Our Core Values

Mutual Respect
NM811 is committed to creating a safe and secure working environment in which every employee is nurtured with the spirit of trust, teamwork, openness and respect.

Honesty & Integrity
We are committed to promoting the highest standards of honesty, integrity, and loyalty in all business practices.

Pursuit of Excellence
We are committed to creating an environment where all employees pursue the highest possible level of quality and excellent performance.

Personal Accountability
We are committed to the development of an environment where every employee of NM811 understands and accepts responsibility for upholding and reinforcing these values.

Solution-Oriented
We are committed to creating a solution based environment where all employees thrive to the highest possible level of transformational solutions for the betterment of the organization.
Mission Statement

New Mexico 811 Serves as the State’s Communication Hub
Promoting Safe Excavation and Damage Prevention

<table>
<thead>
<tr>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter from the Board President and Executive Director</td>
</tr>
<tr>
<td>.............................................................................................................. 4</td>
</tr>
<tr>
<td>NM811 Board of Directors</td>
</tr>
<tr>
<td>........................................................................................................... 5</td>
</tr>
<tr>
<td>NM811 Staff</td>
</tr>
<tr>
<td>........................................................................................................... 6</td>
</tr>
<tr>
<td>Statement Of Financial Positions</td>
</tr>
<tr>
<td>............................................................................................................... 8</td>
</tr>
<tr>
<td>Statement Of Financial Activities</td>
</tr>
<tr>
<td>............................................................................................................... 9</td>
</tr>
<tr>
<td>NM811 Membership</td>
</tr>
<tr>
<td>............................................................................................................... 10</td>
</tr>
<tr>
<td>Financial Charts</td>
</tr>
<tr>
<td>............................................................................................................... 11</td>
</tr>
<tr>
<td>Activity Charts</td>
</tr>
<tr>
<td>............................................................................................................... 12</td>
</tr>
<tr>
<td>Outreach Programs</td>
</tr>
<tr>
<td>............................................................................................................... 13</td>
</tr>
</tbody>
</table>
Dear Members,

What a pleasure it has been serving you as president these past two years. I have had the honor of working alongside our wonderful Executive Director and staff who work diligently towards our vision of “Zero Damages in New Mexico!”

For 2018 and 2019, we are in one of the strongest financial positions that NM811 has seen over the years. This will aid us in progressing towards our goals of ensuring the best value of services for our stakeholders and partnering with the community to make NM811 a household name.

Here is a quick recap of the past year: We have just completed our yearly audit, and we are pleased to report that there were zero findings; quite an accomplishment for Domingo and his team. The Members Manual and Personnel Policies have been updated to simplify and better reflect our current processes. The billing process was streamlined and simplified to ensure accuracy and once again the budget for 2018 was met and was kept flat for 2019. The well managed budget once again allowed us to create savings similar to last year and another pay down has been made on the mortgage. Again, much appreciation goes to Domingo and his team for all of their accomplishments, which are too many to name.

As we worked with many of our peers and partners in the industry this past year, it is obvious that NM811 stands above the rest. The NM811 Board would like to thank all of our members for allowing us to serve you. As we look towards the future, we will continue to strive to be a leader in our industry.

Sincerely,

Patrick Shaw,
President, NM811 Board of Directors
Board of Directors

President
Patrick Shaw
Representing:
Associate Members
AUI, Inc.
PO Box 9825
Albuquerque, NM 87119
(505) 242-4848 x3015

Vice President
Robert North
Representing:
Pipelines
Enterprise Products
PO Box 3255
Farmington, NM 87499
(505) 599-2895

Treasurer
Carlos Arras
Representing:
Electric
PNM Electric Services
4201 Edith Blvd NE
Albuquerque, NM 87107
(505) 241-3368

Secretary
Gary Nelson
Representing:
Telecommunications
CenturyLink
4301 Bogan Ave NE
Albuquerque, NM 87109
(505) 767-7467

Director
Peter Ford
Representing:
Gas Distribution
New Mexico Gas Company
PO Box 97500
Albuquerque, NM 87109
(505) 697-3950

Director
Joel Berman
Representing:
Government
Albuquerque Bern. Co. Water Utility Authority
PO Box 1293
Albuquerque, NM 87103
(505) 857-8296

Director
Linda Barbour
Representing:
Rural Water
Entranoasa Water
1330 Hwy 333
Tijeras, NM 87059

Director
Linda Barbour
Representing:
Rural Water
Entranoasa Water
1330 Hwy 333
Tijeras, NM 87059

