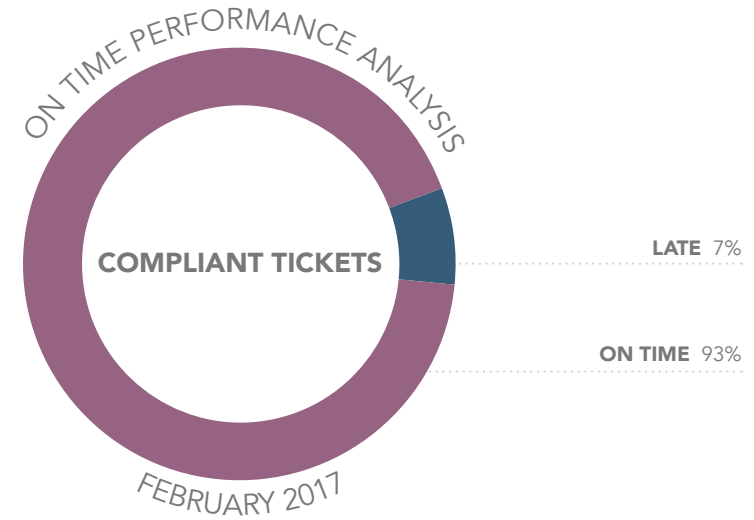
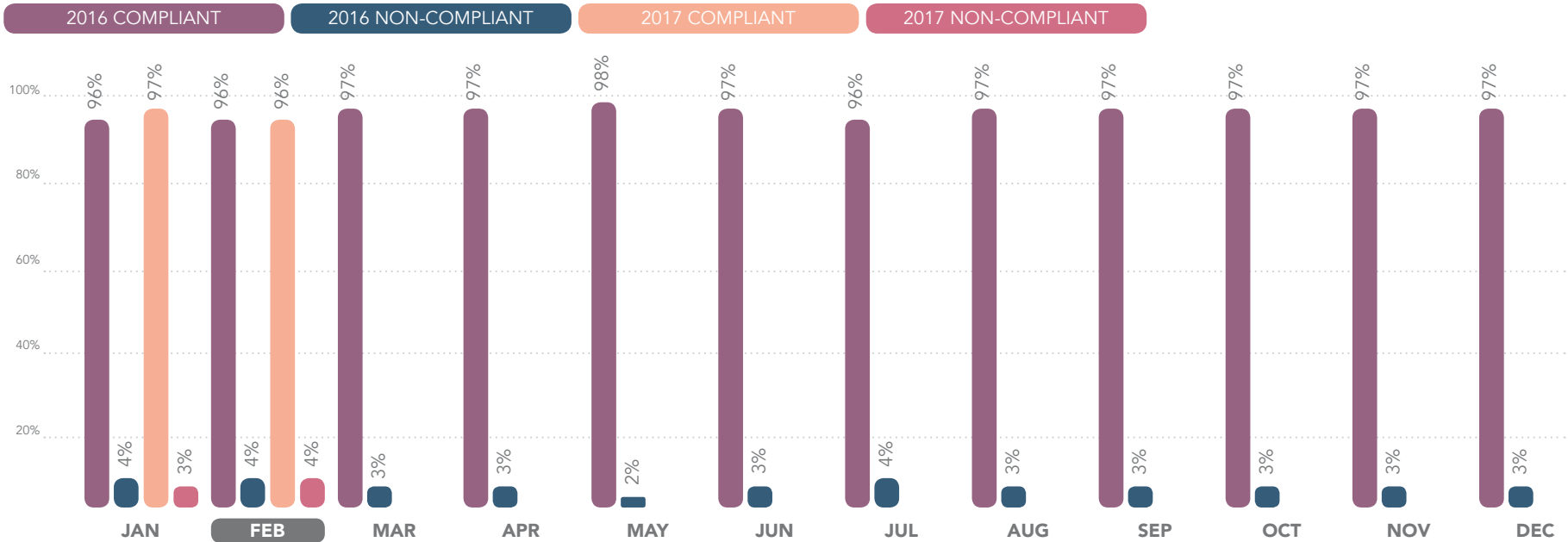


The bar graph shows the percentage of tickets to which operators have responded in compliance with state law. The ring graph shows the percentage of tickets to which operators have responded using an IOC status code within the time frame established by state law.

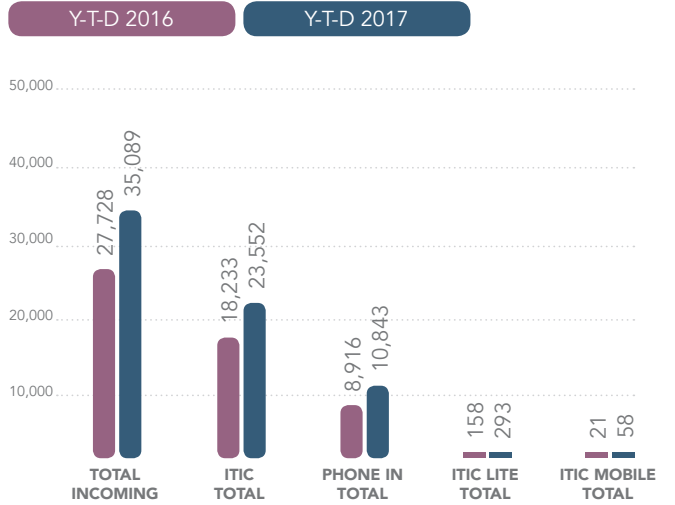


POSITIVE RESPONSE COMPLIANCE

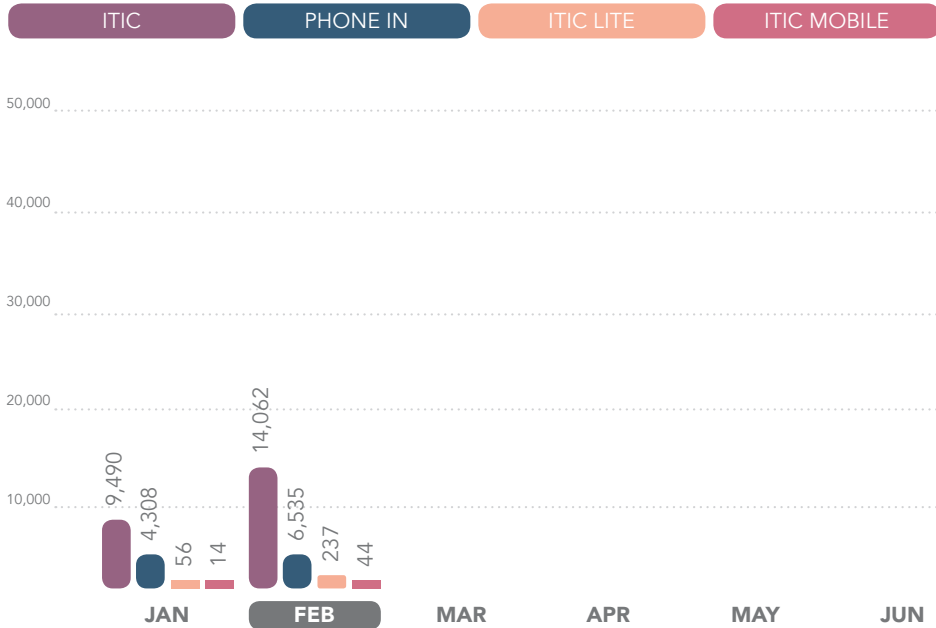


ITIC, ITIC Lite and ITIC Mobile activity continues to grow, making up a greater percentage of incoming locates than ever. Phone In volume has trended downward as more IOC users make the change to on-line ticket entry. Total Y-T-D ticket volume is up, but the ITIC increase exceeds that of phoned in tickets.

