



NORTH CAROLINA
Department of Transportation



Utilities Coordination and Encroachments

Carl Barclay, PE- State Utilities Manager

August 2-3, 2017

Agenda

- Resources on Connect/Inside
 - Carl Barclay, State Utilities Manager
- Encroachments on Division Managed Projects
 - Vang Moua, Encroachments Engineer
- Coordination Overview
 - Barry Whitaker, Utilities Unit Business Officer
- Cost Responsibility
 - Ed Reams, Regional Utility Coordinator
- Helpful Options
 - Carl Barclay
- Questions

-Introduce presenters and topics.

Resources on Connect

- Publicly accessible (Business Partners)
- More planned content
- Report outdated or incorrect info
- Suggest helpful content
- Quick tour

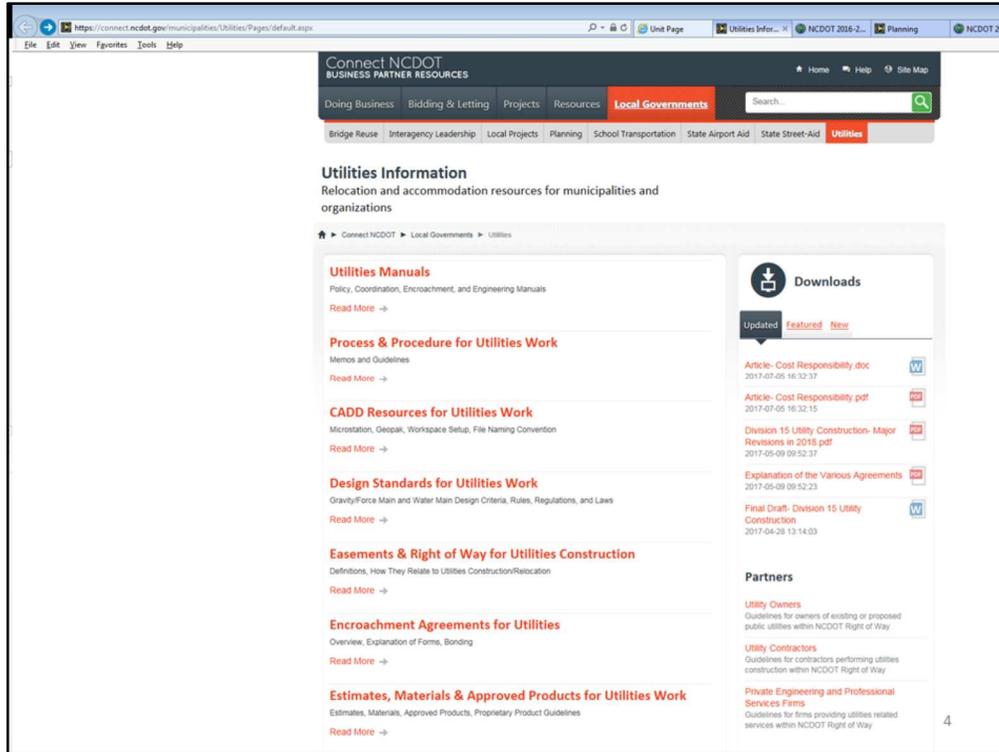
<https://connect.ncdot.gov/municipalities/Utilities/Pages/default.aspx>

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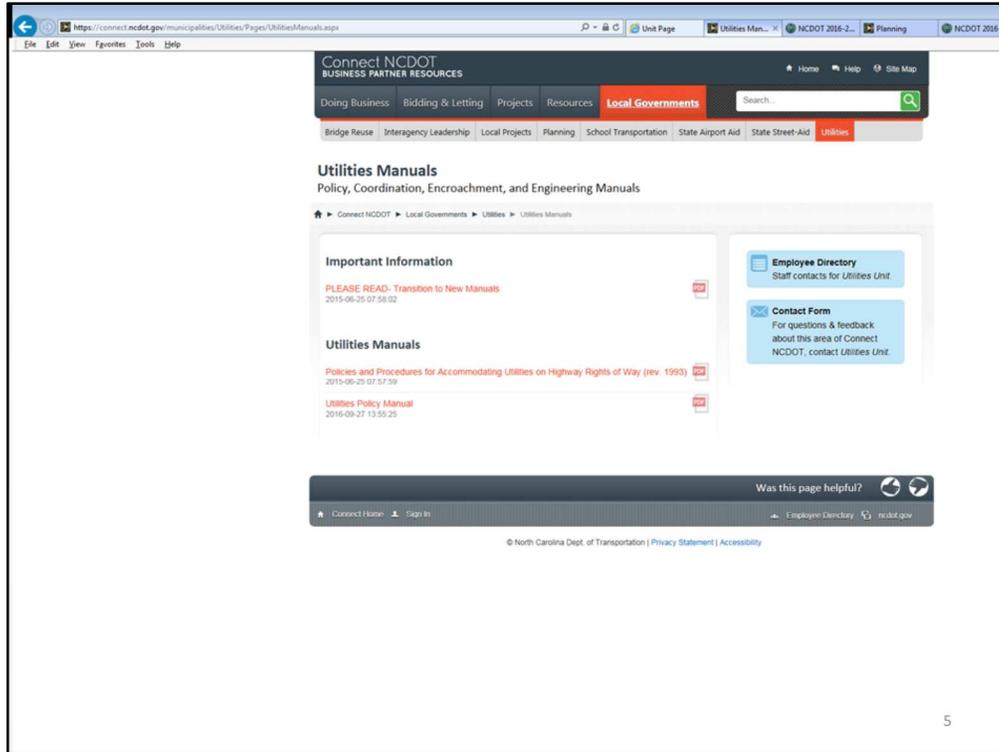
Content that is used by those outside the Dept, for example, utility owners, consultants, and contractors, is put on our Connect site. However, most of it is also used by those within the Department. Content on Inside is intended for NCDOT personnel only. And the intent is to NOT duplicate content on Inside and Connect.

There is a variety of content and there is more planned. For example, we are currently developing a set of sample UC and UbO plans to help with standardization. Please help us improve this site by reporting outdated or incorrect info, especially broken links, they're an easy fix.

Also, let us know if there is content you believe would be helpful to you and others. Now, let's take a quick tour of the Utilities Connect page so you can get an idea of what is there.