Advisory Director
Jason N. Montoya
PipeLine Safety Bureau Chief,
New Mexico Public Regulation Commission
1120 Paseo De Peralta, Room 416
Santa Fe, NM 87504

Find us online at www.NM811.org.
**NM811 Staff**

**Domingo Sanchez III**  
*Executive Director*

Domingo joined NM811 in July of 2017. He is responsible for the overall operations of New Mexico One Call which includes all daily administrative and call center operations. Domingo was a career public employee with approximately 30 years of experience working in government and for non-profit organizations. Utilizing his engineering, accounting and financial background, he has provided administrative support and counsel to numerous boards, directors and administrators in the areas of policy, operations, budget and finance, with a particular focus on organizations in financial distress or engaged in startup activities.

**Laura K. Harrison**  
*Operations Supervisor*

Laura joined NM811 in April of 2016. She has most recently been promoted to operations supervisor and is responsible for business operations support, event planning, community outreach, and marketing and member services. Before joining the NM811 team she was the Executive Director for a small non-profit and brings many years of customer service experience with her.

**Julia Castle**  
*Call Center Supervisor*

Julia joined NM811 in October of 2011 as a Customer Service Representative and was promoted to Lead Representative in 2016. She has most recently been promoted to call center supervisor and is responsible for all call center operations, employee training and quality assurance activities for all call center staff.

**Customer Service Representatives**

Our Customer Service Representative's (CSRs) are the HEART of the operation. They are the individuals that provide the call center services needed for "ticket" requests at NM811. When you call NM811 during normal business hours, theirs are the voices at the other end of the line. NM811 is fortunate to have such a dynamic and loyal team. They are the center hub that keeps residents, underground facility owners and excavators safe!
Outreach Data

January – 100 attendees
- New Mexico Gas Training
- STEPS Meeting
- NMRCGA Planning Committee

February – 3000 attendees
- NAPI Training
- Cable Com Training
- Albuquerque Home Show
- Paradigm Meetings
- Four Corners Damage Prevention Meetings

March – 1400 attendees
- Paradigm
- NMRCGA Quarterly
- Belen Balloon Rally

April – 2500 attendees
- Rural Water
- Home and Garden Show
- Four Corners Damage Prevention
- Tennessee Damage Prevention Summit
- Safe Dig Day

May – 900 attendees
- Farmington Oil & Gas Conference
- Annual Meeting

June
- Four Corners Damage Prevention Meeting

July – 300 attendees
- Four Corners Damage Prevention Meeting
- STEPS in Hobbs
- Jemez Mountain Electric Coop
- Socorro Electric Coop Training
- Hobbs Southern Damage Prevention

September – 400 attendees
- NMRCGA Convention Planning
- San Juan County Fair
- P2 Users & Executive Directors Meetings

October – 320 Attendees
- CGA Balloon Fiesta Sponsorship
  (800,000+ total event attendees)
- NM811 Board Retreat
- PNM Safety Day
- Southern NM DPC Meeting
- Southern NM DPC Mock Line Strike

November – 650 Attendees
- Liaisons meeting
- Hobbs Mock Line Strike
- El Paso Mock Line Strike
New Mexico One Call, Inc.

Statement of Financial Position
As Of December 31, 2018, With Comparative Totals For 2017

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>Notes</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Assets</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents, partially pledged</td>
<td>C</td>
<td>$1,877,200</td>
<td>1,620,090</td>
</tr>
<tr>
<td>Membership dues receivable, net</td>
<td>D</td>
<td>211,671</td>
<td>158,383</td>
</tr>
<tr>
<td>Contract receivable, net</td>
<td></td>
<td>26,797</td>
<td>26,797</td>
</tr>
<tr>
<td>Other accounts receivable</td>
<td></td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>E</td>
<td>18,183</td>
<td>55,025</td>
</tr>
<tr>
<td>Total current assets</td>
<td></td>
<td>2,133,851</td>
<td>1,860,095</td>
</tr>
<tr>
<td>Property and Equipment, net of accumulated depreciation</td>
<td>H</td>
<td>3,903,389</td>
<td>4,170,096</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td></td>
<td>$6,037,240</td>
<td>6,036,191</td>
</tr>
</tbody>
</table>

