



# ANNUAL REPORT 2021





The background of the image is a close-up, high-contrast photograph of dark, rich soil. The soil is textured with small clumps, roots, and organic matter. A bright yellow rectangular border is superimposed over the image, framing the text. The text is white, bold, and sans-serif, arranged in five lines.

**Promoting  
public safety  
and the  
protection of  
underground  
infrastructure.**



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# CHAIRMAN & CEO

## ANNUAL REPORT LETTER 2021

How did we lead in the virtual year of 2021? We have all faced tremendous challenges in 2021 like no other time in our history, but we had a very productive year; we want to thank you for your continued membership with Colorado 811. We recognize the value in our relationship with your organization and look forward to an even stronger 2022—an extraordinary acknowledgment to the staff of 811 for their continued commitment and loyalty to our organization. We value and appreciate the resiliency of our outstanding staff. Our main goals for 2021 were to keep our people safe and healthy and address our challenges and fears that brought hope when there was so much uncertainty. The importance of enhanced digital capabilities allowed our entire team to work from home and stay safe.

In the age of Next-Gen developments, our adoption of modern technology allowed our organization to thrive in an ever-changing remote environment. The accelerated digital landscape has not only challenged Colorado 811 but, in some cases, has demanded that we improve our data management in the ever-changing and dynamic space in how our data is stored, maintained, transmitted, consumed, and protected. As our adoption of new technologies emerges, we must review and enhance our current data policies and practices. We are proactive in protecting your data, reducing the likelihood of potential intrusion, data loss, and misuse when interactions occur with our organization.

As the economy continued to normalize, we dealt with the pandemic, and our plan to return to the office policy was in flux as we closed out the year. Our timing and extent for

continued planning were transparent as our forecast never slowed one iota. The driver of our planning continued to be our customers, centric on innovation and technology adoption improvements that will advance the way we work together.

We provided consistency in an ever-changing world as our operations pivoted to a remote environment. As a result, we brainstormed our business model and how we can focus on continuous improvement in a hybrid setting. Our people and organization have faced challenges like no other. Yet, we found the ability to thrive in an ever-changing world and address inequity in our work and compensation models.

As a community-centric safety organization comprised of diverse leaders, we are responsible for contributing to the betterment of society, the protection of the planet, the transparency of business, and the economy's prosperity. We are on a purpose-driven journey and continuously finding new ways to help our stakeholders stay safe and thrive in the damage prevention industry reduces the likelihood and possibility of intrusion, data loss, and misuse.

J.D. Maniscalco  
Colorado 811 CEO

Toni Pascal  
Colorado 811 Board Chairman



# BOARD OF DIRECTORS



**Toni Pascal - Chairman**  
EXCAVATOR DIRECTOR  
Pascal Construction Company



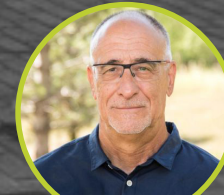
**Chuck Snare - Vice Chairman**  
GAS TRANSMISSION  
Tallgrass Energy



**Cody O'Neil - Treasurer**  
ELECTRIC COOPERATIVE  
Holy Cross Energy



**Esther Williams - Treasurer**  
ELECTRIC DISTRIBUTION  
Xcel Energy



**Tony Cocozzella - Secretary**  
WATER/SEWER  
Platte Canyon Water & Sanitation District



**Anthony Jelniker**  
CABLE TELEVISION  
Comcast



**Bill Stephens**  
GAS DISTRIBUTION  
Black Hills Energy



**Nolan Snyder**  
COMMUNICATIONS  
Lumen



**Darrell Roberts**  
GOVERNMENT  
Douglas County Public Works



**J.D. Maniscalco**  
CEO  
Utility Notification Center of Colorado



**David DiGiacomo**  
LEGAL COUNSEL  
DiGiacomo, Jagers & Perko, LLP



**Christine Miller**  
CONTROLLER  
Utility Notification Center of Colorado



**Shelly Dornick**  
SPECIAL DIRECTOR  
Colorado Springs Utilities



# HUMAN RESOURCES

## DEPARTMENT REVIEW

In 2021 the Colorado 811 Human Resources Department continued to focus on the safety and health of our employees as we spent another year navigating through the COVID-19 pandemic. Throughout the year, the Colorado 811 staff remained fully remote, and we continued to recruit, on-board, and train new talent joining the organization. Our recruitment goals in 2021 were to recruit and fill newly created positions in our Member Relations, Marketing and Communications, and Information Technology Departments. Our goal in adding the Member Relations Manager, Digital Marketing Specialist, and Senior Systems Administrator was to aid in these departments' continued growth and success. We welcome Carlie White to the organization's new role as Member Relations Manager, Digital Marketing Specialist, Jessica Bangs, and Senior Systems Administrator, Vincent Fairfield.

In 2021 Colorado 811 offered two additional medical plans to our benefits package. These plans were added to offer our staff additional cost-saving options for their medical plan elections.

Our recruitment goals in 2021 were to recruit and fill newly created positions in our Member Relations, Marketing and Communications, and Information Technology Departments. Our goal in adding the Member Relations Manager, Digital Marketing Specialist, and Senior Systems Administrator was to aid in these departments' continued growth and success. We welcome Carlie White to the organization's new role as Member Relations Manager, Digital Marketing Specialist, Jessica Bangs, and Senior Systems Administrator, Vincent Fairfield.

In 2021 Colorado 811 offered two additional medical plans to our benefits package. These plans were added to offer our staff additional cost-saving options for their medical plan elections.



