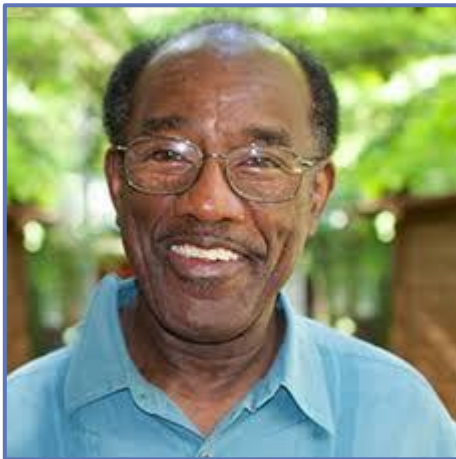


Giving Back Generously

One of OTM [core values](#) is generously giving back to our community. Each year we work to donate 10% of our net income to various 501c(3) organizations via our [Community Support Fund](#). To see some of the organizations we have given to over the years, please visit our website.



11th Hour Christian Initiatives



This year we were given the opportunity by Pastor Gary Ham of [Eleventh Hour Christian Initiatives \(11HCI\)](#) to become an on-going financial partner of the [Make Us One Conference](#). Before getting into this innovative, revolutionary annual conference, let us share a little bit about 11HCI. 11HCI has three focus areas: Local Ministry, Missions Mobilization, and Member Care. In Local Ministry, 11CHI is serving the local Rochester, NY community. They work with a network of churches to impact our city for God. They do activities like Pizza-in-the Park, Community Life Groups, and the After

School Tutoring Program. In Missions Mobilization, 11HCI is committed to the great commission, to "go and reach all nations." They help train and mobilize churches for international short-term mission trips. They have led mission trips to Brazil, Liberia, Cuba, Japan, and the Philippines. Member Care is at the core of 11HCI. They provide mentorship, counseling, and strategic support for missionaries in need.

THE MAKE US ONE CONFERENCE – The year before the tragic murder of George Floyd, EHCI had felt the need to help promote greater unity within the body of Christ, and so in 2019 they hosted the first Make Us One Conference in Rochester, New York.

Although, the conference did not draw large numbers of people, it had a great impact on those who attended the conference, which included a significant number of senior pastors and ministry leaders. The theme came from Christ's prayer in John 17, when at least four times he prayed that believers would be 'one'. During the opening night, which focused on the power of prayer, the Holy Spirit moved in a significant way and many people came forward in response to the altar call at the end of the service. The next day of the conference was equally moving and it was obvious to all that unity in the church was extremely high on God's Kingdom agenda.

THE FORMATION OF A PARTNERSHIP – OTM is joining/partnering with 11HCI in doing the Make Us One Conference. We are pleased to share that we will be donating from the OTM Community Support fund \$15,000 per year for the next 3 years to financially support this annual conference. Our partnership makes a statement about the priority of racial unity and oneness within the body of Christ. We join Pastor Ham in the belief that if the body of Christ, people who are committed followers of Christ, overcome racial problems and barriers, and will begin to model and demonstrate genuine unity with diversity, it will have a very positive and ripple effect on society-at-large and will go a long way to help heal America's wounds.

Make Us One is a theme that will catch the attention of the younger generation, the gen "z's" and the millennials, who have yet to see what society looks like when people are truly loving their neighbors in spite of color and ethnic differences. Finally, we envision this conference to help ignite a new initiatives of community outreach and global missions comprised of people working together from different churches and cultural and ethnic backgrounds who have a shared vision to serve the poor, to restore the broken communities, to set people who are in bondage free, and to proclaim the gospel of Christ to the hopeless and despairing.

A Day in the Life of an OTM Dispatcher

Every day begins with checking the company phone line for messages. We then send a morning message to each DPV team which consists of RG&E, NYSEG, ConEd and Orange & Rockland. After greeting each team, we then page out emergency tickets because these require immediate attention. After addressing any emergency tickets, we then sort the delayed tickets, based on

coverage area, provided to us from Anna. We also run morning reports and due to the current pandemic, we complete COVID-19 checks for our O&R team.



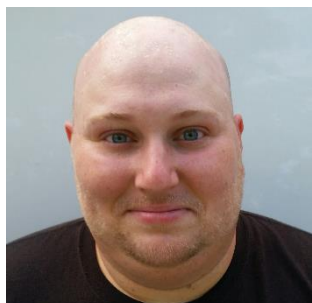
Once those tasks are completed, we then turn our focus to dispatching regular tickets out of UtiliSphere. Along with dispatching tickets that come in, we answer the dispatch phone line to assist drivers with questions as well as answer the company phone taking Private Locating request, Tip Line calls, etc.

Daily, we also complete audits on videos submitted by our Orange & Rockland locators. We hold weekly meetings with each DPV program, in which we create the agenda prior to the meeting, conduct the meeting and take notes. Once the meeting has concluded, we provide an email to each team with notes of what was discussed in their individual meetings.

