSETS</b>		
<b>Current Assets</b>		
Cash and Cash Equivalents	\$ 792,418	\$ 555,288
Accounts Receivable - Trade	344,421	284,306
Prepaid Expenses	68,745	113,531
<b>Total Current Assets</b>	<u>1,205,584</u>	<u>953,125</u>
<b>Restricted Cash</b>	15,156	4,835
<b>Land</b>	304,162	304,162
<b>Property and Equipment</b>	2,560,404	2,229,339
Less: Accumulated Depreciation	453,768	703,968
<b>Total Property and Equipment - Net</b>	<u>2,106,636</u>	<u>1,525,371</u>
<b>Other Assets</b>		
Computer Software - Net	191,576	118,430
Deposits	0	5,863
<b>Total Other Assets</b>	<u>191,576</u>	<u>124,293</u>
<b>TOTAL ASSETS</b>	<u>\$ 3,823,114</u>	<u>\$ 2,911,786</u>
<b>LIABILITIES AND STOCKHOLDER'S EQUITY</b>		
<b>Current Liabilities</b>		
Accounts Payable	\$ 52,372	\$ 35,083
Accrued Wages and Benefits	82,941	117,323
Profit Sharing Contribution Payable	160,598	158,145
Property and Use Taxes Payable	42,508	10,610
Current Portion of Long-Term Debt	72,521	54,312
<b>Total Current Liabilities</b>	<u>410,940</u>	<u>375,473</u>
<b>Current Liabilities from Restricted Assets</b>		
Funds Held in Agency	15,156	4,835
<b>Commitments</b>	0	0
<b>Long-Term Liabilities</b>		
Wells Fargo Generator Loan	108,075	122,050
Wells Fargo Construction Loan	1,341,348	674,298
	<u>796,348</u>	<u>796,348</u>
Less: Current Portion of Long-Term Debt	72,521	54,312
<b>Total Long-Term Liabilities</b>	<u>1,376,902</u>	<u>742,036</u>
<b>Total Liabilities</b>	1,802,998	1,122,344
<b>Net Assets</b>		
Unrestricted	2,020,116	1,789,442
Temporarily Restricted	0	0
Permanently Restricted	0	0
<b>Total Net Assets</b>	<u>2,020,116</u>	<u>1,789,442</u>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<u>\$ 3,823,114</u>	<u>\$ 2,911,786</u>

The accompanying Notes to Financial Statements are an integral part of these statements.



**UTILITY NOTIFICATION CENTER OF COLORADO**

(a 501(c)(4) organization)

STATEMENT OF ACTIVITIES

For the Year Ended December 31, 2004 & 2002

	<u>2004</u>	<u>2003</u>
<b>CHANGES IN UNRESTRICTED NET ASSETS:</b>		
<b>OPERATING REVENUE</b>		
Locate Revenue	\$ 4,314,248	\$ 3,978,827
Membership Dues	1,400	2,175
Promotion Revenue	<u>23,680</u>	<u>37,276</u>
<b>Total Operating Revenue</b>	<u>4,339,328</u>	<u>4,018,278</u>
<b>COST OF OPERATIONS</b>		
Amortization	71,262	55,468
Depreciation	57,860	61,294
Direct Labor	1,386,275	1,309,860
Education and Incentives	47,270	41,417
Employee Benefits	196,860	217,248
Information System Supplies	13,886	13,944
Maintenance Agreements	92,237	93,675
Maps and Publications	5,487	26,821
Operating Supplies and Expenses	4,684	1,983
Payroll Taxes	105,797	97,362
Profit Sharing Contribution	107,062	108,608
Telephone and Communication	<u>422,779</u>	<u>363,473</u>
<b>Total Cost of Operations</b>	<u>2,511,459</u>	<u>2,391,153</u>
<b>NET OPERATING REVENUE</b>	<u>1,827,869</u>	<u>1,627,125</u>
<b>GENERAL AND ADMINISTRATIVE EXPENSES - SCHEDULE A</b>	<u>1,551,884</u>	<u>1,402,811</u>
<b>INCREASE (DECREASE) IN NET ASSETS FROM OPERATIONS</b>	<u>276,025</u>	<u>224,314</u>
<b>OTHER INCOME (EXPENSE)</b>		
CGA Software Revenue	82,003	73,080
CGA Software Direct Expense	(62,803)	(57,080)
Interest Income	0	2,062
Interest Expense	(82,248)	0
Loss on Sale of Equipment	(6,453)	0
Loss on Abandoned Assets	(21,042)	0
Proceeds from Bankruptcy Settlements	39,727	0
Miscellaneous Income	<u>5,465</u>	<u>7,897</u>
<b>Total Other Income (Expense)</b>	<u>(45,351)</u>	<u>25,959</u>
<b>INCREASE (DECREASE) IN UNRESTRICTED NET ASSETS</b>	230,674	250,273
<b>UNRESTRICTED NET ASSETS, BEGINNING OF YEAR</b>	<u>1,789,442</u>	<u>1,539,169</u>
<b>UNRESTRICTED NET ASSETS, END OF YEAR</b>	<u><u>\$ 2,020,116</u></u>	<u><u>\$ 1,789,442</u></u>

The accompanying Notes to Financial Statements are an integral part of these statements.

**UTILITY NOTIFICATION CENTER OF COLORADO**

(a 501(c)(4) organization)

**STATEMENT OF CASH FLOWS**

For the Year Ended December 31, 2004 & 2003

	<u>2004</u>	<u>2003</u>
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Cash Received from Customers	\$ 4,284,678	\$ 4,051,129
Cash Paid to Suppliers and Employees	(3,791,609)	(3,662,968)
Interest Received	0	2,062
Interest Paid	(82,248)	0
Proceeds from Bankruptcy Settlements	39,727	0
CGA Software Revenue Received	82,003	73,080
CGA Software Direct Expense	<u>(62,803)</u>	<u>(57,080)</u>
<b>Net Cash Provided (Used) by Operating Activities</b>	<u>469,748</u>	<u>406,223</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Capital Expenditures	(902,093)	(1,408,768)
Rebate of Closing Costs on Land	0	430
Proceeds from Sale of Assets	<u>16,400</u>	<u>0</u>
Net Investment in Certificates of Deposit	<u>0</u>	<u>129,781</u>
<b>Net Cash Provided (Used) by Investing Activities</b>	<u>(885,693)</u>	<u>(1,278,557)</u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Issuance of Long-Term Debt	<u>707,610</u>	<u>796,348</u>
Payments on Long-Term Debt	<u>(54,535)</u>	<u>0</u>
<b>Net Cash Provided (Used) by Financing Activities</b>	<u>653,075</u>	<u>796,348</u>
<b>NET INCREASE (DECREASE) IN CASH</b>	237,130	(75,986)
<b>CASH AND CASH EQUIVALENTS - BEGINNING OF YEAR</b>	<u>555,288</u>	<u>631,274</u>
<b>CASH AND CASH EQUIVALENTS - END OF YEAR</b>	<u><u>\$ 792,418</u></u>	<u><u>\$ 555,288</u></u>
<b>INCREASE (DECREASE) IN UNRESTRICTED NET ASSETS</b>	<u>\$ 230,674</u>	<u>\$ 250,273</u>
<b>Adjustments to Reconcile Increase (Decrease) in Unrestricted Net Assets to Cash Provided (Used) by Operating Activities:</b>		
Depreciation	132,521	74,783
Amortization	71,266	67,983
Loss on Sale of Assets	6,453	0
Loss on Abandoned Assets	21,042	0
(Increase)/Decrease in Accounts Receivable	(60,115)	32,851
(Increase)/Decrease in Prepaid Expense	44,786	(27,556)
(Increase)/Decrease in Deposits	5,863	0
(Increase)/Decrease in Accounts Payable	17,289	(11,580)
(Increase)/Decrease in Accrued Wages	(34,382)	18,597
(Increase)/Decrease in Profit Sharing Contribution	2,453	18,165
(Increase)/Decrease in Medical Self-Insurance Claims	0	(14,668)
(Increase)/Decrease in Personal Property and Use Taxes Payable	<u>31,898</u>	<u>(2,625)</u>
<b>Total Adjustments</b>	<u>239,074</u>	<u>155,950</u>
<b>CASH PROVIDED (USED) BY OPERATING ACTIVITIES</b>	<u><u>\$ 469,748</u></u>	<u><u>\$ 406,223</u></u>

The accompanying Notes to Financial Statements are an integral part of these statements.

## UTILITY NOTIFICATION CENTER OF COLORADO

(a 501(c)(4) organization)

### NOTES TO FINANCIAL STATEMENTS

December 31, 2004

#### **NOTE 1 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

##### ***Nature of Activities***

Utility Notification Center of Colorado (UNCC) is a nonprofit organization incorporated in the State of Colorado on June 11, 1986. UNCC operates a statewide, one-call system which provides a central office for the general public and contractors to obtain the location of underground utilities and thereby protect the buried facilities maintained by UNCC's members.

##### ***Basis of Accounting***

UNCC uses the accrual method of accounting whereby revenue is recognized when earned and expenses are recognized when the obligation is incurred.

##### ***Basis of Presentation***

Financial statement presentation follows the recommendations of the Financial Accounting Standards Board in its Statement of Financial Accounting Standards (SFAS) No. 117, Financial Statements of Not-for-Profit Organizations. Under SFAS No. 117, UNCC is required to report information regarding its financial position and activities according to three classes of net assets: unrestricted net assets, temporarily restricted net assets, and permanently restricted net assets. Only those assets with donor imposed stipulations are recorded as temporarily or permanently restricted net assets.

As of December 31, 2004, UNCC had no temporarily or permanently restricted net assets.

##### ***Use of Estimates***

The preparation of financial statements in conformity with generally accepted accounting principles requires UNCC management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

##### ***Revenue Recognition***

Revenue is recognized when invoiced to members. Members are public utility companies, city, county, and local government entities that provide utilities in a specific area, and some construction contractors located within the State of Colorado. There are four types of revenue:

Locate Revenue: Tier One members are invoiced \$0.94 per ticket for calls that are received that affect their area.

Membership Dues: New members are charged a \$25 membership fee.

Promotion Revenue: Sale of promotional items to members for their distribution. Most promotional items are given away at trade shows.

##### ***Allocation of Expenses***

Expenses are charged directly to operating or general administrative categories based on specific identification.

**UTILITY NOTIFICATION CENTER OF COLORADO**

(a 501(c)(4) organization)

NOTES TO FINANCIAL STATEMENTS

December 31, 2004

**NOTE 1 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)**

***Allowance for Doubtful Accounts***

Management maintains a review and collection procedure utilizing the Jefferson County Courts for collection of bad debts. Due to the limited number of bad debts, management does not provide an allowance for doubtful accounts.

***Cash and Cash Equivalents***

For purposes of the statement of cash flows, the Organization considers all highly liquid investments with an initial maturity of three months or less to be cash equivalents.

***Concentration of Cash***

The Organization maintains cash deposits in Wells Fargo Bank insured by the Federal Deposit Insurance Corporation up to \$100,000. The cash balance at December 31, 2004 in excess of the insured amounts, including outstanding checks, was \$692,418.

***Restricted Cash / Funds Held in Agency***

The Organization held \$15,156 at December 31, 2004 in an account under UNCC's name for the benefit of the National Telecommunications Damage Prevention Council. The Organization maintains the cash account for the benefit of the Council but has no other authority over the funds.