# DAMAGE PREVENTION

## SPECIALISTS

Lisa Greenley - 23 Years



Ronelle Blatnik - 22 Years



Christopher Eason - 8 Years



Drew Behringer - 7 Years





# DAMAGE PREVENTION

## AGENTS

Phoenix Ragland - 26 Years



Nancy Pemberton - 22 Years



Mark Vandegrift - 17 Years



Diana Martinez - 10 Years



Chandra Love - 7 Years



Lencho Silvas - 7 Years



Marilyn Armel - 6 Years



Mary Patton - 6 Years



Robbin Zoupas - 4 Years



Heidi Eggert - 3 Years



Lillian Alban - 2 Years



Daniel Egan - 2 Years



Karen Hendricks - 2 Years



Zahari Herbert - 2 Years



Julia Morse - 2 Years



Arlene Purdy - 2 Years



Nathaniel Brantley - 1 Year



Amanda Brown - 1 Year



Kathryn Calip - 1 Year



Shawn Johnson - 1 Year



Jodie Miller - 1 Year



Edward Sheen - 1 Year



Shayne Auble - 1<sup>st</sup> Year



Kristen Baxter - 1<sup>st</sup> Year



Starla Craig - 1<sup>st</sup> Year



Renee Emmons - 1<sup>st</sup> Year



Joseph Foote - 1<sup>st</sup> Year



Jordan Prucha - 1<sup>st</sup> Year



Nathan Robinson - 1<sup>st</sup> Year



Malachi Sparks - 1<sup>st</sup> Year



Cesar Villalobos - 1<sup>st</sup> Year





# CONTACT CENTER

## LEADERSHIP

Rose Martinez - *Contact Center Supervisor - Education Coordinator* 14 Years



Nicole Hansen - *Contact Center Supervisor - Process Coordinator* - 3 Years



Phillip Steele - *Contact Center Supervisor - Scheduling Coordinator* - 1 Year



## SUPPORT STAFF

Mahlon Knight - *Online Services Specialist* - 19 Years



Jessica Behm - *Quality Assurance Coordinator* - 13 Years



Holly Ingram - *Online Services Specialist* - 10 Years



Tina Sparks - *Emergency/Damage Specialist* - 5 Years





# MEMBER RELATIONS

Carla Sanchez - Director of Member Relations - 17 Years



Ericka Silvas - Member Relations Specialist - 23 Years



Melany Wellensiek - Member Relations Specialist - 19 Years



Teresa Arrospide - GIS Analyst - 7 Years



Carlie White - Member Relations Manager - 7 Years



Mellissa McCafferty - Member Relations Specialist - 3 Years



# IT DEPARTMENT

Juan Ruiz - Director of Information & Technology - 3 Years



Tariq Abdul-Ghafur - Systems Administrator - 17 Years



Scott May - IT Support Engineer - 6 Years



Vincent Fairfield - Senior Systems Administrator - 1<sup>st</sup> Year





# DAMAGE PREVENTION

Martin Mead - Director of Damage Prevention - 24 Years



Todd Griffeth - Southeast Damage Prevention Liaison - 6 Years



Sanatam Khalsa - Northwest Damage Prevention Liaison - 6 Years



Janeille Duran - Denver Metro Damage Prevention Liaison - 4 Years



David Waller - Southwest Damage Prevention Liaison - 2 Years



Jason Petrilli - Northeast Damage Prevention Liaison - 1<sup>st</sup> Year



# MARKETING DEPARTMENT

Whitney Nichols - Marketing & Communications Administrator - 8 Years



Jessica Bangs - Digital Marketing Specialist - 1<sup>st</sup> Year







# ADMINISTRATIVE STAFF

J.D. Maniscalco - *Chief Executive Officer* – 30 Years

Jose Espino – *Vice President of Operations* – 26 Years

Martin Mead - *Director of Damage Prevention* – 24 Years

Jacquelyn McClure - *Human Resources Administrator* – 23 Years

Carla Sanchez - *Director of Member Relations* – 17 Years

Jennifer Wilson - *Executive Assistant* – 10 Years

Whitney Nichols - *Marketing & Communications Administrator* – 8 Years

Melissa Craven - *Business Analyst* – 7 Years

Maria Garcia - *Administrative Assistant* – 4 Years

Juan Ruiz - *Director of Information & Technology* – 3 Years



# PERSONNEL STATS

End of Year Staff

66

New Hired Staff

12

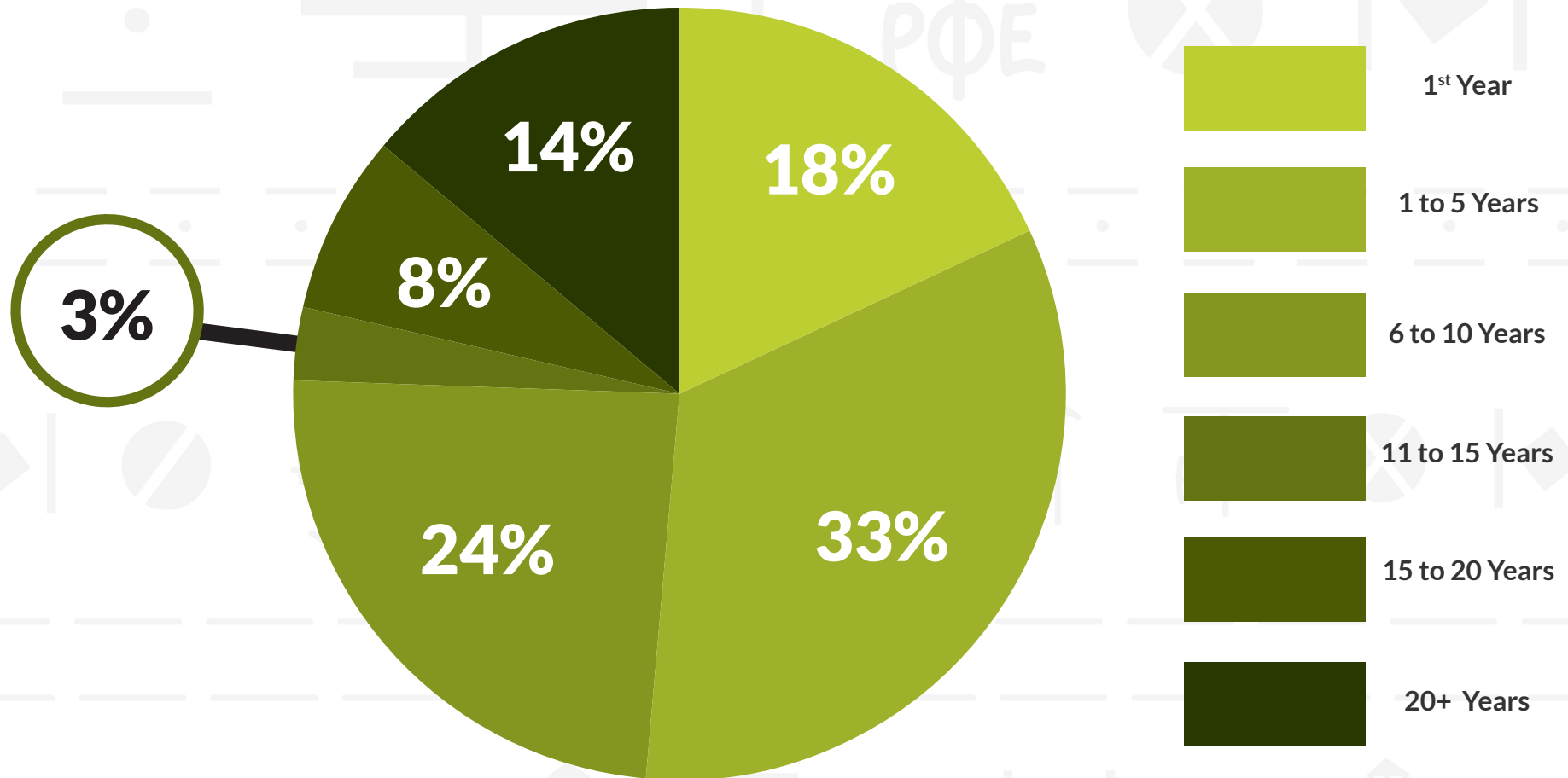
Resignations & Terminations

9



# PERSONNEL STATS

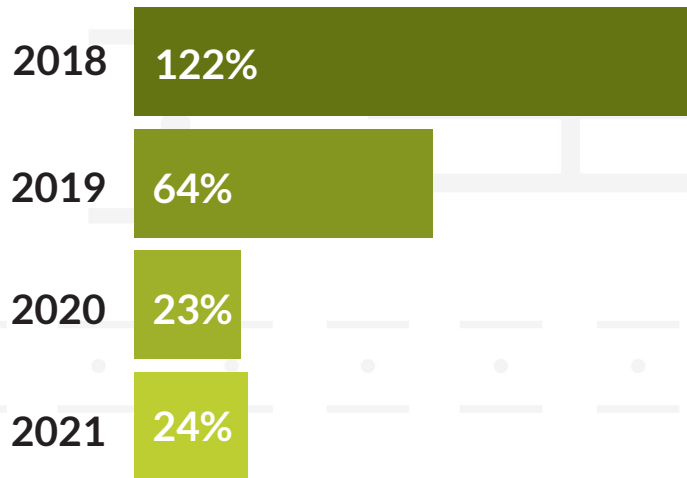
## YEARS OF SERVICE



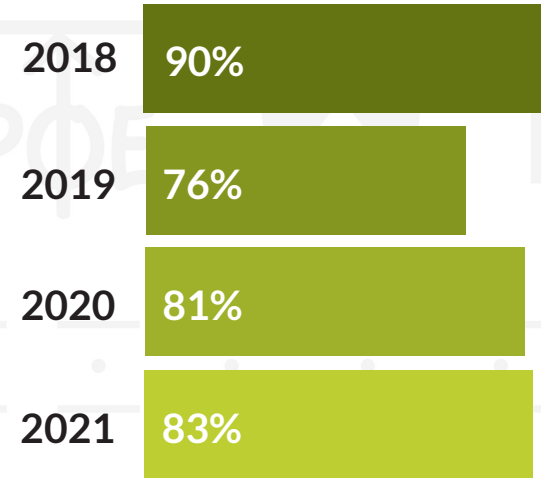


# PERSONNEL STATS

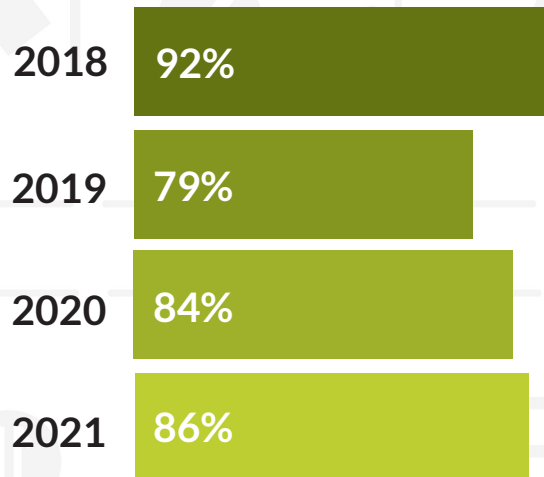
## ANNUAL OPERATIONAL TURNOVER



## ANNUAL OPERATIONAL RETENTION



## ANNUAL ORGANIZATIONAL RETENTION

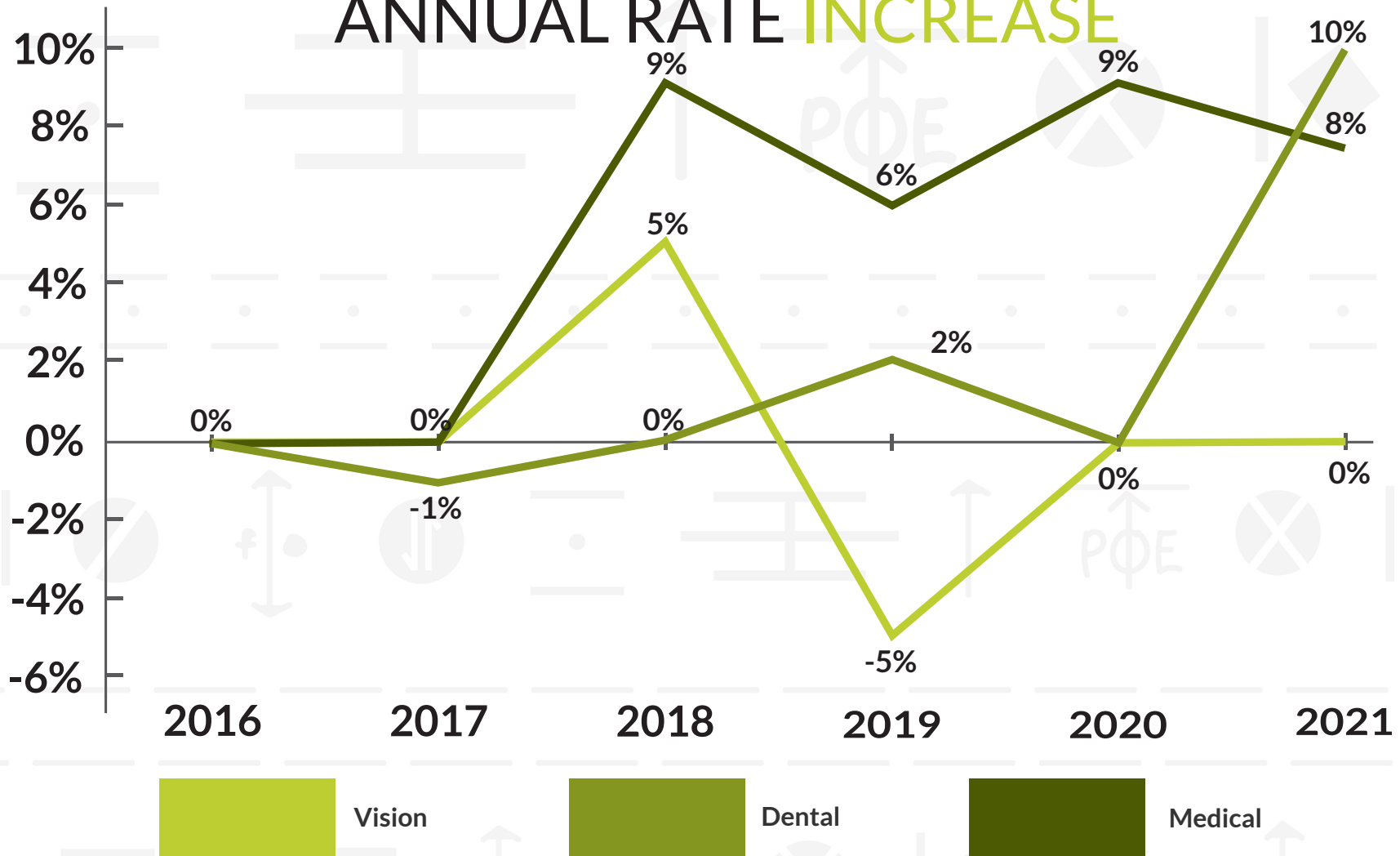


**Retention Data Retraction:** The original retention data provided in the 2019 and 2020 Colorado 811 Annual Reports were made in error. Please reference the above 2018-2021 Retention Data as accurate at the time of this publication and for all future reference



# BENEFIT REVIEW

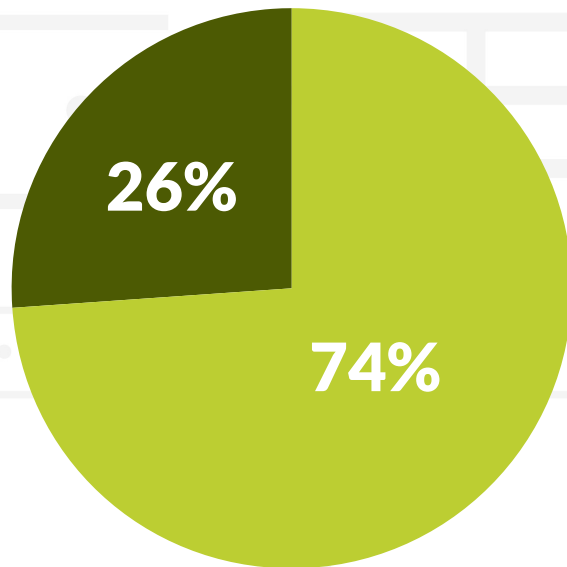
## HEALTH BENEFITS ANNUAL RATE INCREASE



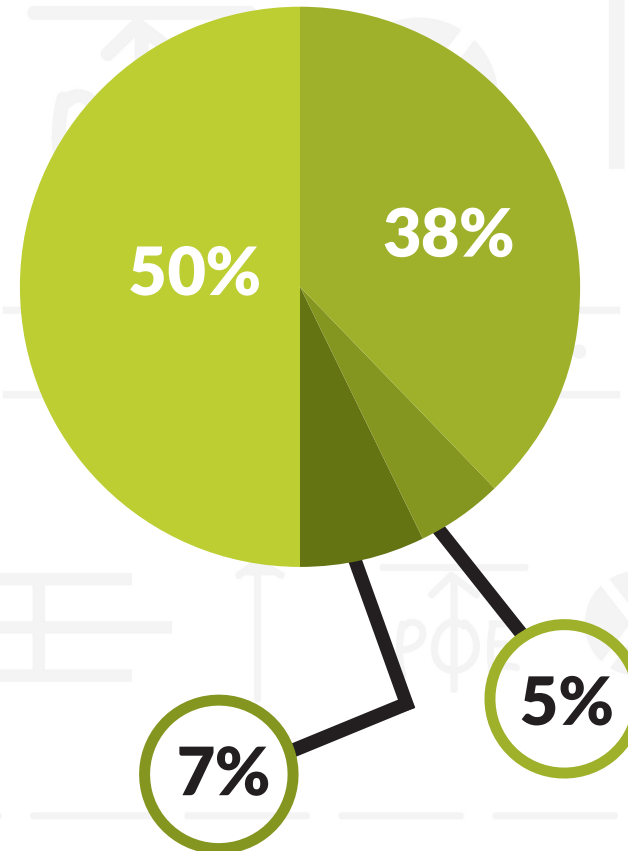


# BENEFIT REVIEW

## 401(K) EMPLOYEE PARTICIPATION

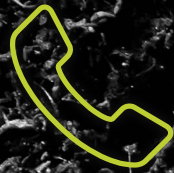


## 2021 MEDICAL PLAN ENROLLMENT





# YEAR END STATISTICS



2021  
TOTAL INCOMING CALLS  
**238,948**

2020 - 267,119 • 2019 - 249,319



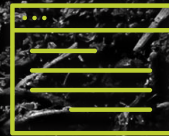
2021  
AVERAGE TALK TIME  
**7:06 mins**