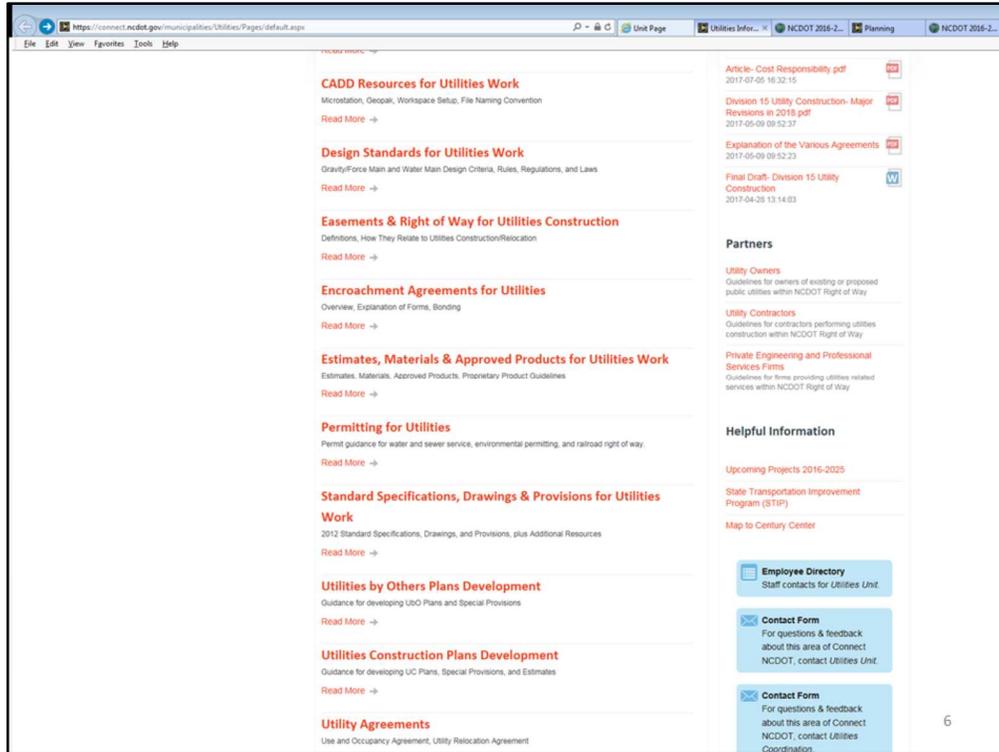


From the Connect home page, select Local Governments and then Utilities. The first item is Utility Manuals.

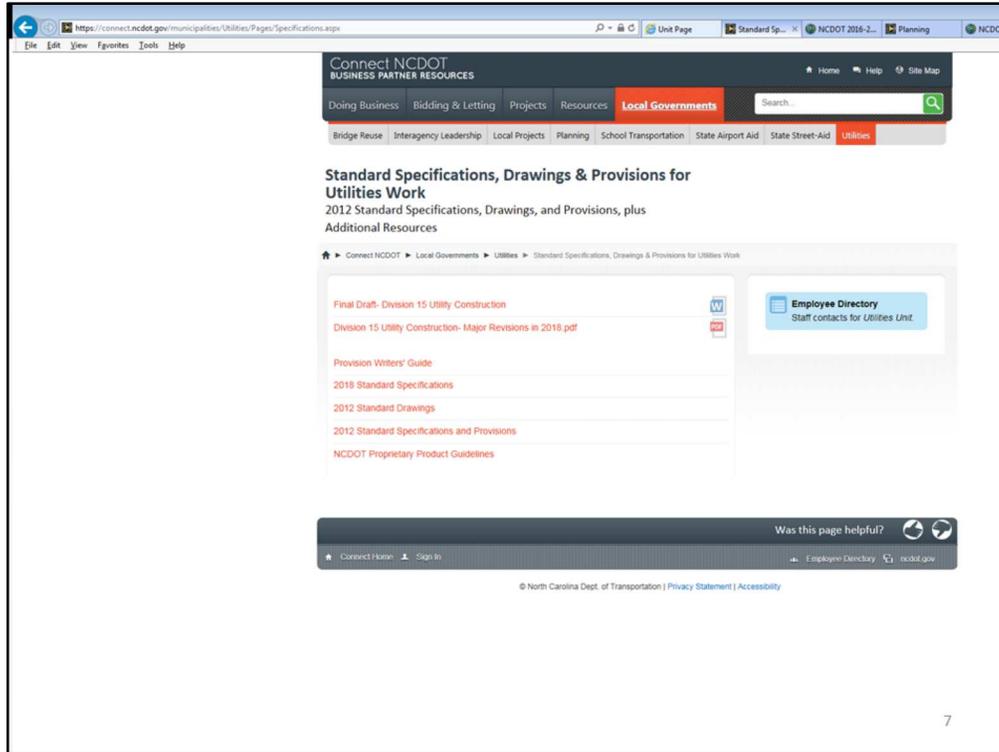


First, I apologize that we haven't published updated manuals for coordination, engineering, and encroachments yet, we will resume work on those in the coming weeks. What is here is the overall Utilities Policy Manual, for any topic not covered in this manual, the old manual still applies.