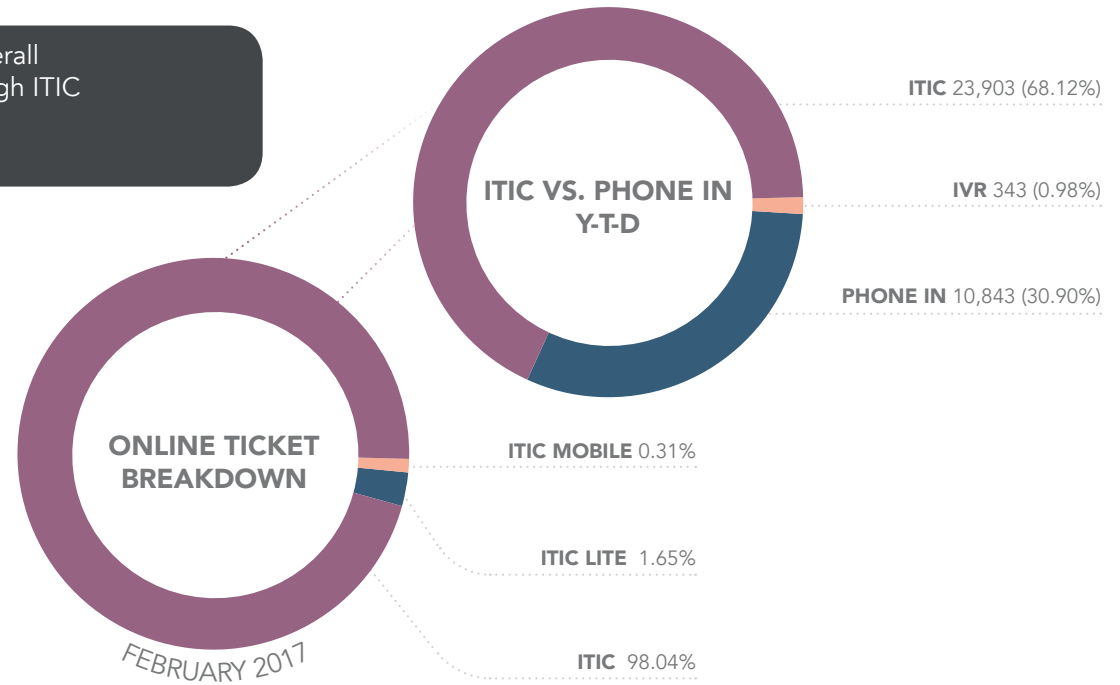
ITIC ACTIVITY Y-T-D



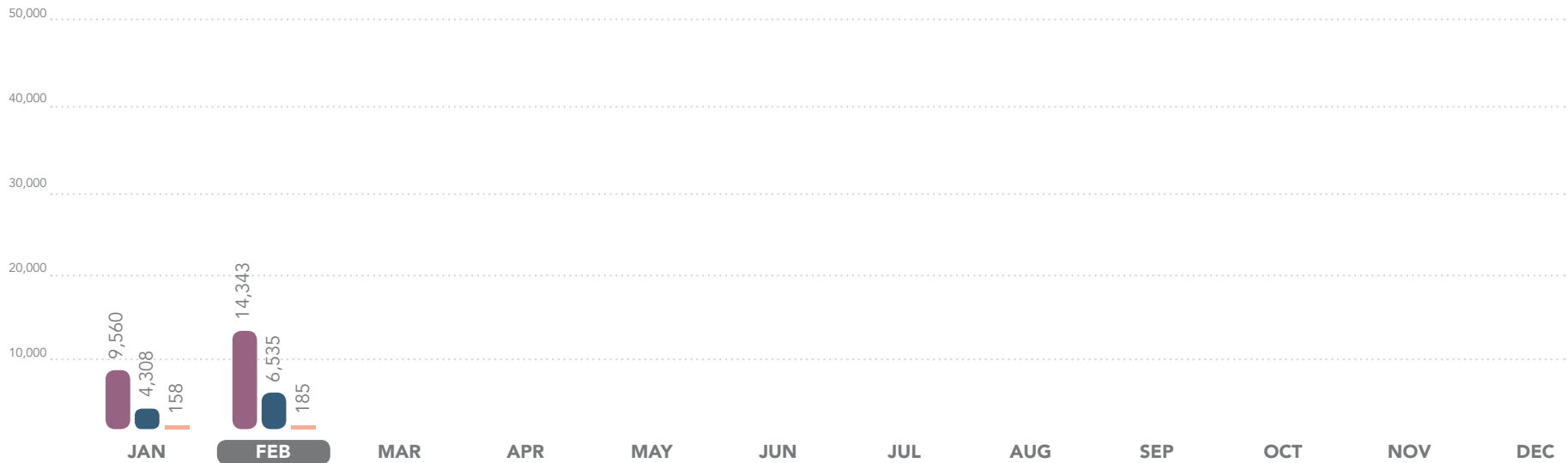
MONTHLY ITIC ACTIVITY



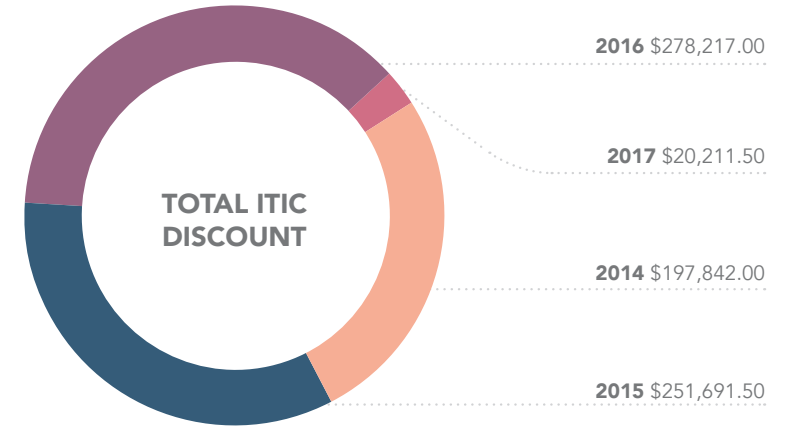
Tickets processed through the IVR make up a growing portion of the overall remotely processed ticket volume. The number of tickets received through ITIC exceeds 68% of the total volume this year.



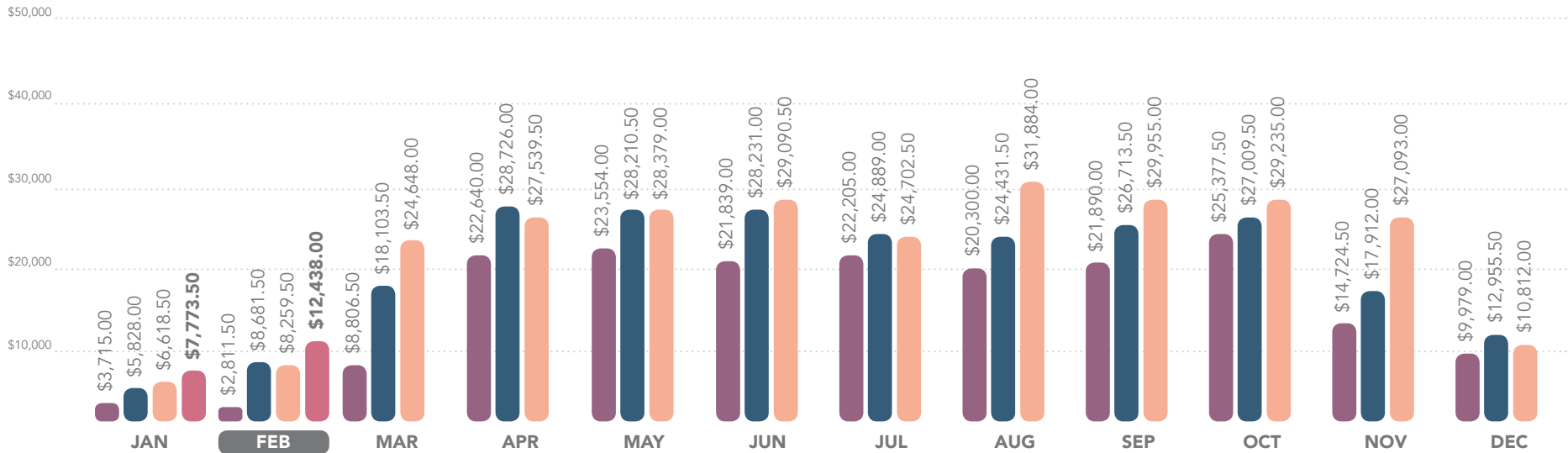
ITIC VS. PHONE IN



The savings continue to grow! These charts have tracked your ITIC savings during the last few years. Its easy to see how ITIC usage helps reduce everyone's overall costs.