2020 - 6:34 mins • 2019 - 8:52 mins



2021  
AVERAGE HOLD TIME  
**3:22 mins**

2020 - 2:43 mins • 2019 - 7:48 mins



2021  
TOTAL TICKETS PROCESSED  
**1,065,956**

2020 - 1,025,878 • 2019 - 957,061



2021  
TRANSMISSIONS PER TICKET  
**6.55**

2020 - 6.32 • 2019 - 6.59



2021  
TIER ONE NOTIFICATION  
TRANSMISSIONS  
**7,113,473**

2020 - 6,483,422 • 2019 - 5,705,059



2021  
APRRN\* TRANSMISSIONS  
\*AUTOMATIC POSITIVE RESPONSE RENOTIFICATION  
**593,283**

2020 - 1,129,037



2021  
ONLINE TICKETS  
**740,194**

2020 - 680,706 • 2019 - 609,385



# YEAR END STATISTICS



2021  
TIER ONE MEMBERS

2,202

2020 - 2,112 • 2019 - 1,847



2021  
AGENTS/DAMAGE PREVENTION  
AGENTS

35

2020 - 34 • 2019 - 34



2021  
EMERGENCY TICKETS

38,636

2020 - 36,342 • 2019 - 30,685



2021  
AFTER HOURS EMERGENCY  
TICKETS

5,377

2020 - 5,241 • 2019 - 4,735



2021  
DAMAGE TICKETS

12,081

2020 - 12,437 • 2019 - 10,752



2021  
AFTER HOURS DAMAGE  
TICKETS

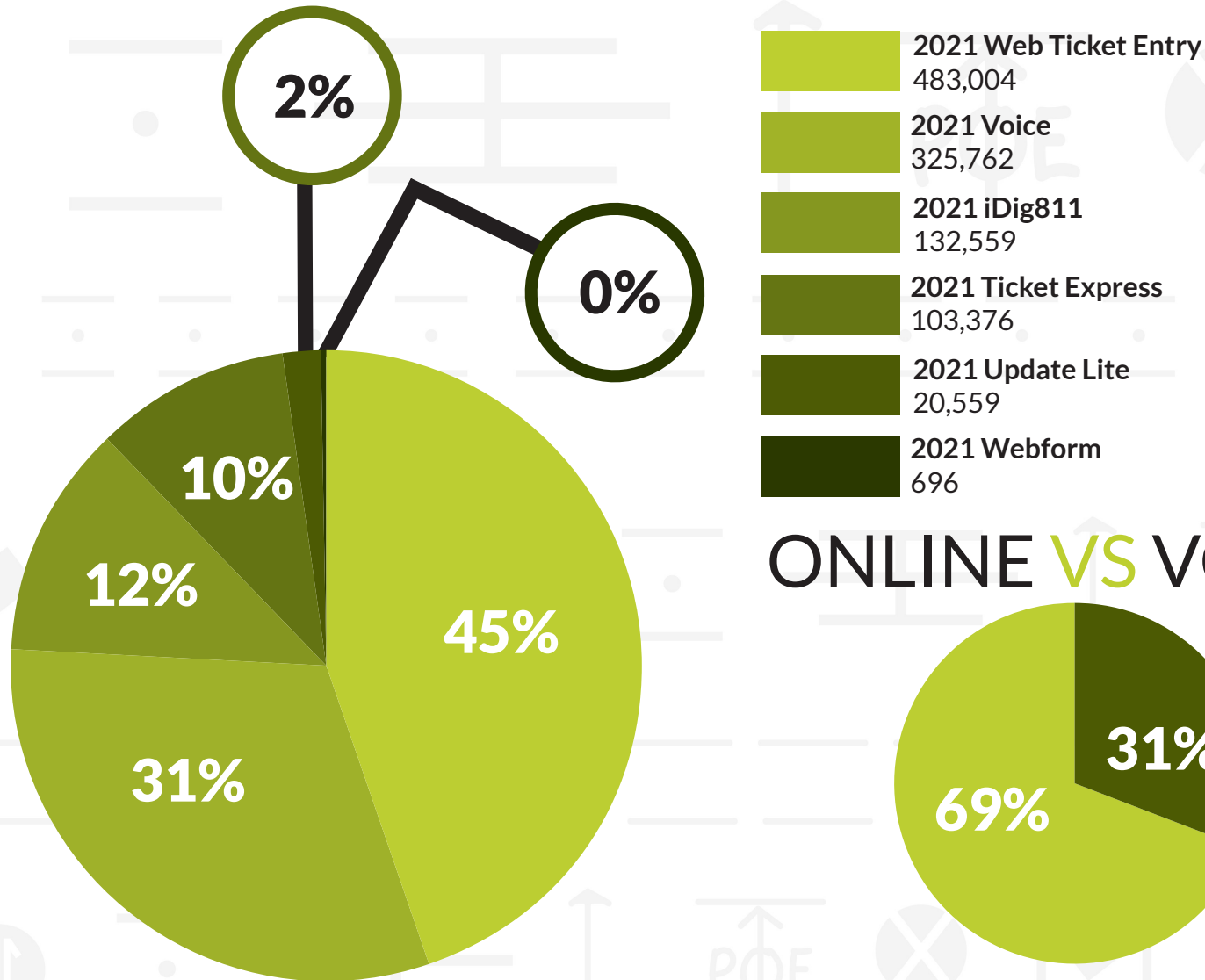
860

2020 - 1,066 • 2019 - 903

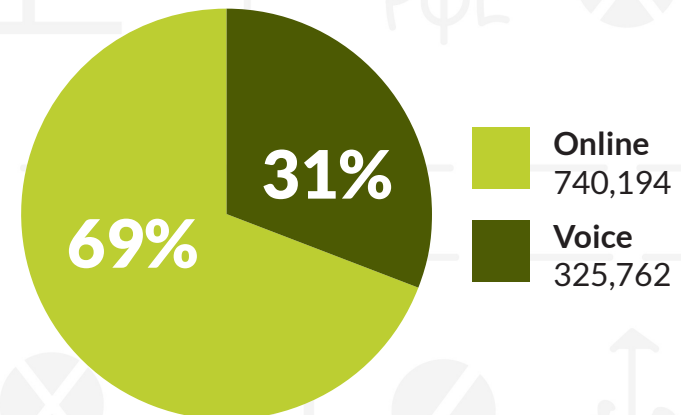


# 2021 TOTAL TICKETS

## TOTAL TICKETS BY SOURCE



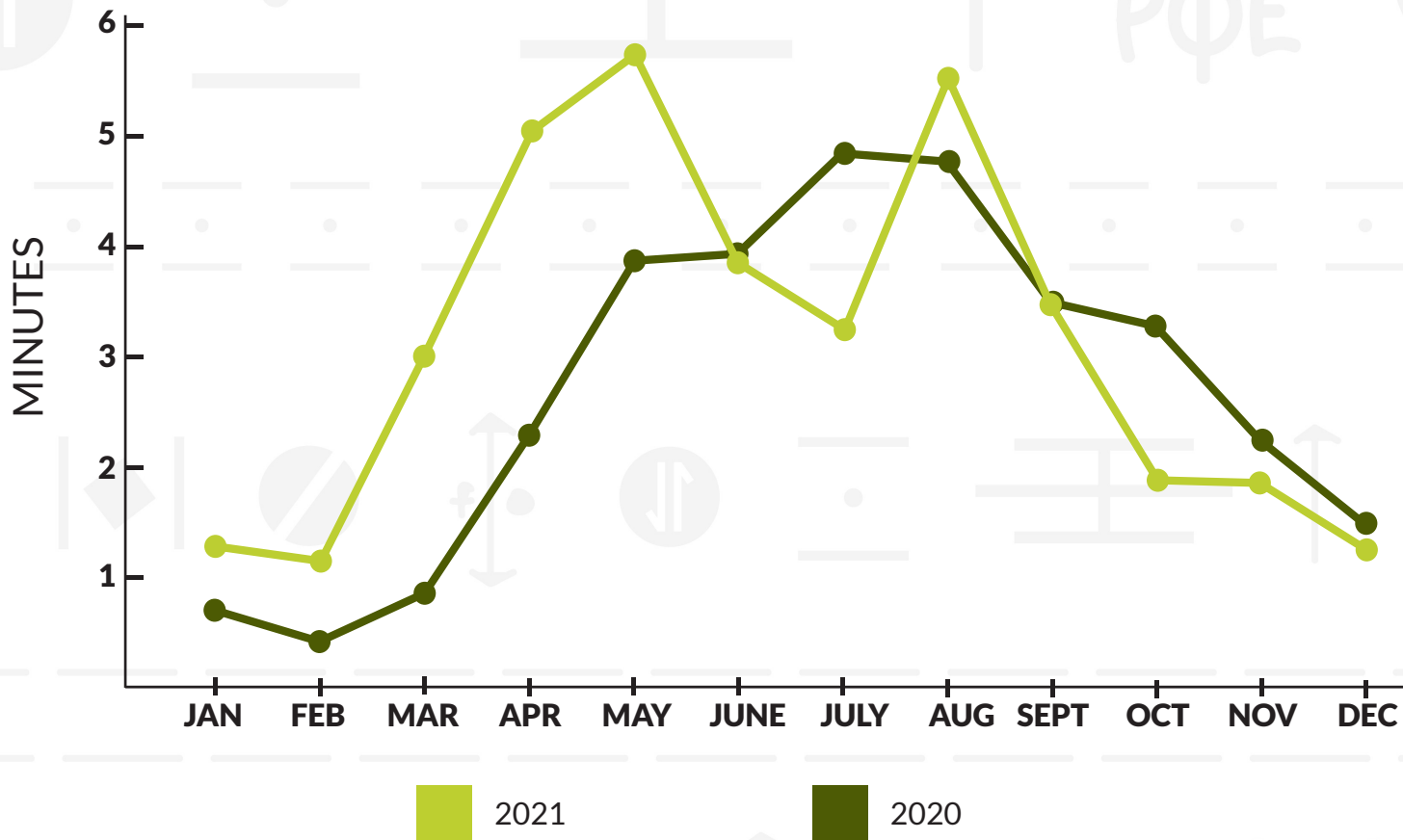
## ONLINE VS VOICE





# SERVICE LEVELS

## MONTHLY SERVICE LEVELS



### 2021 SERVICE LEVELS

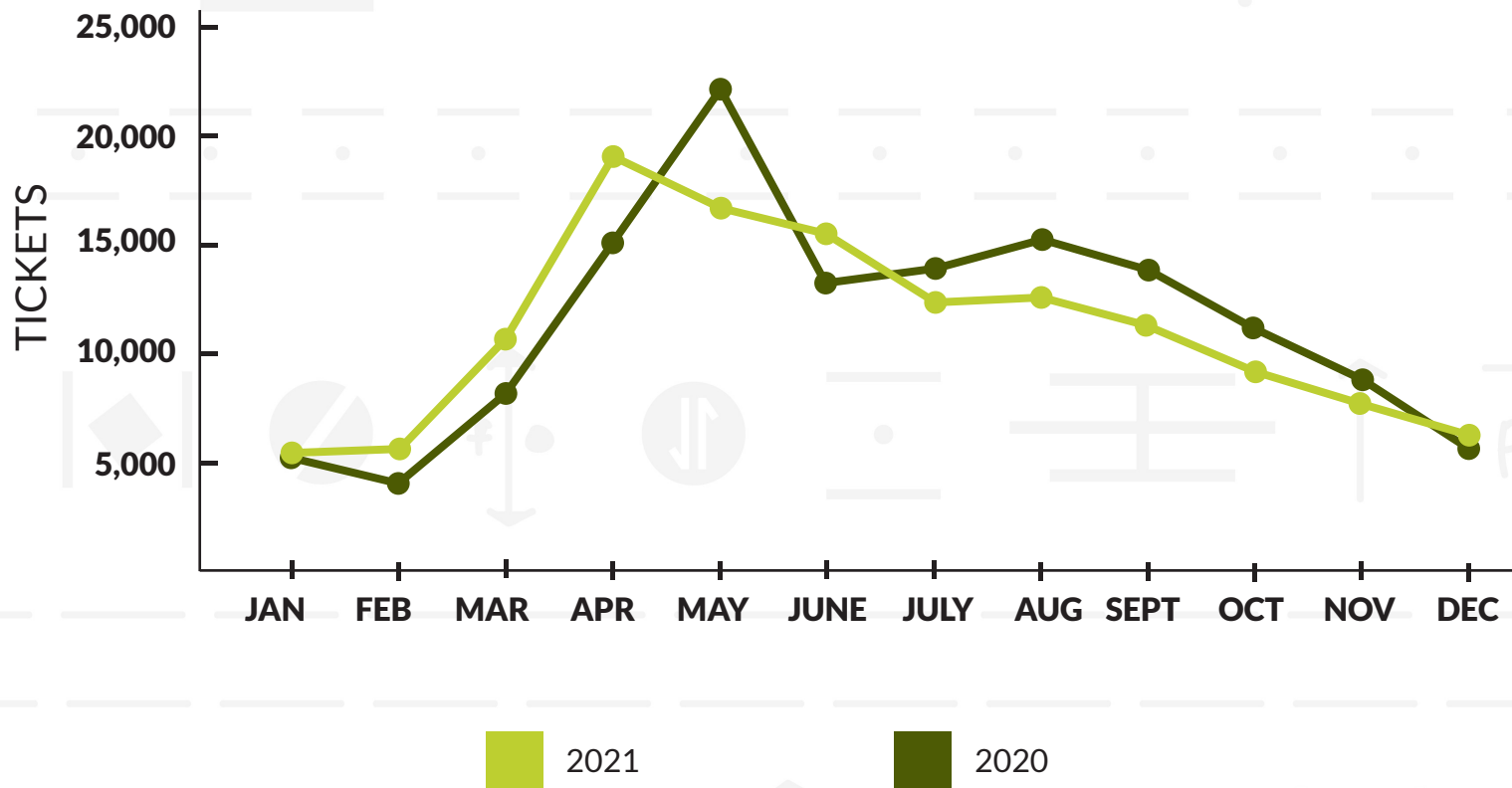
January	1:17
February	1:09
March	3:00
April	5:03
May	5:44
June	3:52
July	3:17
August	5:37
September	3:30
October	1:58
November	1:53
December	1:12

### 2020 SERVICE LEVELS

January	0:45
February	0:27
March	0:55
April	2:18
May	3:56
June	3:59
July	4:54
August	4:51
September	3:32
October	3:16
November	2:11
December	1:32

# iDIG811 TICKETS

## MONTHLY iDIG811 TICKETS



### 2021 TICKETS

January	5,910
February	6,282
March	10,664
April	18,064