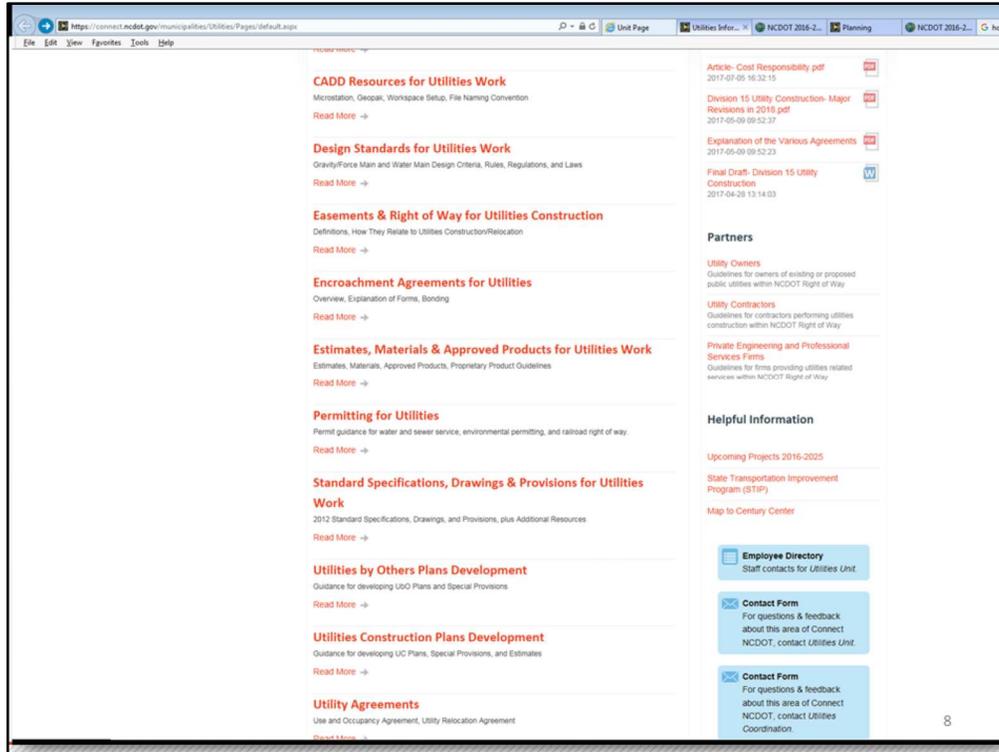
If there is a specific topic you believe is urgent to address, we can develop as a standalone article. Recently, we drafted one regarding cost responsibility. It may not be perfect or all inclusive, take a look and send us your comments.



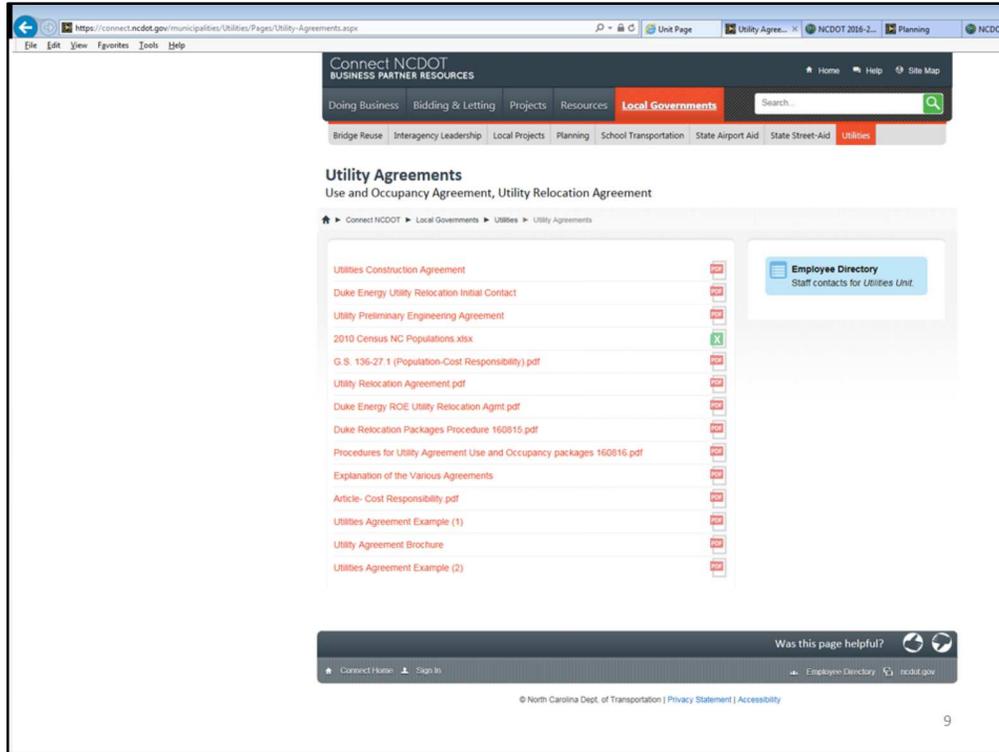
CADD Resources has helpful information for your consultants developing UC or UbO plans. Design Standards has links to Dept. Environmental Quality's design standards for water systems, gravity sewer, and force mains. Easements and Right of Way has links to relevant General Statutes.



There are two important documents on the Standard Specifications page regarding the 2018 edition. First, is the final draft of Division 15, Utility Construction and second is a list of major changes for 2018. This document also has the background on some of the changes and recommendations for implementing these changes. I suggest you read these sooner rather than later.



Utilities by Others and Utilities Construction Plans Development both have guidance and templates for special provisions. In the next several weeks, we expect to have sample plans with guidance.



And the last one, Utility Agreements has a variety of resources. Here is the article on cost responsibility I mentioned earlier. Also on this page is the population for all of North Carolina’s towns and cities, this may be needed to determine cost responsibility. And “Explanation of the Various Agreements” (cont. next slide)

Which Agreement do I use? Depends! Who's paying? Who's constructing?

Cost Responsibility

	Owner	NCDOT	
Owner Constructs (Utilities by Others, UbO)	R/W Form 16.1 (non-C/A) R/W Form 16.2 (C/A) (If 100% Owner cost, standard encroachment forms are used)	Utility Relocation Agreement (URA, for construction costs, but may include engineering if there is not a separate UPEA) (If NCDOT has ANY cost responsibility)	Utility Preliminary Engineering Agreement (UPEA, owner hires PEF or internal staff. Sometimes included in URA) (If NCDOT has ANY cost responsibility)
NCDOT Constructs (Utilities Construction, UC)	Utility Agreement (UA, for construction costs) Water and/or Sewer Engineering Agreement (for design costs, NCDOT hires PEF) (If Owner has ANY cost responsibility)	Use and Occupancy Agreement (U&O) (If 100% NCDOT cost, no betterment)	Utility Preliminary Engineering Agreement (UPEA, owner hires PEF or internal staff) (If NCDOT has ANY cost responsibility)

