

Blue Stakes of Utah Utility Notification Center, Inc.

ASSOCIATION NEWSLETTER

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**Know what's below.
Call 811 before you dig.**

Blue Stakes held a press conference on May 1, 2007 in Salt Lake City to announce the local launch of the new "811 - Call Before You Dig" national three digit phone number in conjunction with the national launch that took place on the same day in Washington, D.C. In addition to the press conference, press advisories were distributed to television and radio stations throughout Utah announcing the new 811 number. Over 18 newspaper articles have been documented that were produced explaining the new 811 number in local newspapers throughout Utah. Blue Stakes also kicked off its largest advertising campaign ever in May of this year focusing on the launch of 811 which targeted educating homeowners as well as contractors to "Call Before

They Dig" using billboards, television and radio spots, and utility billing inserts.

Home Owners and Contractors dialing 811 in Utah will be redirected to Blue Stakes of Utah to submit locate requests to have underground utility lines located and marked. Blue Stakes will maintain its local (801) 208-2100 and toll free (800) 662-4111 telephone numbers but will emphasize 811 as its primary "Call Before You Dig" phone number and will include it on all of its promotional materials.

Blue Stakes has experienced a significant increase in homeowner locate requests and incoming telephone calls from 811 over the past six months compared to the same period last year.

The percentage of homeowner related locate requests this year averaged 16% of Blue Stakes overall ticket volume during the past six months (April 2007 - September 2007) compared to 13% for the same period in 2006. 21% of the overall ticket volume in May 2007 came from homeowners.

During 2006, Blue Stakes experienced between 2-4% of incoming telephone calls coming from 811 calls. Since May of this year, Blue Stakes has averaged 15% of its incoming telephone calls coming from 811 with 19% in the month of May.

AFTER HOURS EMERGENCY ON-CALL PROGRAM - (801) 554-7747

Blue Stakes provides Association members with an After Hours Emergency Program designed to provide names and contact information of other member utilities located around an emergency dig site. This information is provided either through Blue Stakes website or by calling Blue Stakes after hours emergency on-call phone number.

Association Members are encouraged to access after hour emergency contact information through the Utilities Contacts Lookup on Blue Stakes website at www.bluestakes.org. Please contact Blue Stakes Member Services Department at

(800) 662-7836, extension 2103, or member@bluestakes.org if assistance is needed with this on-line application.

For those Association members without access to the Internet, Blue Stakes offers an After Hours Emergency On-Call phone number to obtain after hour emergency contact information - (801) 554-7747. This program is for Association members only and is available on weekdays from 5:00 p.m. - 7:00 a.m. and on Saturdays, Sundays, and Holidays. Association Members are requested not to provide the after hours emergency on-call phone num-

ber to excavators or home owners who are not members of the Association.

Through one of these two methods, Blue Stakes will provide the emergency contact information of Association members that may have underground facilities in the vicinity of an emergency dig site. No locate request assignment (LRA) number will be generated. It is the responsibility of the member utility performing of the emergency excavation to contact other member utilities in the vicinity utilizing the contact names and phone numbers provided by Blue Stakes.



PRESIDENT'S MESSAGE

It is my pleasure to once again report on the status of the Association and touch on some of the major accomplishments the Notification Center achieved during the past fiscal year.

The Association was incorporated as a non-profit organization in July of 1998 at which time you may recall the Notification Center was operated by a contract vendor. During 2001, the Notification Center transitioned to an in-house management operation receiving direction and oversight from the Association's Board of Trustees. Over the past 7 years the Notification Center has achieved significant milestones in technological enhancements, mapping data acquisition, membership growth, underground utility damage prevention education, and improved customer service performance levels excavators and Association members have come to expect.

During the 2006-2007 fiscal year, the Association's Notification Center achieved the following significant milestones in providing a one-call center as the communications link in the state of Utah between excavators and Association members to have underground utility lines located and marked prior to excavation:

- *Fiscal Year LRA ticket volume record - 367,420*
- *Local launch of national "Call Before You Dig" three digit phone number - "811"*
- *Extensive advertising campaign promoting "811"*

- *Damage Reporting Organization for Association members - CGA D.I.R.T. Tool*
- *Increased damage prevention education outreach activities with contractors*
- *Full implementation of new operating system - "NEWTIN"*
- *Acquisition of local mapping data eliminating costly vendor service agreement*
- *Rated #1 among one-call centers participating in industry benchmark study*

The accomplishments of the Notification Center during this past fiscal year have once again set it apart as an outstanding one-call center. I would like to acknowledge the contributions of the Executive Director, members of the Management Team, and Center employees in achieving the significant accomplishments referenced in this report. I would also like to express appreciation to the members of the Board of Trustees who establish and oversee the long term vision and goals for the Association.