May	16,523
June	15,276
July	12,432
August	13,082
September	11,971
October	9,185
November	7,151
December	6,019

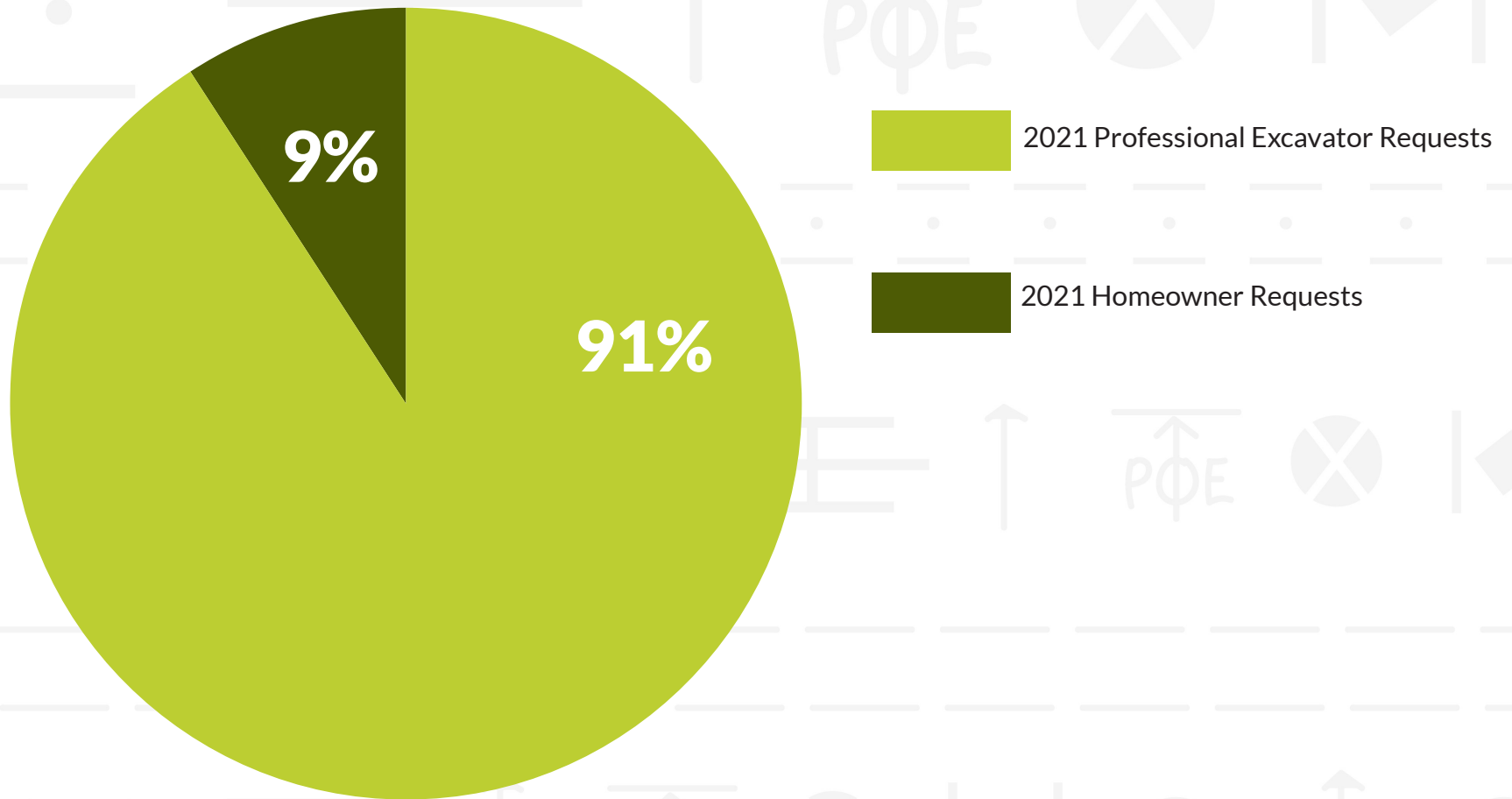
### 2020 TICKETS

January	5,346
February	4,540
March	8,760
April	15,108
May	20,203
June	13,733
July	14,339
August	15,283
September	13,764
October	11,234
November	8,084
December	5,615



# REQUESTS

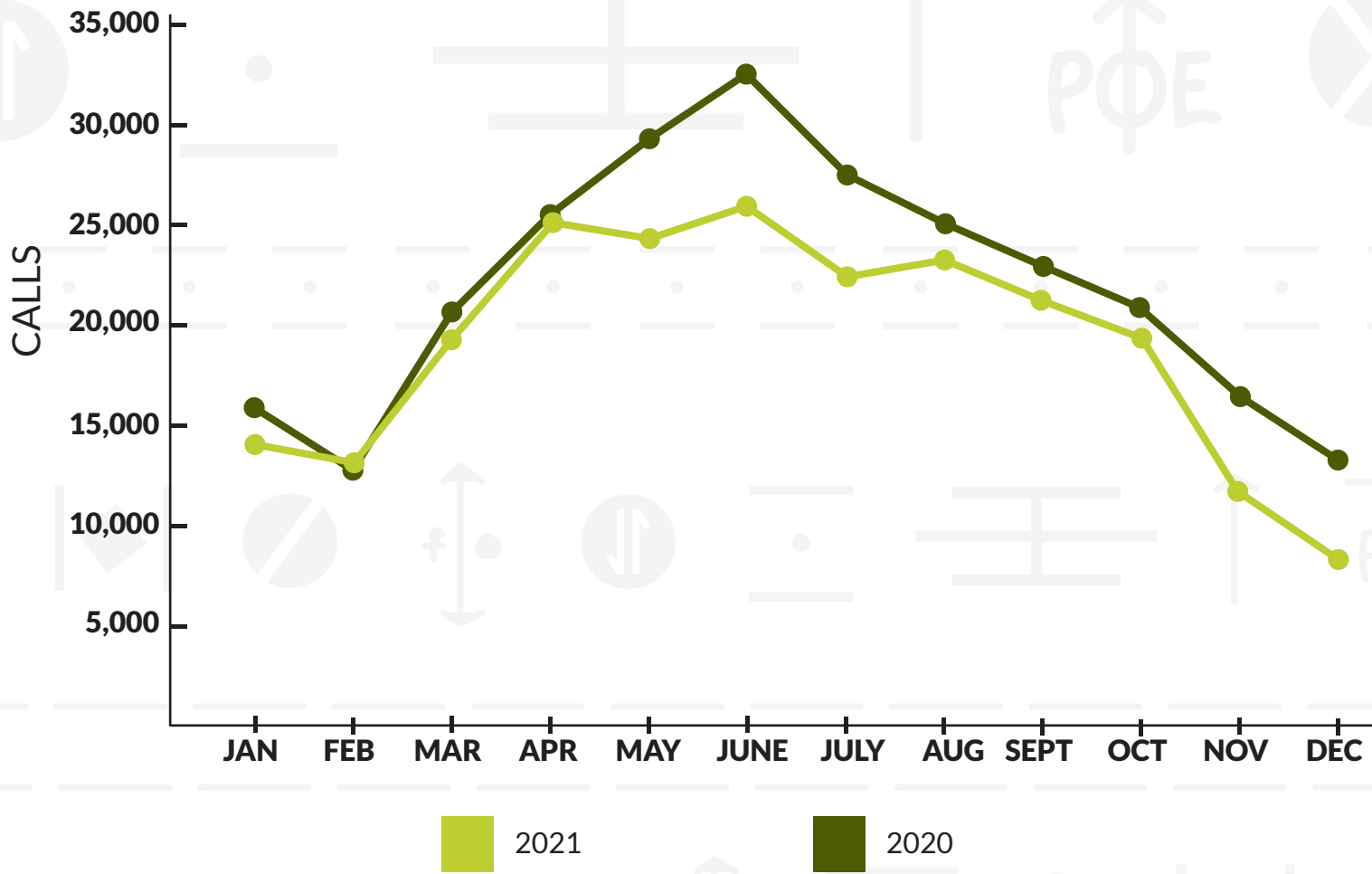
## REQUESTS BY USER TYPE





# CALL TOTALS

## MONTHLY CALLS



### 2021 CALL TOTALS

January	14,416
February	13,767
March	18,758
April	25,115
May	24,253
June	26,125
July	22,220
August	23,167
September	21,535
October	19,479
November	16,355
December	13,758

### 2020 CALL TOTALS

January	16,361
February	13,150
March	20,948
April	25,427
May	29,657
June	32,792
July	27,291
August	25,090
September	23,618
October	21,381
November	16,893
December	13,881



# MEMBER RELATIONS

## DEPARTMENT REVIEW

In 2021, Member Relations focused on the following projects:

1. Continual education to our membership regarding their CO811 membership responsibilities and requirements to maintain in compliance with Colorado state law
2. Deployment of new enhanced web-based version of Web Ticket Management System
3. Training and migration of over 2,000 WebTMS users to new platform
4. Membership outreach and education specifically about Positive Response Re-Notifications and the requirement of providing supporting documentation to the excavator through CO811
5. Frequent updates to CO811 maintained GIS base map data for ticket processing

Facility Owner/Operator Members

2,202

Excavator Members

19

**Department Growth.** Carlie White was promoted to Member Relations Manager and the search for a new Member Relations Specialist began to assist with day-to-day operations.