***Income Taxes***

UNCC is a not-for-profit corporation that is tax-exempt under Internal Revenue Code Section 501(c)(4).

***Land***

In November 2002, the Organization purchased land in Golden for \$304,162 for the construction of an office building. Construction was completed in January 2004.

***Property and Equipment***

Property and equipment are carried at cost. The Organization follows the practice of capitalizing, at cost, all expenditures for property and equipment equal to or over \$500. Depreciation is computed using the straight-line method over the estimated useful lives of the assets. Balances as of December 31, 2004:

	<u>2004</u>
Building and Improvements	\$ 1,935,811
Computer Equipment	217,082
Office Equipment	261,590
Office Furniture	<u>145,921</u>
	2,560,404
Less: Accumulated Depreciation	<u>453,768</u>
	<u><u>\$2,106,636</u></u>

NOTES TO FINANCIAL STATEMENTS  
December 31, 2004

**NOTE 1 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)**

**Computer Software**

Computer software is carried at cost. Amortization is computed using the straight-line method over a five-year life. At December 31, 2004, unamortized computer software consisted of the following:

	2004
Computer Software	\$ 403,115
Less: Accumulated Amortization	211,539
	\$ 191,576

**Profit Sharing Plan**

Effective January 1, 1992, UNCC adopted a profit sharing plan (a defined contribution pension plan) which is available to all employees who have attained certain age and service requirements. An investment company provides investment consultation and administration to eligible employees. Contributions to the plan by UNCC are limited to 15% of compensation and are subject to discrimination requirements. For the year ended December 31, 2004, UNCC contributed 10% or \$160,598 to the plan.

**NOTE 2 - CGA SOFTWARE REVENUE/EXPENSE**

The Organization received \$82,003 during 2004 under a damage reporting agreement through Common Ground Alliance to develop and host a national damage reporting tool of which \$62,803 was directly expended for this purpose.

**NOTE 3 - ACCOUNTS RECEIVABLE/BAD DEBTS**

Accounts receivable aging:

	2004	2003
1 - 30 days	\$ 336,253	\$ 282,189
31 - 60 days	5,841	3,138
61 - 90 days	4,095	112
Over 90 days	(1,768)	(1,133)
Total	\$ 344,421	\$ 284,306

Most accounts are collected within 30 days. Amounts determined to be uncollectible and written-off as a bad debt were \$498 in 2004 and \$16,382 in 2003.

**NOTE 4 - LINE OF CREDIT**

The Organization has a line of credit with Wells Fargo Bank West for a maximum of the lesser of 75% of their Accounts Receivable balance or \$300,000 at a variable rate of interest of prime plus 2%. There were no amounts outstanding under this line of credit as of December 31, 2004.

**NOTE 5 - LONG-TERM DEBT**

The Organization entered into a construction loan agreement and promissory note in 2003 for the purpose of obtaining proceeds for construction of a new office building at 16361 Table Mountain Parkway, Golden, CO:

Loan payable to Wells Fargo Bank West for purchase and installation of generator dated December 23, 2003; payable in monthly installments of \$1,851 commencing January 31, 2004 through December 31, 2010; interest at 7.00%; secured by the generator as well as a Deed of Trust on the real property to be constructed, cross-collateralized with all other loans with Wells Fargo Bank, including a right of set-off in all the Organization's current and future accounts with Wells Fargo Bank.)

\$ 108,075

Loan payable to Wells Fargo Bank West for construction of office building dated March 19, 2004; payable in monthly installments of \$12,730 until maturity at March 5, 2019; interest at 7.25%; secured by all inventory, equipment and general intangibles of the Organization as well as a Deed of Trust on real property constructed, cross-collateralized with all other loans with Wells Fargo Bank, including a right of set-off in all the Organization's current and future accounts with Wells Fargo Bank

\$ 1,341,348

Less: current portion

1,449,423

72,521

\$ 1,376,902

Principle maturities of long-term debt are as follows:

Year ending December 31,

2005

\$ 72,521

2006

77,916

2007

83,713

2008

89,942

2009

96,634

Thereafter

1,028,697

\$ 1,449,423

**NOTE 6 - OPERATING LEASES**

UNCC leased office space at 12600 West Colfax under a five year operating lease dated June 10, 1998 that began on January 1, 1999, at a monthly payment of \$6,440 for their initial space and \$2,796 for additional space contracted under an addendum in 2002. The lease expired on December 31, 2003.

In April 2003, the Organization entered into a lease for telephone and switch equipment for a term of 72 months, requiring monthly payments of \$7,942. Minimum future rental payments under the lease as of December 31, 2004 for each year and in the aggregate are as follows.

**UTILITY NOTIFICATION CENTER OF COLORADO**

(a 501(c)(4) organization)

NOTES TO FINANCIAL STATEMENTS

December 31, 2003

**NOTE 6 - OPERATING LEASES** (continued)

Year ending December 31,	
2005	\$ 95,304
2006	95,304
2007	95,304
2008	95,304
2009	<u>47,652</u>
	<u>\$ 428,868</u>

In January 2004, the Organization entered into various operating leases for furniture and computers expiring in 36 to 60 months. Minimum future rental payments for each year and in the aggregate under these equipment leases having remaining terms in excess of one year are as follows:

Year ending December 31,	
2005	\$ 19,681
2006	19,681
2007	9,173
2008	<u>9,173</u>
	<u>\$ 57,708</u>

Rent expense under these lease agreements was \$132,517 and \$123,061 for the years ended December 31, 2004 and December 31, 2003, respectively.

**UTILITY NOTIFICATION CENTER OF COLORADO**  
(a 501(c)(4) organization)  
**SCHEDULE OF GENERAL AND ADMINISTRATIVE EXPENSES**  
For the Year Ended December 31, 2004 & 2003

	<u>2004</u>	<u>2003</u>
<b>General And Administrative Expenses</b>		
Advertising	\$ 164,008	\$ 204,048
Advertising - Promotion	48,089	48,136
Amortization	4	12,515
Auto Expense	7,200	7,200
Bad Debt Expense	498	16,382
Building Maintenance/Utilities	46,443	0
Contributions	1,400	1,310
Depreciation	74,661	13,489
Dues and Publications	10,850	9,773
Education and Training	1,741	5,222
Insurance	36,618	29,606
Employee Benefits	55,826	57,657
Legal and Professional Fees - Other	185,810	141,296
Miscellaneous Expenses	18,135	6,319
Office Expenses	13,634	21,346
Payroll Taxes	39,636	36,208
Postage and Shipping	11,041	12,444
Profit Sharing Contribution	53,536	49,537
Rent - Office, Equipment and Storage	132,517	123,061
Repairs and Maintenance	8,293	7,756
Salaries	524,743	494,299
Taxes	39,789	10,568
Telephone and Communication	17,035	18,320
Travel and Entertainment	<u>60,337</u>	<u>76,319</u>
 <b>Total General and Administrative Expenses</b>	 <u><u>\$1,551,884</u></u>	 <u><u>\$1,402,811</u></u>

The accompanying Notes to Financial Statements are an integral part of these statements.



## **UNCC Board of Directors for 2004**

**Left:** J.D. Maniscalco, Misty Hill, Dennis Morse, Dan Sherer,  
Frank Trujillo, Bob Brandstetter, Darrel Vanhooser,  
Robert Bergstrom, Christine Miller, David DiGiacomo

**Not Shown:** Jeff Farrells, Randy Meek, Jed Reed, Krista Shoe,



## **CABLE TELEVISION**

### **Board of Director**

Frank Trujillo

Comcast

6850 South Tucson Way

Englewood, CO 80112

(303) 603-5779

frank\_trujillo@cable.comcast.com

### Adelphia Comm

Colorado Springs Gunnison/Crested

Butte

Telluride

Trinidad

Advanced Energy Industries Inc.

B & C Cable

B & C Cablevision

Battlement Mesa Communications

Bresnan Communications

Alamosa

Canon City

### Bresnan Communications

Craig, Walden, Hayden

Ft. Morgan

Grand Jct.

Leadville/Salida

Montrose/Delta

Southern Colorado

Sterling

Cebridge Connections

Fairplay/Wray

Champion Broadband / Cable

Charter Communications

### Comcast

Communicomm Services

Falcon Broadband

Ki-Rock Cable Communications

Long View Communications, LLC

Rocky Mountain Cable

Rural Route Video

Spring Creek Cable Inc

US Cable of Coastal Texas

## COMMUNICATIONS

### Board of Director

Krista Shoe - Secretary  
Level 3 Communications  
Cable Protection Bureau  
1025 Eldorado Blvd., 13C  
Broomfield, CO 80021  
(720) 888-3100  
krista.shoe@level3.com

360 Network  
Above Net  
Adams/Weld School District 27-J  
Adesta Communications  
Alltel Communications  
Arapahoe Community College  
Aspen Fiber  
AT&T Communications  
Belmar Communications Services  
Benesight, Inc. Administrators  
Big Sandy Telecommunications, Inc  
Bijou Telephone Coop Assoc., Inc.  
Blanca Telephone Company  
Broadwing Communications  
Century Tel - Eagle Division  
Century Tel - S/W Colorado  
CenturyTel - S/E Colorado  
Children's Hospital  
City of Boulder - Fiber  
City of Greenwood Village - Fiber  
Cogent Communications Inc  
Colorado School of Mines  
Columbine Telecom Co.  
Copper Mtn Resort -  
Telecommunications  
County of Weld - Communications  
Crested Butte Mountain Resort, Inc.  
Delta County Telephone/TDS  
Delta County/TDS Telecom  
Dubois Telephone Co  
El Paso County  
El Pomar Foundation  
ENT Federal Credit Union

Farmers Telephone Co., Inc.  
Fast Track Comm  
First Presbyterian Church  
Great Plains Comm, Inc  
Haxton Telephone Co.  
Heska Corp  
ICG Telecommunications AKA  
Intelcom  
Kentec Communications, Inc.  
Level3 Communications  
Lightcore  
Littleton Public Schools  
Lockheed Martin - M& Ds  
Lockheed Martin SSC  
MCI  
McLeod USA  
N C Telecom, Inc.  
North / South Aspen LLC  
Nucla-Naturita Telephone Company  
Nunn Telephone Company  
On Fiber Communications Inc.  
Panhandle Telecomm Systems, Inc.  
PC Telecom  
Peetz Cooperative Telephone Co.  
Pioneer Communications  
Poudre Valley Hospital District  
Presbyterian/Saint Lukes Medical Ctr  
Pyne Companies of CO, LLC (The)  
Qwest Communications  
Qwest Local Network  
Rico Telephone Company  
Roggen Telephone Cooperative  
Rye Telephone Company

S & T Telephone Coop Assn.  
Sage-Oxford Inc.  
San Isabel Telecom Inc.  
SECOM Communications  
Snowmass Lodging Company  
South Park Telephone Co.  
Sprint Communications  
Stoneham Cooperative Telephone Corp.  
Suburban Access  
Sunflower Telephone Co, Inc.  
Sunwest Communications  
Swedish Medical Center  
Tamarron Management Assoc  
TDS Telecom - Strasburg  
Telluride School District  
Time Warner Telecom  
Union Telephone Company  
University of Colorado - Boulder  
University of Denver - UTS  
University of Northern Colorado  
Greeley  
Vail Resorts - Eagle County  
Vail Resorts, Inc./ Keystone Telecomm  
Warren AFB - 90th Comm Squadron  
West Star Aviation  
WilTel Communications LLC  
XO Communications  
Xspedius Management Co., LLC  
Yipes Enterprise Services  
Young Life

## **ELECTRIC COOPERATIVE**

### **Board of Director**

Dan Sherer - Chairman  
Intermountain Rural Electric Assn  
5496 N Hwy 85  
Sedalia, CO 80135  
(303) 688-3100  
sherer@intermountain-rea.com

Empire Electric Assn., Inc.  
Gunnison County Electric Assn  
Holy Cross Energy  
Intermountain Rural Electric  
K. C. Electric Association  
La Plata Electric Assoc., Inc  
Moon Lake Electric

Mountain Parks Electric, Inc.  
Mountain View Electric Assoc., Inc.  
Platte River Power Authority  
San Isabel Electric Assn., Inc.  
San Luis Valley Rural Electric Coop  
San Miguel Power Assn., Inc.  
Sangre DeCristo Electric Assn, Inc

Southeast Colorado Power Assn.  
Tri-State Generation &  
Transmission Assoc  
United Power, Inc.  
White River Electric  
Yampa Valley Electric Assoc., Inc.