I would like to personally thank each one of the Association members for their continued participation, support and financial backing. Please feel free to contact myself, any member of the Board of Trustees, or the Executive Director if you have any questions, suggestions, or concerns you would like addressed.

Vaughn Shosted
President

BLUE STAKES NEWTIN OPERATING SYSTEM

During the first part of 2007, Blue Stakes completed the implementation of a new operating system called NEWTIN. One of the major features the system provides is the ability to select notification areas with polygons versus grids which can have a positive effect in reducing the number of over notifications Association members may experience.

Blue Stakes has the ability to import notification area information directly into its system. Contact Blue Stakes Member Services Department at (800) 662-7836, extension 2103, or member@bluestakes.org for information regarding the format required for submission.

NEWTIN also provides Association members with the ability to access various types of information on-line through Blue Stakes **Remote Access for Members (RAM)** application. Some of the information available includes:

- *Polygon/Grid Selection - Association members can view, add to, or delete notification area polygons/grids.*
- *Member Details - Association members can view contact information and notify Blue Stakes Member Services Department if a change is required.*
- *Delivery Log - Association members can view an audit of locate requests delivered to their receiver site.*
- *Hot Spot Report - Association members can identify grids within their notification area with high activity. This report provides a break down by the grid and the number of locate requests transmitted within the grid.*
- *Member Stats - Association members can view the total number of tickets received in a given day, week, month, or year.*
- *Ticket Search - Association members can search Blue Stakes data base for locate requests that have been sent to their receiver site.*

To sign-up for Blue Stakes RAM application, access the WEB Applications link on Blue Stakes website at www.bluestakes.org or contact Blue Stakes Member Services Department at (800) 662-7836, extension 2103, or member@bluestakes.org for assistance.



ASSOCIATION HOLIDAYS

Blue Stakes Notification Center will be closed on the following Association recognized holidays:

- Thanksgiving
11/22/07 (Thursday)
- Day After Thanksgiving
11/23/07 (Friday)
- Christmas Eve
11/24/07 (Monday)
- Christmas
11/25/07 (Tuesday)
- New Year's
1/1/08 (Tuesday)
- Presidents Day
2/18/08 (Monday)
- Memorial Day
5/26/08 (Monday)
- Independence Day
7/4/08 (Friday)
- Pioneer Day
7/24/08 (Thursday)
- Labor Day
9/1/08 (Monday)

NOTIFICATION AREA REVIEW

Blue Stakes no longer uses commercially-purchased data in its operating system mapping application. In October 2007, Blue Stakes completed the transition to using entirely locally-produced map data for its geographic information systems (GIS) data. All layers of the base map have been provided by the State of Utah Automated Geographic Reference Center (AGRC) and/or county government GIS departments. These map layers include street centerlines, city boundaries, county boundaries, landmarks, water features, etc.

Blue Stakes is committed to maintaining an accurate and current base map. Street centerlines and city boundaries will be updated regularly; other layers will be updated as needed. Broadcast messages will be sent to Association members in the

affected counties when updates take place. Association members are strongly encouraged to review their notification area polygons/grids as well as their place/county selections at least annually to ensure they receive tickets in all areas in which they have underground facilities.

The base map is available for viewing by Association members at any time. It can be a valuable tool to help Association member locators find dig site locations, road names, etc. For assistance in checking polygon/grid selections and to gain access to view the base map and other online applications, please contact the Blue Stakes Member Services Department at (800) 662-7836, ext. 2103, or member@bluestakes.org.

NOTIFICATION CENTER MANAGEMENT

W. Gary Hansen
Executive Director
(801) 208-2110
garyh@bluestakes.org

James Wingate
Contact Center Manager
(801) 208-2111
jamesw@bluestakes.org

Sherrie Bowman
Member Services Coordinator
(801) 208-2113
sherrieb@bluestakes.org

Paul Huntsman
IT Manager
(801) 208-2112
paulh@bluestakes.org

Russ Stacey
IT / GIS Technician
(801) 208-2114
russ@bluestakes.org

NOTIFICATION CENTER CONTACT INFO

Location
148 E 13200 S • Draper, Utah
Mailing Address
P.O. Box 1517 • Draper, Utah 84020-1517



