

**On The Mark Utility Locating Services, Inc.**      1/18/2021      Edition 1, Volume 23

## Living On The Mark

The Orange & Rockland Utilities (ORU) One-Call Locating Team achieved **0 At -Fault Damages in 2020!**



An at-fault damage is a utility damage that is caused by the utility locator. If the locator doesn't read the map correctly, doesn't obtain a good, solid locating tone on the utility, or doesn't properly follow process, he/she can mis-mark the utility. The excavator then uses the marks put down, excavates, and hits a utility resulting in a gas or electric damage. A damage is simply about the utility, the potential negative impact on the environment (e.g., local residents), the cost to repair, it is also about the potential loss of life that could result from it! Damages are not acceptable and are the very basis for why OTM is contracted to locate the utilities or provide Damage Prevention Vehicle services to inspect the work of excavators after utilities have been properly located.

In 2020, the team processed 23,911 tickets. Of these tickets, 11,381 or almost 50% were gas & electric mark outs. And for all these mark outs, the ORU one-call team had 0 at-fault damages. This is incredibly impressive and a testimony to an outstanding effort and performance. In case you are wondering, there were damages in 2020. They simply were not caused by our team's work. There were several damages, one due to an incorrect map and the others were due to excavator error.



**Alex Metiche** led this team and this awesome effort. Alex is a Sr. Utility Locator and has been with OTM almost 3 years. The team he led consisted of Vern Lyons, Zane Parrott, Miguel Martinez, and Mendy Watson. This team has been recently joined by Mark Colon and Andre Jones. (Team shown below from left to right)



**In addition to this feat, this team had 0 worksite or vehicle safety incidents! Total Safety Excellence!**

**Congratulations ORU One-Call Team! Awesome Job.  
Great way to Live On The Mark!**



Training & Development and employee growth is important to OTM and our growth. We like to recognize and celebrate our colleagues' achievements. Please join us in congratulating the following employees for completing Northeast Gas Association (NGA) Operator Qualification Tasks

# GROWTH

## TRAINING & DEVELOPMENT



**Tom Farrell**  
Sr. Private Utility Locator  
Task 21 - Line Locating  
Task 70 - Ab Op Conditions  
Task 85 - Meter Assembly



**Chad Irwin**  
RG&E One-Call Locator  
Task 21 - Line Locating  
Task 70 - Abnormal  
Operating Conditions



**Andre Jones**  
ORU One-Call Locator  
Task 21 - Line Locating  
Task 70 - Abnormal  
Operating Conditions



**Alex Metiche**  
ORU One-Call Supervisor  
Task 21 - Line Locating  
Task 70 - Abnormal  
Operating Conditions



**Joe Piccarreto**  
RG&E One-Call Locator  
Task 21 - Line Locating  
Task 70 - Ab Op Conditions  
Task 22B - 3rd Party Dam



**Daniel Sasu**  
DPV Supervisor  
Task 06B - Atmospheric  
Corrosion Inspection  
Task 85 - Meter Assembly



**Mendy Watson**  
ORU One-Call Locator  
Task 70 - Abnormal  
Operating Conditions

### NEW OTM Safety Team

The company has put together a safety team called "Occupational Safety & Health (OSH) Team". The Team consist of Lisa O'Neal, Rob Polimeni, Chris Lofton and Wayne Coleman. The Team's mission is to assure a safe and healthy workplace for all Field and Office employees. More information will be coming.

## Dream With Us

So many people today want to own their own business. So many have dreams of a prosperous future 'doing their own thing' or 'working for themselves'. I remember when I was a young adult and dreamed this same dream. After 26 years at Eastman Kodak Company in many different jobs and roles, I thank God that my dream never died but for a season, a 26-year season, I dreamed the Kodak dream. I knew the dream that George Eastman dreamed of enriching people's lives through pictures and memories. By allowing myself to dream George's dream, I joined millions of others to make that dream a reality. Kodak was an iconic global business whose name became synonymous with taking pictures of precious life moments like when your child was born, when you were married, when your child graduated from high school or college, or when you bought your 1st home.

8 years ago, I met with Wayne at his home in Henrietta and he not only shared with me the OTM business, but he shared the dream of OTM. The dream was that one-day OTM would be a great company providing a broad portfolio of utility management services like private locating, 811 one-call locating, cathodic protection systems, gas leak survey, damage prevention vehicles, and many other services. I saw it in my mind's eye. While this company at the time was just three owners that worked after their RG&E workdays and on weekends, I believed the vision that this would be a great business. Shortly thereafter I joined OTM and started dreaming.

In the bible book of James 2:17 it says, ' So also faith by itself, if it does not have works, is dead'. The meaning of this as applied to dreaming is that dreaming by itself isn't enough. One must work in accordance to their dream. And over time and in time, with God's grace that dream may become a reality. Over the past 7 years, I have also learned that just as I was willing to dream with Wayne, Sam, and Gary, we still need others to join us, to dream with us, and to work in accordance to this dream.

I remember when we hired our 1st employee, Adam Banks, to work on our Monroe County Water Authority's fire hydrant inspection program. Shortly thereafter, we hired Lisa O'Neal to be a dispatcher for the Damage Prevention Vehicle (DPV) Avangrid program. Over the years, we have added other dreamers including, we pray, you!