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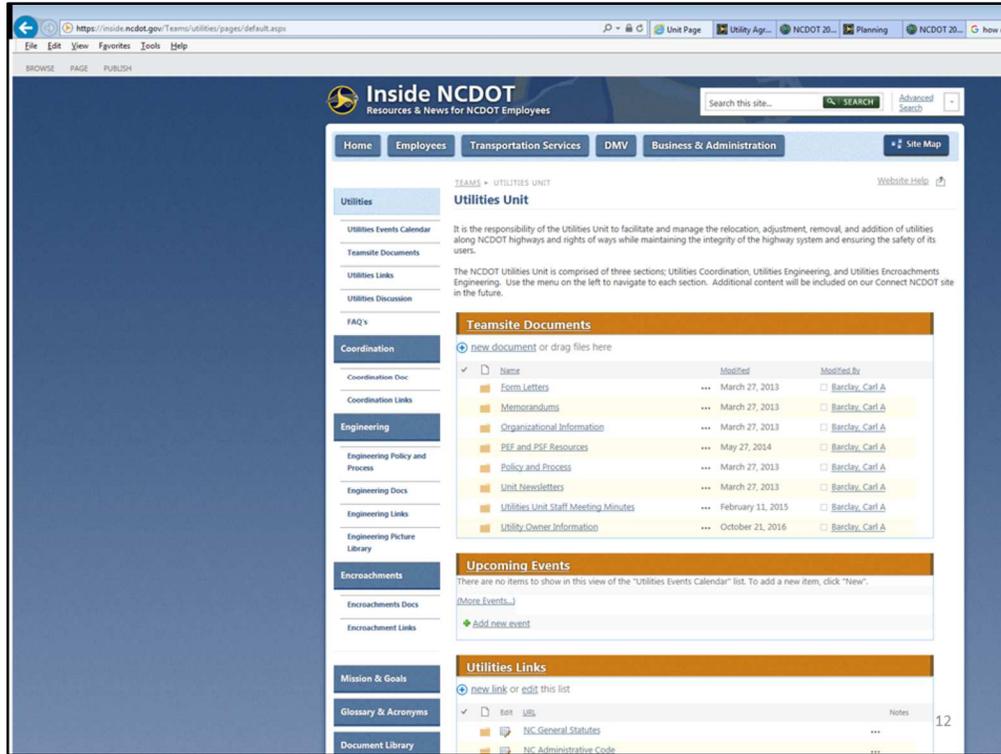
is helpful by showing when the various agreements are needed. It depends on two things, whose cost and who's constructing. I won't go through each of these, but if determining the correct agreement is your responsibility, you may find this helpful.

Resources on Inside

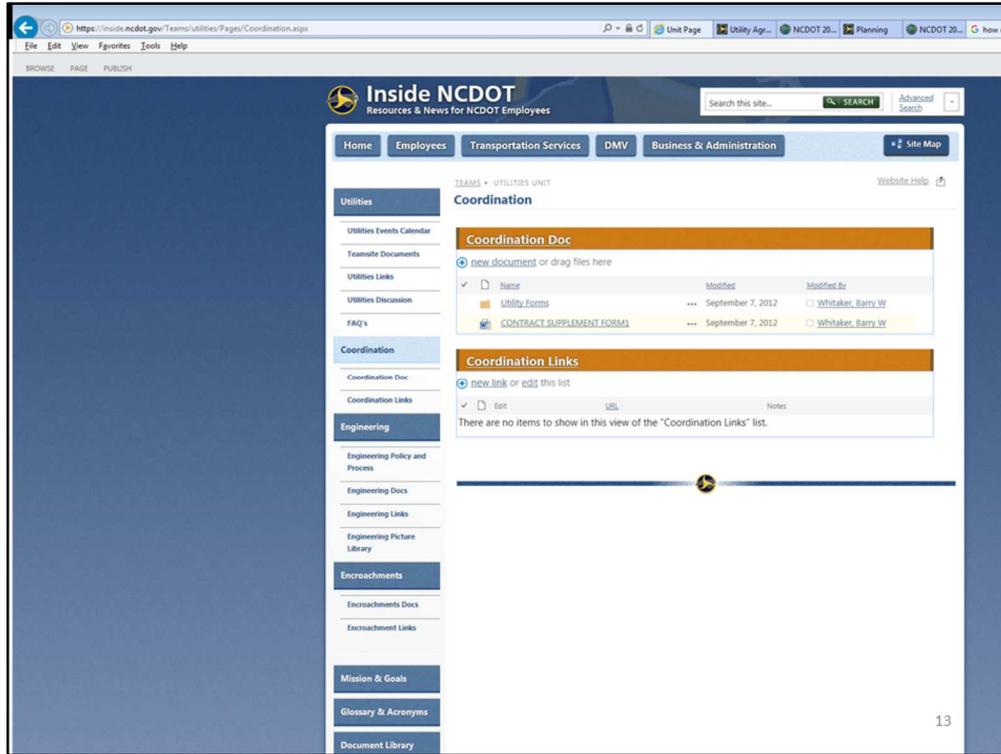
- Accessible to NCDOT employees only
- Intended for Utilities Unit
- Content relevant to Divisions
- Quick tour
<https://inside.ncdot.gov/Teams/utilities/pages/default.aspx>

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Inside is only accessible to NCDOT employees and embedded consultants on the network and it was originally intended for those in the Utilities Unit. But with the creation of the Division Utility Coordinator position and especially after the reassignment of project management to the Divisions, much of this content is relevant to you. Unfortunately, it's not as easy to navigate and it contains Unit specific content that doesn't apply to you. Let's take a quick tour of the Utilities Inside page so you can get an idea of what is there.



To navigate to our Inside page from the Inside home page, select “Site Map” in the upper right corner, then under “Teams”, select “Utilities Unit”. On the left side, you can see the basic layout. The folders under “Utilities” apply to the entire unit and are the default display. If you select “Coordination”