## **ELECTRIC DISTRIBUTION**

### **Board of Director**

Randy Meek  
Xcel Energy  
2070 S. Valencia Street  
Denver, CO 80231  
(303) 671-3856  
randy.meek@xcelenergy.com

Aquila  
Canon City  
Pueblo  
Rocky Ford

Battlement Mesa Service Association  
Copper Mtn Electrical Maintenance  
Jackson Lake Property Owners Assoc  
Leon J. Krain

Sheep Creek Landowners Assn  
Silver Dollar Metro District  
Xcel Energy - Distribution Systems

## **GAS DISTRIBUTION**

### **Board of Director**

Jed Reed  
Atmos Energy  
1200 11th Avenue  
Greeley, CO 80631  
(970) 304-1952  
jed.reed@atmosenergy.com

Aquila Gas  
Atmos Energy  
Colorado Natural Gas, Inc.  
Comfurt Gas, Inc.  
Eastern Colorado Utility Company  
Ferrell Gas

Kinder Morgan  
Delta District  
Frederick District  
Fruita District  
Julesburg District  
La Junta District

Kinder Morgan (con't)  
Telluride District  
Yuma District  
Southern Ute Indian Tribe (Utilities)

## **LIQUID PIPELINE**

### **Board of Director**

Darrel C. Vanhooser SR/WA - Treasurer  
Suncor Energy USA  
7800 East Orchard Road  
Suite 300  
Greenwood, Village, CO 80111  
(303) 793-8006  
DVanhooser@suncor.com

BP Production

Durango

Las Animas

BP Pipeline of North America

Chevron Pipeline Company

Chevron Texaco

Laplata

Meeker

Rangely

Conoco Phillips Pipeline CO

Cortez Pipeline/Kinder Morgan

Encana Oil & Gas - Rangley

Exco Resources Inc

Hallwood Petroleum, Inc

Jack L. Crumley

Kaneb Pipeline Co.

Mid America Pipeline Co.-c/o Enterprise

Mobil Exploration & Producing U.S. Inc;

Mull Drilling Co., Inc.

Noble Energy Inc.

Patina Oil & Gas Corp.

Patrick A. Doheny

Plains All American Pipeline

Sinclair Pipeline Company

Solvay Chemicals, Inc.

Stelbar Oil Corp., Inc.

Suncor Energy USA Pipeline Co.

Sunflower Valley Pipeline Assn.

Tudex Petroleum Inc.

Unocal Chemicals

Valero Logistics Operations L.P.

Westport Oil & Gas Co, LP

## **GAS TRANSMISSION**

### **Board of Director**

Jeff Farrells - Vice Chairman  
El Paso Corporation  
2060 Briargate Blvd  
Colorado Springs, CO 80920  
(719) 388-5719  
jeffrey.farrells@elpaso.com

AKA Energy Group, LLC  
American Penn Energy  
    c/o Schneider Pump  
Anadarko Petroleum  
Antelope Energy Company, LLC  
Beren Corporation  
Bill Barrett Corp  
Black Hills Exploration & Prod  
Blue Chip Oil Inc.  
Bonanza Creek Operating Co, LLC  
Burlington Resources  
Burr Oil & Gas, Inc.  
Canyon Gas Resources, Inc.  
CDM Pipeline Company, Inc.  
Citation Oil & Gas  
Colorado Gathering Corp  
Colorado Interstate Gas/El Paso  
Conoco-Phillips Company  
CPN Pipeline Co.  
Duke Energy - Northern Colorado  
Duke Energy - Southeast Colorado  
El Paso Field Services  
El Paso Field Services - Moffat County  
El Paso Natl. Gas - Main Line  
El Paso Production  
    LaPlata/Montezuma  
Ellora Operating LP  
Elm Ridge Resources, Inc.  
Encana Oil & Gas - Garfield  
Encana Oil & Gas - Weld  
Enprop, Inc.  
Evergreen Operating Corp

Executive Petroleum Services LLC  
Exxon-Mobil  
Fountain Valley Power LLC  
High Plains Gathering System LLC  
J-W Operating Company  
K.P. Kauffman Co.  
Kanco Gathering Company  
KB Gathering Company  
Kerr McGee Gathering LLC  
Kinder Morgan Gas Transmission-  
Mtn.Dist  
Koch Exploration Company, LLC  
Machii Ross Petroleum Co.  
Magellan Midstream Partners LP  
Magpie Operating, Inc.  
Merit Energy  
Moffat Pipeline Co.  
Nathaniel Energy  
Navajo Nation Oil & Gas Company  
Nexus Energy, LLC  
Northwest Pipeline Corp - Vernal District  
OMB Gas Gathering LLC  
Petro-Canada Resources Inc.  
Petroglyph Energy, Inc.  
Petrogulf Corp.  
Petroleum Development Corp  
Petron Development Company  
Prowers Gas Gathering Co LLC  
Questar Exploracion & Production  
Questar Gas Co.  
Questar Gas Management  
Questar Pipeline Co.

Raton Gas Transmission  
Red Cedar Gathering Company  
Regency Gas Services LLC  
Renegade Oil & Gas Co, LLC  
Rex Monahan Oil & Gas  
Rocky Mountain Pipeline System  
Rosewood Resources Inc.  
Sagle & Schwab Energy Resources  
Sawtooth Energy - Baca County  
Sawtooth Energy - Weld County  
Southern Star/Williams Gas PPL  
Starlight Resources, LLC  
Sterling Energy Company  
Texas-New Mexico Pipe Line Co.  
Trailblazer Pipeline Company  
Trans-Colorado Gas Transmission Co.  
Transwestern Pipeline Company  
Tri-State Power, LLC  
United States Exploration, Inc.  
Walsh Production Inc.  
Wellington Operating Company  
Western Gas Resources  
Western Gas Resources - Pipeline  
Wexpro Company  
Williams Energy Group  
Williams Production RMT Co.  
Wold Oil Properties, Inc.  
Xeric Oil & Gas Corporation  
XTO Energy Inc. - Durango  
XTO Energy Inc. - Weston  
YMCA of the Rockies, Estes Park  
Center

## GOVERNMENT

### Board of Director

Misty Hill

Colorado Springs Utilities

701 N. Circle Drive

Colorado Springs, CO 80920

(719) 668-7199

mhill@csu.org

Auraria Higher Education Center	City of Steamboat Springs	Town of Erie
Battlement Mesa Consolidated Metro	City of Sterling	Town of Estes Park
Bitter Creek Pipeline, LLC	City of Thornton	Town of Fairplay
Buell Mansion Owners Association	City of Trinidad	Town of Flagler
Center Municipal Utilities	City of Victor	Town of Fraser
Cherokee	City of Walsenburg - Utils Dept.	Town of Frisco
Cherry Creek North BID	City of Westminster - Fiber	Town of Granada
City of Black Hawk	City of Westminster - Water/San	Town of Granby
City of Boulder	City of Wheat Ridge	Town of Haxtun
City of Brighton	City of Woodland Park	Town of Hotchkiss
City of Burlington	City of Wray	Town of Hudson
City of Canon City	City of Yuma	Town of Ignacio
City of Central City	CO Dept of Transportation, Region 6	Town of Iliff
City of Cortez	Colorado Rockies Baseball Club	Town of Johnstown
City of Creede	Colorado Springs Municipal Airport	Town of Julesburg
City of Cripple Creek	Colorado Springs Utilities	Town of Lake City
City of Dacono	Denver Health Hospital	Town of Limon
City of Delta	Denver Intl. Airport	Town of Lochbuie
City of Englewood	Denver Public Schools	Town of Lyons
City of Englewood - Traffic Dept.	Durango Mountain Resort	Town of Mancos
City of Evans	E-470 Public Highway Auth	Town of Mead
City of Florence	Fountain Valley Authority	Town of Meeker
City of Fort Collins	Larimer County Public Works	Town of Merino
City of Fort Collins - Traffic Operations	LB & B Asspc, Inc - AKA-Fort Carson	Town of Milliken
City of Fort Morgan	Northwest Parkway Public Hwy Authority	Town of Monument
City of Fountain	Poudre School District	Town of Mt. Crested Butte
City of Fruita	State of Colorado - Colorado Lottery	Town of Nederland
City of Grand Junction	The Peregrine Master Assn., Inc.	Town of Norwood
City of Greeley	Town of Aguilar	Town of Nucla
City of Greenwood Village	Town of Alma	Town of Nunn
City of Gunnison	Town of Bayfield	Town of Nurturita
City of Holyoke	Town of Bennett	Town of Olathe
City of La Junt	Town of Boone	Town of Otis
City of Lafayette	Town of Branson	Town of Ovid
City of Lakewood	Town of Buena Vista	Town of Palsade
City of Lamar - Water/Sewer	Town of Carbondale	Town of Paonia
City of Lamar Utils. Bd. - Elec/Gas	Town of Castle Rock - Electric	Town of Parachute
City of Las Animas	Town of Castle Rock - Water/San	Town of Pierce
City of Littleton	Town of Cheyenne Wells	Town of Platteville
City of Longmont Elec & Traffic	Town of Coal Creek	Town of Ramah
City of Louisville	Town of Collbran	Town of Rangely
City of Loveland - Elec/Water	Town of Crested Butte	Town of Red Cliff
City of Loveland - Traffic Dept	Town of Crestone	Town of Rico
City of Manitou Springs	Town of Deer Trail	Town of Ridgway
City of Montrose	Town of Dillon	Town of Ridgway
City of Northglenn	Town of Dolores	Town of Severance
City of Ouray	Town of Dove Creek	Town of Silt
City of Rifle	Town of Eads	Town of Silverthorne
City of Salida	Town of Eaton	Town of Silverton

**GOVERNMENT (cont'd)**

Town of Simla  
Town of Walden  
Town of Walsh  
Town of Wellington  
Town of Wiley

Town of Windsor  
U. S. Army Rocky Mountain Arsenal  
University of Colo-Health, Sciences Ctr