# MEMBERSHIP COMPLIANCE WITH COLORADO ONE CALL LAW

December 31st, 2020 marked the deadline for Tier Two members to convert to a Tier One membership per Colorado state law. The previous 2 ½ years Member Relations successfully converted 422 members leaving 151 members to be converted automatically on January 1st, 2021. A total of 650 Tier Two members converted successfully by the deadline of January 1, 2021.

With the elimination of a two-tiered membership the term Tier One Membership was replaced with Facility Owner/Operator Membership. Over the year Member Relations focused on reaching out to our members to provide support and educational resources to ensure members were not only aware but meeting their requirements outlined in the “One Call law”, C.R.S. TITLE 9, Safety-Industrial and Commercial, Article 1.5 Excavation Requirements.



# WEB TICKET MANAGEMENT



Colorado 811 has offered the Web Ticket Management system (WebTMS) product to its facility owner/operator members for over 10 years at no cost. WebTMS has been an essential product used to receive and manage all excavation notices and increase productivity. Our members communicated the need to interact with their excavation notices on mobile devices and the WebTMS product was only accessible on laptops or desktop computers running Windows OS. The Member Relations department worked closely with Information Technology and software developers to develop, test, and deploy a new enhanced web-based version of the WebTMS product. The enhanced WebTMS product is a multi-center, web based One Call Ticket Management System used for receiving excavation notices also known as tickets. The system assists users by managing locator workflow and assignments and transmitting positive responses and supporting documentation to Colorado 811, thus, providing metrics for managers to effectively manage locate teams and response times. The new WebTMS product can be accessed on any device and on any internet browser. In preparation of migrating all users and data to the new WebTMS Member Relations held 30 training sessions for existing users before scheduling the migration for each facility owner/operator member. We successfully trained and migrated 200 companies and over 2,000 users to the new web-based application. All users were actively using the new application by August 1st.

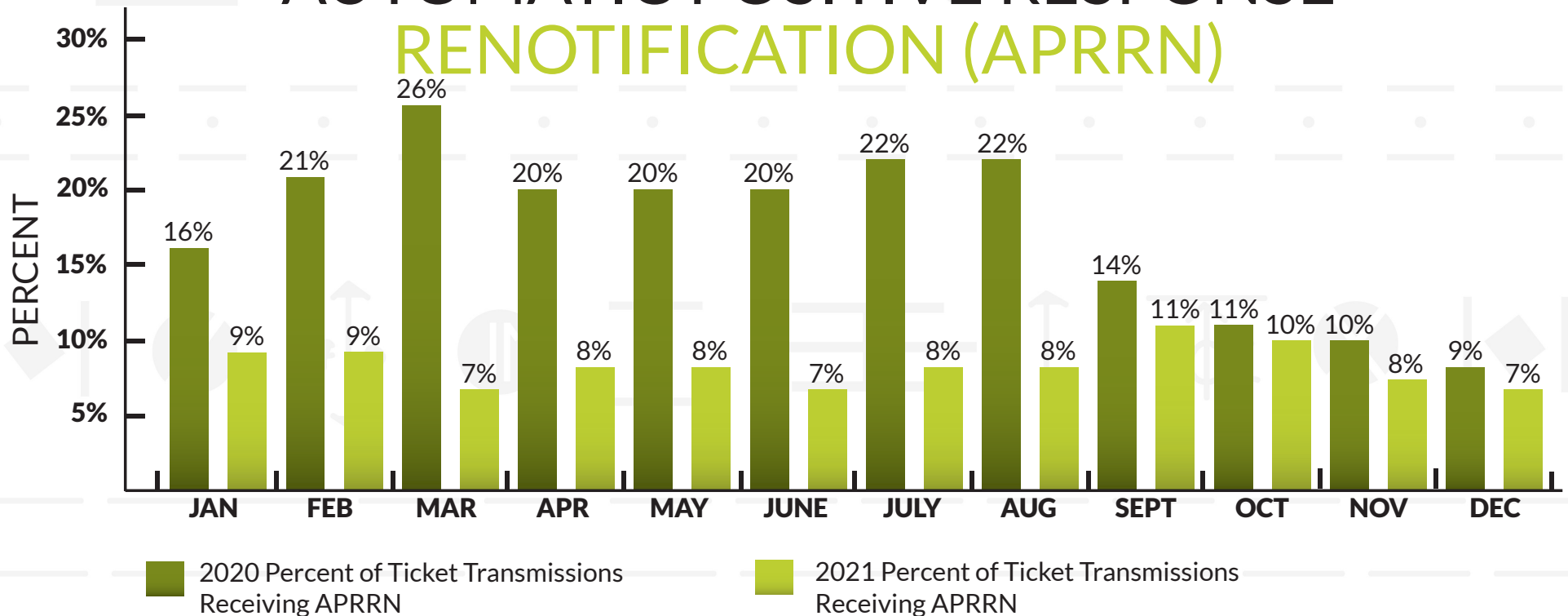


# POSITIVE RESPONSE

## AND POSITIVE RESPONSE RE-NOTIFICATIONS

All throughout 2020 Colorado 811 was automatically re-notifying members of excavation notices when the member did not provide a positive response by the due date at no cost. Colorado 811 Board of Directors determined that in 2021 the same ticket transmission fee would be applied to each re-notification requested. Colorado 811 began charging members for automatic positive response re-notifications transmissions being sent. The re-notifications are delivered until a response is posted, or for 30 days, whichever comes first. The percentage of re-notifications being transmitted per month decreased by 50% in 2021 compared to 2020.

### AUTOMATIC POSITIVE RESPONSE RENOTIFICATION (APRRN)

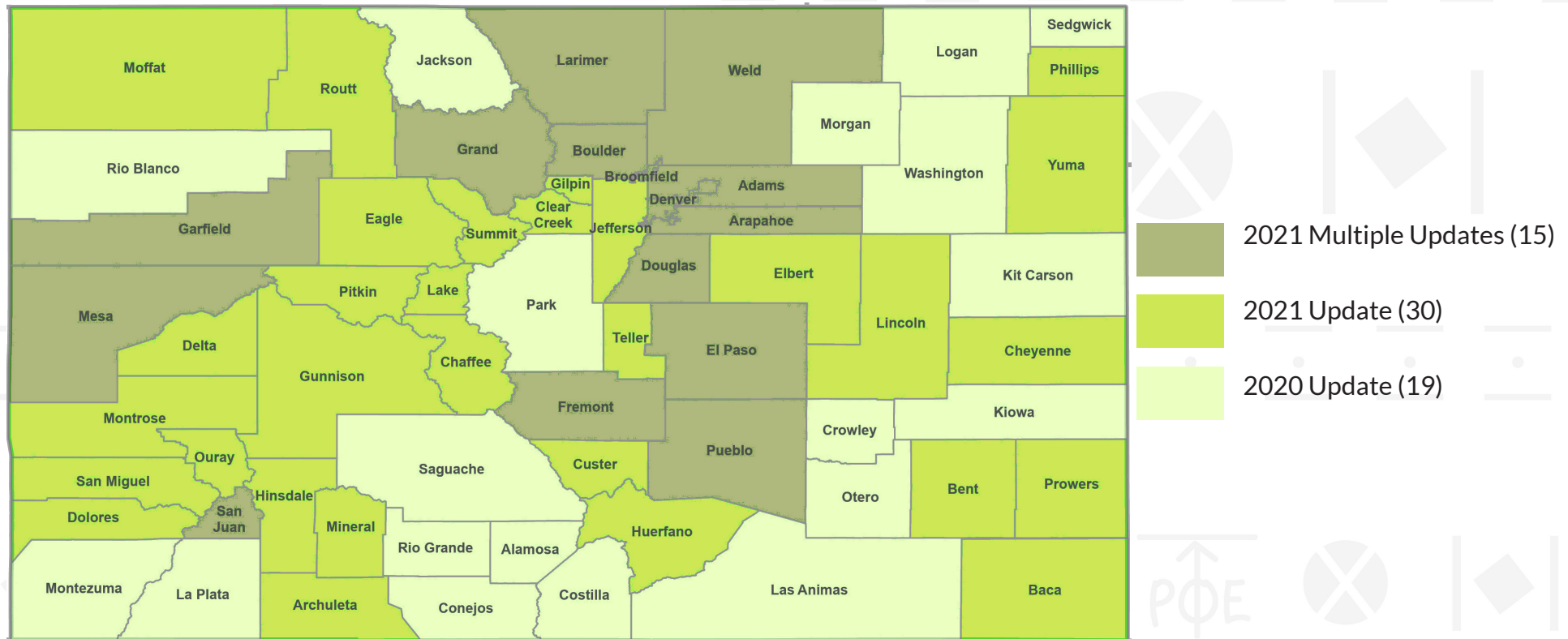


Analysis of member codes with 100% on-time response show an 8% increase in codes that responded 100% on-time, from 25% in 2020 to 33% in 2021, 8% of all member codes began to post responses on time consistently. Also, the number of member codes with no response at all decreased from 5% in 2020 to 2% in 2021.