Administration
(800) 662-7836 • (801) 208-2101

Fax - (801) 208-2102
www.bluestakes.org

BOARD OF TRUSTEES

Vaughn Shosted
President
Qwestar Gas*
vaughn.shosted@qwestar.com

Leland Myers
Treasurer
Sewer Utilities*
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Long Distance Telephone Carriers / Fiber Optics Utilities*
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Power Utilities*
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Advisory Board Member / Contractors*
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Mark Stanley
Secretary
City / Municipality Owned Utilities*
mark.stanley@slcgov.com

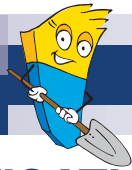
Paul Harvey
Cable Television Utilities*
paul_harvey@cable.comcast.com

Kyle Kalian
Qwest Local Network*
kkalian@qwest.com

***Denotes Utilities Classification Represented**

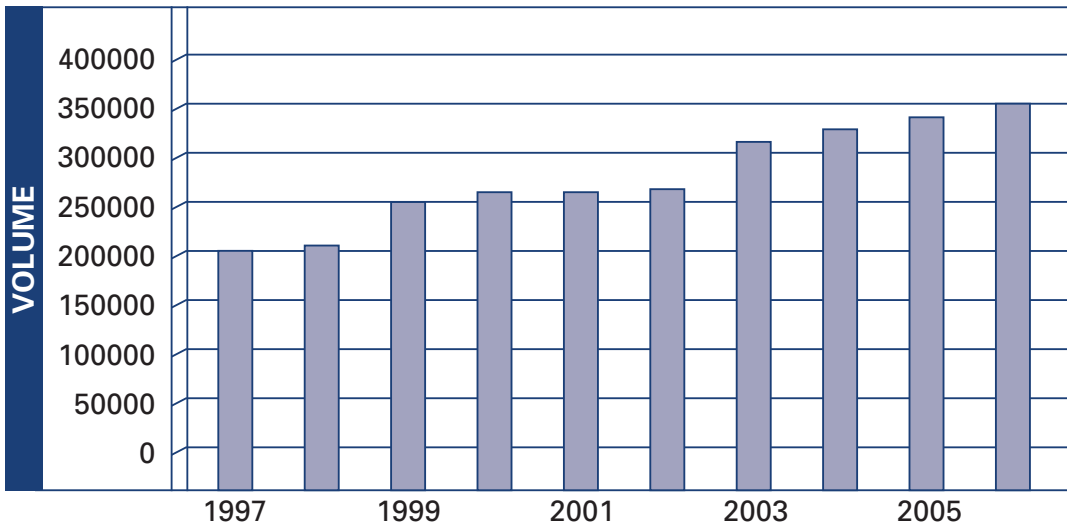
Dan Olmstead
Rocky Mountain Power*
dan.olmstead@pacificorp.com

Brad Rosewood
Gas/Oil/Petroleum Gathering & Transmission Utilities*
bradrosewood@chevrontexaco.com



NOTIFICATION CENTER STATISTICS

TICKET VOLUME



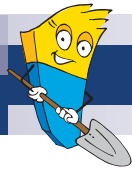
PERFORMANCE STATISTICS - Fiscal Years / July 1 - June 30

	2001	2002	2003	2004	2005	2006	2007
TELEPHONE CALLS	161,930	148,920	153,590	163,530	160,801	175,253	192,314
ABANDONED CALLS <i>Goal - Less than 5%</i>	12.63%	2.25%	2.11%	1.97%	2.00%	2.42%	2.85%
AVERAGE SPEED OF ANSWER <i>Goal - 30 seconds or less</i>	96	24	21	20	21	28	27
PERCENTAGE OF CALLS ANSWERED WITHIN 40 SECONDS <i>Goal - 80%</i>	64%	85%	86%	87%	86%	81%	83%
OPERATING COST PER TICKET	\$4.00	\$4.04	\$4.11	\$3.97	\$4.05	\$3.89	\$4.30

2008 FISCAL YEAR BUDGET

INCOME	Fees	\$1,809,000
	Interest	\$55,000
	TOTAL	\$1,864,000
EXPENSE	Operating	
	Advertising Expense	\$125,000
	Vehicle Expense	\$10,000
	Communications Expense	\$91,000
	Insurance Expense	\$57,000
	Lease Expense	\$19,000
	Office Expense	\$38,000
	Building Expense	\$23,000
	Bad Debt Expense	\$0
	Payroll Expense	\$1,264,000
	Professional Fees Expense	\$54,000
	Sales & Property Tax Expense	\$18,000
	Service Agreement Expense	\$72,000
Travel & Training Expense	\$33,000	
	TOTAL	\$1,804,000
CAPITAL		\$118,000
RETAINED EARNINGS		(\$58,000)