## **WATER/SEWER**

### **Board of Director**

Dennis Morse

Platte Canyon Water & Sanitation

8739 W. Coal Mine Ave

Littleton, CO 80123

(303) 979-2333

djmorse@plattecanyon.org

Academy Water & Sanitation District  
Anheuser-Busch, Inc.  
Animas Water Company  
Arabian Acres Metro District  
Arcadis G & M Inc.  
Aspen Trails Water Co.  
Avondale Water & Sanitation District  
Bailey Water & Sanitation District  
Bayfield Sanitation District  
Berkeley Water & Sanitation District  
Bobcat Meadows Metro District  
Bosch Land Group, LLC  
Bow Mar Water & Sanitation District  
Breckenridge Sanitation District  
Brook Forest Water District  
Brown Group Retail/Enviro Group Ltd  
Buena Vista Sanitation District  
Buffalo Creek Water District  
Byers Water & Sanitation District  
Castle Pines North Metro District  
Central CO Water Conservancy Dist  
Chateau Development  
Chatfield Corners Metro District  
Chatfield South Water District  
Cherokee Metropolitan District  
Colorado Centre Metro Dist  
Columbine Country Club  
Copper Mtn Consolidated Metro Dist  
Cortez Sanitation Dist  
Crested Butte South Metro District  
Crestmoor Vista Joint Venture  
Crowley County  
Deep Rock Water Co  
Dillon Valley Dist  
Divide Water Providers Inc  
Dolores Water Conservancy Dist  
Dos Rios Estates Water Co  
Durango West Metro Dist #1  
Durango West Metro Dist #2  
East Florence Water Assn.  
El Moro-Hoehn Pipeline Assn  
El Ranch Florida Metro Dist  
El Rancho Metro Dist  
Eldorado Artesian Springs, Inc.  
Estes Park Sanitation Dist  
Evergreen Metro Dist  
Fairmount Cemetery Co  
Florida River Estates HOA, Inc.  
Forest Lakes Metro Dist  
Friendly Village/Chateau Communities  
Frisco Sanitation Dist  
Granby Sanitation Dist  
Grand Valley Water Users' Assn.  
Grant Water & San Dist  
Gunnison County Water & San District  
Hermosa Sanitation District  
Highland Lakes Water District  
Homestead Water Co  
Ignacio Sanitation District  
Inverness Water & Sanitation  
JPI Interlocken, LLC  
Kittredge Sanitation & Water District  
Knollwood Water District  
Lake Durango Water Co., Inc.  
Lions Ridge HOA  
Long's Peak Water District  
Lookout Mountain Water District  
Louviers Mutual Service Co.  
Lower Arikaree Pipeline Assoc.  
Majestic Canyon Ranch LLC  
May Valley Water  
Meeker Sanitation District  
Meridian Service Metro District  
Mesa County Irrigation District  
Mesa Water & Sanitation  
Montezuma County Water District #1  
Montezuma Valley Irrigation Co.  
Montezuma Water Company  
Morgan County Quality Water District  
Mount Carbon Metro District  
Mountain Mutual Water Co.  
Mountain Village Metro District  
Mt. Crested Butte Water & Sant Dist  
Murphy Creek Golf Course  
Navajo Western Water District  
NBC Metro District  
North Lincoln Water & Sanitation District  
North Poudre Irrigation Company  
North Washington Street Water & Sant  
North Weld County Water District  
Northern Colorado Water Assoc  
Northern CO Water Conservancy Dist  
Northwest Lakewood Sanitation District  
Nucla Sanitation District  
PagosaSprings Sanitation District  
Park Center Water District  
Park Creek Metro District  
Parkville Water District  
Penrose Water District  
Perry Park Water & Sanitation District  
Pine Creek Golf Club  
Pinery Water & Wastewater District  
Pinon Water & Sanitation Dist.  
Pitkin Mesa Pipeline Company  
Platte Canyon Water & Sanitation  
Pleasant View Sanitation Dist.  
Project 7 Water Authority  
Pueblo West Metropolitan District  
Purgatory Metropolitan District  
Rainbow Park Water Co.  
Rangeview Metro District  
Roxborough Park Metro Dist.  
Sage Water Users Assn  
Saint Joseph Hospital  
San Acacio Domestic Water Assoc.  
San Juan River Village Metro District  
San Luis Water & Sanitation District  
Sand Creek Metro District  
SBC Metro District  
Section 18 Water Users Assn  
Security Water & Sanitation District  
Snowmass Water & Sanitation District  
South Durango Sanitation District  
South Englewood Sanitation District #1  
S. Ft. Collins-Loveland Water/San Dist  
Southwest Metro Water & Sanit District  
St. Charles Mesa Water District  
St. Mary's Glacier Water & Sanit District  
Stonegate Metropolitan District  
Summit Ridge Water District  
Sunset Metro District  
Superior Metro District  
Swan's Nest Metro District  
Swift & Company  
Tabernash Wastewater Plant  
Teller County Water & Sanit District #1  
Three Lakes Water & Sanitation District  
Town of Breckenridge, Water  
Triview Metropolitan District  
Tucson Water Company  
Upper Bear Creek Water & Sanit District  
Upper Surface Creek Domestic Water  
Users Association  
Upper Thompson Sanitation District  
Ute Water Conservancy District  
Valley Sanitation District  
Vista Ridge Metro District



**WATER/SEWER (cont'd)**

West Gunnison Sanitation District  
West Jefferson County Metropolitan Dist  
West Rhone Lateral Ditch Co.  
Westridge Irrigation Assn.  
Westwood Lakes Water District  
Wheat Ridge Sanitation District

Widefield Water & Sanitation District  
Will O' Wisp Metro District  
Windsor Northwest Metro District  
Winter Park Water & Sanitation District  
Woodmen Hills Metropolitan District  
Westridge Irrigation Association

Westwood Lakes Water District  
Wheat Ridge Sanitation District  
Widefield Water & Sanitation District  
Will O' Wisp Metropolitan District  
Winter Park Water & Sanitation  
Woodmen Hills Metropolitan District

## **TIER 2 MEMBERS**

### **Board of Director**

Bob Brandstetter  
High View Water/Daniels Sanitation  
1002 Kipling Street  
Lakewood, CO 80215  
(303) 233-2182  
hvwaterbob@estreet.com

20th Street Pedestrian Mall  
AATA International Inc.  
ABC Self Storage, LLC  
Adams School District #12  
Agate Mutual Telephone Exchg  
Agricultural Ditch & Reservoir Co  
Alameda Water & Sanitation District  
Albertsons Inc.  
American Civil Constructors  
Andrews Farwell Ditch  
Applewood Sanitation District  
Arapahoe County, Support Services  
Arapahoe Water & Sanitation District  
Arriola Group Pipeline  
Arrowhead Metro District  
Aspen Consolidated Sanitation District  
Aspen Highlands Commercial Metro  
Aspen Mountain View HOA  
Aspen Skiing Company  
Aurora Centretech Park Assoc  
B & R Engineering Services LLC  
Baca Grande Water & San District  
Baca Townhouse Association  
Baldy Mountain Owners Association  
Bancroft-Clover Water & San District  
Baseline Water District  
Bass Lake Estates HOA  
Bear Creek Water & San District  
Beaver Creek Metro District  
Beaver Park Water Incorporated  
Bell Mountain Ranch Metro District  
Belly Ache Metro District  
Bennett Bear Creek Farms Water/San  
Bents Fort Water Assn.  
Berry Creek Metro District  
Beulah Water Works District  
Beverly Hills Mutual Water Company  
Black Hawk-Central City Sanitation Dist  
Blair A. Kiefer, Private Owner  
Blue Mountain Water District  
BNC Metro District  
Board of Water Works of Pueblo  
Bonvue Water & Sanitation District  
Bowles Metropolitan District  
Boxelder Sanitation District  
Bresnan Comm - Durango  
Buffalo Highlands Metro District  
Buffalo Mountain Metro District  
Buffalo Ridge Metro District

Burgess Water Company  
Butte Irrigating & Milling Company  
Buttermilk Metro District  
C Bar H, Inc.  
Canon Heights Irrig & Reservoir  
Canterberry Crossing Metro District II  
Canterberry Crossing Metro District  
Canterberry Golf Course  
Capital Pacific Homes of Colo., Inc.  
Cascade Public Service Co., Inc.  
Castle Pines Commercial Dist #1  
Castle Pines Commercial Dist #2  
Castle Pines Commercial Dist #3  
Castle Pines Commercial Dist #4  
Castle Pines Metropolitan District  
Castlewood Sanitation District  
Castlewood Water District  
Cathedral Water Company  
Centennial Water & San Dist  
Centex Homes - Denver Division  
Central Grand Valley Sanitation District  
Central Weld County Water District  
Chaparral Metropolitan District  
Cherry Creek Schools District #5  
Cherry Creek Valley Water & Sanit Dist  
Cherry Creek Village Water District  
Cherry Hills Sanitation District  
Chicago Creek Sanitation District  
Chipeta Water District  
Church Ranch Metro District  
City of Alamosa  
City of Arvada  
City of Aspen - Electric  
City of Aspen - Water  
City of Aurora - Parks Department  
City of Aurora - Raw Water  
City of Aurora - Traffic Operations  
City of Aurora - Wastewater/Storm  
City of Aurora - Water Dist & Trans  
City of Broomfield Utilities  
City of Brush  
City of Cherry Hills Village  
City of Colorado Springs - Street Div  
City of CO Springs - Traffic Eng Div  
City of Commerce City  
City of Craig  
City of Durango  
City of Edgewater  
City of Federal Heights

City of Fort Collins - Streets Dept  
City of Fort Lupton  
City of Ft. Collins - Parks  
City of Glendale  
City of Glenwood Spgs  
City of Golden  
City of Idaho Springs  
City of Lone Tree  
City of Longmont Locating  
City of Rocky Ford  
City of Steamboat Utility Systems  
Clear Creek Valley Water & Sanit Dist  
Clearwater Metro District  
Clifton Sanitation District  
Clifton Sanitation District#2  
Clifton Water District  
College Park Water & San Dist  
Colorado City Metro Dist  
CO Springs Park & Recreation Dept  
Colorado State University  
Colorado Sweet Gold LLC  
Columbine Lake Water & Sanit Dist  
Columbine Water & Sanitation Dist  
Compark Business Campus Metro Dist  
Conejos County  
Consolidated Bell Mtn Ranch Metro  
Consolidated Mutual Water  
Cordillera Metro Dist  
Cottages At Broadlands HOA  
Cottonwood Water & Sanitation District  
Country Homes Metropolitan District  
Craig Owen  
Crawford Mesa Water Association  
Crestview Water & San Dist  
Crowley County Water Assn., Inc.  
Crystal Crossing Metro District  
Crystal Springs Ranch  
Cucharas Sanitation & Water Dist  
Dacono Sanitation Dist  
Dakota Ridge HOA  
Davidson Ditch & Reservoir Co  
Dawson Ridge Metro Dist #1  
DBC Restaurant & Trading Post LLC  
Delta Montrose Electric Assn  
Denver Parks & Recreation  
Denver Suburban Water District  
Denver Traffic Eng Operations  
Denver Water Department  
Devonshire Heights Water & Sanitation

