

# BOARD OF DIRECTORS

## PRESIDENT

Raymond Wiesehan  
Manager, Asset Management  
Ameren

## PRESIDENT ELECT

Craig Hoeflerlin  
Vice President-Operations  
Laclede Gas

## TREASURER

Steve Holcomb  
Vice President Field Operations  
Missouri Gas Energy

## SECRETARY

Ronald Goad  
Assistant Director  
Kansas City Water Services

Steve Bennett  
Director Of Field Operations  
Time Warner Cable

Gary Owsley  
Manager of Operations  
Laclede Electric Cooperative

Mark Hilbert  
Facility Superintendent  
ConocoPhillips Pipe Line

Jeff Wolf  
Director, Resource Management  
Kansas City Power & Light

Ken Reasoner  
Director, Operations Analysis  
City Utilities of Springfield

Brian Cornelius  
President  
Citizens Telephone

Terry P. Hobbs  
Manager, Network Field Operations  
AT&T

Kirk Proffer  
Director I & R (Missouri)  
AT&T

John Overstreet  
General Manager  
Tri-County Water Authority

Dale Tate  
Gas Department Supervisor  
City of Fulton

## ADVISORY MEMBERS

Larry Schall  
PE, Vice President  
Shafer, Kline & Warren, Inc.

Ray Daub  
President  
Kirkwood Excavating

Daniel R. Beutler  
President  
George J. Shaw Construction

# 2006 Call Volume

Estimated call volume for 2006 is

# 663,700

incoming locate request

Public Outgoing member notifications  
for 2006 are estimated at

# 3,533,200.

ATTT Exhibit No. 13

Date 12-21-06 Case No. IT-2007-081

Reporter for

# ITIC Usage growing rapidly Are you using it?

More and more member utilities and excavators are using the option of internet ticketing (ITIC). An increasing percentage of the locate requests handled by the call center are now being done on-line.

ITIC offers the advantage of speed, increased accuracy and the ability to process a ticket anytime.

ITIC allows access to the call center 24 hours a day via the Internet. This eliminates waiting on hold for an operator when processing Routine, Design and Renewal tickets.

ITIC allows the user to view, search and print tickets. ITIC users will also receive a copy of each ticket processed on-line showing the utilities notified.

ITIC users have two methods of processing locate request online. One version allows the user to enter their information online to be mapped by the call center. The second version allows the user to attend a short training class to learn how to map their own request.

One-on-one training classes are also offered on-line.

**2980 registered ITIC users can't be wrong!**

**To register for ITIC, contact Kim Boyd at 573-636-1550  
or by emailing [moitic@occinc.com](mailto:moitic@occinc.com).**

# Ticket Number Sequence

*As a reminder ---*

The confirmation ticket number sequence is organized by year, day of the year and order issued.

As example: Ticket # 62213105 was issued in 2006, on the 221st day of the year (August 9th) and was the 3105th ticket processed since midnight.