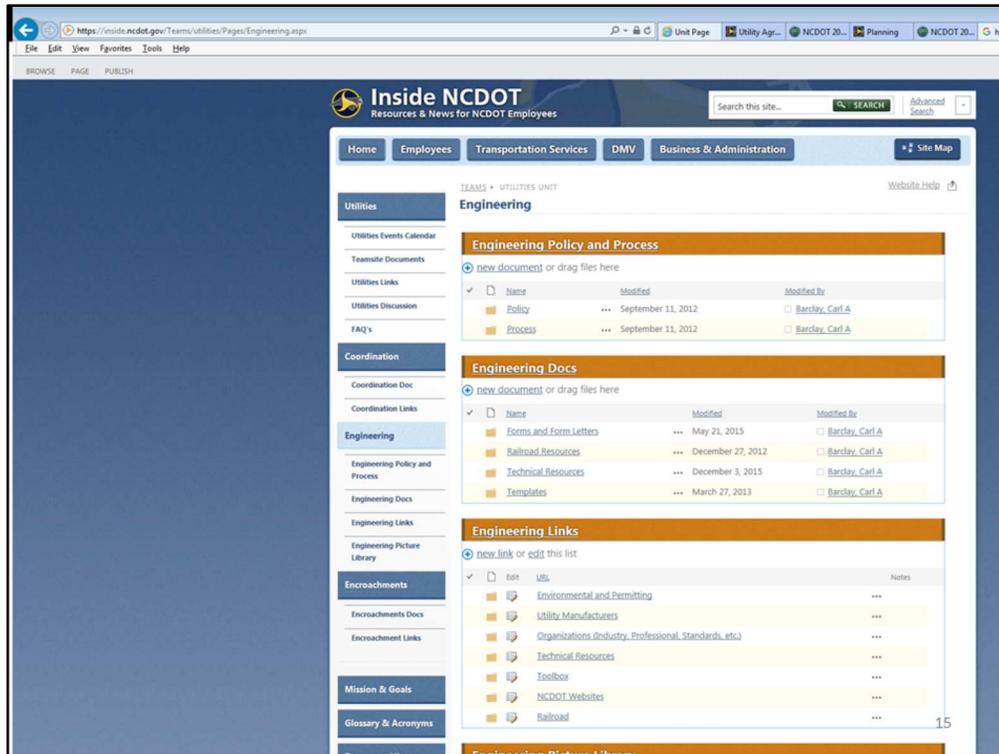


It will take you to the “Utility Forms” folder .

The screenshot shows the 'Inside NCDOT' website interface. The main content area is titled 'Coordination' and contains a sub-section 'Coordination Doc'. Below this, there is a table listing various documents. The table has columns for 'Name', 'Modified', and 'Modified By'. The documents listed include:

Name	Modified	Modified By
ATTACHED SPECIAL PROV. 170131	January 31	Barclay, Carl A
BILABLE QUANT rev 170131	January 31	Barclay, Carl A
Enco. Agreement with Sp. Prov. rev 170131	January 31	Barclay, Carl A
NCDOT Utilities Unit Letterhead Doc 170131	January 31	Barclay, Carl A
Request for PUE to Right of Way 170508	June 12	Barclay, Carl A
Revise Plan Sheet Memo rev 170131	January 31	Barclay, Carl A
ROW Plan Change Letter revised 170131	January 31	Barclay, Carl A
UT-6A Form Letter 170508	June 12	Barclay, Carl A
UT-7 Form Letter 170508	June 12	Barclay, Carl A
UT-10 Form Letter Lump Sum 170612	June 12	Barclay, Carl A
UT-11 Encroachment 170508	June 12	Barclay, Carl A
UT-15 Use and Occupancy Agreement 170508	June 12	Barclay, Carl A
UT-18 Utility Construction Request 170508	June 12	Barclay, Carl A
UT-9 Form Letter Actual Cost Rev. 170612	June 12	Barclay, Carl A
UTDB-15 Use and Occupancy Agreement 170131	January 31	Barclay, Carl A
Utility Agreement Cover Letter 1 170612	June 12	Barclay, Carl A
Utility Agreement Cover Letter Prime 170508	June 12	Barclay, Carl A
Utility Certification- Centrally Managed Projects	April 25	Barclay, Carl A
Utility Certification- Division Managed Projects	April 25	Barclay, Carl A
Utility Conflict Encroachment 170612	June 12	Barclay, Carl A
Utility Conflicts LRA 170612	June 12	Barclay, Carl A
UTILITY INVOICE APPROVAL STATUS REPORT 170131	January 31	Barclay, Carl A
UTILITY STATUS REPORT 170508	June 12	Barclay, Carl A

Some of these form letters are used by the Divisions.



Under “Engineering” there are a variety of things, without going into each folder, the title will give you some idea of what is here. Form letters and templates probably don’t apply to you, but there may be some helpful information under Railroad Resources, Technical Resources, Environmental and Permitting, etc. The main takeaway is to remember this site exists as a potential answer to your question.

And lastly, “Encroachments” contains the various encroachment forms, checklists, special provisions, and other encroachment related resources.

Speaking of encroachments, now let me turn it over to Vang.

Encroachments in Division Managed Projects

- New installations, NOT Relocations
- District notifies DUC of encroachment
- District provides tech review support
- If within C/A, DUC coordinates with the Encroachments Section
- DUC issues approvals for new encroachments

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Thank you Carl. Hello everyone, this is Vang Moua.

I am going to provide an overview of the Processing of Utility Encroachment Requests within the Limits of Division Managed Projects.

My discussion today only applies to encroachment requests for new utility installations that fall within the limits of Division Managed Projects; therefore, it does not apply to utility relocations within these projects.

NCDOT receives these requests through the online encroachment system just like a regular encroachment request. It is up to the District Offices and Applicants to determine if there is an active or proposed NCDOT project and note that in the transmittal letter or in the online system fields. Please include a specific review request area and/or project limits in your transmittal of your review request memorandum to the next responsible reviewer.

District Offices notifies Division Utility Coordinators of encroachments pending review in the Encroachment Online Permitting System. District Offices should provide technical review and support to the Division Utility Coordinators and Encroachments Review Section.

Please note that within the limits of Division Managed Projects, Division Utility Coordinators should process utility encroachment requests in the same fashion that the Utilities Coordination Section here in Raleigh processes these requests for Centrally managed STIPs.

If within Controlled Access, Division Utility Coordinator is to notify and coordinate with the Encroachments Section in Raleigh. The Encroachments Section will provide technical support; however, the approval process will be handled by the Division Utility Coordinator.

Division Utility Coordinator executes the approvals for new encroachments within Division Managed Projects.

The detailed steps for processing encroachments within the limits of Division Managed Projects are outlined in our Online Encroachments System Training Guide found on Connect NCDOT. We will discuss this process in more detail with the upcoming webinar.

Encroachments in Division Managed Projects

- How to complete documentation for submitting packages and also plan design?

See Connect NCDOT webpage at:

<https://connect.ncdot.gov/municipalities/Utilities/Pages/Encroachment-Agreements.aspx>

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Over the years, we have been asked by submitters and applicants “How to provide documentation and complete plan design and What is NCDOT looking for in the submittal package?”.