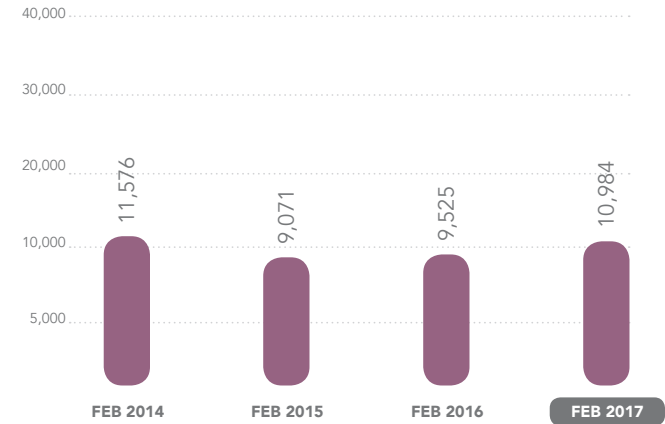


ITIC DISCOUNT SUMMARY

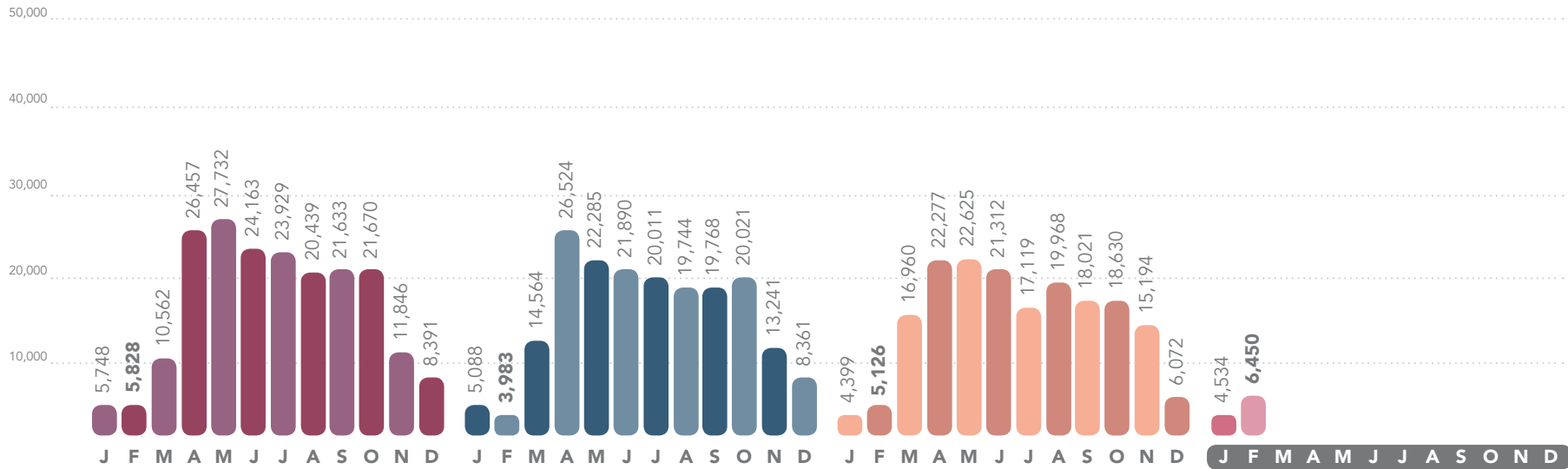


More incoming calls were received this February than last due to the significant increase in ticket volume.

TOTAL INCOMING CALLS Y-T-D

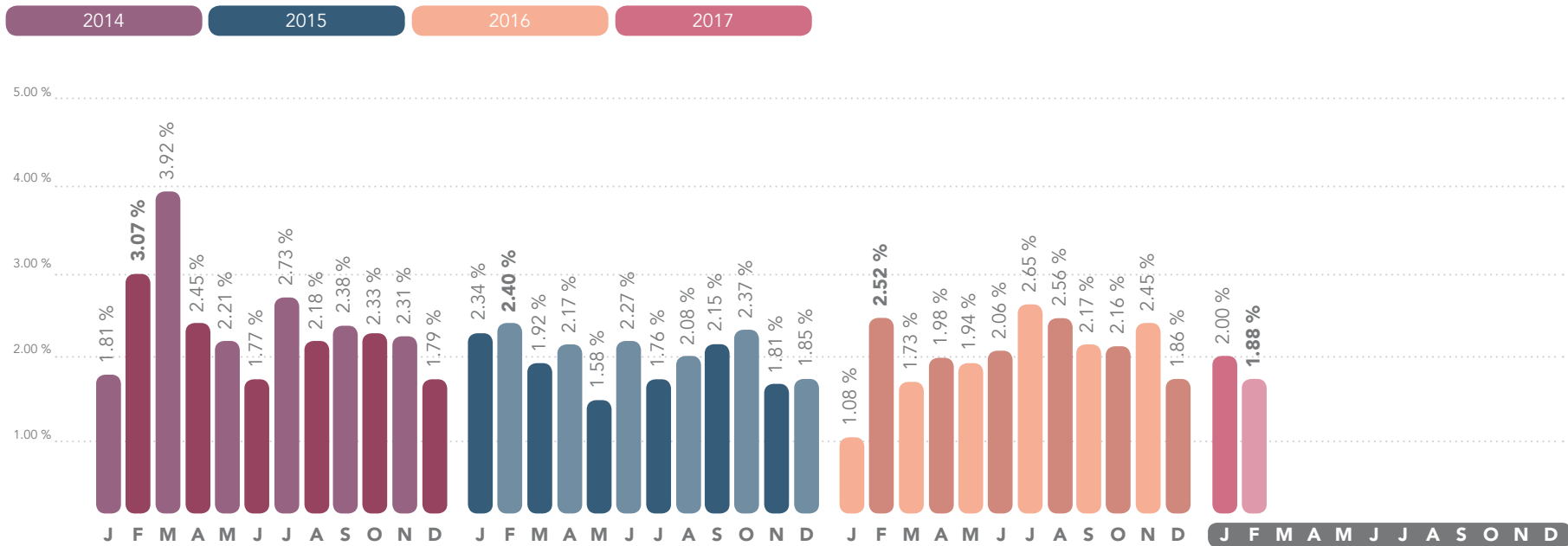


TOTAL INCOMING CALLS



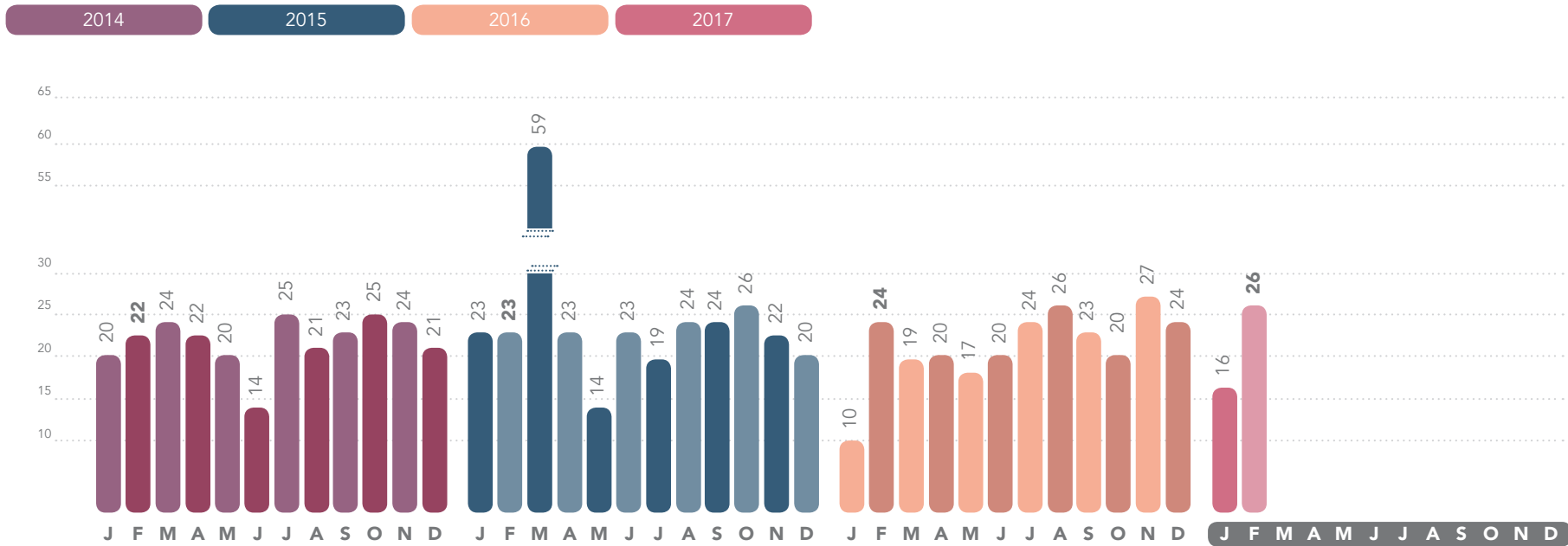
The abandonment rate is significantly lower than that which has been historically experienced.