# MAPPING DATA UPDATES

## 2021 COUNTY UPDATES

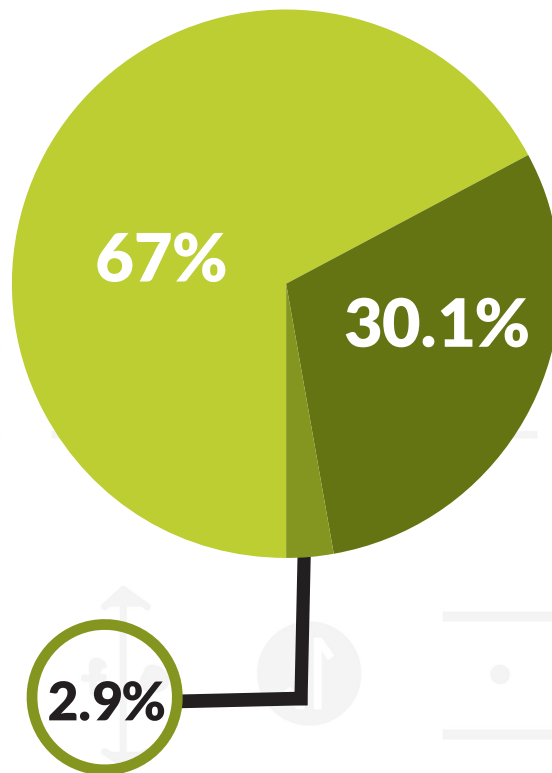


78 TOTAL UPDATES

### TOTAL COUNTY MULTIPLE UPDATES

San Juan - 2	Fremont - 3
Boulder - 2	Mesa - 3
Broomfield - 2	Pueblo - 3
Arapahoe - 2	Adams - 4
Larimer - 2	Douglas - 5
Grand - 2	El Paso - 6
Garfield - 2	Weld - 7
Denver - 2	

# TOTAL ADDRESS POINTS, PARCELS, AND STREETS ADDED 2021



<span style="display: inline-block; width: 15px; height: 15px; background-color: #92d050; border: 1px solid black; margin-right: 5px;"></span> Total Address Points 64,822
<span style="display: inline-block; width: 15px; height: 15px; background-color: #6b8e23; border: 1px solid black; margin-right: 5px;"></span> Total Streets 2,781
<span style="display: inline-block; width: 15px; height: 15px; background-color: #34495e; border: 1px solid black; margin-right: 5px;"></span> Total Parcels 29,169

## TOTAL ADDRESS POINTS

Adams - <b>15,108</b>	Chaffee - <b>570</b>
Denver - <b>12,702</b>	Summit - <b>535</b>
El Paso - <b>6,036</b>	Delta - <b>429</b>
Grand - <b>5,232</b>	Custer - <b>227</b>
Montrose - <b>4,368</b>	Elbert - <b>218</b>
Weld - <b>4,276</b>	Eagle - <b>212</b>
Mesa - <b>3,428</b>	Yuma - <b>150</b>
Douglas - <b>3,099</b>	Teller - <b>142</b>
Arapahoe - <b>2,666</b>	Pitkin - <b>110</b>
Routt - <b>2,316</b>	Huerfano - <b>102</b>
Larimer - <b>2,076</b>	San Miguel - <b>88</b>
Broomfield - <b>1,344</b>	Gilpin - <b>80</b>
Pueblo - <b>1,192</b>	Clear Creek - <b>65</b>
Boulder - <b>865</b>	Dolores - <b>54</b>
Jefferson - <b>832</b>	Gunnison - <b>40</b>
Ouray - <b>649</b>	Lincoln - <b>37</b>



# TOTAL ADDRESS POINTS, PARCELS, AND STREETS ADDED 2021 CONTINUED

## TOTAL PARCELS

El Paso - <b>4,381</b>	Ouray - <b>185</b>
Adams - <b>3,951</b>	Gilpin - <b>161</b>
Weld - <b>3,401</b>	Eagle - <b>130</b>
Douglas - <b>2,594</b>	Pitkin - <b>127</b>
Larimer - <b>2,158</b>	Delta - <b>106</b>
Chaffee - <b>1,533</b>	Elbert - <b>104</b>
Pueblo - <b>1,402</b>	Archuleta - <b>99</b>
Arapahoe - <b>1,336</b>	Moffat - <b>95</b>
Denver - <b>1,083</b>	Dolores - <b>93</b>
Mesa - <b>1,017</b>	Prowers - <b>88</b>
Custer - <b>994</b>	Summit - <b>76</b>
Jefferson - <b>938</b>	Phillips - <b>68</b>
Lake - <b>661</b>	Yuma - <b>59</b>
Montrose - <b>569</b>	Teller - <b>58</b>
Grand - <b>523</b>	San Miguel - <b>56</b>
Gunnison - <b>357</b>	Huerfano - <b>39</b>
Boulder - <b>274</b>	Clear Creek - <b>32</b>
Garfield - <b>205</b>	Broomfield - <b>18</b>
Routt - <b>186</b>	Cheyenne - <b>12</b>

## TOTAL STREETS

El Paso - <b>515</b>	Summit - <b>30</b>
Adams - <b>192</b>	Elbert - <b>29</b>
Archuleta - <b>186</b>	Dolores - <b>28</b>
Douglas - <b>184</b>	Eagle - <b>26</b>
Weld - <b>181</b>	Grand - <b>25</b>
Larimer - <b>161</b>	Phillips - <b>24</b>
Arapahoe - <b>107</b>	Lake - <b>20</b>
Pueblo - <b>102</b>	Ouray - <b>20</b>
Mesa - <b>102</b>	Cheyenne - <b>19</b>
Montrose - <b>88</b>	Prowers - <b>18</b>
Boulder - <b>88</b>	Mineral - <b>37</b>
Hinsdale - <b>86</b>	Huerfano - <b>17</b>
Denver - <b>79</b>	Routt - <b>12</b>
Jefferson - <b>76</b>	Moffatt - <b>11</b>
Clear - <b>56</b>	Lincoln - <b>11</b>
San Juan - <b>49</b>	Pitkin - <b>9</b>
Yuma - <b>43</b>	Broomfield - <b>9</b>
Chaffee - <b>39</b>	Fremont - <b>6</b>
San Miguel - <b>38</b>	Garfield - <b>4</b>
Custer - <b>37</b>	Teller - <b>2</b>
Gilpin - <b>32</b>	Bent - <b>2</b>

# MARKETING

## DEPARTMENT REVIEW

In 2021 the Marketing and Communication Department focused on driving brand awareness of Colorado 811, while additionally tackling new projects. A significant project included translating the English Excavator LMS (iLearn811) into Spanish. We managed this project with the support of the Underground Damage Prevention Safety Commission. This was a grant funded effort, with the goal of increasing accessibility to 811 training materials for Spanish speaking excavators.

We engaged a new creative advertising agency to develop animated ads for TV and digital advertising. The goal when creating these ads was to maintain the Colorado 811 brand, while being the friendly and informative voice to our stakeholders. This video was unique, as it simultaneously targeted not just one, but both of our core audiences – professional excavators and homeowners.



Our digital ad, which was a YouTube pre-roll ad targeted individuals searching home and garden videos (in Colorado), performed extremely well. It had over 330,000 impressions and 99,658 views on YouTube.

We continued supporting all virtual events in 2021, as we determined it was unsafe for in-person events. We are eager to get back to hosting and attending in-person events in 2022!

**Department Growth.** The Marketing and Communications Department grew in 2021, we welcomed Jessica Bangs to the team as our new Digital Marketing Specialist!



# DAMAGE PREVENTION

## DEPARTMENT REVIEW

In 2021, the Damage Prevention Department raised the bar by changing stakeholder attitude and behavior. In the past, the department's educational efforts primarily focused on stakeholders who already damaged an underground facility. The methodology for 2021 was a proactive instead of reactive approach.

The department incorporated the following:

- Established relationships with industry safety managers for reoccurring 811 education to company employees:
  - Safety meetings
  - Toolbox meetings
  - WTE training
- Developed partnerships for reoccurring 811 training:
  - Mountain States Constructors Inc. Apprentice Program
  - Southern Colorado Electrical Apprentice Program (Coming 2022)
- Continued partnerships with the following entities: Black Hills Energy, Magellan, Summit Utilities, NuStar Energy and Colorado Springs Utilities to provide 811 education in a non-threatening environment for excavators who violated the state statute related to their assets (not just damages).
  - From November 2020 through December 2021, the damage prevention team gave approximately 300 presentations and reached over 2500 stakeholders.
  - Through our educational efforts, partnering companies have indicated that formal complaints (submissions) submitted to the UDPSC have decreased.

**Department Growth.** The Damage Prevention Department welcomed Jason "Jay" Petrilli as the Northeastern Damage Prevention Liaison.

"I would like to take a moment to thank Colorado 811 and all the liaisons for their participation in the past couple years with Black Hills Energy (BHE) in the successful training of excavators that have violated the safe dig process. We have been working together as a team in educating excavators that have had damages to our system to ensure the information about the new dig law in Colorado is presented in a consistent manor. Without the teamwork between Colorado 811 and BHE , the success of this joint adventure would have not been possible."

- B.J. Hartley, Damage Prevention Coordinator, Black Hills Energy



# Utility Notification Center of Colorado

Financial Statements  
Years Ended December 31, 2021 and 2020



# Utility Notification Center of Colorado

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## **Independent Auditor's Report**

Board of Directors  
Utility Notification Center of Colorado  
Golden, Colorado

### ***Opinion***

We have audited the financial statements of Utility Notification Center of Colorado (the "Organization"), which comprise the statements of financial position as of December 31, 2021 and 2020, and the related statements of activities, functional expenses and cash flows for the years then ended, and the related notes to the financial statements.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Organization as of December 31, 2021 and 2020, and the changes in its net assets and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

### ***Basis for Opinion***

We conducted our audit in accordance with auditing standards generally accepted in the United States of America ("GAAS"). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of the Organization and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### ***Responsibilities of Management for the Financial Statements***

Management is responsible for the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America, and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about the Organization's ability to continue as a going concern within one year after the date that the financial statements are issued or available to be issued.

### ***Auditor's Responsibilities for the Audit of the Financial Statements***

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with GAAS will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud





may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.

In performing an audit in accordance with GAAS, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Organization's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about the Organization's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control-related matters that we identified during the audit.

*BDO USA, LLP*

August 8, 2022

# Utility Notification Center of Colorado

## Statements of Financial Position

<i>December 31,</i>	<b>2021</b>	<b>2020</b>
<b>Assets</b>		
Current assets:		
Cash and cash equivalents	\$ 11,238,853	\$ 9,739,640
Accounts receivable	861,181	844,852
Prepaid expenses and other current assets	117,352	148,377
Funds held in agency	45,143	31,230
Total current assets	12,262,529	10,764,099
Property and equipment, net	1,702,623	2,342,680
Investment in Norfield Development Partners	442,351	442,351
Computer software, net	133,731	154,566
<b>Total assets</b>	<b>\$ 14,541,234</b>	<b>\$ 13,703,696</b>
<b>Liabilities and net assets</b>		
Current liabilities:		
Accounts payable	\$ 73,592	\$ 126,598
Accrued wages and benefits	296,493	243,297
Profit sharing contribution payable	344,279	312,977
Funds held in agency	45,143	31,230
Total current liabilities	759,507	714,102
<b>Total liabilities</b>	<b>759,507</b>	<b>714,102</b>
<b>Net assets</b>		
Without donor restrictions:		
Board designated	7,612,563	6,634,812
Undesignated	6,169,164	6,354,782
Total net assets without donor restrictions	13,781,727	12,989,594
<b>Total net assets</b>	<b>13,781,727</b>	<b>12,989,594</b>
<b>Total liabilities and net assets</b>	<b>\$ 14,541,234</b>	<b>\$ 13,703,696</b>

*See accompanying notes to the financial statements.*



# Utility Notification Center of Colorado

## Statements of Activities

<i>Years Ended December 31,</i>	<b>2021</b>	<b>2020</b>
<b>Changes in net assets without donor restrictions</b>		
Operating revenues:		
Locate revenue	\$ 10,006,206	\$ 10,573,725
Sponsorships	-	29,500
Membership dues	4,500	4,200
<b>Total operating revenue</b>	<b>10,010,706</b>	<b>10,607,425</b>
<b>Cost of operations (program services)</b>		
Direct labor	2,604,630	2,138,371
Telephone and communication	836,005	966,071
Employee benefits	557,926	526,896
Maintenance agreements	257,047	255,243
Profit sharing contribution	204,405	180,545
Payroll taxes	186,166	162,135
Depreciation	61,660	136,408
Information system supplies	209,327	118,171
Education and incentives	49,078	57,408
Amortization	53,667	47,623
Maps and publications	15,550	26,606
<b>Total program service expenses</b>	<b>5,035,461</b>	<b>4,615,477</b>
<b>General and administrative expenses</b>	<b>3,682,941</b>	<b>3,718,263</b>
<b>Change in net assets from operations</b>	<b>1,292,304</b>	<b>2,273,685</b>
<b>Other income (expense)</b>		
Impairment loss - telephone system	(548,741)	-
Software income, net	39,713	38,557
Interest income	6,666	34,960
Miscellaneous income	2,191	780
<b>Other income (expense)</b>	<b>(500,171)</b>	<b>74,297</b>
<b>Change in net assets without donor restrictions</b>	<b>792,133</b>	<b>2,347,982</b>
<b>Net assets without donor restrictions- beginning of year</b>	<b>12,989,594</b>	<b>10,641,612</b>
<b>Net assets without donor restrictions- end of year</b>	<b>\$ 13,781,727</b>	<b>\$ 12,989,594</b>