## Tier 2 Membership (cont'd)

Dickens House LLC-Kim P. Knake  
Digatron Security  
Divide S. Water Users Assn & Ditch Co  
Domestic Pipeline Inc.  
Donala Water & Sanitation Dist  
Donald & Juanita Sanchez, private lines  
Dove Valley Metro District  
Dry Creek Valley Ditch Co  
Dry Creek-Davidson Creek Co, Inc  
Dynalectric Co  
Eagle Crest HOA Inc.  
Eagle River Water & Sanitation Dist  
Eagle-Vail Metro Dist  
East Alamosa Water & San Dist  
East Boulder County Water Dist  
East Boulder Ditch Co  
East Cherry Creek Valley Water & San  
East Dillon Water Dist  
East Jefferson County Sanitation Dist  
East Lakewood Sanitation Dist  
East Larimer County Water Dist - ELCO  
East Valley Water & San Dist  
Eastern Adams County Metro Dist  
Eastern Slope Rural Telephone Assn  
Eastlake Water & San Dist  
Eckhardt Farms, Inc.  
Edwards Metro Dist  
El Paso County Telephone Co  
Enterprise Irrigating Ditch Co.  
Environmental Property Investig  
Erie Coal Creek Ditch & Reservoir Co.  
ERO Resources  
Fairlake Metro Dist  
Fairplay Sanitation Dist  
Fairways Metro Dist  
Falcon Heights Development Corp  
Falls Creek Ranch Ass., Inc.  
Fisher Ditch Co.  
Five Trees Metro District  
Flagstaff House Inc  
Florissant Water & San Dist  
Foot Hills II Water Co.  
Foothills Parks & Rec Dist  
Forest Hills Metro Dist  
Forest View Acres Water Dist  
Forissant Fossil Beds Natl. Monument  
Fort Garland Water & San Dist  
Fountain Sanitation Dist  
Fox Acres Community Services  
Fox Meadow HOA  
Fraser Sanitation Dist  
Fremont Sanitation Dist  
Fruitdale Sanitation Dist  
Fruitvale Water & San Dist  
Gardener's Mutual Ditch Co  
Garnet Lateral Ditch Co  
Gates Rubbert Co  
Gateway Regional Metro Dist  
Genesee Water & San Dist  
Glade Park Pipeline Water Users Assn  
Glenagle Golf Club  
Golden Hills MHP  
Golden Hills South Ditch Co  
Goldsmith Gulch Sanitation Dist  
Goldsmith Metro Dist  
Goodhue Ditch & Reservoir  
Granada Rural Water Assn  
Grand County Water & San Dist #1  
Grand Junction Drainage Dist  
Grand Valley Rural Power Lines, Inc.  
Great Western Park Metro Dist  
Greatrock North Water & San Dist  
Green Ditch Co  
Green Mountain Water & San Dist  
Greenwood Plaza Water Dist  
Gunnison Valley Domestic Water Co  
Hamilton Creek Metro Dist  
anson Mesa Domestic Pipeline Co.  
Harold W. Luhman  
Hasty Water Co.  
Havana Water & Sanitation Dist  
Head, Head and Rizzardi Water  
Heather Gardens Assoc.  
Heeney Water Inc  
Hidden View Estates HOA  
High Plains Water Users Assn.  
High View-Daniels Water/San Dist  
Highland Lake Lateral Ditch Co  
Highland Park Lateral Ditch Co  
Highland Park Metro Dist  
Highlands Ranch Metro Dist #1  
Highlands Ranch Metro Dist #2  
Highlands Ranch Metro Dist #4  
Highline Business Improvement Dist  
Highline Electric Assn  
Hiland Acres Water & San Dist  
Hillcrest Ditch & Reservoir Co  
Hillcrest Water & San Dist  
Hilltop Water Co  
Holland Hills Metro Dist  
Holly Hills Water & San Dist  
Howard Ditch Company  
Hubcom Inc  
Hudson Gardens & Events Center  
Idledale Water & Sanitation Dist  
Iliff Care Center  
Indian Hills Water District  
James Gazett, Private Elec  
John F. Glass, Jr.  
Johnson Ditch Company  
Jones & Donnelly Ditch Co.  
K2 Communications, LLC  
Kehmeier Water Pipeline  
Ken-Caryl Ranch Water & Sanit Dist.  
Ken-Caryl West Water Dist.  
KK Water Assoc.  
Klein Farms  
Kremmling Sanitation District  
K-V Homeowners Assoc., Inc.  
Lake Arrowhead Water Assoc  
Lake Catamount No 1 Metro District  
Lake Creek Meadows Water District  
Lakeshore Water and Sanitation District  
Lamborn Mesa Water Co., Inc.  
Lazy Glen HOA  
Leadville Sanitation District  
Lee Lateral Ditch Co  
Left Hand Water District  
Legacy Ridge Golf Course  
Lewis H. Davidson Ditch  
Lincoln Park Metro District  
Little Thompson Water District  
Lochmoor Water & Sanitation District  
Loma Linda Sanitation District  
Lost Shoe Metro Dist  
Lowry Redevelopment Authority  
Lowry Trust  
Mancos Rural Water Co.  
Mansfield Heights Water & Sanit Dist  
Matrix Energy, LLC  
McClave Water Assoc., Inc.  
Meadow Mountain Water System  
Meadowbrook Fairview Metro Dist  
Meadowbrook Water Dist  
Menoken Water Company  
Meridian Metropolitan District  
Mesa Antero Water Assn.  
Mesa Cortina Water & Sanitation District  
Mesa County Road & Bridge  
Metro Wastewater Reclamation Dist.  
Metropolitan Builders  
Mile High Water Co.  
Missouri Canyon Pipeline  
Montrose Suburban Water Works Dist  
Monument Sanitation District  
Morgan County Rural Electric Assn  
Morgan Heights Water & Sewer, Inc.  
Morrison Creek Metro Water & Sanit  
Mountain Petroleum Corp  
Mountain View Water Users Assn  
Mountain Water & Sanitation District  
Mt. Elbert Water Assoc.  
Mt. Werner Water & Sanitation District  
Natural Fuels Corporation  
New Coal Ridge Ditch Co (The)

## Tier 2 Membership (cont'd)

New Consolidated Lower Boulder Res  
New Hinman Ditch  
Newdale-Grand Valley Water Co.  
Niwot Sanitation District  
Norman Barnes - Private Owner  
North Gate Water District  
North La Junta Sanitation District  
North Lamar Sanitation District  
North Pecos Water & Sanit District  
North Table Mountain Water & Sanit  
North Washington Water Users Assoc  
Northern CO Communications Inc.  
Northern Douglas County H2O & Sanit  
Northwest Metro District  
Northwest Sugar City Pipeline Co.  
O.M. Lateral User  
Oligarchy Irrigation / Ditch Company  
Omni Park Metro Dist.  
Orchard Mesa Irrigation Dist.  
Orchard Mesa Sanitation Dist  
Orchard Park Water Assoc Inc  
Orchard Valley Metro Dist.  
Original Cottonwood Ditch Co.  
Otero County Road & Bridge  
Ouray County Road & Bridge Dept.  
Outdorr Promo/ Bus Shelters  
Pagosa Area Water & Sanitation Dist  
Paint Brush Hills Metro Dist.  
Palisade Irrigation Dist.  
Palmer Lake Sanitation District  
Palmerton Consolidated Ditch  
Panorama Metropolitan Dist.  
Park 36 Metropolitan Dist  
Park County Road & Bridge  
Park Forest Water Dist.  
Park Meadows Metr Dist-Irrig  
Parker Water & Sanitation District  
Parkview Medical Center  
Piedra Park Metropolitan Improve Dist  
Pikes Peak Bd. Of Coop Edu Srv  
Pine Brook Water District  
Pine Drive Telephone Company  
Pine Drive Water Company  
Pine Drive Water District  
Pinery Country Club  
Pinewood Springs Water District  
Plains Cooperative Telephone Assoc.  
Plains Metro District  
Plum Creek Wastewater Authority  
Ponderosa Retreat & Conference Ctr  
Poudre Tech Metro Dist.  
Poudre Valley Rural Electric Assn.  
Pratt Management, LLC  
Prosperity Lane Community W&S  
PS LTD IV  
Pueblo Parks & Recreation Dept.  
Pueblo Public Works-Streets Div.  
Pueblo Public Works-Wastewater  
R A Waffensmith & Co. Inc.  
Ralston Valley Water & Sanitation Dist  
Resortquest Telluride  
Rio Grande County Rd Dept.  
Roaring Fork Mobile Home Park  
Robert L. Wright,Jr-Private Irrig.  
Robinson Dairy, Inc.  
Rock Creek Mesa Water District  
Ron Arnett Irrigation PPL, Private  
Round Mountain Water & Sanit Dist.  
Routt County Road & Bridge  
Roxborough Vlg Metro Dist  
Ruth E. Lehman - Private Irrig Lake  
Saddle Rock Golf Course  
Saddleback HOA  
San Juan Del Centro Apartments  
Santa Fe Trail Ranch Metro District  
Sedalia Water & Sanitation District  
Sedgwick County Road & Bridge  
Sharman Ranch  
Shawnee Water Consomers Assn  
Sheridan Sanitation District #2  
Shorewood Owners Assn  
Silver Creek Water & Sanitation Dist  
Silver Heights Water & Sanitation Dist  
Snake River Water District  
Somerset Meadows LLC  
South Adams County W & S District  
South Arapahoe Sanitation District  
South Flat Ditch Company  
South Fork Water & Sanitation District  
South Sheridan Sanitation District  
South Suburban Park & Rec Dist  
South Swink Water Company  
Southern Colorado Bison Co  
Southgate Sanitation District  
Southgate Water District  
Southwest Plaza Metro District  
SW Suburban Denver W & S Dist  
Spread Eagle HOA  
Spring Canyon Water & Sanit Dist  
Spring Valley Mutual Water Assn.  
St. Charles Mesa Sanitation District  
St. Vrain Sanitation District  
Starwood Water District  
Steamboat II Water & Sanitation Dist  
Steamboat Lake Water & Sanit Dist  
Strasburg Water & Sanitation District  
Stratmoor Hills Water & Sanitation  
Dist  
Sturgeon Electric Co., Inc.  
Summit Cty Snake River Wastewater  
Sunset Water District  
TAC Management - Wolf Creek HOA  
Talbot Reservoir Irrigation, LLC  
Talbot Enterprises Inc  
Tallgrass Metro District  
Teller County Wastewater Utility  
Telluride Ski & Golf Co.  
Terra Exploration & Production Co.  
Texas Tea of Colorado  
Thirteen Well Association  
Thirty Road Group Irrigation Project  
Thompson, Garneau, Sweet Water Co  
Thunderbird Water & Sanitation Dist  
Tidd, Charles & Barbara  
Timbers Estates Metropolitan District  
Todd Creek Farms Metro District #1  
Tom Delehant Ditch  
Town Center Metro District  
Town of Akron  
Town of Arriba  
Town of Ault  
Town of Avon  
Town of Basalt  
Town of Berthoud  
Town of Bethune  
Town of Calhan  
Town of Cedaredge  
Town of Cheraw  
Town of Crowley  
Town of Dinosaur  
Town of Eagle  
Town of Elizabeth  
Town of Firestone  
Town of Fleming  
Town of Frederick  
Town of Genoa  
Town of Georgetown  
Town of Gilcrest  
Town of Grand Lake  
Town of Gypsum  
Town of Hayden  
Town of Holly  
Town of Hot Sulphur Springs  
Town of Hugo  
Town of Jmestown  
Town of Keenesburg  
Town of Kiowa  
Town of Kit Carson  
Town of Kremmling  
Town of La Salle  
Town of Larkspur  
Town of Manzanola  
Town of Minturn  
Town of Morrison  
Town of Mountain View