CALLS ABANDONED



The average speed to answer is consistent with that experienced during previous years.

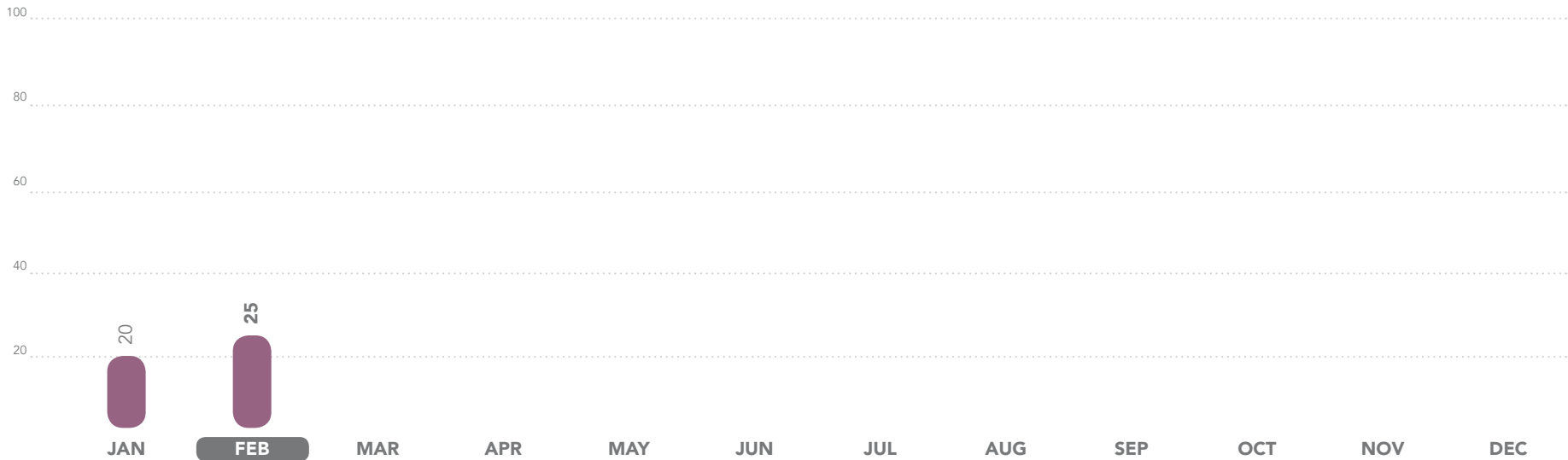
AVERAGE SPEED TO ANSWER



The chart below reflects the average speed to answer during the after hours period.

