

# MISS UTILITY OF DELMARVA



# The Scoop



## A Quarterly Newsletter

Spring 2022

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*Welcome Back*

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WE SUPPORT  
APRIL AS  
SAFE DIGGING  
MONTH



" We Support April as  
Safe Dig Month"

Miss Utility

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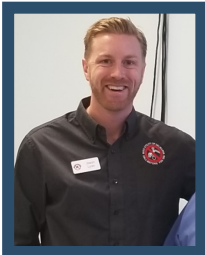
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## President's Message

Hello Team:



The more things change, the more they stay the same. This phrase is unfortunately true as we head into our second full year of dealing with the COVID-19 pandemic. Many of us are dealing with fatigue from this disease and wish that we could just flip a switch to have things go back to "normal". For

the Board Members at Miss Utility of Delmarva, we are trying to press forward with our duties in an increasingly complicated environment. Our first and foremost concern is for the safety and well being for all stakeholders in our industry.

Baby steps were taken in 2021 to move back to normal with our organization. We held some in person monthly membership meetings, we held a 5k in Lewes and we were able to attend the 2021 Greater Chesapeake Damage Prevention and Training Conference in October. The ability to see people in a conference was a refreshing change of pace for myself and our entire team. Going through this pandemic has taught me to appreciate the little things in life, the handshakes of meeting a new colleague, or a hug for a familiar one. Our team got used to holding virtual and hybrid meetings throughout the year and we were able to conduct business "as usual".

Moving into 2022, our goals are to educate the public and stakeholders with our mission statement. We plan

on doing this with trade shows, social media, meetings and virtual trainings. Our goals have not changed, we want zero damages in our excavation industry, which has not slowed down, despite the pandemic.

Please do not hesitate to reach out to our organization with any issues, our newly updated website is [www.missutilitydelmarva.com](http://www.missutilitydelmarva.com).

Sincerely,

Jason A. Lyon

## Miss Utility of Delmarva Locator Achievement Awards



Miss Utility of Delmarva recognizes locators that provide exceptional service to Utilities, Excavators and Design companies. Each year notification is sent to the Utility Companies and Sub-Locate companies to gather information for Technicians that meet the strict criteria for Locator eligibility.

1. Timeframe is from January 1 to December 31.
2. Locating Technician considered must locate as their primary job function, meaning over 50% of their daily job.
3. Full year of locating required equaling full 12 months.
4. Each region, each company can nominate up to two technicians.

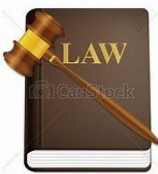
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1. Locating Technician must have zero preventable or at fault damages.
2. Locating Technician must carry a positive attitude toward damage prevention.
3. Locating Technician must be an exceptional employee, accuracy driven, excellent communication skills, shows willingness to mentor and help train newer technicians.

We are excited to be able to schedule our ceremony for these recipients April 29, 2022 at the Harrington Raceway & Casino, so please be on the look out in our next Scoop to identify these special winners. The winner lists will also include those winners for 2019 & 2020 due to not being able to have a banquet due to Covid-19 and our organizations decision of keeping everyone safe.

## Law Change Broadcast



On March 11th, 2021, the General Assembly in Maryland passed a bill that instituted changes to the state’s Underground Facilities Damage Prevention law. Miss Utility is happy to announce these changes were implemented and available on all of our products the afternoon of Wednesday, February 23, 2022.

A few notable changes are:

**Temporary Excavator:** The ability for a primary contractor to add one temporary excavator to a new ticket, which may be done during or after the original ticket process. The primary contractor will be required to provide company name, contact name and contact email of the temporary excavator. Then, an email notification will be sent to the temporary excavator. The temporary excavator will be required to **accept** or **decline** the assignment. Once done, notification will be sent to all parties.

**Non-Excavation Designer:** The ticket type will now be available through our online service, ITIC and is available to all persons. This ticket type is for informational purposes.

**Non-Excavation Suspected Cross-Bore:** This ticket type is to report the removal of an obstruction when a cross-bore is suspected. This is only for informational purposes. Any excavation that may need to occur during this process will still require an excavation ticket.

Miss Utility would like to extend our thanks to the excavation community for their patience as we made the appropriate changes to our various platforms.