## Tier 2 Membership (cont'd)

Town of Orchard City  
Town of Ordway  
Town of Pagosa Springs  
Town of Palmer Lake  
Town of Parker  
Town of Rockvale  
Town of Saguache  
Town of Seibert  
Town of Silver Plume  
Town of Snowmass Village  
Town of Springfield  
Town of Stratton  
Town of Swink  
Town of Telluride  
Town of Vail, Public Works Dept  
Town of Wiggins  
Town of Winter Park  
Trailmark Metro District  
Tree Haus Metropolitan District  
Tri-County Water Conservancy District  
Tri-Lakes Wastewater Treatment Plant  
United Water Company %Xcel Energy  
Urban Drainage & Flood Control Dist  
USURF Companies  
Vail Valley Cons. Water District - Airport  
Valley Maintenance Corp  
Valley Water District  
Village Homes  
Village Nursery Inc  
Villages at Castle Rock Metro #7  
Wadley Farms #3 HOA  
Walden Corp  
Warm Springs Ranch Mutual Water  
Wastewater Management Division  
Weld County School District RE-4  
Weld County School District RE-8  
Weld County Tri-Area Sanitation  
District  
West Fort Collins Water District  
West Grand Valley Water, Inc.  
West Meadows Metropolitan District  
West Montrose Sanitation District  
West Point Metro District  
Western Forge Corp  
Westridge Sanitation District  
Wheat Ridge Water District  
White Horse Springs Water District  
Wiggins Telephone Assoc.  
Wildgrass Metropolitan District  
Willard Telephone Company  
William P. Moore  
Willow Brook Metro District  
Willow Brook Water Assoc  
Willowbrook Water & Sanitation District  
Willows Water District  
Winter Park West Water & San District  
Woodmoor Water & Sanitation Dist #1  
Wright Farms Metro District  
Y-W Electric Assoc, Inc.

**SPECIAL DIRECTOR**

Qwest Communications  
Jerry Buekelman  
700 W. Mineral Ave WYQ33.28  
Littleton CO 80120  
(303) 707-5052  
jbeukel@qwest.com

**Legal Counsel**

DiGiacomo & Jagers, LLP  
David DiGiacomo  
5400 Ward Road, Bldg III  
Suite 200  
Arvada, CO 80002  
(303) 420-4220  
dave@djatlaw.com

**EXECUTIVE DIRECTOR**

Utility Notification Center of CO  
J. D. Maniscalco  
16361 Table Mountain Parkway  
Golden, CO 80403  
(303) 205-6301  
jdman@uncc.org

**ADVISORY DIRECTOR**

Colorado Contractors Association  
BT Construction, Inc.  
Robert Bergstrom  
7801 Brighton Road  
Commerce City, CO 80022  
(303) 469-0199  
buck.bergstrom@btconstruction.com

**Recording Secretary**

Utility Notification Center of CO  
Christine Miller  
16361 Table Mountain Parkway  
Golden, CO 80403  
(303) 205-6306  
cmiller@uncc.org

## Utility Notification Center of Colorado Team Members

### Administration: (9 plus 1 Independent Contractor)

<b>Name:</b>	<b>Years of Service:</b>	<b>Position:</b>
J. D. Maniscalco	13 yrs	Executive Director
Martin Mead	07 yrs	Center Manager
Jose Espino	09 yrs	Operational Supervisor
Yvonne Kraus	13 yrs	Human Resources Manager
Sandy Samuelson	14 yrs	Member Services Administrator
J. Steven Alarid	07 yrs	Network Administrator
JoAnn Wise	06 yrs	Executive Assistant
Codi Offerson	03 yrs	Administrative Assistant
Christine Miller	04 yrs	Accountant
Barry Miller	1 month	Public Relations Administrator

### Support Staff:

<b>Name:</b>	<b>Years of Service:</b>	<b>Position:</b>
Jeanne Ringo	12 yrs	Member Service Assistant
Lisa McCracken	06 yrs	Help Desk Liaison
Paul Wolf	04 yrs	Trainer
Tariq Abdul-Ghafur	02 yrs	Trainer
Sherri Purser	05 yrs	Fax-a-locate/Web Lead
Melany Wellensiek	02 yrs	Fax-a-locate/Web Agent
Ollie Sumner	05 yrs	Help Desk Liaison Home
Phillip Trujillo	03yrs	GIS/Mapping Analyst
Larry Zamber	01 yr	Network Technician
Stacie Gaines	01 yr	Emergency/Damage CSR

### Customer Service Representatives:

Earl Bennett	06 yrs	Brandon Bessire	01st yr	Ronelle Black	05 yrs
Claudine Bricker	1st yr	Barbara Bruder	08 yrs	Danita Bruder	07 yrs
Douglas Carlisle	1st yr	Jeannine Clay	1st yr	Tom Dreiling	1st yr
Amera Enriquez	1st yr	Amy Graham	07 yrs	Arnetta Hoyt	06 yrs
Milo Johnson	01 yr	Nancy Jude	05 yrs	Kara King	1st yr
Mahlon Knight	02 yrs	Phillip Le	02yrs	Jacquelyn McClure	06 yrs
Sue Moosdorf	10 yrs	Phoenix Ragland	09 yrs	Janice Raney	11 yrs
Delia Rodriguez	01 yr	Daniel Rutledge	1st yr	Andrea Salazar	03 yrs
Carla Sanchez	1st yr	Eleanor Schoumacher	04 yrs	Ericka Silvas	06 yrs
Carolyn Southworth	04 yrs	Valerie Sparks	03 yrs	Lori Taylor	04 yrs
Timothy Tomlin	04 yrs	Mark Vandegrift	1st yr	Kellee Walton	03 yrs
Judith Wilhelm	05 yrs				

## Center Manager - Marty Mead

The Utility Notification Center of Colorado (UNCC) has always been dedicated to providing and maintaining a high quality of service for both the excavating community and our facility members and 2004 has been no exception. In order to better serve and attempt to surpass the customary standard of service, UNCC relocated to a beautifully constructed facility located in Golden. After settling into the state-of-the-art building, we not only accomplished the goals set forth in 2004, we remained vigilant in identifying and establishing cost effective services for both the excavating community and facility membership. Most notably, several applications and web based upgrades were implemented that addressed specific needs and concerns of those entities who depend on the UNCC system.

In an industry where damage prevention is the goal, producing a quality ticket is paramount to success. Therefore, a new ticket application was introduced which provided many new features and reporting capabilities. January 26<sup>th</sup> 2004 marked the first day that all customer service representatives (CSR's) were processing locate requests from the new Newtin Ticket Entry (TE) interface. By the end of February, the Newtin application was completely stabilized, therefore, the focus shifted to the design and implementation of a web based interface that would eventually enhance the quality of tickets produced online. The application design is simplistic, efficient, equipped with mapping tools, and supports the same database used in the Newtin TE. After the testing phase and a proven comprehensive training program is in place, Web TE will be scheduled for deployment in early 2005.

### Mapping/ GIS

Mapping and Geographic Information Systems (GIS) has elevated to another plateau in 2004. GIS Analyst, Phil Trujillo has made great strides to insure that the sophisticated conceptual model envisioned years ago by UNCC will eventually become a reality. For the first time, GIS was imbedded into the TE application as a tool for CSR's to better define the excavation site. The methodology behind Newtin GIS was to provide several mapping tools and options to facilitate and accomplish specific tasks, while employing a user friendly interface. Functionality is applicable and

abundant, consisting of: drawing tools, zoom controls, measuring devices, tabular database acquisition, etc. However, along with the integration, came the responsibility of maintaining databases, datasets and various GIS files. Typically, mapping updates and modification (digitally and tabular) average between 300- 500 processes per day, which includes: new streets additions in the GIS and tabular databases, correcting/ adjusting address ranges, street names, centerlines, and points of interest. In addition, the need for current data sparked UNCC to reestablish county contacts and obtain as many data agreements as possible. As GIS technology continues to flourish throughout government and county agencies, as well as municipalities, many entities provided data and assistance to UNCC without charging a fee. Therefore, UNCC began to explore other opportunities such as creating and managing datasets with related organizations without having to deal with data sharing issues or licensing infringements.

GIS also heavily impacted the Member Services department of UNCC by designing, testing, and implementing polygon and grid maintenance programs. The polygon maintenance program is now available and currently being used by several of UNCC's Tier 1 and Tier 2 members. This application allows facility owners to reduce the notification database from a square fi mile grid to a 500 ft area, (lines are buffered at a minimum of 250 ft on either side.) This program is available online and allows facility owners to manage their own notification database.

For those members who prefer to remain in a grid database, the grid maintenance program provides a geographical aspect to viewing and managing quarter-section database(s). The program is also available to members online. In both programs, the member can obtain complete control of their database(s) including the ability to schedule the date and time of when a grid or polygon becomes active or inactive.

### Goals for 2005:

- Expand the mapping department to accommodate the tremendous growth in this aspect of One-Call
- Explore and contribute to the implementation of parcel layers, aerial and satellite imagery to better define excavation areas



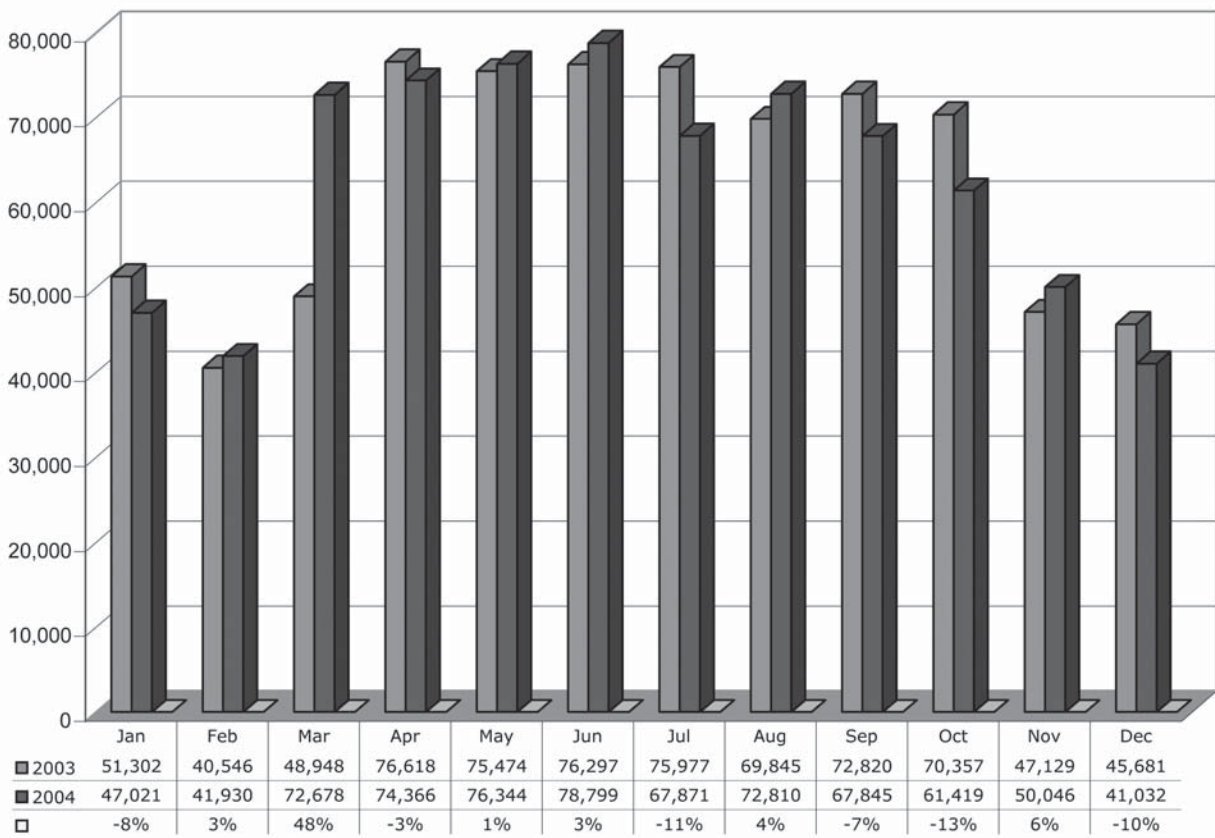
**Goals for 2005 continued:**

- Explore field technologies such as GPS, lat/ long coordinates, point data formats, etc. to eventually construct and maintain a UNCC dataset
- Continue working with UNCC Administrators to sustain documentation regarding various department procedures
- Enhance technological knowledge and expertise in all aspects of the One-Call system
- More involvement with Homeland Security and Critical Infrastructure programs

