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Will Culbreath
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Re: Notice of Probable Violation to AT&T Georgia; Docket No. 45139

Dear Mr. Culbreath:

Per your request in connection with this matter, I am writing to inform you of measures by AT&T Georgia to help further reduce the number of "late locates" by Utiliquest. As a result of diligent implementation we believe the number of late locates can continue to decline. Specifically, AT&T Georgia in coordination with Utiliquest responds to the questions you submitted as follows:

1. **What are we doing to update excavators on locate status and improve communications with the dig community?**

   - When a 3N code is used, Utiliquest sends an automated email to the excavator contact listed on the ticket to notify the excavator of the delay and provide a contact number for Utiliquest's local operational staff. This enhancement ensures timely communication and direct access to support the excavator. In addition, Utiliquest is proposing to utilize its Enhanced Positive Response (EPR) email process after a technician closes a ticket. The EPR includes ticket information, status and documentation associated with the locate, including an eSketch, photos and notes taken by the locate technician.

2. **What are we doing individually to improve performance?**

   - Utiliquest continues to hire and train. They have surpassed their peak season staffing targets established last fall, which were determined by historical ticket trending data. However, the fiber build outs continue to create concerns; the work content on each ticket continues to increase and this challenge is compounded by the number of tickets requested. Utiliquest is currently working on

approximately 1,680 project tickets involving roughly 17 million feet of excavation.

- To address this volume, Utiliquest currently has over 225 technicians in the field and its upcoming training schedule is as follows:
  - 9/9/24 - class of 21
  - 10/7/24 – class of 14
  - 11/11/24 - class of 12
  - 12/9/24 - class of 8

3. **What is the industry as a whole doing to improve performance?**

- Evaluating specific excavation scope delineation to reduce over-notification and wasted time marking areas where excavation is not being performed.

- The Best Practices committee with the Common Ground Alliance (CGA) has a working group to identify a best practice to assist in normalizing ticket volume day after day throughout the week.

- Optional ticket scheduling to stop the large influx of tickets being called in at the beginning of the week and all due on the same day and time.
  - allows for a ticket to be called in, without a 48 hour due date that is not allowed to be due on a holiday or weekend.

- Discussing implementation of sub-codes to better communicate with excavators and enable flexibility, such as 24- or 48-hour delay codes, ongoing delay codes that can be accepted or rejected, and close codes for specific issues such as no access or bad address.

Thank you for the opportunity to provide this information. If you have any further questions or if I can be of further assistance, please do not hesitate to contact me.

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