

MISS UTILITY OF DELMARVA



The Scoop



Know what's below.
Call before you dig.

A Quarterly Newsletter

Winter 2019

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President's Message

Hello Team:

As we rapidly move towards the middle of the wintery season, it is important to value what is important to all of us. For most of us, the most important thing we cherish is family, friends and health. The message that Miss Utility of Delmarva promotes plays a large part in protecting our family and friends and keeping our underground infrastructure healthy.



The last few months have been busy for our organization. We participated in numerous events, shows and training seminars during the summer and early fall. On August 11, 2018, commonly known as 811 Day, our Board organized a 5k event to promote our message. Each participant received a shirt, cooling towel, and enormous amounts of sweat. Over 100 runners and walkers participated in this event, and all the proceeds of the event were donated to Construction Angels, which is a non-profit organization that helps families that have lost a loved one because of a construction accident.

Between October 23-26, Miss Utility of Delmarva, along with Miss Utility/District One Call were title sponsors for the 10th Annual Greater Chesapeake Damage Prevention Training Conference in Ocean City, MD. As always, it was a terrific event that provided

excellent content for all attendees. This years event claimed over 400 participants.

As a reminder, our Board hosts monthly meetings, the 3rd Thursday of every month. Please visit our website to find out the location of each meeting, as we rotate throughout the service territory. <http://www.missutilitydelmarva.com/Monthly-Meeting-Location-Snapshot/>

On behalf of the Board of Directors for Miss Utility of Delmarva, I would like to wish everyone a happy and healthy winter season.

Jason A. Lyon

Message from OSHA



Workplace violence is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site. It ranges from threats and verbal abuse to physical assaults and even homicide. It can affect and involve employees, clients, customers and visitors.

10th Annual Greater Chesapeake Damage Prevention Training Conference Educated More Than 400 Industry Professionals



For the tenth consecutive year, hundreds of damage prevention professionals gathered in Ocean City, Md., for the 2018 Greater Chesapeake Damage Prevention Training Conference (GCDPTC), hosted by title sponsors Miss Utility, District One Call and Miss Utility of Delmarva.

The sold-out event – with more than 400 registrants – was the collaborative effort of partners across the Greater Chesapeake region, including 36 sponsor organizations and more than 40 exhibitors. The conference kicked off with a keynote speech from Bob White, who engaged the audience about how to communicate across generations and motivate employees. Breakout sessions addressed topics such as how to adhere to the Maryland Occupational Safety and Health office's guidelines on trenching, following a particularly deadly summer in the region. Other topics included how utility and municipal workers are uniquely suited to keep an eye out for terroristic activity, and the latest offerings in predictive damage prevention analytics technology. Sessions also took a deep dive into case studies straight from the industry, including a project showcase of Chesapeake Utilities' effort to bring natural gas to the Eastern Shore and a mock trial of a case that came before the Maryland Underground Facilities Damage Prevention Authority. CGA's Sarah Magruder Lyle and Khrysanne Kerr presented information about 2017 DIRT data specific to our region, 811 promotional activities that regional partners supported over the summer, and updates from the

Pipelines and Hazardous Materials Safety Administration (PHMSA).

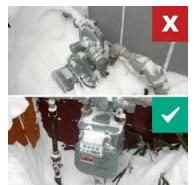
Many attendees participated in the conference's multiple networking events, including the annual cornhole and golf tournaments, as well as a new addition – a cooking class with an authentic Italian chef. All conference attendees were also invited to enjoy a special reception celebrating a decade of the GCDPTC, which featured dinner, drinks and dancing. Outside of the sold-out exhibit hall were the 811 Bike, 811 Car and 811 Trike, courtesy of One Call Concepts. The conference also honored some of the safest contractors in Delaware, Maryland and Washington, D.C., for the 2017-2018 Dig Smart Awards, including: NPL, Excellence Award Winner; Ferguson Trenching Co., Maryland Winner; Childs Landscape Contractors, Inc., Washington, D.C. Winner; B.W. Electric, Inc., Delmarva Winner; and Gaines and Company, Honorable Mention Recipient.

Visit www.missutilityconference.com for a link to view photos, download session presentations and see the sponsors and exhibitors whose support made the 10th Annual GCDPTC possible. Save the date for the 2019

Winter Weather Reminder

Written by: Wendy Stack

When snow and winter weather hits we run out the door to get milk, bread, water and plenty of snacks. We also pick up those items to make that great home cooked meal knowing that snowfall could cause hazardous roadway conditions and we may be forced to stay in our homes for a few days.



We forget that during this time many workers are still on our roadways, restoring electric, communications, gas for the stores with those needed supplies and even gas deliveries for our home. Some things to remember for your safety and those delivery drivers:

- Clear your driveway so delivery drivers have safe access.
- Shovel a path to your gas tank if you use propane gas.
- Where utilities enter your home should be free of clutter or debris.
- For your family's safety, clear outside vents that are covered with snow.

Be extremely careful when using shovels in area's with utilities present. You should try different methods like a broom, when able, to not disturb coatings on propane tanks and/or disturb plastic piping. If you have any questions or concerns, reach out to your utility provider. Stay warm and safe this winter!

Miss Utility of Delmarva 5K Race



August 11th, 2018, Miss Utility of Delmarva 5K Race was sponsored by Mispillion Brewery in Milford, DE, to remind and spread the word of “Call Before You Dig” “811 Awareness”, digging safely while excavating.

This is the first time Miss Utility of Delmarva has organized this type of sponsorship, which started at 8:11 a.m. and had 107 participants, including some Miss Utility of Delmarva officers who help organize; Jason Lyon, President, Steve Keyser, Vice President and Eric Cimo, Treasurer and many other board members. Sponsorships from many companies covered the event with additional proceeds going to Construction Angels, which is a non-profit organization that provides assistance for families that have lost loved ones who had been involved in construction job site accidents.