<b>YEAR END 2004 STATS</b>				
<b>CATEGORY</b>	<b>2004</b>	<b>2003</b>	<b>2002</b>	<b>2001</b>
Total incoming calls	371,726	361,579	379,206	374,840
Average talk time (per call)	6.35	5.58	5.50	5.50
Average delay (per call)	42 sec	59 sec	47 sec	91 sec
New ticket count/ minus cancels	738,659	735,073	776,976	773,371
Total tickets processed	752,161	750,994	798,382	794,627
Transmissions (per ticket)	6.50	6.57	6.46	6.42
Transmissions Tier 1	4,868,479	4,916,010	5,147,574	5,022,752
Fax-a-locate tickets	N/A	31,745	54,802	68,946
E/mail tickets	N/A	N/A	N/A	18,555
Web tickets	220,057	174,908	126,569	34,099
Remote Users tickets	N/A	N/A	N/A	9,016
Spanish requests	4,359	3,112	7,223	5,869
Tier 1 Members	593	613	583	542
Tier 2 Members	533	507	477	422
Emergencies requests	18,360	17,840	17,579	16,982
Damages requests	11,483	11,918	12,823	13,979
After Hours Emergencies	2,862	3,093	3,043	2,479
After Hours Damages	947	859	1,059	1,032
Agents/operators F-T	43	43	43	41
Temporary/seasonal	5	5	5	5

Utility Notification Center of Colorado - © 2002-2003

Utility Notification Center of Colorado  
 Monthly Ticket Request Comparison 2004 vs. 2003



## Operations Supervisor – Jose Espino

UNCC experienced several transitional challenges during 2004. In addition to the move to our new facility, our staff faced policy changes as well as technological enhancements in both our Norfield software applications and our Avaya ACD mechanisms. Greater efficiency in ticket request and ACD call handling processes were the result of the move to our new building and the implementation of these enhanced technologies.

Administrative personnel worked diligently during the first three weeks of the year to prepare for the move. The cutover of existing telecommunications services and implementation of new ACD equipment and software was conducted on Friday, January 23<sup>rd</sup> with the help of David Flier/Qwest, Hal Bertrand and Ellen Minkin/AT&T, Mike Hanselin and Dawn Horan/Avaya. Existing furniture was moved to the new site by Grabel, Inc. on Saturday the 24<sup>th</sup>. All projects were completed in a timely and efficient manner without major issues. Telecommuting agents experienced technical difficulties resulting from the transition which were addressed throughout the year by UNCC's Network department.

Prior to relocating to our new center, all UNCC agents and support staff had the opportunity to tour the new building and become familiar with amenities in the surrounding area. Seating selection based on seniority was used prior to moving to help ease the transition on the first day of production at the new site, January 26, 2004. It did not take much time after that first day for everyone to become comfortable in our new surroundings.

In addition to new ACD applications, newer technologies implemented during 2004 included modifications to the Norfield Data Products Cosmic Computers Incorporated NEWTIN ticket processing software. The software has been designed to help improve the overall flow of ticket processing including functionality decreasing the possibility for agent error. Verbal scripting prompts have also been included to help agents navigate their way through the ticket process without omitting key statements and disclaimers.

The current Web Ticket Entry (WTE) software application will be replaced in 2005 by an updated version of our online ticket processing system. Excavators will have an opportunity to process all locate request

types, excluding Emergency and Damage notifications, which was very limited in our prior online program. Appointment scheduling as well as mapping capabilities will be available for all professional excavators who receive training by UNCC WTE personnel. Training and transitioning of current WTE users begin in November and will continue until the older version is taken offline in early 2005. UNCC's WTE department has set a goal to have 45% of the Center's ticket volume processed via WTE in 2005.

UNCC agent and Support staff have performed superior customer service using techniques that were implemented after Telephone Doctor work-shops. UNCC's Incentive Program continues to help encourage individual growth within the organization as well as improve accuracy and service levels in every aspect of our operations. Coaching sessions by UNCC trainers have helped to address procedural issues and provide ongoing skills enhancement opportunities. Several callers have expressed their appreciation of our improved service levels and call handling efficiencies during the past few months. It's very gratifying to know that our efforts to improve have not gone unnoticed by our callers.

As we look forward to 2005, we will continue to implement fair and reasonable policies and practices that will allow greater efficiencies and improve service levels to both our Membership and excavating communities. As we continue to grow as an organization, we will continue to explore newer ACD and ticket processing technologies in an effort to remain on the forefront of up to date One-Call operations.

### Goals for 2005:

- Provide internet-based training format for new WTE users
- Improve call center service levels through enhanced CSR training and coaching techniques
- Implementation of Team Leader/Coach program
- Create QC program for WTE and UNCC Agent locate requests

## **Member Services Administrator - Sandy Samuelson**

The year 2004 has presented the members of UNCC technological options that have been developed over the past two (2) years. The introduction of the system called NEWTIN has provided the ability for the facility owners to redefine their notification quadrants into smaller areas, alleviating some of the over-notification created by using township, range and section grids. Much of this year has been immersed in the final stages of development, testing the polygon concept with some of the members and then the fruition of the new Polygon Maintenance Program. Since the end of August, members have been using this new tool. The majority of the members redefining their database visited UNCC and selected their new areas with Member Services' employees. Some of the linear facility owners, such as fiber and gas transmission companies, chose to submit their polygonal database with shape files. As this program has progressed, members with employees experienced in maintaining their database needs, via the Internet, have accessed the UNCC system to define into polygons.

The use of polygons has revealed many different aspects to take into consideration for the success of this program. Early results showed the absolute necessity of maintaining a base map layer of all geographic areas in Colorado with the most current information possible. For the first time in UNCC history, the tickets processed and the member database are selected with the same map. UNCC is constantly striving to obtain updated geographic information from the counties and cities throughout the state. Many of these entities are now working to assist us. During 2004 approximately 30% of the tickets were requested through the Web Ticket Entry program, which allows the excavator to process their own locate request on the web, after appropriate training. It is important to train these users to use polygon areas when requesting locates, in order to provide a more defined area to match the polygons selected by the member facility owners. One of the biggest goals is to ensure that the locate requests and the member database be constantly monitored to alleviate any critical problems. Another concern with the reselection of member polygons will be the financial impact. At the end of 2004, approximately forty-eight (48) members had utilized polygon notification, creating an average of 40% to 60% savings, on a monthly basis.

UNCC was able to begin development with their software company for future system capabilities. In December of 2004, testing was processed for the ticket format change that would accompany the installation of the new GEMINI program in early 2005. This is a redundant system, located in another state, to assure constant service to the membership. The use of a Positive Response tool is still under development, with the hope of its' use in late 2005 or possibly 2006. This tool would allow Tier One members to post their positive response to a web-page that the excavating community could access. Norfield's WebTMS (Web Ticket Management System) was introduced. WebTMS is a ticket management system that allows a Tier One member to manage their tickets with an on-line tool. It is web-based, allowing the member to store their information on a Norfield server and requires no up-front cost for hardware. One member is taking advantage of WebTMS, and are pleased with its' results of managing their tickets on-line. Member Services has also spent much time assisting those members that have purchased other Ticket Management Systems, to help their transitions to be successful. During the summer a new group emerged, PAPA (Pipeline Association for Public Awareness), to bring all of the gas groups together and assist one another with public safety and OSHA requirements. UNCC has traditionally processed the yearly pipeline mailing, but will assist PAPA to transfer this responsibility to their group. The use of e-mail for a receiving option was still encouraged. In March, UNCC was challenged with the Netsky Virus. Thankfully, it was quickly corrected. A challenge with Members receiving their locates, via e-mail, has been the use of "Spam blockers". This product is designed to protect unwanted communications from infiltrating their systems, but unfortunately they block and/or discard the locate tickets. Members are being assisted with this issue as the need arises.

Member Services continues to assist the members with any changes to their database, by grids (township, range, section) and by polygons, make changes to their member files and continually strives to create a positive environment for the ever-changing needs the members may have.

**Member Services Statistics:**

- 593 Tier One members
- 533 Tier Two members
- 59 new members joined UNCC
- 125 new membership packets sent, 41 resulted in memberships
- 17 members left UNCC membership, due to sales or no longer requiring service

**Goals for 2005:**

- Provide an Out-Reach Program:
- Travel throughout the state, offering assistance with the new Polygon Maintenance Program to teach WebTE to remote users to ensure quality assurance.

- Encourage Tier Two members to redefine their database into polygons, take advantage of Tier One direct notification
- Finalize the GEMINI program
- Continue to explore the use of a central Ticket Management System for all
- Tier One members. Utilize this system to provide a solution to the use of Positive Response, in compliance with State Law

## Human Resource Administrator - Yvonne Kraus

The long awaited dream for Utility Notification Center of Colorado became a reality in January 2004 with the completion of UNCC's new office building. The move took place over the weekend of January 24, 2004. This massive project would not have been possible without the dedication, support, perseverance & hard work of many facets of this organization. Recognition must go to the Board of Directors and the member facilities that they each represent for their direction and guidance, to the excavating community for their patience and understanding, and UNCC management, staff, Neenan & Company, subcontractors, Graebel Van Lines as well as all the committed vendors involved, for pulling it all together. The design, location, and structure are truly superb; even beyond our expectations and well worth the wait.

UNCC's new location, 16361 Table Mountain Parkway, in the Coors Technology Center, Golden, Colorado was officially "christened" when an "Open House" was held on March 12, 2004. Tours were conducted of the new facility along with overviews on the latest GIS/Mapping developments and demonstrations of Positive Response and the Ticket Management System.

As of December 31, 2004, there were 51 participants in UNCC's 401K/Profit Sharing Plan and assets totaled \$864,970.18. During the year, Trustee Meetings were held to discuss such items as:

- The future direction of UNCC's Plan
- 401K vs. Pension Plans (defined contribution vs. defined benefit)
- Due diligence of Plan Trustees

After in-depth evaluation of the present Plan, the decision was made to explore the option of migrating to another Fund Family in 2005.