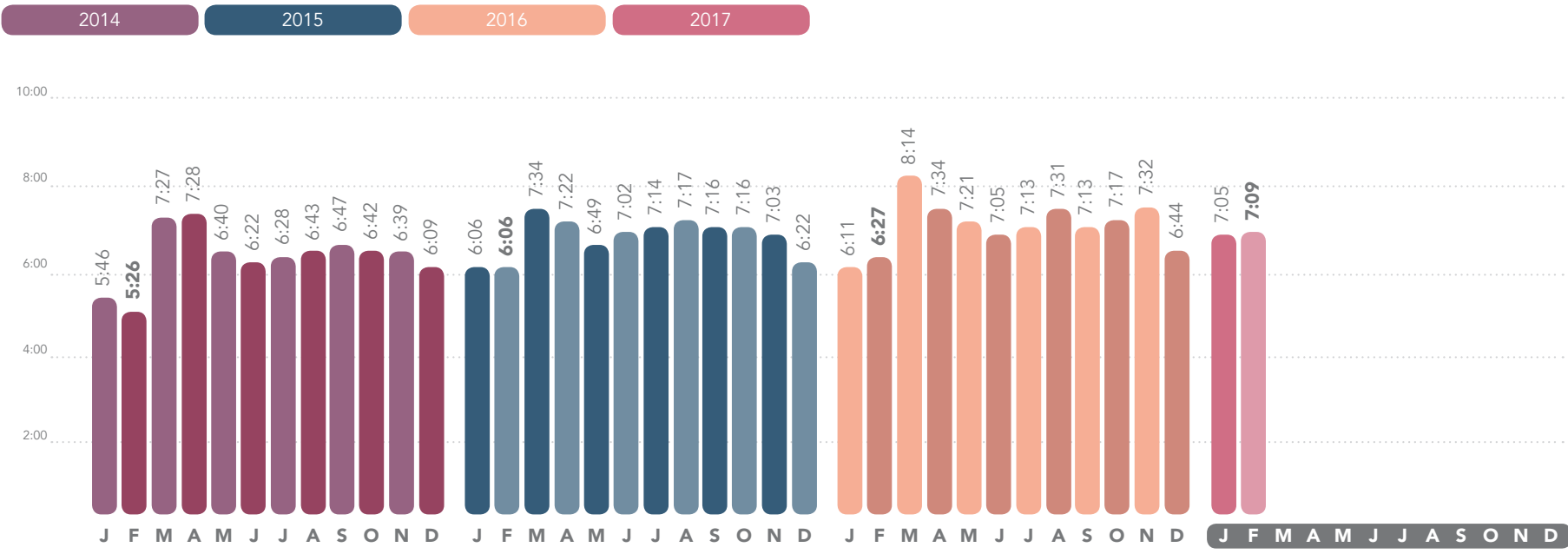
AVERAGE SPEED TO ANSWER AFTER HOURS

2017



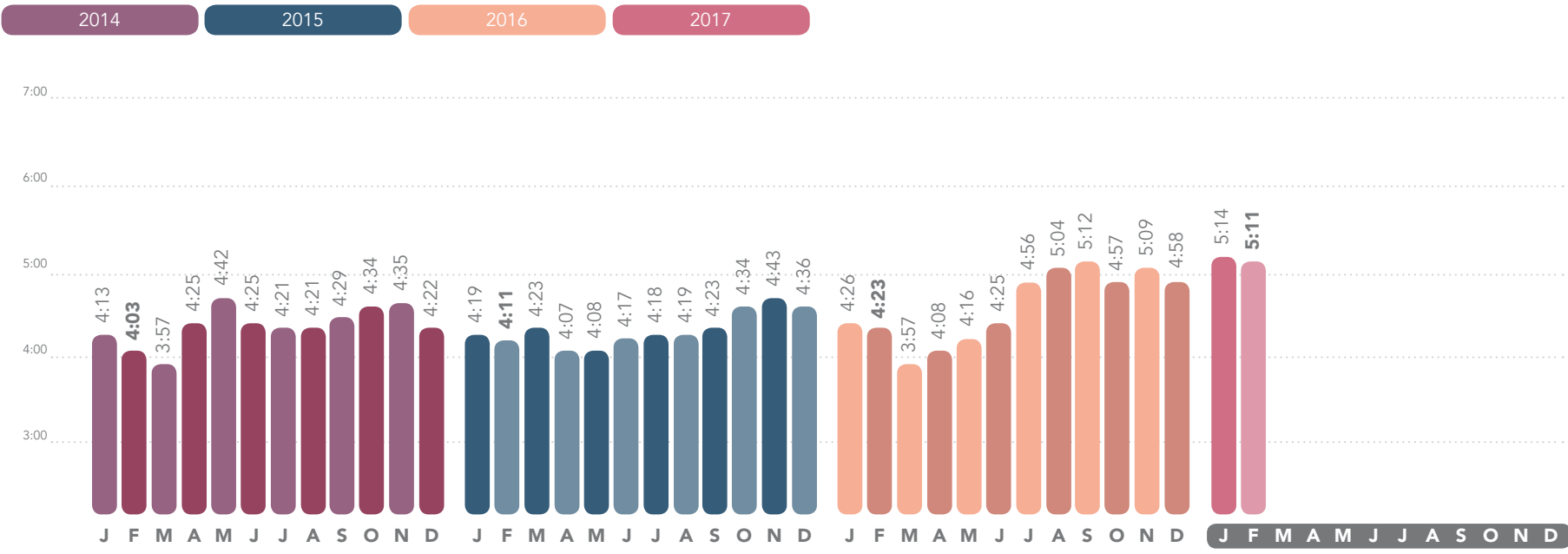
Average talk time is higher than historical performance due to the tremendous increase in volume. Homeowner tickets are much higher than in 2016. Tickets received from homeowners generally take longer to complete and contribute to an increase in the average time per ticket.

AVERAGE TALK TIME



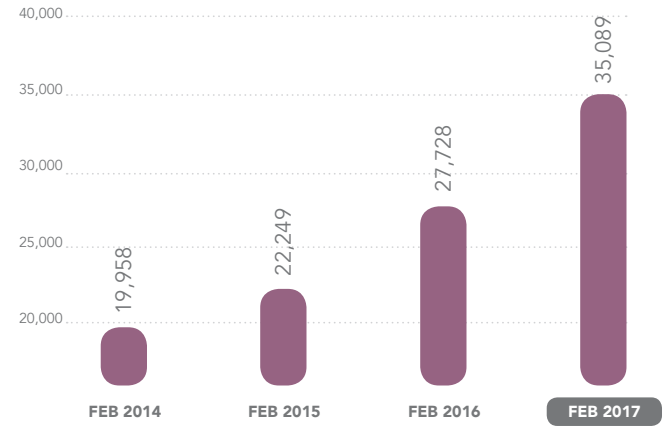
The average time per ticket for this month is slightly higher than what has been historically experienced. We believe this is largely due to the significant increase in volume over the preceeding year. Homeowner tickets are much higher than in 2016. Tickets received from homeowners generally take longer to complete and contribute to an increase in the average time per ticket.

AVERAGE TIME PER TICKET

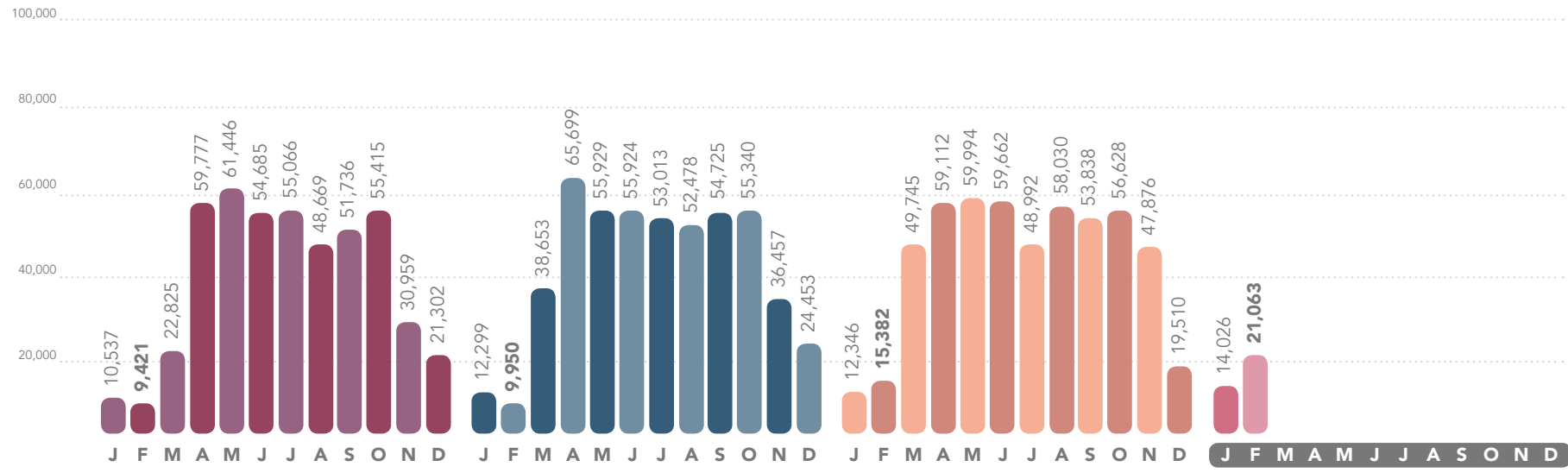


Total Incoming ticket volume for 2017 is significantly higher than 2016.

INCOMING TICKET TOTALS Y-T-D

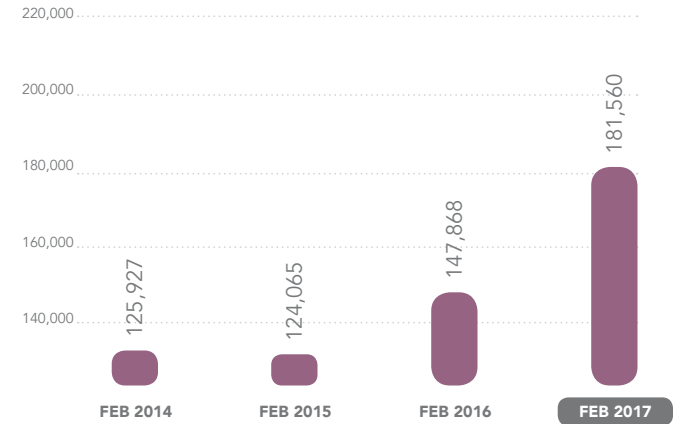


INCOMING TICKET TOTALS

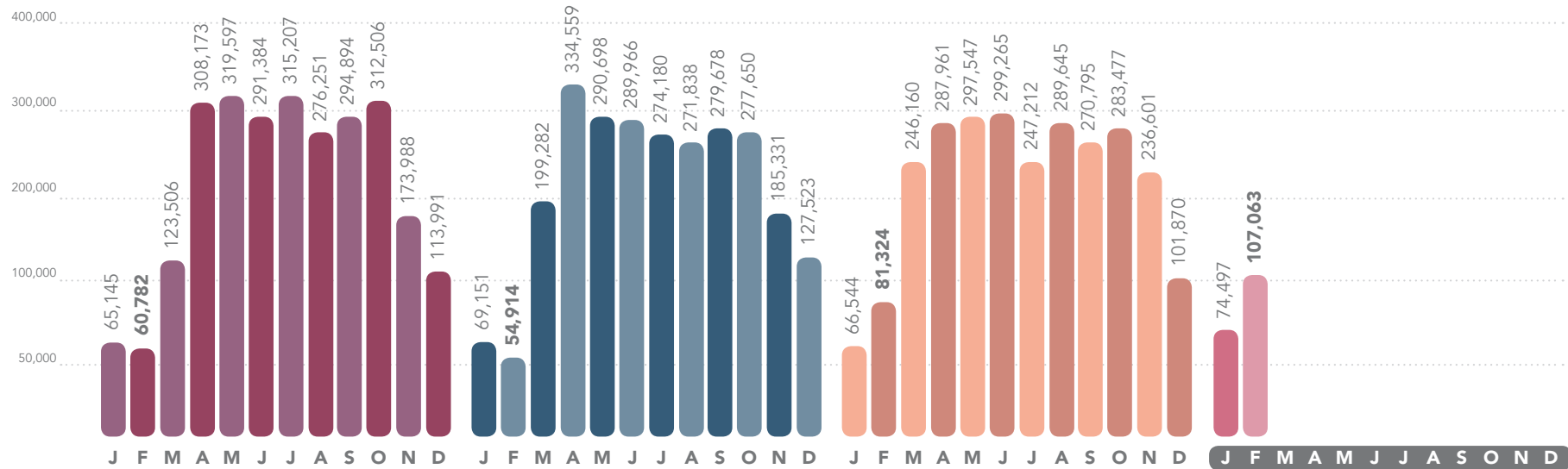


Outgoing ticket totals follow the pattern set by incoming tickets.