We have developed guidance and resources to answer those frequently asked questions. Please refer any of those types of questions to our Connect NCDOT webpage at the following website:
<https://connect.ncdot.gov/municipalities/Utilities/Pages/Encroachment-Agreements.aspx>

When you go into the website and within the webpage, scroll down and locate the files named:

- * Utility Encroachment Agreement Form Requirements, and
- * Utility Encroachment Plan Requirements

Click on a file and the Title and Description comes up. As you scroll down further, you will see the various types of Form R/W Agreements.

So please explore. There are other nuggets within the webpage that you may find useful!

We are encouraging and providing this webpage to our submitters and applicants for their information and use.

Encroachments in Division Managed Projects

- Training webinar for Division Utility Coordinator is set for August 9 and 10
- Invitations were sent out July 21, 2017
- Appropriate personnel is to sign up
- Make sure computer is ready

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The dates for the Division Utility Coordinator's webinar training have been set for August 9 and 10 with the invitation sent out on July 21, 2017.

If you or anyone needs training and have not received or confirmed the invitation, please let us know as soon as possible.

When the webinar is about to start, please prepare yourself and your computer system in advance of the webinar following the directions found in the meeting request instructions.

Division Utility Coordinators and affected personnel are encouraged to go ahead reviewing the Guide to familiarize yourselves with the encroachment process prior to the webinar. This way, we will gain the most benefit from the webinar in our discussion, time and understandings.

A Q&A will follow after the webinar.

We are very excited about this online encroachment permitting system and the information we have posted on the Connect NCDOT. Ideas, comments, or suggestions for improvement are always welcome.

Thank you and do not hesitate to contact the Encroachments Review Section for any question that you may have.

Utility Coordination Overview

- Red flags include:
 - Major facilities
 - Environmental
 - Railroad
 - Constructability
 - Detours/temporary bridges
 - Multiple pole occupants

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- When scoping a project, there are certain “red flags” to look for regarding utilities.
- Major facilities such as pump stations, water/sewer treatment plants, transmission lines, substations, major communication trunk lines require significant Time and Money to relocate.
- Controlled Environment Vaults (CEV) can also take a lot of coordination efforts and expense to be relocated.
- Utility relocations may have significant environmental impact.
- NCDOT’s environmental permit includes ALL impacts by utilities that must relocate for the project.
- Make sure that the Roadside Environmental Unit is copied on all authorization letter to insure compliance with the erosion control measures required on the project .
- Utility owners must acquire their own RR permit if relocating within RR R/W.
- There may be significant constructability issues regarding utilities, it may dictate where they relocate.
- Every pole occupant is a different utility and requires their own schedule.
- Beware when working around military bases and additional time that will be needed for all of the approvals.

Controlled Environment Vault



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A controlled environment vault or CEV is sort of like an iceberg, there's a lot more than meets the eye.





What amount of time is needed for relocation of these facilities?



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- First the pole owner, typically power, sets new poles.
- Power moves to new poles, followed one by one by the other pole occupants.
- Often, they don't want to begin until they are clear to complete their work.
- Special coordination is needed to have multiple pole occupants working at the same time.
- Get the amount of relocation time needed as early as possible in your discussions with the companies.

The other utility owners on the pole will not move until Power has completed their relocation work because of safety issues so you have to allow time for each owner to relocate their facilities.

Right of Way

- Immediately inform Division R/W of any changes once acquisition has started
- Each Project will have its own challenges regarding R/W and PUE acquisition

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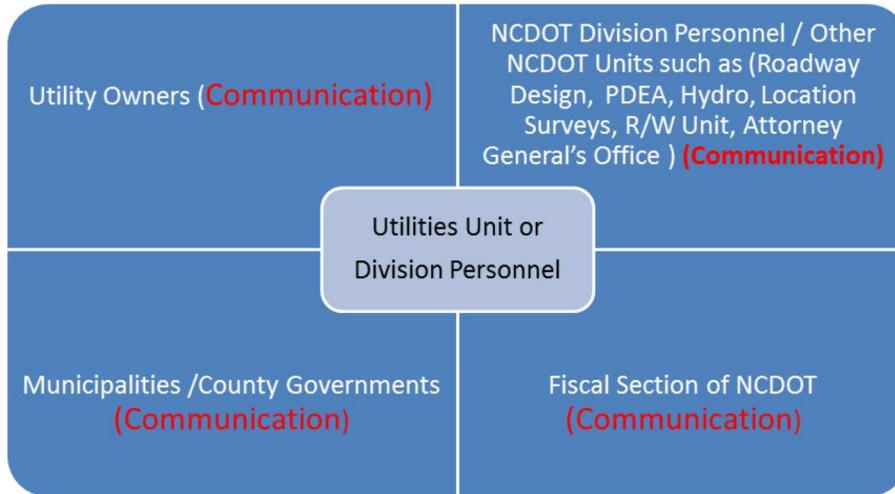
-Make sure that you have all of your PUE shown on the R/W plans prior to them beginning the acquisition process.

-Provide a list of the PUE & R/W Parcels that will be needed for relocation of all utilities on the project and the time frame needed.

-Work closely with the R/W Unit to stay aware of the acquisition progress.

-Need to schedule regular meetings with the R/W offices to get updates on projects and to discuss upcoming projects.

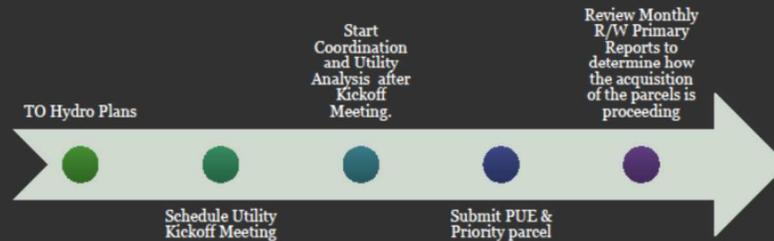
Relationships For Successful Utilities Relocation on Projects



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Communication is the key! You have to work with all groups in a successful manner in order to get all of the utilities relocated in a timely manner. For example if you don't have the needed environmental permits from the Regulatory Agencies then the utility companies want not be able to relocate their facilities. You have to begin working your project as early as possible to make sure that all of the pieces of the puzzle come together to have a successful project.

Key Items in Utility Coordination Process



-These are the key items the Utilities Unit tracks.