"Employee Appreciation Week" was held from February 23<sup>rd</sup> through February 28<sup>th</sup>. The Administrative Staff scheduled various activities throughout the week to impress upon the employees just how essential their contribution is to UNCC. An Awards Banquet was held on February 28<sup>th</sup> at Jullian's where each employee was recognized for their years of service. Special awards were distributed to the following 5 and 10 year honorees:

- Sue Moosdorf who celebrated 10 years with UNCC on September 9, 2004

- Ronelle Black who celebrated 5 years with UNCC on January 25, 2004
- Judith Wilhelm who celebrated 5 years with UNCC on January 25, 2004
- Ollie Sumner who celebrated 5 years with UNCC on May 3, 2004
- Sherri Purser who celebrated 5 years with UNCC on August 16, 2004
- Nancy Jude who celebrated 5 years with UNCC on October 11, 2004

In conjunction with appreciation for our employees, UNCC highlighted wellness by providing a 20 minute chair massage to each interested employee. Two therapists were on site to administer the chair massages, and the employees were very grateful for this treat after the hectic "Dig Season".

The 11<sup>th</sup> Annual Employee Picnic took place at Boondocks Amusement Park on August 21<sup>st</sup> with the venue offering miniature golf, bumper boats, go karts races, and various games along with a catered bar-b-que luncheon for employees and families. A good time was enjoyed by everyone.

The following new policies and procedures were initiated in 2004:

- Evacuation and Disaster Situation Procedures
- Nonsmoking Policy
- Updated Dress Code Policy
- Call Monitoring Guide
- Workout Room Procedures
- Disclosure & Agreement Regarding Workout Room
- Updating of the Employee Handbook

### Goals for 2005:

- Finalize the direction of UNCC's 401K/Profit Sharing Plan and conduct a smooth transition to the new investment fund group
- Assist Mountain States Employers Council Integrated Consulting Services in a Salary Review for all positions at UNCC
- Explore a change of policy from individual banks of vacation, sick leave & personal time to PTO time (Paid Time Off policy)

### Year End Employees:

At the end of 2004 the total number of UNCC personnel was 54. Telecommuting CSR's numbered fifteen (15), bilingual CSR's numbered four (4).

## Network Administrator - Joseph "Steve" Alarid

2004 proved to be a year of transition and growth. As we moved into our new facility, the network department focused on developing new strategies for system redundancies, additional services to protect the network infrastructure, and enhanced network performance to accommodate current and future needs.

In order to provide continual service to our facility members and excavating community, many system redundancies were implemented at the Center. UNCC's new AVAYA S8700 telephone switch allows for telecommunications to have full redundant capabilities. In order to protect the data network connectivity, data lines were increased to two primary and two redundant data T-1 lines. The transition included: fully redundant routers, switches, and firewalls.

All workstations, in house and at-home, were provided with individual uninterruptible power supply (UPS) devices. In addition, a Chloride Power Protection (UPS) was purchased for the computer room. The UPS provides 36KVA of power to the computer room, as well network and telecom devices in the event of a power outage.

The natural gas generator is another source of redundant power which has been installed at the new facility. As previously reported, if the building were to lose primary house power, then all workstations are powered by individual UPS's. Furthermore, in a matter of seconds, the natural gas generator will automatically turn on and send power to the entire building. During 2004, UNCC lost power due to an electric fault. The generator and UPS configurations in place were put to the test and performed as designed.

UNCC continues to utilize Norton Antivirus Corporate Edition. This is a one year subscription for all anti-virus updates and protections. All company workstations have been updated with this software and are on an automatic update schedule. Correction: last year this item was reported as a three year subscription. Norton is a yearly subscription renewal and will be purchased accordingly.

The Common Ground Alliance (CGA) has now introduced DIRT Canada. The Damage Information Reporting Tool (DIRT) has approximately 100 stake holder groups registered and utilizing the tool regularly. The application is monitored and maintained by UNCC's network department and its program developers Rudy Gonzales and DJ Hagberg.

UNCC continues to utilize its telecommuting program. This year, UNCC did not increase the number of agents working from home, resulting in a total of 14 telecommuting agents for the year. All agents are provided with a DSL connection for network connectivity and a business telephone line for telephone connectivity. In addition, all telecommuting agents are supplied with a complete computer system and ergonomic desk to provide comfort and flexibility. This program has proven to be an asset to the Center, and a methodical plan has been created to increase the home agent staff to 20 by the end of 2005.

As we continue to execute a redundancy plan, UNCC has introduced the backup proxy and automatic proxy configuration script. This configuration will allow all UNCC users to fail over automatically to a backup proxy server in the event the primary proxy server fails. This has been utilized on a couple of occasions in 2004 where the primary proxy server was unavailable.

As we look to 2005, the network department will continue to focus on system redundancies. The introduction of the Gemini system will be a large part of this process. Gemini is the continual link between the NEWTIN (A) and the redundant NEWTIN (B) server housed at Norfield Data Products in Norwalk, Conn. Gemini will allow all NEWTIN users to process locate request on either the local NEWTIN (A) or remote (B) machines. We have also introduced an automatic failover in the event that the A or B machine suffers a system problem.

**Goals for 2005:**

- Research fiber ring proposals – develop plan for installation
- Maintain a virus/worm free network environment
- Continued Education: Cisco applications, routers, switches and firewall
- Building maintenance, electrical, plumbing, lighting, over-all appearance, general maintenance
- Continual contribution to development and implementation of Newtin Application
- Continual contribution to GIS/Polygonal member application
- Promote use of WEBTMS
- Promote and installation of WEB TE



## Public Relations Administrator – Barry Miller

UNCC continued a strong public awareness campaign in 2004 along the front-range as well as other parts of the state. A number of advertising venues were used including:

Clear Channel Radio – 30 second commercials on talk radio over seven months and a live remote broadcast for the UNCC Open House in March.

Rockies Radio – 30 second commercials during the Rockies pre-game show over seven months.

Comcast Television – daily 30 second commercials airing in the Denver Metro market over four months.

Lamar Billboards – 2 billboards in the Denver Metro area running four months.

Print Media – numerous full-page ads throughout the year in Colorado Construction Magazine, The Daily Journal, Welcome Home Magazine, Constructors Voice (CCA), and the Pro-Green Directory.

Spanish Advertising – UNCC sponsored Manuel Molina's Spanish Carnival in April as well as other local Spanish programs.

In addition, with the assistance of the Denver Metro Damage Prevention Council, UNCC conducted a half-day Damage Prevention Seminar in selected months. Several members directed non-compliant excavators to attend the educational program.

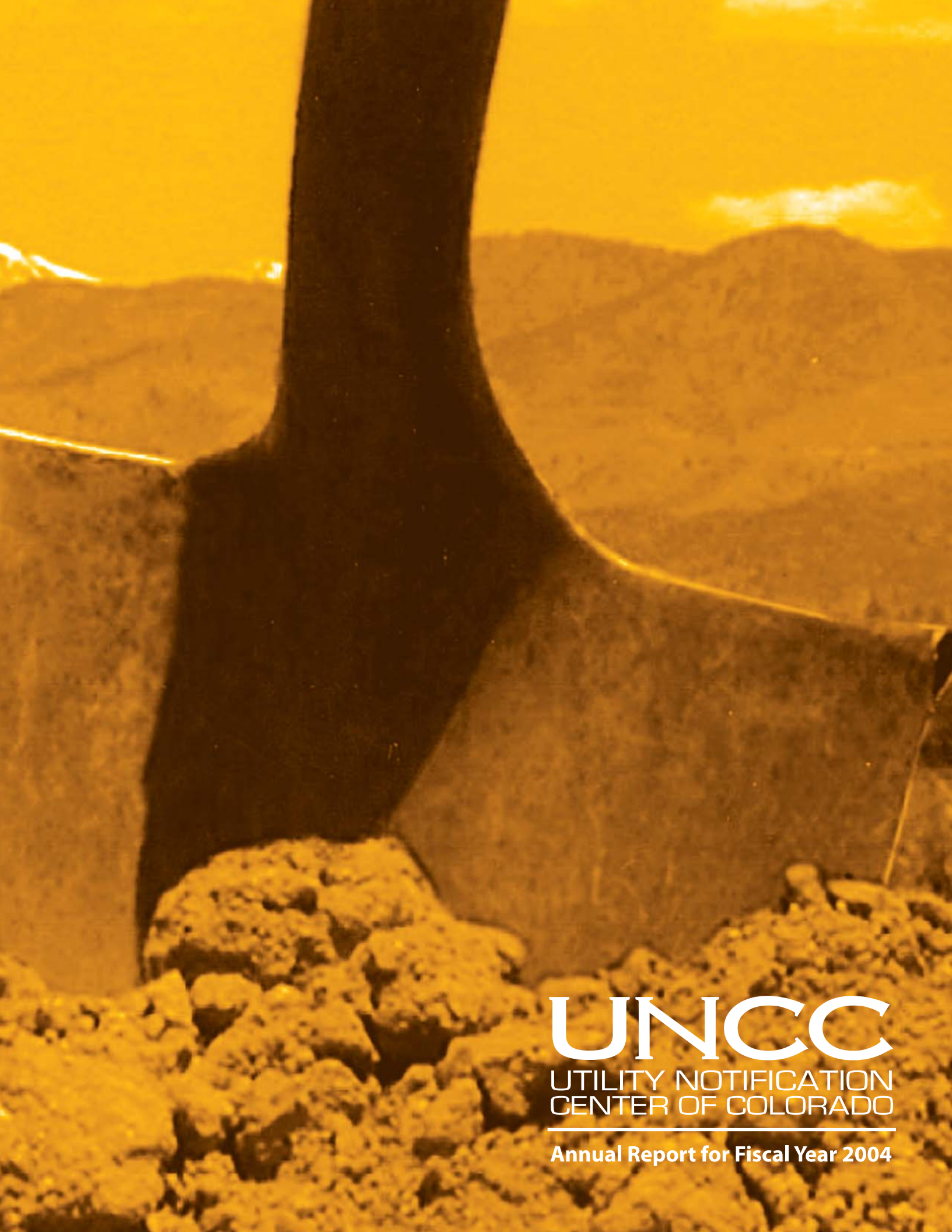
UNCC also facilitated the Pipeline Mail-out of the contractor handbook in April.

UNCC continued periodic publishing of the member and excavator newsletter.

UNCC's public awareness message was successfully delivered at several spring trade shows including the Pro-Green Expo, the CCA Convention, the Spring Fling, the Spring Home and Patio Show, the Rocky Mountain Industrial Show, and the Colorado Safety Association Expo.

### Goals for 2005:

- Clearly identify UNCC's audience for public awareness programs and identify appropriate venues for effectively reaching that audience
- Establish a mechanism for monitoring effectiveness of advertising, marketing and public awareness efforts
- Expand UNCC's visibility at trade shows and contractor events around the state
- Increase UNCC's media exposure by directing radio and television advertising toward new target audiences
- Create a "Best Practices" educational training program for all stakeholders; effectively promote the program; and make the program available throughout the state
- Support the local Damage Prevention Councils in community outreach and educational efforts
- Encourage facility member compliance with the damage-reporting requirement
- Disseminate useful damage reporting information and conclusions to stakeholders
- Utilize the damage reporting results to improve and target educational and awareness efforts throughout the state



**UNCC**  
UTILITY NOTIFICATION  
CENTER OF COLORADO

---

Annual Report for Fiscal Year 2004