LIABILITIES AND NET ASSETS

| Current Liabilities                                                   |       |          |          |
| Accounts payable                                                      |       | $75,326  | 37,402   |
| Accrued payroll and related liabilities                                |       | 31,241   | 19,195   |
| Accrued compensated absences                                          |       | 13,709   | 16,622   |
| Current portion of notes payable                                      | I     | 156,524  | 133,906  |
| Total current liabilities                                              |       | 276,800  | 207,125  |

| Long-Term Debt                                                        |       |          |          |
| Note payable, less current portion                                    | I     | 1,891,338 | 2,389,867 |
| Total liabilities                                                     |       | 1,814,538 | 2,182,742 |

Net Assets

Net Assets without Donor Restrictions:

|                             |       |          |          |
| Investment in property & equipment, net of related debt               | N     | 2,132,327 | 1,853,448 |
| Board designated for contingency                                     |       | 518,996   | 518,996   |
| Undesignated                                                          |       | 1,494,579 | 1,267,880 |
| Total net assets                                                      |       | 4,145,902 | 3,640,324 |

Total liabilities and net assets                                       |       | $6,037,240 | 6,036,191 |

SEE INDEPENDENT AUDITOR'S REPORT
The accompanying notes are an integral part of these financial statements
# Statement of Activities

For The Year Ended December 31, 2018, With Comparative Totals For 2017

## Revenues and Support

<table>
<thead>
<tr>
<th>Description</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Membership dues and late fees</td>
<td>$2,517,182</td>
<td>2,530,143</td>
</tr>
<tr>
<td>Contract income - Damage Reporting Enforcement Tracking System (DRETS)</td>
<td>53,581</td>
<td>53,594</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>12,409</td>
<td>304</td>
</tr>
<tr>
<td><strong>Total revenues and support</strong></td>
<td>2,583,172</td>
<td>2,584,041</td>
</tr>
</tbody>
</table>

## Expenses

<table>
<thead>
<tr>
<th>Description</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program services</td>
<td>1,738,712</td>
<td>1,698,348</td>
</tr>
<tr>
<td>Management and general</td>
<td>338,882</td>
<td>394,052</td>
</tr>
<tr>
<td><strong>Total expenses</strong></td>
<td>2,077,594</td>
<td>2,092,400</td>
</tr>
</tbody>
</table>

## Change in net assets

<table>
<thead>
<tr>
<th>Description</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Change in net assets</strong></td>
<td>505,578</td>
<td>491,641</td>
</tr>
</tbody>
</table>

## Net assets, beginning of year

<table>
<thead>
<tr>
<th>Description</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Net assets, beginning of year</strong></td>
<td>3,640,324</td>
<td>3,148,683</td>
</tr>
</tbody>
</table>

## Net assets, end of year

<table>
<thead>
<tr>
<th>Description</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Net assets, end of year</strong></td>
<td>$4,145,902</td>
<td>3,640,324</td>
</tr>
</tbody>
</table>

---

**SEE INDEPENDENT AUDITOR’S REPORT**

The accompanying notes are an integral part of these financial statements.
New Mexico One Call, Inc.

Membership, Operating Expenses and Contingency Reserve

- **ASSOCIATE MEMBER**: 9
- **COMMUNICATIONS**: 46
- **PIPELINE**: 175
- **GAS DISTRIBUTION**: 13
- **WATER**: 236
- **GOVERNMENT**: 134
- **ELECTRIC**: 37
- **NON-JURISDICTIONAL**: 5

655 Members
New Mexico One Call, Inc.

2018 Activity

Number of Tickets Sent: 1,015,597

Number of Requests: 191,219
New Mexico 811 Partners with the The Four Corners Public Awareness Association to sponsor Hard Hat Harry. Harry teaches children to “Stay Away! Stay Alive” with a costumed character, a video and PowerPoint. The children are also given a workbook in which one half is aimed toward 3rd graders and the other half towards 6th graders. In many small rural schools we may actually do the presentation for the entire elementary school. The children are also given pencils, hard hats, capes and plastic bracelets with a picture of Harry and the words “Stay Away! Stay Alive”. Harry also visits Boys and Girls Clubs and County Fairs. Many times children will know about 811 and Harry and teach their parents about “call 811 before you dig” and staying away from dangerous areas such as “pump jacks”, “Christmas trees”, storage facilities and other dangerous areas related to the oil and gas industry. The children also go home and tell their families about Harry, thereby spreading the word to mothers, fathers, brothers and sisters. This program is something the children look forward to annually and we hope to grow it and have it out to many more classrooms in the coming years. In 2018 New Mexico 811’s sponsorship helped spread the word to over 2000 children.