*See accompanying notes to the financial statements.*

# Utility Notification Center of Colorado

## Statements of Cash Flows

<i>Years Ended December 31,</i>	<b>2021</b>	<b>2020</b>
<b>Cash flows from operating activities</b>		
Received for locate revenue	\$ 9,989,910	\$ 10,361,689
Received for sponsorships	-	29,500
Received for membership dues	4,500	4,200
Received for interest income	6,666	34,960
Received for other income	41,871	39,321
Paid for payroll and related expenses	(5,365,663)	(4,794,138)
Paid for supplier and vendors	(3,578,404)	(3,013,132)
Net cash flows from operating activities	1,098,880	2,662,400
<b>Cash flows from investing activities</b>		
Sales of investments	-	-
Purchases of property and equipment	(135,672)	(102,384)
Purchases of computer software	(25,792)	(77,735)
Gain/Loss on Disposal of Assets	561,797	-
Net cash flows from investing activities	400,333	(180,119)
<b>Net change in cash</b>	<b>1,499,213</b>	<b>2,482,281</b>
<b>Cash and cash equivalents at beginning of year</b>	<b>9,739,640</b>	<b>7,257,359</b>
<b>Cash and cash equivalents at end of year</b>	<b>\$ 11,238,853</b>	<b>\$ 9,739,640</b>

*See accompanying notes to the financial statements.*



# Utility Notification Center of Colorado

## Statement of Functional Expenses

<i>Year Ended December 31, 2021</i>	Program Services	General & Administrative	Total
Salaries	\$ 2,604,630	\$ 1,450,294	\$ 4,054,924
Employee benefits	557,926	205,519	763,445
Profit sharing contribution	204,405	139,875	344,280
Payroll taxes	186,166	101,346	287,512
Subtotal	3,553,127	1,897,034	5,450,161
Advertising	-	168,140	168,140
Advertising - promotion	-	13,169	13,169
Amortization	53,667	-	53,667
Auto expense	-	38,515	38,515
Bad debt expense	-	344	344
Contributions	-	2,700	2,700
Depreciation	61,660	152,272	213,932
Dues and publications	15,550	23,714	39,264
Education and training	49,078	2,557	51,635
Information system supplies	209,327	-	209,327
Insurance	-	71,478	71,478
Legal fees	-	73,744	73,744
Building maintenance/utilities	257,047	65,214	322,261
Miscellaneous expenses	-	35,551	35,551
Office expenses	-	12,057	12,057
Postage	-	3,270	3,270
Professional fees	-	629,763	629,763
Rent - equipment and furniture	-	623	623
Repairs and maintenance	-	90,492	90,492
Telephone and communication	836,005	330,055	1,166,060
Travel and entertainment	-	72,249	72,249
Total expenses	\$ 5,035,461	\$ 3,682,941	\$ 8,718,402

*See accompanying notes to the financial statements.*

# Utility Notification Center of Colorado

## Statement of Functional Expenses

<i>Year Ended December 31, 2020</i>	Program Services	General & Administrative	Total
Salaries	\$ 2,138,371	\$ 1,423,495	\$ 3,561,866
Employee benefits	526,896	200,165	727,061
Profit sharing contribution	162,135	132,432	294,567
Payroll taxes	180,545	98,357	278,902
Subtotal	3,007,947	1,854,449	4,862,396
Advertising	-	187,375	187,375
Advertising - promotion	-	49,798	49,798
Amortization	47,623	-	47,623
Auto expense	-	28,544	28,544
Bad debt expense	-	533	533
Contributions	-	2,400	2,400
Depreciation	136,408	175,515	311,923
Dues and publications	26,606	21,836	48,442
Education and incentives	57,408	20,506	77,914
Information system supplies	118,171	-	118,171
Insurance	-	67,647	67,647
Legal fees	-	74,745	74,745
Building maintenance/utilities	255,243	69,197	324,440
Miscellaneous expenses	-	14,620	14,620
Office expenses	-	37,877	37,877
Postage	-	3,606	3,606
Professional fees	-	616,671	616,671
Rent - equipment and furniture	-	593	593
Repairs and maintenance	-	89,280	89,280
Telephone and communication	966,071	343,585	1,309,656
Travel and entertainment	-	59,486	59,486
Total expenses	\$ 4,615,477	\$ 3,718,263	\$ 8,333,740

*See accompanying notes to the financial statements.*



# Utility Notification Center of Colorado

## Notes to Financial Statements

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### 1. Summary of Significant Accounting Policies

#### *Nature of Activities*

Utility Notification Center of Colorado (“UNCC” or the “Organization”) is a nonprofit organization incorporated in the State of Colorado on June 11, 1986. UNCC operates a statewide, one-call system which provides a central office for the general public and contractors to obtain the location of underground utilities and thereby protect the buried facilities maintained by UNCC’s members. Members are public utility companies, city, county, and local government entities that provide utilities in a specific area, and some excavating contractors located within the State of Colorado. Additionally, UNCC provides statewide public awareness, damage prevention programs and educational services.

#### *Basis of Accounting and Presentation*

The accompanying financial statements are prepared on the accrual basis of accounting and, accordingly, reflect all significant receivables, payables, and other liabilities. The Organization follows accounting standards set by the Financial Accounting Standards Board (“FASB”). The FASB sets accounting principles generally accepted in the United States of America (“GAAP”) that are followed to ensure the financial condition, results of operations, and cash flows are consistently reported. References to GAAP issued by the FASB in these footnotes are to the *FASB Accounting Standards Codification*, sometimes referred to as the ASC.

ASC 958-205, *Not-for-Profit Entities - Presentation of Financial Statements*, requires the Organization to report information regarding its financial position and activities according to two classes of net assets: net assets without donor restrictions and net assets with donor restrictions, depending on the existence or nature of donor-imposed restrictions. As of December 31, 2021 or 2020, UNCC has no net assets with donor restrictions.

#### *Cash and Cash Equivalents*

Management considers all highly liquid investments available for current use with an original maturity of three months or less to be cash equivalents.

#### *Board Designated Net Assets*

The board has designated certain assets for future use as outline in Note 7, *Board Designated Net Assets*. Board designated net assets consist of cash and highly liquid investments available for use.

#### *Accounts Receivable*

Trade accounts receivable are recorded at the invoiced amount, and do not bear interest. Management maintains a review and collection procedure utilizing the Jefferson County Courts for collection of bad debts. Due to the historically limited number of bad debts, management believes no allowance for doubtful accounts is necessary at December 31, 2021 or 2020. However, actual write-offs could exceed management’s estimate. For the years ended December 31, 2021 and 2020, there was bad debt of \$344 and \$533, respectively.

# Utility Notification Center of Colorado

## Notes to Financial Statements

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### *Funds Held in Agency*

The Organization held \$45,143 and \$31,230 at December 31, 2021 and 2020, respectively, in an account under UNCC's name for the benefit of the North American Telecommunications Damage Prevention Council ("Council"). The Organization maintains the cash account for the benefit of the Council but has no other authority over the funds. These amounts are included as a current asset and liability on the accompanying statements of financial position.

### *Property and Equipment*

Property and equipment are carried at cost, less accumulated depreciation. The Organization follows the practice of capitalizing, at cost, all expenditures for property and equipment greater than \$2,500 and a useful life of one or more years. Depreciation is provided on the straight-line method based upon the estimated useful lives of the assets:

Building	5 - 30 years
Computer Equipment	2 - 10 years
Office Equipment	3 - 10 years
Office Furniture	3 - 20 years
Vehicles	3 - 6 years
Computer Software	1 - 5 years

Maintenance and repairs which neither materially add to the value of the property nor appreciably prolong its life are charged to expense as incurred. When assets are sold or otherwise disposed of, the asset and related accumulated depreciation are removed from the accounts, and any resulting gain or loss is included in the statement of activities.

### *Computer Software*

Computer software is carried at cost, less accumulated amortization. The Organization follows the practice of capitalizing qualifying costs which are incurred during the application development stage for computer software developed or obtained for internal-use and amortize them over the software's useful life, which range from 3 to 5 years.

### *Impairment of Long-Lived Assets*

The Organization reviews asset carrying amounts whenever events or circumstances indicate that such carrying amounts may not be recoverable from the estimated undiscounted future cashflows from the use and eventual disposal. When considered impaired, the carrying amount of the asset is reduced, by a charge to the statement of activities, to its current fair value.

During 2021, the company adopted a plan to dispose of some of its assets relating to the telephone system. As part of that plan, an impairment loss of \$548,741 was recognized, which is included in statements of activities, representing the excess of the aggregate carrying amount of certain such assets over the aggregate of their fair value. All of the impaired assets are part of the fixed assets.



# Utility Notification Center of Colorado

## Notes to Financial Statements

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### ***Revenue Recognition***

The Organization recognizes revenue in accordance with ASC 606, *Revenue from Contracts with Customers*. ASC 606 applies to exchange transactions with customers that are bound by contracts or similar arrangements and establishes a performance obligation approach to revenue recognition. The Organization records the following types of exchange transaction revenue in its statements of activities for the year ended December 31, 2021 and 2020.

*Locate Revenue:* There are three types of memberships offered at the UNCC: Tier One, Tier Two and Excavator Membership.

- Tier One membership performance obligations include direct notification from the call center regarding excavations in or around the registered members defined notification area. A Tier One membership requires a two-year commitment, in accordance with state law. Tier One revenue is recognized when the performance obligation of direct notification is satisfied. Tier One members are invoiced at the rate of \$1.32 and \$1.42 for each notification received from UNCC and referred to as a ticket during the years ended December 31, 2021 and 2020, respectively;
- Tier Two members register a company name, define a service territory or notification area and provide a single phone number for contact. During 2020 and 2021, all Tier Two members were converted to Tier One members and as of December 31, 2020, there were no Tier Two members. There is no fee for Tier Two members;
- Excavator membership is an annual \$100 fee recognized ratably as services are simultaneously received and consumed throughout the year. The performance obligation consists of covering costs to allow the excavating company registering to vote and/or run for a seat on the UNCC Board of Directors as well as access to the Expedite website. Excavator membership income is included in membership dues in the statements of activities.

*Membership Dues:* New members are charged a one-time \$25 membership fee. The performance obligation is to cover costs of administration to establish the new member in the UNCC system and recognition is recognized at such the time the member is established.

### ***Expense Recognition and Functional Expenses***

Expenses paid in advance are capitalized and deferred to the period which they relate. To the greatest extent possible, expenses are charged directly to operating or general and administrative categories based on specific identification.

The costs of providing the various programs and other activities have been summarized on a functional basis in the statement of functional expenses. Certain categories of expenses are attributable to one or more programs or supporting functions. Those expenses include but are not limited to salaries, payroll taxes, benefits, contract services, bank fees, postage, printing, and telephone. These expenses are allocated to program, general and administrative, and fundraising functions based on their utility of time and cost to each class. Other allocated costs include depreciation, rent and occupancy, interest, repairs and maintenance and are allocated based on square footage. There were no fundraising functions performed during the years ended December 31, 2021 and 2020.