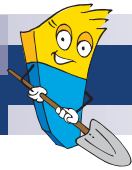
ASSOCIATION MEMBERS

ACME Water
Allen Lateral, Inc.
Allwest Communications
Alpine City
Alton Town
American Fiber Systems
American Fork City
American Fork City / Fiber Optics
ATK Launch Systems
AT&T
AT&T Local Services
Amerigas
Anadarko Petroleum
Angell Springs SSD
Annabella Town
Ashcreek SSD
Ashley Valley Water & Sewer
Aurora City
Austin SSD
BAJA Communications
Ballard Water District
Bear Lake SSD
Bear River Town
Bear River WCD
Beaver City
Beehive Telephone
Benchland Water District
Benson Culinary Water
Bicknell Town
Bill Barrett Corporation
Blanding City
Bluffdale City
Bona Vista WID
Boulder Farmstead Water
Bountiful City
Bountiful WSD
Box Elder County / Willard
Flood Control
Bresnan Communications
Brian Head Town
Bridger Valley Electric
Brigham City
Broadwing Communications
Canyon Gas Resources
Castle Valley SSD
Cedar City
Cedar Hills Town
Centerfield Town
Centerville City
Centracom Interactive
Central Canal & Irrigation
Central Davis Sewer District
Central Enterprise Water
Central Iron County WCD
Central UT Water CD / Utah
Central UT Water CD / Duchesne
Central Valley Town

Central Weber Sewer
Charleston WCD
Chevron Pipeline
Clarkston Town
Clearfield City
Clinton City
Cluffward Pipeline
Coalville City
Coastal Bridger Lake LLC
Colorado Energy
Colorado Interstate Gas
Comcast
ConocoPhillips
ConocoPhillips Pipeline
Copperton ID
Corinne City
Cottonwood ID
Cross Hollow Hills Water
Dammeron Valley SSD
Dammeron Valley Water
Dansie Water
Davis & Weber Canal
Davis County Government
Delta City
Deuelcreek Irrigation
Deweyville Town
Diamond Valley Association
Direct Communications
Dixie Deer SSD
Dixie Escalante
Draper City
Dry Gulch Irrigation
Duchesne City
Eagle Mountain City
East Carbon City
East Duchesne Culinary WID
Echo City
Echostar
Eden Water Works
El Paso Field Services
Electric Lightwave Inc.
Elk Ridge Town
Elsinore Town
Elwood Town
Emery Telcom
Emery WCD
Empire Electric Association
Encana Gas Services
Encana Oil & Gas
Enoch City
Enterprise City
Enterprise Products L.P.
Ephraim City
Erda Acres Water
Escalante City
Eureka City
Fairview City
Farmington City

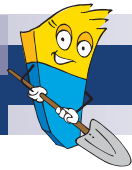
Farr West City
Fayette Town & Water
Ferron Canal & Reservoir
Fillmore City
FirstDigital Telecom
Fountain Green City
Fountain Green Irrigation
Francis Town
Frontier Communications
Fruit Heights City
Garden City
Garkane Energy
Garland City
Genola City
Glen Canyon SSD
Glenwood Irrigation
Glenwood Town
Goshen Town
Grand Water & Sewer
Granger Hunter ID
Grantsville City
Green River City
Gunnison Telephone
Gunnison City
Haight Creek Irrigation
Hanksville Town
Hanna Water & Sewer
Harmony Farms Water Users
Harrisville City
Harris-Willis Irrigation
Hatch Town
Heber City
Heber Light & Power
Helper City
Henefer Town
Henrieville Town
Herriman City
Hi-Country Estates HOA
Hi-Country Estates Water
Highland City
Highland Water
Hinckley Town
HLS Communications
Holliday Water
Holly Refining & Marketing
Honeyville City
Hooper City
Hooper Irrigation
Hooper WID
Howell Town
Hoytsville Pipe Water
Huntsville Town
Huntsville Waterworks
Hurricane Canal
Hurricane City
Hyde Park City
Hyrum City
INTERLINX Communications