Participants visited the “811 Car”, received promotional giveaways by our sponsors, received winner acknowledgment after the race and then enjoyed some snacks and beverages to complete the day.

Keep a close eye on our website, www.missutilitydelmarva.com for more upcoming events and meetings.



Jason Lyon

Tool Box Safety Talk

Provided by Frank Dobson

Driving in Snow and Ice

The best advice for driving in bad winter weather is not to drive at all, if you can avoid it. Don't go out until the snow plows and sanding trucks have had a chance to do their work, and allow yourself extra time to reach your destination. If you must drive in snowy conditions, make sure your car is prepared, and that you know how to handle road conditions. It's helpful to practice winter driving techniques in a snowy, open parking lot, so you're familiar with how your car handles. Consult your owner's manual for tips specific to your vehicle.

Driving safely on icy roads

1. Decrease your speed and leave yourself plenty of room to stop. You should allow at least three times more space than usual between you and the car in front of you.
2. Brake gently to avoid skidding. If your wheels start to lock up, ease off the brake.
3. Turn on your lights to increase your visibility to other motorists.
4. Keep your lights and windshield clean.
5. Use low gears to keep traction, especially on hills.
6. Don't use cruise control or overdrive on icy roads.
7. Be especially careful on bridges, overpasses and infrequently traveled roads, which will freeze first. Even at temperatures above freezing, if the conditions are wet, you might encounter ice in shady areas or on exposed roadways like bridges.
8. Don't pass snow plows and sanding trucks. The drivers have limited visibility, and you're likely to find the road in front of them worse than the road behind.
9. Don't assume your vehicle can handle all conditions. Even four-wheel and front wheel drive vehicles can encounter trouble on winter roads.

If your rear wheels skid...

1. Take your foot off the accelerator.
2. Steer in the direction you want the front wheels to go. If your rear wheels are sliding left, steer left. If they're sliding right, steer right.
3. If your rear wheels start sliding the other way as you recover, ease the steering wheel toward that side. You might have to steer left and right a few times to get your vehicle completely under control.
4. If you have standard brakes, pump them gently.
5. If you have anti-lock brakes (ABS), do not pump the brakes. Apply steady pressure to the brakes. You will feel the brakes pulse — this is normal.

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If your front wheels skid...

1. Take your foot off the gas and shift to neutral, but don't try to steer immediately.
2. As the wheels skid sideways, they will slow the vehicle and traction will return. As it does, steer in the direction you want to go. Then put the transmission in "drive" or release the clutch, and accelerate gently.

If you get stuck...

1. Do not spin your wheels. This will only dig you in deeper.
2. Turn your wheels from side to side a few times to push snow out of the way.
3. Use a light touch on the gas, to ease your car out.
4. Use a shovel to clear snow away from the wheels and the underside of the car.
5. Pour sand, kitty litter, gravel or salt in the path of the wheels, to help get traction.
6. Try rocking the vehicle. (Check your owner's manual first — it can damage the transmission on some vehicles.) Shift from forward to reverse, and back again. Each time you're in gear, give a light touch on the gas until the vehicle gets going.

	Aug 2018	Sep 2018	Oct 2018
Reported Damages	21	50	59
Tickets	102,968	90,857	105,849
Percentage	0.020%	0.055%	0.056%

Questions/Comments?

This newsletter belongs to you, so ideas and topics are welcomed. Send your comments, questions and suggestions to Wendy Stack at w.stack@mchsi.com.



Editorial Staff

- Jason A. Lyon — President
- Steve Keyser — Vice President
- Mark Gemmill — Secretary
- Eric Cimo — Treasurer
- Wendy Stack — Board Member
- Teresa P. McCann — Editor

Contributing Writers: Jason Lyon, Wendy Stack, Frank Dobson & Emily Meier

Calendar of Events

Miss Utility Meetings

Events

January 17th, 2019
Chesapeake Utilities

500 Energy Lane
Dover DE. 19901

February 21st, 2019
Choptank Electric

24820 Meeting House Lane
Denton MD. 21629

March 21st, 2019
City of Wilmington

Turner Municipal Complex
500 Wilmington Ave
Wilmington DE. 19801

April 18th, 2019
Delaware Electric Cooperative

DEC Building
14198 Sussex Hwy
Greenwood DE. 19950

February 23rd, 2019
I Love Smyrna Day District Day

Smyrna High School
500 Duck Creek Parkway
Smyrna DE. 19977

February 27th & 28th, 2019
Delaware Rural Water Association's 29th Annual Technical Conference and Exhibition

Delaware State Fairgrounds
18500 S. DuPont Highway
Harrington DE. 19952

April 8th & 9th, 2019
Delmarva Safety Association 41st Health & Safety Conference

Clarion Resort Fontainebleau Hotel
10100 Coastal Highway
Ocean City MD. 21842



Please check our website www.missutilitydelmarva.com for updates on events.

Ask Miss Utility

My question is why call a short notice/Insufficient ticket in over an emergency ticket? Emergency tickets get responded to quicker when I call.

Good Question - Understanding your question, I will supply you with the definitions of both types of tickets to understand which may apply for your excavation type.

Emergency tickets are defined as one or more of the following conditions exist in your excavation; danger to life, health or property by reason of escaping gas substance or fault in exposed or buried wires by reason of natural or artificial causes. This ticket type cannot be abused and used to replace regular excavation tickets for quicker locate markings.

Insufficient and Short Notice tickets are defined as a ticket for desire to begin work in less than the required time allowed on a standard ticket request. This type of ticket is just a request for locates in a shorter amount of time; you must wait for all notified owner-members to respond to your ticket prior to beginning excavation.