# Utility Notification Center of Colorado

## Notes to Financial Statements

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### ***Advertising***

The Organization expenses advertising and promotion costs as they are incurred. Advertising costs totaled \$181,309 and \$237,173 during the years ended December 31, 2021 and 2020, respectively.

### ***Common Ground Alliance Software***

The Organization has a damage reporting agreement through Common Ground Alliance to host and maintain an international damage reporting tool. The Organization recognized other software income totaling \$39,713 and \$38,557 during the years ended December 31, 2021 and 2020, respectively, in connection with this agreement.

### ***Income Taxes***

UNCC is exempt from federal income taxes under Internal Revenue Code Section 501(c)(4). However, income from activities not directly related to the Organization's tax-exempt purpose is subject to taxation as unrelated business income. There was no unrelated business income during the years ended December 31, 2021 and 2020.

The Organization believes that it has conducted its operations in accordance with, and has properly maintained, its tax-exempt status, and that it has taken no material uncertain tax positions that qualify for recognition or disclosure in these financial statements. The Organization is no longer subject to U.S. federal, or state and local income tax examinations by tax authorities for years before 2018, based on the related statute of limitations.

### ***Fair Value Measurements***

The Organization follows methods of fair value measurement described under Accounting Standard Codification 820, *Fair Value Measurements and Disclosures*, ("ASC 820") which establishes a common definition of fair value to be applied with existing GAAP requiring use of fair value, establishes a framework for measuring fair value, and expands disclosures about such fair value measurements.

Fair value is a market-based measure considered from the perspective of a market participant who holds the asset or owes the liability, rather than an entity-specific measure. Therefore, when market assumptions are not readily available, the Organization's own assumptions are set to reflect those that market participants would use in pricing the asset or liability at the measurement date. ASC 820 establishes a hierarchy for inputs used in measuring fair value that maximizes the use of observable inputs and minimizes the use of unobservable inputs by requiring that the observable inputs be used when available. Observable inputs are inputs that market participants would use in pricing the asset developed based on market data obtained from sources independent of the Organization. Unobservable inputs are inputs that reflect the Organization's estimates about the assumptions market participants would use in pricing the asset developed based on the best information available in the circumstances. The hierarchy is broken down into three levels based on the reliability of inputs as follows:

- Level 1: Defined as observable inputs such as quoted prices in active markets for identical assets or liabilities;



# Utility Notification Center of Colorado

## Notes to Financial Statements

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- Level 2: Defined as observable inputs other than Level 1 prices. These include quoted prices for similar assets or liabilities in an active market, quoted prices for identical assets and liabilities in markets that are not active, or other inputs that are observable or can be corroborated by observable market data for substantially the full term of the assets or liabilities;
- Level 3: Defined as unobservable inputs in which little or no market data exists, therefore requiring an entity to develop its own assumptions.

### ***Equity Securities without Readily Determinable Fair Values***

UNCC invests in equity securities of Norfield, a nonpublic company for strategic purposes. Investments in equity securities of nonpublic entities without readily determinable fair values are carried at cost minus impairment, if any, plus or minus changes resulting from observable price changes in orderly transactions for the identical or a similar investment of the same issuer, which totaled \$442,351 at December 31, 2021 and 2020. The Company reviews its equity securities without readily determinable fair values on a regular basis to determine if the investment is impaired. For purposes of this assessment, the Company considers the investee's cash position, earnings and revenue outlook, liquidity and management ownership, among other factors, in its review. If management's assessment indicates that an impairment exists, UNCC estimates the fair value of the equity investment and recognizes in current earnings an impairment loss that is equal to the difference between the fair value of the equity investment and its carrying amount. As of December 31, 2021, there were no material impairments noted by management.

### ***Financial Instruments and Credit Risks***

For the years ended December 31, 2021 and 2020, respectively, the Organization had approximately \$3,455,000 and \$4,395,000 of locate revenue (approximately 35% and 40% of locate revenue for the period) from three members in 2021 and 2020, each greater than 10%. At December 31, 2021 and 2020, the Organization had approximately \$112,000 and \$180,000 of accounts receivable (13% and 21% of total accounts receivable) due from one member in 2021 and two members in 2020.

The Organization manages cash deposit concentration risk by placing cash and cash equivalents with various financial institutions considered to be high quality and credit-worthy. At times, balances may exceed federally insured limits. The Organization has never experienced any losses related to these balances. Cash and cash equivalents of approximately \$780,000 and \$602,000 were uninsured as of December 31, 2021 and 2020, respectively.

Investments are subject to market risk, which is the risk that the value of the investment will decrease due to the fluctuations in security prices. Fluctuations can be caused by changes in interest rates, market dynamics, and other factors outside the Organization's control. Highly liquid investment balances of \$10,040,000 and \$8,800,000 are included in cash and cash equivalents in the statement of financial position at December 31, 2021 and 2020, respectively.

# Utility Notification Center of Colorado

## Notes to Financial Statements

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### *Use of Estimates*

The preparation of financial statements in conformity with GAAP requires UNCC management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates, and such differences could be material.

### *Recently Issued Accounting Pronouncements*

In February of 2016, the FASB issued ASU 2016-02, Topic 842, *Leases*. The purpose of this ASU is to establish the principle to report transparent and economically neutral information about the assets and liabilities that arise from leases. The new guidance is effective for public business entities with fiscal years beginning after December 15, 2018. For all other organizations the new guidance is effective for fiscal years beginning after December 15, 2021 and interim periods with fiscal years beginning after December 15, 2022. Management is currently evaluating the impact of adoption of this standard on its financial statements.

In September 2020, the FASB issued ASU 2020-07, Topic 958, *Not-for-Profit-Entities*. The purpose of this ASU is to present contributed nonfinancial assets as a separate line item in the statement of activities, apart from contributions of cash and other financial assets. The new guidance is effective for annual periods beginning after June 15, 2021, and interim periods within annual periods beginning after June 15, 2022. Management is currently evaluating the impact of adoption of this standard on its financial statements.

### *Credit Losses (Topic 326)*

In June 2016, the FASB issued ASU 2016-13 Financial Instruments - Credit Losses (Topic 326): Measurement of Credit Losses on Financial Instruments, including subsequent amendments issued thereafter which clarify the standard (collectively, Topic 326). This standard significantly changes the impairment model for most financial instruments. Current guidance requires the recognition of credit losses based on an incurred loss impairment methodology that reflects losses once the losses are probable. In accordance with Topic 326, the Organization will be required to use a current expected credit loss model (CECL) that will immediately recognize an estimate of credit losses that are expected to occur over the life of the financial instruments that are within the scope of this update, including trade receivables. The CECL model uses a broader range of reasonable and supportable information in the development of credit loss estimates. This guidance becomes effective for the Organization beginning the year ended December 31, 2023. The Organization is still assessing the impact to the financial statements.



# Utility Notification Center of Colorado

## Notes to Financial Statements

### 2. Availability of Resources and Liquidity

The following represents the Organization's financial assets at December 31, 2021 and 2020:

<i>December 31,</i>	2021	2020
Cash and cash equivalents	\$ 11,238,853	\$ 9,739,640
Accounts receivable	861,181	844,852
Financial assets	12,100,034	10,584,492
Less: board designated net assets	(7,612,563)	(6,634,812)
Financial assets available to meet general expenditures over the next year	\$ 4,487,471	\$ 3,949,680

The Organization's goal is generally to maintain financial assets to meet 180 days of operating expenses. The Organization maintains adequate cash reserves to meet this requirement. Additionally, the Organization has credit card availability of up to \$135,650 to meet cash flow needs. The assets above are subject to board designations of \$7,612,563 and \$6,634,812, respectively, as outlined Note 7, *Board Designated Net Assets*.

### 3. Computer Software, Net

Computer software consisted of the following at:

<i>December 31,</i>	2021	2020
Computer software	\$ 935,617	\$ 923,385
Less: accumulated amortization	(801,886)	(768,819)
Net computer software	\$ 133,731	\$ 154,566

### 4. Property and Equipment, Net

Property and equipment consist of the following at:

<i>December 31,</i>	2021	2020
Land	\$ 304,162	\$ 304,162
Building and improvements	2,255,509	2,236,412
Computer equipment	942,269	885,412
Office equipment	875,424	925,966
Office furniture	369,520	369,520
Vehicles	289,233	289,233
Construction in progress	36,975	585,716
	5,073,092	5,596,421
Less: accumulated depreciation	(3,370,469)	(3,253,741)
Net property and equipment	\$ 1,702,623	\$ 2,342,680

# Utility Notification Center of Colorado

## Notes to Financial Statements

### 5. Investment in Norfield Development Partners

Effective February 26, 2014, the Organization, along with seven additional members, purchased 100% of the assets of Norfield Data Products for \$4,000,000. The Organization contributed \$442,351 for 11% of Norfield Development Partners, LLC (Norfield). During 2015, Norfield admitted one additional member and reduced the Organization's ownership in Norfield to 9.88%. Investments not accounted for under the consolidation or equity method are accounted for under the cost method of accounting. Under this method, the Organization's share of the earnings or losses of Norfield are not included in the accompanying statements of financial position or activities. See Note 9, *Subsequent Events*, for additional activity in 2022.

In 2021 and 2020, the Organization paid Norfield approximately \$242,302 and \$170,000 respectively, for services performed.

### 6. Profit Sharing Plan

Effective January 1, 2015, the Organization adopted the Utility Notification Center of Colorado 401(k) Profit Sharing Plan, a defined contribution plan (the "Plan"). An investment company provides investment consultation and administration to eligible employees. Contributions to the Plan by UNCC are limited to a maximum of 15% of compensation and are subject to discrimination requirements. The employee vests in UNCC contributions over a five-year period. For the years ended December 31, 2021 and 2020, UNCC contributed 10% of eligible employees' wages to the Plan, totaling \$344,279 and \$312,977, respectively.

### 7. Board Designated Net Assets

The Organization's Board of Directors has designated net assets as follows:

<i>December 31,</i>	<b>2021</b>	<b>2020</b>
Business Continuity Fund	\$ 4,502,381	\$ 3,952,649
Capital Planning Fund	2,354,185	1,890,476
Legislative Fund	625,822	658,654
Health Care Fund	130,175	133,033
Total board designated net assets	\$ 7,612,563	\$ 6,634,812

The Organization's Board of Directors has released the following designated net assets as follows:

<i>Years Ended December 31,</i>	<b>2021</b>	<b>2020</b>
Business Continuity Fund	\$ -	\$ -
Capital Planning Fund	-	-
Legislative Fund	32,832	59,751
Health Care Fund	2,858	63,036
Total released of board designated net assets	\$ 35,690	\$ 122,787



# Utility Notification Center of Colorado

## Notes to Financial Statements

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### 8. Employee Health and Welfare Plan

Effective April 1, 2016, the Organization adopted the PSF Voluntary Employee Benefit Plan (“Health Plan”), a multiemployer health and welfare plan, through One Calls of America (“OCA”) wherein all medical, pharmacy, and dental benefits are partially self-insured. A PSF VEBA Trust Account (“Trust”) is held for the benefit of participants under the Health Plan and used to pay all medical, pharmacy, prescription and dental benefits. The claims for partially self-insured benefits are processed by the Health Plan’s third-party administrator under an administrative services arrangement. Ultimate responsibility for payments to providers and participants is retained by the Trust. The plan was terminated effective July 31, 2019 and the Trust was closed in December 2020.

### 9. Subsequent Events

In accordance with ASC 855, Subsequent Events, the Organization has evaluated subsequent events through August 8, 2022, which is the date these financial statements were available to be issued. Other than events identified below, no additional subsequent events were identified.

Organization purchased an additional 1.25 shares in Norfield Development Partners on February 25, 2022 for \$29,819 and 1.50 shares on May 23, 2022 in amount of \$26,455.