-And why.... This chart helps to keep the coordinator on track for having all of the necessary parts completed so the utilities will be able to relocate once they are given approval.

-You've probably seen the "Complex Utility Relocation Process Map" developed by the Governance Office.

-Their pilot program, to standardize the process in the 14 Divisions, was scheduled to start in July.

Cost Responsibility

Prior Rights- How to Determine Them

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- For purposes of this presentation, we are assuming no upgrades of facilities are being discussed. The information being presented may not include 100% of all possible scenarios. However, we hope to cover a majority of them. PLEASE NOTE: A Cost Responsibility Article has been developed by the Utilities Unit and is posted on the "Connect" site that was discussed earlier in this presentation. This article may provide further assistance with determining cost responsibility.
- The two main topics to remember when considering Prior Rights are; (1) Who was there first and (2) Where is the conflict located? If the utility conflict is outside of existing Highway Right of Way, in most cases NCDOT will be responsible for the relocation costs. If the utility conflict is located inside Highway Right of Way, in most cases, the utility owner will pay for the relocation work.

Compensable Interest/Reimbursement

- When the utility has “prior rights” to be where they are, NCDOT pays for the relocation of those utilities.
- URA establishes the terms and methods in which the entity will be reimbursed by NCDOT.
- Prior rights claims by utility companies may be established in several ways.

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Most utility companies will have a recorded easement for its facilities located outside of existing Highway Right of Way. This easement gives the utility company a compensable interest/prior rights that would require NCDOT to pay for the relocation work. The Utility Relocation Agreement (URA) establishes the terms and methods in which a utility company will be reimbursed based on valid prior rights.

Prior Rights Claims

- Recorded easement
- Recorded right of way
- Existing utilities qualify for adverse possession (encroaching or non)

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- As mentioned in the last slide, a recorded easement is one way of establishing prior rights. NO UTILITY COMPANY, I repeat, NO UTILITY COMPANY has an easement either over or under Highway Right of Way. ALL existing easements are terminated on property purchased by NCDOT for Highway Right of Way. NCDOT has eminent domain over property it purchases. However, NCDOT may grant a utility company an easement across residue property if the need arises. No easements are approved across highway right of way but encroachment agreements are approved for a utility company to install facilities inside Highway Right of Way. When a utility owner has an easement on property that NCDOT purchases for highway right of way and the easement was recorded before NCDOT purchased the property, the utility owner does not relinquish its rights for reimbursement at any time in the future for those facilities, but the utility does lose all rights regarding activities that can or cannot take place on the purchased property.
- As you can see on this slide, the utility company may qualify for reimbursement of its relocation costs if it has recorded right of way or can claim adverse possession for its existing facilities.
- An adverse possession claim must state the existing facilities were installed at least 20 years from present day if those facilities are located outside existing Highway Right of Way. When the existing facilities are installed inside Highway Right of Way, an affidavit may qualify as prior rights if the affidavit shows the existing facilities were installed at least 20 years before NCDOT obtained its right of way. Normally, this situation does not occur, but it can.

Prior Rights Claims

- Existing utility may have joint-use agreement with pole owner
- Existing utility may be franchise based
- NCDOT paid for previous relocation

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- A utility company may have prior rights based on a Joint Use Agreement with another utility company. When a Joint Use Agreement allows both companies to reciprocate setting poles for each other, the Attorney General's Office has ruled that both companies then have a compensable interest in the pole line and NCDOT would pay both companies.
- A pole attachment agreement does not constitute compensable interest/prior rights and NCDOT would not be required to compensate the owner of a pole attachment agreement for its relocation costs.
- When utility facilities are located on the right of way of a City Street under a Franchise Agreement, NCDOT would be responsible for those relocation costs unless the Franchise Agreement, Municipal Agreement or Municipal Policy states otherwise.
- When NCDOT pays a utility company to relocate on a project, NCDOT would pay to relocate those facilities on all future projects whether the relocated facilities were installed inside highway right of way or not.

Research

- Division Right of Way Office
- Public records: County Courthouse (often accessible online)
- NCDOT Archives Unit (previous project data)
- NCDOT Road Inventory Unit
- Affidavits from utility with supporting documentation
- Utility company records (provided by utility)

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The items being shown on this slide are possible areas that may provide assistance with determining prior rights. Remember: You need to ask yourself, “Who was there first?” when trying to determine prior rights. The one who was there first usually owns the right for payment. Remember, a utility company does have the right to maintain its facilities. Therefore, dates on poles, dates on cabinets or dates on pedestals etc. may not be reflective of the date the original facilities were installed.

Cost Responsibility

GS 136-27.1
(Water and Sewer)

GS 136-27.2
(County Gas)

GS 136-27.3
(Repayment Terms)

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- General Statute 136-27.1 defines cost responsibility for relocation of water and sewer lines of municipalities, nonprofit water or sewer corporations or associations and local Boards of Education when the facilities are located within existing Highway Right of Way.
- General Statute 136-27.2 defines the cost responsibility for relocation of county-owned natural gas lines located within existing Highway Right of Way.
- General Statute 136-27.3 defines repayment information when the Department enters into a cost agreement to relocate municipally owned facilities.

Helpful Options

- Used by the Utilities Unit
- Used by the Divisions
- Don't limit yourself
- Let us know what works
- Share best practices

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Unique problems require unique solutions and it's important we share our knowledge. First, I'll start with some things the Utilities Unit has used on centrally managed projects, then I'll discuss other options some Divisions have used. But don't limit yourself to things we've done in the past, if you come with another solution, try it. And if you'd like to discuss with us first, give us a call.

But please, let us know what is working for you, and not working. One of the Utilities Unit's responsibilities is to ensure we are sharing best practices regarding utilities.

Utility Coordinator in Contract

- When is it appropriate?
- If significant UbO work after DOA
- If it reduces utility/Contractor “issues”
- If Contractor can coordinate UbO with his activities
- If beneficial to the project, include in estimate

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An option the Utilities Unit has used infrequently, but likely more frequent in the future the way things are headed, is to include a Utility Coordinator in the highway contract. When is this appropriate?

-If there is significant UbO work that is going to take place after the Date of Availability.

-If it reduces the chance of issues between the Contractor and utilities.

And

-If there are reasons why the Contractor should have a more direct link to the utilities still relocating, for example, coordinating with his work activities.