OUTBOUND TICKET TOTALS Y-T-D

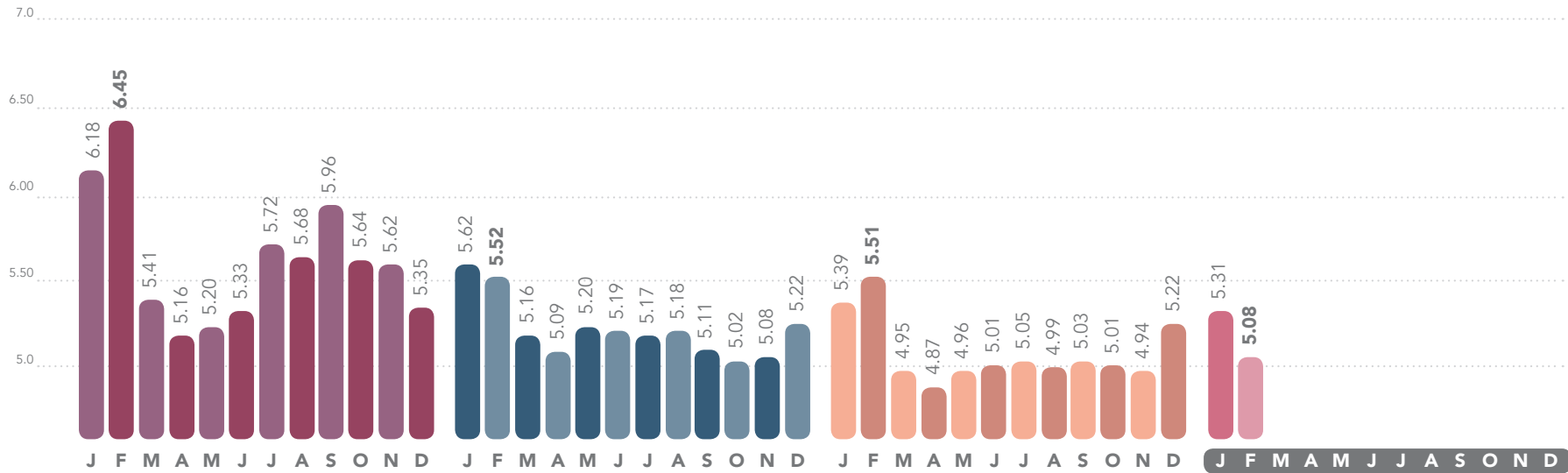


OUTBOUND TICKET TOTALS



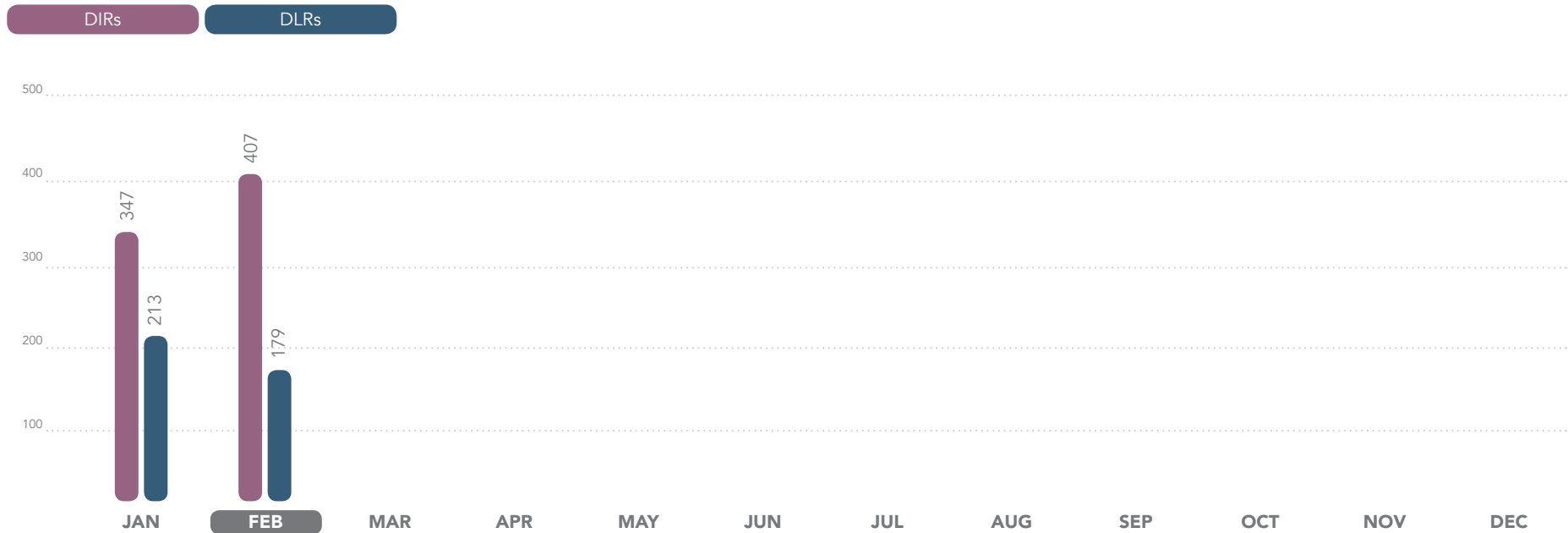
The in/out ratio is following the historical pattern for this time of year but the actual ratio is lower because facility operators have refined their databases.

IN/OUT RATIO

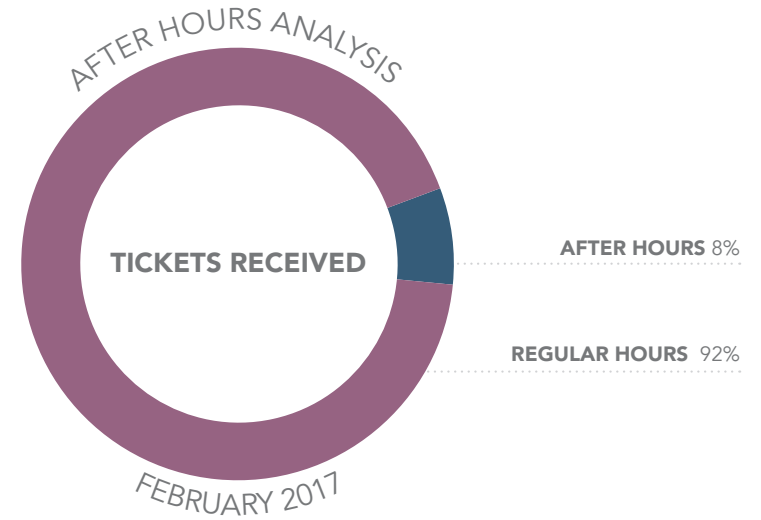


Design Request System (DRS) Activity shows the total number of Design Information Requests (DIRs) and Design Locate Requests (DLRs) placed in a given month. Activity in both areas has grown since the system was activated.