The above are all normal day-to-day tasks that we work through and complete in a timely manner, however we also get abnormal situations. For example, we often get calls from concerned citizens wanting to know why a man in an OTM car is sitting on their street or a driver has locked their keys in their company car or someone wanting to know why a man in OTM gear is painting up their lawn. We do our best to diffuse these tricky or heated situations.

Around 3pm our day starts to come to a close. We update our boards with information for each program, e.g. gas hits, which drivers are off or on, and any changes that have been made. Lastly, we do one last check in with each team and wish them a good night. Just to do it all again the next day.

Congratulations to the following OTM employees who have achieved Northeast Gas Association (NGA) certifications in various tasks (noted below their names). The team members may have other NGA operator qualifications that are not listed but what is shown is what has been obtained this past quarter.



Vernon Lyons
CT06A, CT06B, CT21,
CT70, CT22A&B, CT23,
CT24, and CT71



Adam Banks
CT21 WE & PE, CT70,
CT85



Rob Polimeni
CT21 WE & PE, CT85



Daniel Sasu
CT21 WE & PE, CT70



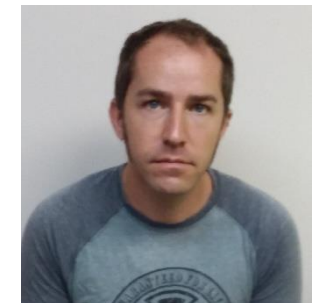
Tom Farrell
CT21 WE



Elias Maldonado
CT21 WE



Lorenzo Davis
CT21PE



Andrew Specca
CT21 WE & PE

NGA Tasks:

- 06A CT06A-Inspecting for Atmospheric Corrosion, Including Evaluation and Remediation
- 06B CT06B-Inspecting for Atmospheric Corrosion
- 21 CT21-Line Locating and Mark Out
- 22A CT22A-Inspecting of 3rd Party Excavations for Damage Prevention, Including Root Cause Analysis
- 22B CT22B-Inspecting of 3rd Party Excavations for Damage Prevention
- 23/24 CT23 & 24 Inspecting the Condition of Exposed Pipe
- 70 CT70-Properties of Natural Gas and Abnormal Operating Conditions
- 71 CT71-Excavation & Backfill
- 85 CT85-Meter Assembly Abnormal Operating Conditions

Some schools will be starting in your areas so please never drive distracted, slow down and prepare to stop when the schools bus flashing lights are on and NEVER pass another vehicle with the school bus stop-arm extended.



Recognition & Celebration – OTM's Utility Locators

On Wednesday, August 26 at the Rochester, NY headquarters, OTM held its 1st recognition and celebration event with the utility locators for the new Avangrid gas & electric facilities locating (FT locators Joe Piccarreto, Lorenzo Davis, & Chad Irwin, and back-up locators Rob Polimeni & Daniel Sasu), Buffalo Sewer Authority Locating (Ron Austin), Southern Tier Network and Empire Access fiber locating (Adam Banks), and our private utility locators (Tom Farrell & Andrew Specca). The dispatcher manager, Tyler Coleman, and dispatchers, Liz and Sam, also joined the event. The locators led by both Joe Vilella and Wayne Coleman had pizza and wings in the Pentagon conference room (click on photo below to see photos of the event)



From left to right, back to front: Adam Banks, Tom Farrell, Rob Polimeni, Andrew Specca, Ron Austin, Daniel Sasu, Lorenzo Davis, Tyler Coleman, Joe Vilella, Wayne Coleman, Sam Twichell-Trouerbach, Liz Frazier, Joe Piccarreto, and Chad Irwin

In addition to the general recognition and celebration, the locators joined in on recognizing and celebration **Lorenzo Davis's** 5-year work anniversary with the company. The team had some good Wegman's cake and Lorenzo was presented with an anniversary award, a card, and a gift card. Congratulations Lorenzo!



Recognition & Celebration - Inside Meter Inspection Program Team



Left to right, back to front: Rob Polimeni, Wayne Coleman, Jon Oswald, Elias Maldonado, and Daniel Sasu

Friday, August 21, OTM held a pizza and wings lunch recognition & celebration for the **Inside Meter Inspection Program Team**. If you want to see some pics of the celebration, visit the event page on our website (click here - [Event Photos](#)). If you want to read a little bit about what this team did (click here - [Making Friends in Fairport, pg.2, newsletter vol. 18](#)) or the NGA operator qualifications many of the team members had to acquire to do the work (click here - [NGA congratulations, pg. 2, newsletter vol. 14](#)) to see articles from some past OTM Good Tone newsletters.

If you know any of the team members, please take the time to congratulate them and work well done!

Ice Cream



On Thursday, August 27, the OTM Rochester office staff and family enjoyed ice cream from Lugia's! Yes, we know some of us should have taken that day off or scheduled a meeting during the ice cream social but we didn't! Instead we enjoyed some good ice cream and a little socializing for all the hard work we do. O.k. We just wanted some good ice cream.