Example, a new location project with conflicts at numerous –Y- line crossings. For whatever reason, relocated after DOA. If the conflicts are cleared one –Y- line at a time, the order in which they are cleared may have a significant impact on the Contractors activities. By having a UC in the contract, it better enables the Contractor to convey his priorities to the utility owners.

Bottom line, after considering ALL the project specifics, if you believe having a Utility Coordinator in the contract would be a benefit, include one in the estimate.

Advanced Clearing Contract

- Can solve numerous problems
- Utility objects to clearing
- Utility's schedule unacceptable
- Cost savings
- May include all clearing, if appropriate

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There have also been times, on Centrally managed projects, we've recommended the Division let an advanced tree clearing contract. This option can solve numerous problems. Of course, cost responsibility impacts the problems and solutions. For example, utility owner may object to clearing because:

- They don't have internal capability
- They don't normally clear
- The area would be cleared anyway, so they think we're making them do "our" work
- They want to wait for our Contractor to clear, but obviously that creates an unnecessary delay

This issue is normally associated with telecom/CATV.

Power companies typically do clear, however, they don't want to send in their forces until all R/W and PUE has been acquired. So 1 or 2 parcels could hold up 100 others. An advanced clearing contract with a local company may give you flexibility to clear what is available and finish when acquisition is complete. This can also be used as a cost saving measure when the utility's estimate for clearing is unreasonably high.

Based on the project specifics, you may choose to include all clearing, not just what is needed for utility relocation.

UbO Inspection

- UbO inspection in utility coord scope
- Several reasons when to consider
- Schedule- add'l eyes/ears to monitor
- If location is critical
- Several utilities in limited space
- Constructability
- Environmental commitments

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There are also strategies the Utilities Unit has NOT used, but some Divisions have, and likely they'd be helpful for all Divisions. For example, when scoping Utilities Coordination, you have the option of including UbO inspection in the scope of work. However, increasing the number of visits to the project site may influence which firm you select because of mileage cost.

There are several reasons why you may want to consider this. For example:

-If you believe you need additional eyes and ears to monitor progress and motivate the utility in order to meet the schedule.

-If location is critical, UbO inspection can ensure installations are in accordance with UbO plans. Location can be critical due to several utilities in close proximity to each other, constructability concerns, abiding by environmental commitments, and probably many other reasons.

UbO Inspection

- Another option, CEI firm
- Not tied to one project
- Likely more flexibility in tasking
- Combination may be best

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Another option some Divisions have used is hiring a CEI inspector to assist the DUC. Essentially, he's the "boots on the ground" at the various project sites and reports progress, or the lack of, back to the DUC.

Advantages of this approach is the CEI inspector is not tied to one project and you likely have more flexibility in tasking. The answer doesn't have to be one or the other. Your Division may choose to hire a CEI inspector to assist on numerous smaller projects and include UbO inspection in the utility coordination scope of work for only the most complex projects.

Early Coordination

- Essential on complex projects
- May be surprised by flexibility
- Design- Roadway, Drainage, Structures
- Prioritizing R/W & PUE acquisition
- Prioritizing R/W plan sheets
- Partial environmental permit approval
- Identify obstacle(s) AND who can help

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You've heard us mention communication and coordination many times. On complex projects or those with unique challenges, you may need to start that coordination earlier than normal. I'm sure I'm not the only one who has been surprised by another section or unit's flexibility because I asked EARLY. Here are several examples of how early coordination can help:

There may be a utility "issue" that can be resolved by a design change, perhaps roadway, drainage, or structures. But the later you wait, the less likely they can accommodate you.

R/W should be informed of your priority parcels before acquisition begins. Let them know which parcels are needed for utility relocation and when. PUE is obviously needed for utilities, but oftentimes R/W is needed, so it doesn't stand out. By taking your priority list and determining how long each will take to acquire, some parcels take longer than others, they can prioritize their tasks.

It may even require the design team to develop R/W plan sheets in the affected areas and issue them ahead of the complete R/W plan set.

If utilities need to begin relocating into environmentally sensitive areas before the permit is approved, you can request a partial approval in the affected area. But the sooner you begin the discussion with your environmental rep, the more likely you are to get a positive response.

In summary, when you're working on a complex project, begin looking early for potential obstacles that threaten your schedule. Then, identify the person or section who might be able to remove the obstacle. Finally, engage them immediately even if it's just a potential obstacle at that point.

Field Support

- Utility Coordination
 - Reviewing- in-house manhours, URA and Encr. packages, relo PO/invoices
 - Utility Agreement development
- Utility Engineering
 - Reviewing- in-house manhours, PS&E package, unit prices

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The Utilities Unit is part of Field Support and there are several ways we can support you, for example:

For utility coordination, we can review your in-house manhour estimate and provide negotiation guidance, if needed, review URA and encroachment packages, and review relocation POs and invoices.

For utility engineering, we can review in-house manhour estimate, the completed PS&E package or at earlier stages. And sometimes we're asked just to review unit prices. Obviously, we can't do the work for you, but providing guidance where you need it benefits us all.

Field Support

- In house training
- DUC and DUE
- Work with the Utilities Unit for 2-3 days
- Advantages over us coming to you
- Support is based on need
 - Vacancy
 - New employee
 - Experienced employee

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One of the most important roles of the Utilities Unit is training, several have already asked for us to come to your Division to train a new DUC or DUE. We'd be happy to share our knowledge with your DUCs and DUEs, but it would be much more effective for them to come to us for a couple days. They can bring their work, problems, and questions with them and speak to MANY people, not just one. We have several retirees back working with us, so there is a wealth of knowledge for them to tap into. Plus, meeting everyone on their regional team is good for the Utilities Unit and Division.

We are here to support, not get in your way. We expect to offer more support if you're dealing with a vacancy or new employee in your utility positions. And as your experienced employees handle more, then we can focus on other improvements or resources that will assist you.

Agenda

- Resources on Connect/Inside
 - Carl Barclay, State Utilities Manager
- Encroachments on Division Managed Projects
 - Vang Moua, Encroachments Engineer
- Coordination Overview
 - Barry Whitaker, Utilities Unit Business Officer
- Cost Responsibility
 - Ed Reams, Regional Utility Coordinator
- Helpful Options
 - Carl Barclay
- **Questions**

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Are there any questions about what we covered today?