JCS Construction
Ivins City
Jensen WID
Johnson Water District
Jordan Valley Aquaduct
Jordan Valley WCD
Jordanelle SSD
Joseph Town
Junction Town
Kamas City
Kanab City
Kanarraville Town
Kane County Water
Kanosh Town
Kays Creek Irrigation
Kaysville City
Kearns Improvement District
Kennecott Land
Kern River Gas
Koosharem Town
KSL Television
KWU Inc. / Kayenta Town
Lake Point ID
Laketown Town
Lang Exploratory Drilling
LaVerkin City
Layton City
LDS Facility Headquarters
Leeds Domestic Waterusers
Leeds Irrigation
Lehi City
Levan Town
Level 3 Communications
Lewiston City
Liberty Irrigation Association
Liberty Pipeline
Lindon City
Lion's Head P.O. Association
Loa Town
Logan City
Long Valley Sewer District
Lyman Water System
Lynndyl Town
Maeser WID
Magna Water
Manila Town
Manti City
Manti Irrigation
Manti Telephone
Mantua Town
Manuel Brothers Inc.
Mapleton City
Marble Hills Water
Marion Water Works
Marriott-Slaterville
Marysvalle Town
Mayfield Town
MCI



ASSOCIATION MEMBERS (continued)

McLeod USA	Paragonah Town	Scipio Town	Twin City Power
Meadow Town	Park City Municipal	Scofield Town	Twin Creek SSD
Merit Energy	Parowan City	Settlement Canyon Irrigation	UDOT Region I
Metropolitan Water of SLC	Payson City	Sherwood Water	UDOT Region II
Midvale City	Perry City	Sigurd Town	UDOT Region III
Midvalley Estates Water	Pine Hollow Water	Silver Fork Pipeline	UDOT Region IV /
Midvalley ID	Pine Valley Irrigation	Simplot Phosphates	Cedar City
Midway City & Sanitation	Pioneer Water Systems	SLC Sanitary Suburban	UDOT Region IV / Price
Midway Irrigation	Pioneer Natural Resources	District #1	UDOT Region IV / Richfield
Milford City	Pleasant Grove City	SLICCAMA	Utah Basin Telephone
Millville City	Pleasant View City	Smithfield City	Utah City
Minersville Town	Powder Mountain Water &	Snyderville Basin WRD	Utah County Encroachment
Moab City	Sewer ID	Solitude Improvement District	Utah Highlands ID
Moab Irrigation	Precis Cablevision	South Central Utah	Utah River Irrigation
Moab Pipeline	Price City	Telephone	Utah Water CD
Mona City	Price River WID	South Davis Sewer District	Union Telephone
Monroe City	Propane & Gas of Wendover	South Davis Water District	Upper County Water
Monte Vista Homes	Providence City	South Jordan Public Works	Utah County
Monticello City	Provo City	South Ogden City	Utah Valley State College
Moon Lake Electric	Questar Gas	South Salt Lake City	Ute Tribe Domestic Water
Morgan City	Questar Gas Management	South Utah Valley Electric	UTOPIA
Morgan Secondary Water	Questar Pipeline	South Valley Sewer District	Vernal City Public Works
Moroni City	Qwest Local Network	South Weber City	Veyo Culinary Water
Mountain Green Sewer	Qwest Worldwide	South Willard Water	Virgin Town
Mountain Springs Water	Qwest Worldwide (Enron)	Southern Trails Pipeline	Wales Town
Mountain View SSD	Raft River Rural Electric	Spanish Fork City	Wallsburg Town
Mt Pleasant City	Rainbow Ranches Water	Spring City	Washington City
Mt View Irrigation	Randolph Town	Spring Lake Water	Washington Terrace City
Mtn Regional Water SSD	RBPUP Group	Springdale Town	Washington WID
Murray City	Redmond Town	Springville City	Water Pro Irrigation
Mutton Hollow ID	Resolute Natural Resources	Sprint Communications	WCWEP
Myton City	Richards Irrigation	St George City	Weber Basin WID
Naples City	Richfield City	Stansbury Park ID	Wellington Canal
Neola Water & Sewer	Richmond City	Stockton Town	Wellington City
Nephi City	Richville Pipeline	Strawberry High Line Canal	Wells Rural Electric
Nephi Irrigation	Riverdale City	Summit SSD	Wellsville City
Newcastle Garden Water Stock	Riverton City	Summit Water	Wendover City
Newcastle Water	Rocky Mountain Pipeline	Sunnyside City	West Bountiful City
New Escalante Irrigation	Rocky Mountain Power	Sunset City	West Corinne Water
New Harmony Town	Rocky Ridge Town	Syracuse City	West Haven City
Nibley City	Roosevelt City	T7 Propane Service	West Jordan City
North Carbon Group	Roy City	Taylor West Weber WID	West Panguitch I&R
North Emery Water	Roy WCS	Taylorville-Bennion ID	Western Gas Resources Inc.
North Fork SSD	Running Horse Pipeline	Taylorville City	Westport Field Services
North Logan City	Salem City	Teasdale SSD	White City WID
North Ogden City	Salina City	Tesoro Petroleum	Willard City
North Salt Lake City	Satview Broadband	Thompson SSD	Winchester Hills Water
North Villages SSD	SLC - Engineering	Timber Lake Property	Wolf Creek Water
Northwest Pipeline	Salt Lake City Public Utilities	Owners	Woodland Hills Town
Oak City	Salt Lake County Operations	Timber Lakes Water	Woodland Mutual Water
Oakley City	Salt Lake County /	Timpanogos SSD	Woods Cross City
Ogden City	Service Area #3	Tooele City	WDOT
Orderville Town	Sandy City	Toquerville Town	XO Communications
Orem City	Sandy Suburban ID	Torrey Town	XTO Energy
Ouray Park WID	Santa Clara City	Tremonton City	Zions Data Services
Panguitch City	Santaquin City	Tridell Lapoint Water	
Paradise Town	Saratoga Springs City	Tropic Town	