DRS SYSTEM ACTIVITY



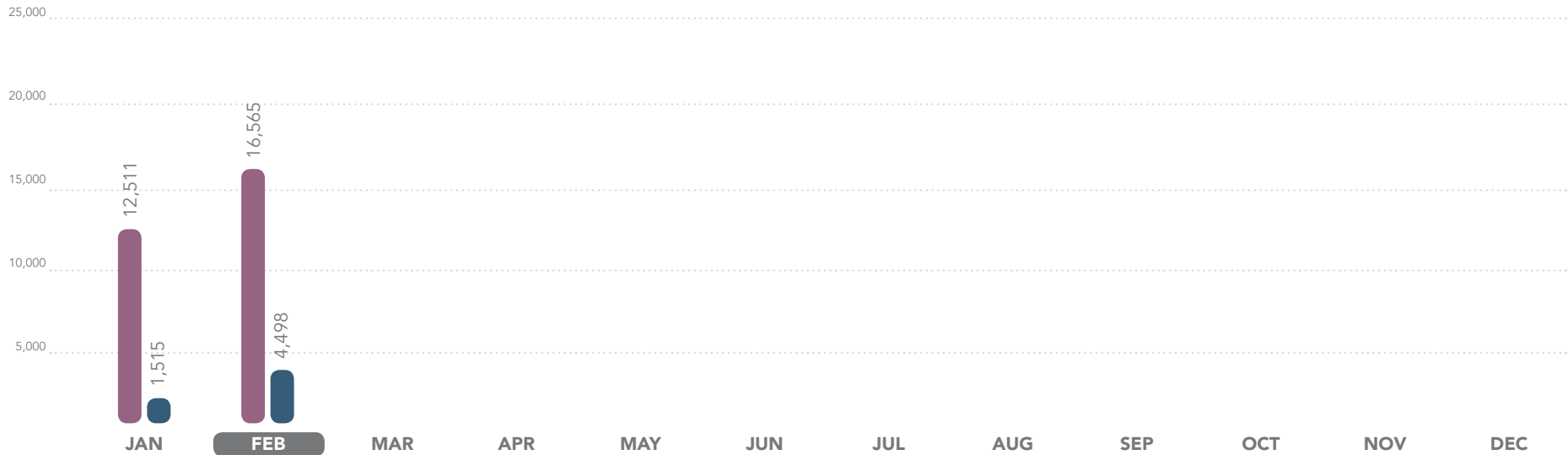
In the charts on this page, we have provided a breakdown showing the time of day that incoming tickets were received.



TIME OF RECEIPT ANALYSIS

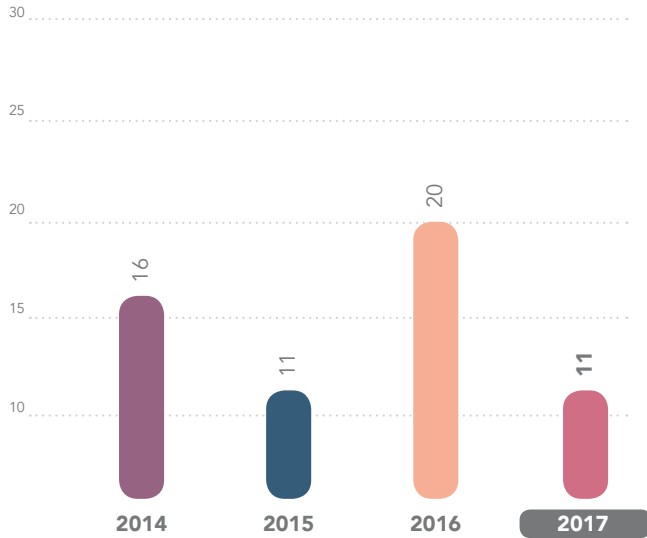
REGULAR HOURS

AFTER HOURS

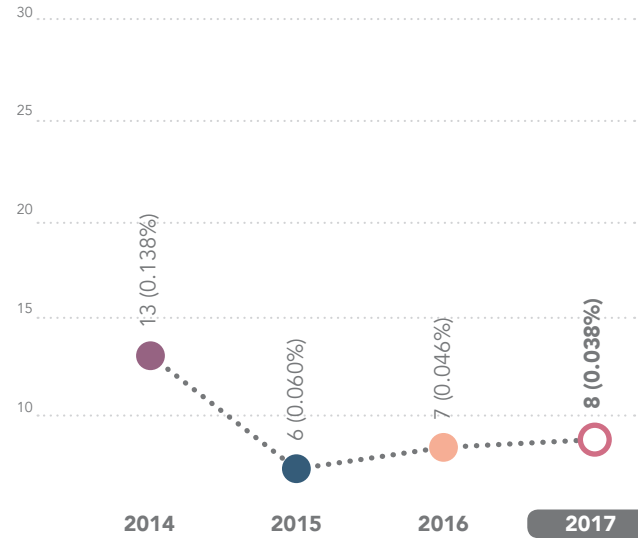


The total number and overall percentage of non-compliant tickets received is down from what it was in 2016.

NON-COMPLIANT TICKETS Y-T-D

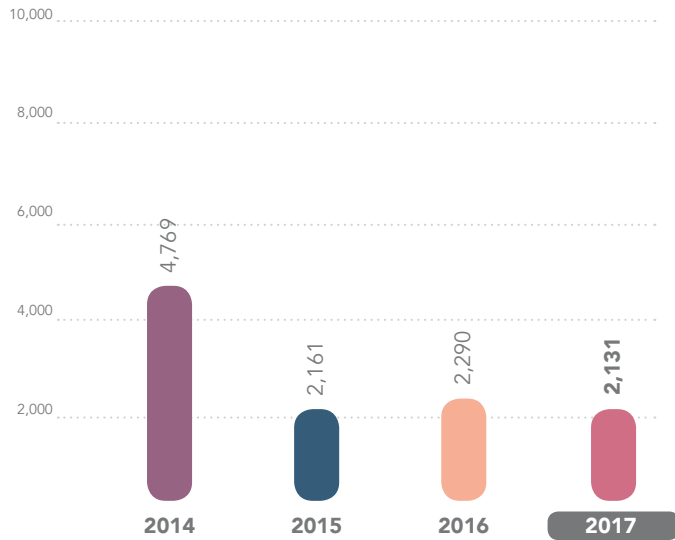


NON-COMPLIANT TICKETS FEB

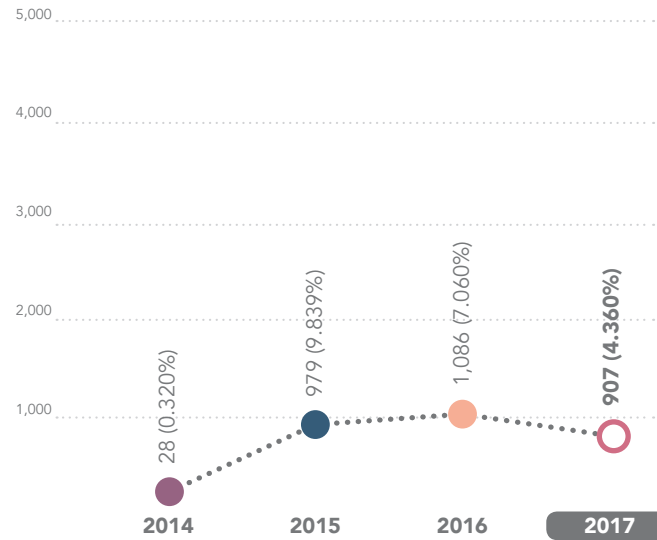


The total number and overall percentage of emergency tickets received is down from what it was in 2016.