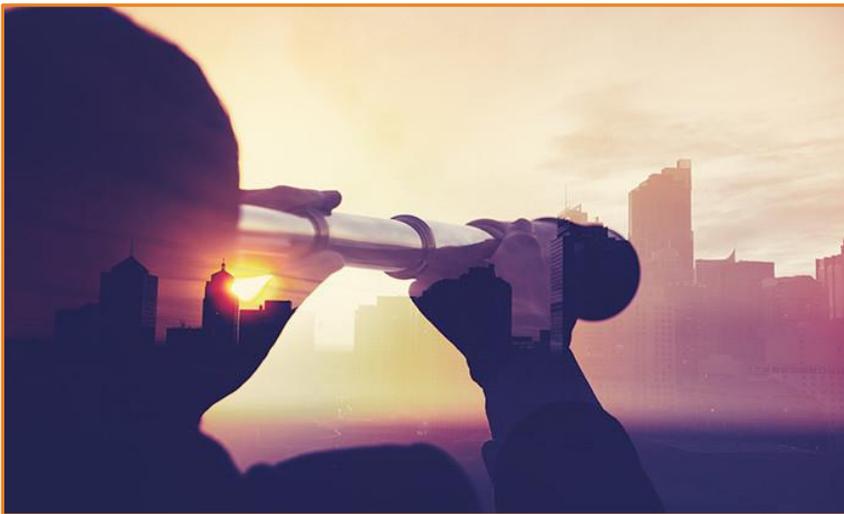
By dreaming with us, do you give up on your own dream(s)? No, not at all. You may do as I did and simply defer it while you learn, grow, and develop yourself. So, dream with us. Together we can make our vision – to become a global leader in the utility management services - a reality. We can have lots of fun and a great time doing it!

If you really want to dream with us a little more, read the next article on Vision.

## Vision

The year is 2031 and OTM has just moved into its new 15,000 sq. ft. headquarters in Rochester, New York. Everyone is so excited about the move and the future of the company. The company has just eclipsed the \$100MM in sales mark in 2030 and this is before securing their 1<sup>st</sup> multi-million-dollar, multi-year utility management contract in the mid-West.

The new CEO has now fully taken control of the company and its leadership. She did a small restructuring of her leadership team by adding a couple of new persons to the already impressive team put in place by John Bryant. John has now joined the other OTM owners and the 12-person board of directors chaired by Wayne Coleman. This combined team of the board and the executive management is well positioned to move this company successfully into the future.



Well, OTM has come a long way in the past years. They have office locations and operations in Buffalo, Syracuse, Albany, Pennsylvania, Virginia, Kentucky, Atlanta, Georgia, and Florida. The company now has over 650 employees and has a portfolio that covers one-call locating, private locating, gas leak survey, corrosion inspection, cathodic protection system design/implementation/management,

damage prevention vehicles, meter reading, and a host of other services. They innovated the use of sUAS or drone technology in the utilities & survey industry and lead in market share in this service area. They are also the largest private utility locating company and damage prevention vehicle service provider in the nation.

More impressive that OTM's geographical footprint growth and financial performance, which is incredible in and of itself, it is fundamental values starting with putting people first. OTM employees are ambassadors of the company, its values, and culture. They simply love this company, their fellow employees, the work they do, and their clients. The people are treated very well. They lead the northeastern area in terms of best work environment and employee satisfaction. They have won Best Workplace for the past 3 years! This could be in part due to them leading the region in competitive pay and benefits. It is hard to believe that they have the best pay and benefits and yet are still so very profitable as a company.

Last but not least, OTM is one of the most philanthropic company's in the nation. Although not the biggest in gross sales, their charitable contributions are significant. Last year alone, they donated \$1MM

to local and national organizations across the areas where they operate. More impressive than this, is the acts of generosity done by their employees in various organizations like the United Way.

God has truly blessed this company and this company is a blessing to its clients, its employees, and the communities that it operates in.

# HR



## **2020 Performance Reviews**

All employees should have received an email notification on your annual performance review. The online performance review tool has been available through iSolved since 1/1/2021. You as the employee have the ability to evaluate your own work performance. This year we have made it optional, however, beginning next year it will be a requirement for all employees to evaluate their own work performance. This will open the path for a good conversation between the employee and the supervisor, in reference to your work performance. All performance reviews are to be completed by January 29, 2021.

## **2021 Performance Goals**

During your performance review this is also the time to be able to set goals for the upcoming year. What do you want to accomplish this year? What skills do you want to develop? Is there another department I can train in? These are just some questions you can ask yourself. This is the time to take a look at what you want for yourself and set that path with your supervisor through your performance goals.

## **HRA Contact Information**

We are now officially in a new benefit year and as such we are now using the HRA to complement our current plan. If you have any questions or need any assistance, please do not hesitate to contact Danielle Dimicheli. Her contact information is below.

Danielle Dimicheli – HRA Point of Contact

[ddimicheli@bene-care.com](mailto:ddimicheli@bene-care.com)

585-347-1300 ext 129

We ask that you only contact Danielle for HRA questions, any other benefits questions, please contact Julie Varela and she will guide you on who to contact.

## **Hold the Date - All Hands Zoom Meeting**

On Wednesday, February 10<sup>th</sup> @ 9:00 am we will be holding an All Hands Zoom Meeting. This meeting is so that we can come together as a company and have an open forum of Q&A. I know that we all have questions and concerns surrounding different topics. It could be something as simple as, "What direction is OTM going?" "How has COVID impacted OTM?" "How will COVID impact my job here at OTM?" This is the time to get these questions and more answered. We will be sending out a link a couple weeks prior to the meeting, where you will be able to submit questions anonymously, if you do not feel comfortable asking them during the Zoom meeting. We would like everyone to participate!

## **Feedback Surveys - Coming Soon!**

OTM values feedback and as such we will be sending out Feedback Surveys at the end of the 1st Quarter. This survey is so that you can tell us how IT, HR, Operations, etc. is doing. What areas do we need to improve? We welcome all feedback and look forward to hearing what you have to say. Stay tuned to your email for this survey!