DAMAGE PREVENTION AWARENESS SEMINARS

Blue Stakes conducts seminars each year to provide damage prevention education for excavators and Association members. Training topics include: Excavation Safety, Understanding the Locate Marks, and Ticket Processing Requirements. Seminars for 2008 will be held on the dates and at the locations listed below:

PROVO AREA

- Tuesday, January 15, 2008 / Provo Marriott Hotel

SOUTHERN UTAH AREA

- Wednesday, January 16, 2008 / Dixie Center - St. George
- Thursday, January 17, 2008 / Crystal Inn - Cedar City

NORTHERN UTAH AREA

- Wednesday, January 23, 2008 / Copper Mill Restaurant - Logan

OGDEN AREA

- Thursday, January 24, 2008 / Ogden Marriott Hotel

SALT LAKE AREA

- Tuesday, February 5, 2008 / SLCC Miller Campus - Sandy
- Wednesday, February 6, 2008 / SLCC Miller Campus - Sandy

NOTE - Invitations will be distributed to excavators and Association members during the month of December 2007. Contact Blue Stakes for additional information.



Know what's below. 811
Call 811 before you dig.
BLUE STAKES OF UTAH
 UTILITY NOTIFICATION CENTER, INC.
www.bluestakes.org
 1-800-662-4111

Call Before You Dig

- Call two business days before excavation begins

Wait the Required Amount of Time

- Give utility owners allowed time to mark underground utilities

Respect the Marks

- Respect and protect markings throughout the duration of the excavation

Dig with Care

- Hand dig with care within the 24-inch safety zone while exposing underground utilities

SAFETY MEETINGS

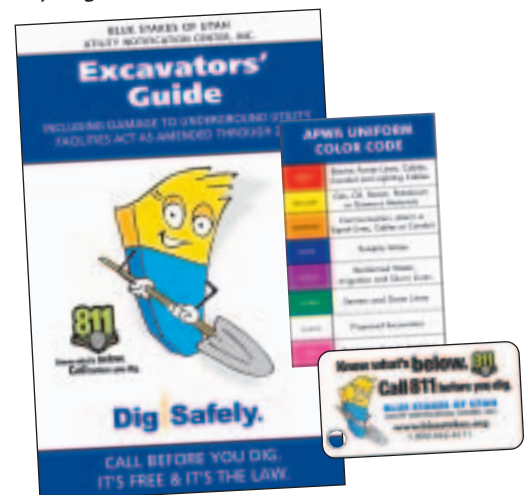
Blue Stakes will provide damage prevention training classes, free of charge, in the form of safety meetings, workshop presentations, etc. Contact Blue Stakes Executive

Director at (800) 662-7836, extension 2110, or garyh@bluestakes.org to schedule a training meeting tailored to fit the needs of your organization.

PROMOTIONAL HANDOUTS

Blue Stakes provides, free of charge, the following promotional handouts for distribution promoting the national "Dig Safely" campaign encouraging excavators and the general public to Call 811 Before They Dig:

- Excavators' Guide
- Key Chains
- Magnets
- Color Code Stickers
- Color Code Information Cards
- 811 Vehicle Stickers



To request any of the items listed, contact Blue Stakes Member Services Department at (800) 662-7836, extension 2103, or member@bluestakes.org.