EMERGENCY TICKETS Y-T-D

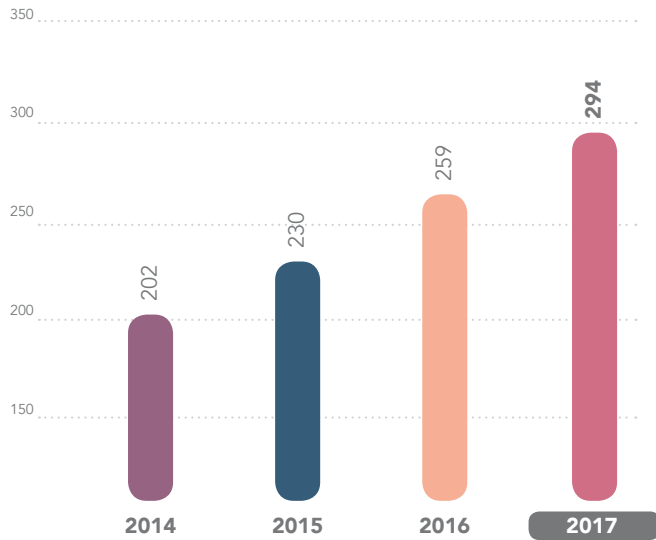


EMERGENCY TICKETS FEB

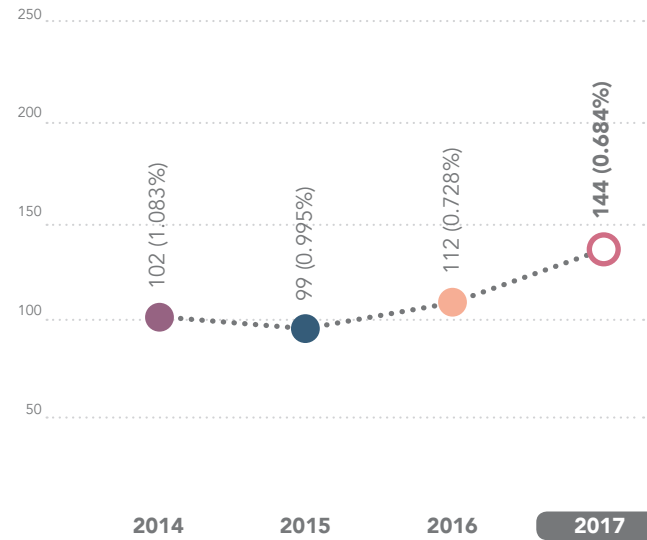


The Y-T-D total number of dig-in tickets is higher in 2016 than in 2015.

DIG IN TICKETS Y-T-D

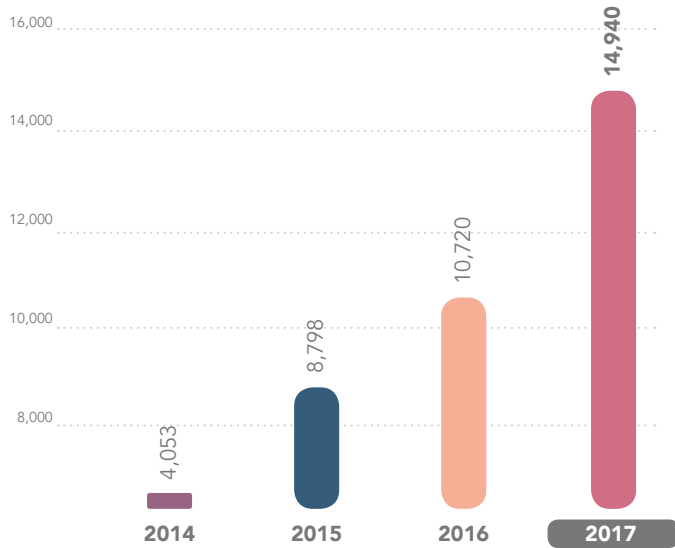


DIG IN TICKETS FEB

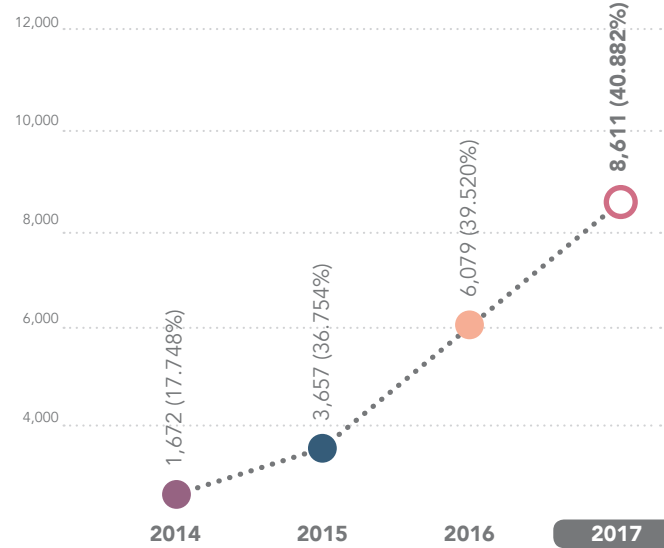


The Y-T-D total number of tickets where callers report the job is whitelined has increased over last year's levels.

WHITELINED TICKETS Y-T-D

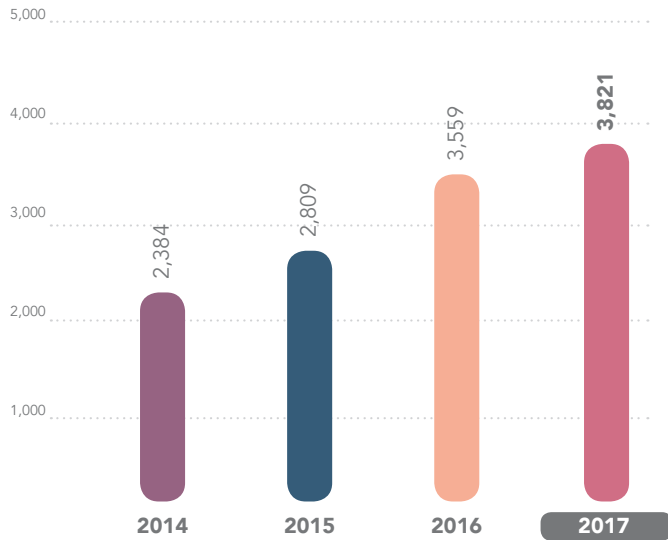


WHITELINED TICKETS FEB

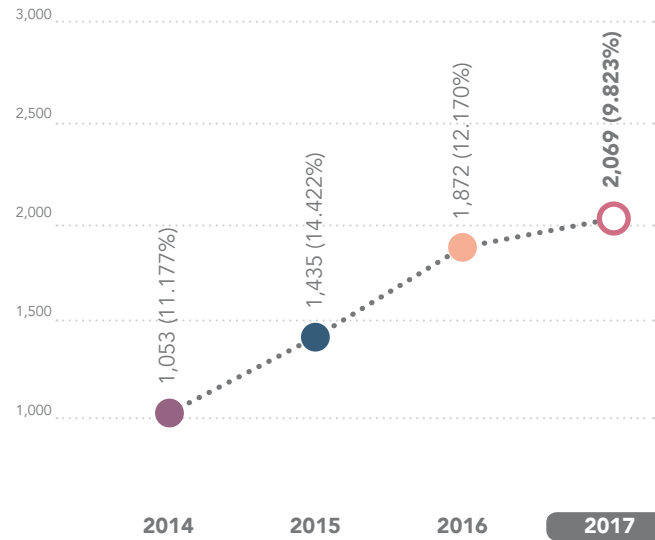


The overall number of tickets with GPS coordinates continues to be higher for this period in 2016 than it was in 2015.

TICKETS WITH GPS Y-T-D

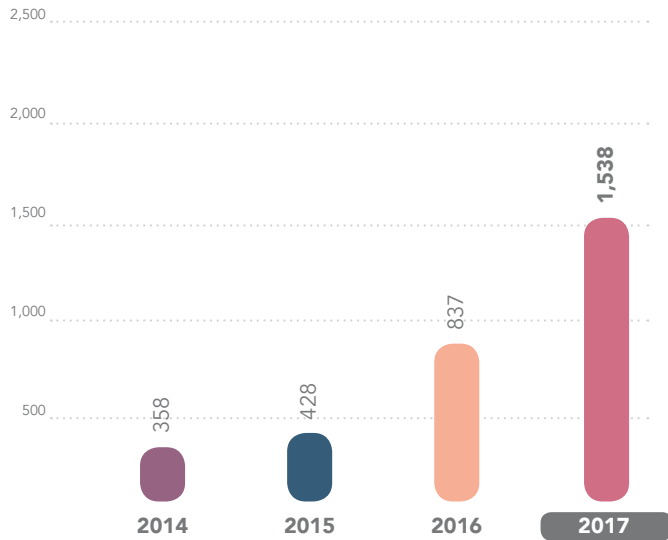


TICKETS WITH GPS FEB



Homeowner ticket volume is nearly double what it was for this period in 2016.

HOMEOWNER TICKETS Y-T-D



HOMEOWNER TICKETS FEB

