

## OPERATING COMMITTEE MINUTES

### CALL TO ORDER AND INTRODUCTIONS

The meeting was called to order and introductions were made.

### INFORMATION

Jim Rieske went over motions and voting procedures for the Operating Committee.

### OCC CALL CENTER REPORT - See attachment

**CALL CENTER ABUSE PROCEDURES** were originally intended for ITIC users, however at the last Board of Directors Meeting the board requested the procedures be written for any user abuse. The new procedures are expected to be rewritten and approved at the October 2009 Board of Directors meeting. (See attachment for remarks).

### COMMITTEE REPORTS

**Inside Outside City Limits Question** was discussed with many views and the consensus is that it is a problem to consider.

#### Recommendations:

The ad hoc committee recommended that we continue asking the question but not put it on the outbound ticket.

Operating Committee requests smallest members for their input.

Tabled for further discussion.

#### Corner Lot Question

Nicole Bradley with OCC stated this only concerns 1/2% of all tickets from January 1, 2009 to date.

There was a lot of discussion and it was decided that members should take it back to their staff and try to come up with a solution and bring it back to the next meeting for discussion.

**Cancellation of Tickets Procedure** – Reviewed Call Center Procedures - see attachment

**Gas Odor Notifications – Information** - see attachment for call center procedures

Dale Johanson with the PSC brought this to the forefront. Recently a gas operator received a Gas Odor ticket. They had not ever received one before and was unaware it had been transmitted until the next day when ticket transmissions were checked. They did however get a backup message phone call. It was discussed bringing to the attention of gas operator members they have the option to receive a backup message from the call center for Gas Odors.

Discussion on whether MOCS should continue the practice of taking Gas Odor calls. Nicole reported that none of the other OCC states has this ticket type. The CSR's tell the caller to call 911 and hang up. It was suggested that we poll the gas members regarding the continuance of taking Gas Odor tickets.

Referred to the MOCS Board of Directors.

**Other**

Dale Johansen with the PSC stated they recently sent out a survey to all PSC regulated utilities seeking damage information for the past three years to target educational efforts and to please take the survey if you received it.

Eric Olson from Gerstner Electric Inc. had a concern because requests for meetings were no longer in the remarks sections on tickets. It was discussed among the group. Meetings can still occur even though the information is no longer on the tickets. The excavator needs to telephone the utilities for a meeting or possibly placing a design ticket may eliminate the problem.

There were concerns and questions about why the City of St. Louis Traffic Signals & Streetlights was not yet a member as the law states. John Lansford explained that the city and county have been contacted about membership and the Attorney General's Office has been made aware.

With no further discussions, the meeting was adjourned.