## Meet Dora Parks



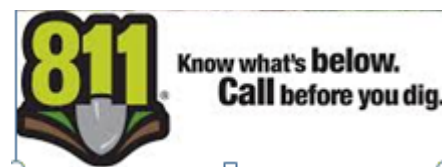
Dora Parks has been in the utility damage prevention and safety industry for 30 years with One Call Concepts, Inc., managing facilities in Delaware, Maryland, District of Columbia, New Jersey, Texas and Ontario, Canada. Starting out in the locating division in 1991 then serving as the General Manager for the

Miss Utility call center from 2003 – 2011 and then serving as Manager, Client Relations. In this capacity, Dora served as a liaison to thousands of contractors and utility owner-members in the Delmarva footprint promoting damage prevention and safety initiatives via trade shows, speaker opportunities, public outreach events, safety and law training, participation in multiple stakeholder committees, contractor associations and the national Common Ground Alliance during the past 20 years. Dora was selected as the first woman to serve on the Board of Directors for the Associated Contractors Association of MD.

Although Dora had recently retired from One Call Concepts, Inc., she has dedicated herself to stay in the industry by joining the Miss Utility of Delmarva Board of Directors to continue her educating in the construction industry. Dora also accepted the Secretary Position with Miss Utility of Delmarva, which is an important position with our organization and we are excited to have her, and welcome her and her knowledge.



*It doesn't matter who is digging or your age, always safety first!*



KNOW WHAT'S BELOW. CALL 811 BEFORE YOU DIG



## Digging Safe Starts with Contacting Miss Utility of Delmarva

Whether you are a professional excavator, contractor, engineer or utility owner, you play an important role keeping everyone safe when planning to excavate. Laws governing excavation vary by state,



and they can be confusing. Answering the question, "Do I have to call 811?" can be difficult if you don't understand your local laws and how to contact your One Call Center.

One Call Centers are intended to be the communication link between the excavator or planner and the underground facility operators. It is the responsibility of the utility owners to locate and mark underground facilities. Utility Owners may use their own employees to perform locates, or they may hire a private company to perform the locate marks.

Call 811 or use state-specific information prior to digging and your call will be routed to your local One Call Center. Provide as much accurate detail as possible, and white line the area where you will be working, which helps locators to understand the excavation path and reduces time on the job with confusion. Remember white lining is only a courtesy provided by the contractor, so the ticket description must be correct as that is the job description and what each locator is required to mark by law. Locators will be notified by the ticket processed to mark the location of the underground lines, pipes and cables, so you'll know what's below – and be able to dig safely. This is a free service provided by your utilities.

One Call Center information and laws are subject to change. Consult your state's website for additional information regarding online locate requests. Note that notification times typically exclude weekends and holidays.

Maryland (West of Chesapeake Bay)  
Miss Utility  
800-257-7777  
[www.missutility.net](http://www.missutility.net)



Delaware & Eastern Shore of Maryland  
Miss Utility of Delmarva  
800-282-8555  
[www.missutilitydelmarva.com](http://www.missutilitydelmarva.com)



## Miss Utility Welcomes New Board Members

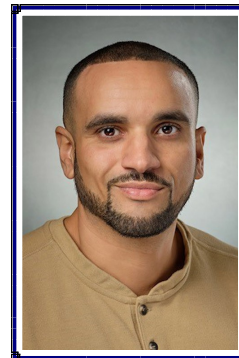
Please welcome a few new board members and remember your board members are just a click away. Visit our new website to see your board members. Go to [www.missutilitydelmarva.com](http://www.missutilitydelmarva.com) and click "About Us" then click "Board of Directors".



**Richard Cleveland**  
Damage Prevention Manager  
Chesapeake Utilities



**Kenny Payne**  
Area Manager  
Anchor Construction



**Byron Peters Jr.**  
Supervisor - Claims - Damage Prevention  
Delmarva Power

### Questions/Comments?

**WE WANT TO HEAR FROM YOU!**

This newsletter belongs to you, so ideas and topics are welcomed. Send your comments, questions and suggestions to Wendy Stack at [wendystack03@gmail.com](mailto:wendystack03@gmail.com).



## Spring Reminders

Starting in March, the spring means brighter days, flowers blooming, and warmer temperatures! While the spring months get us closer to the hot summer, they also bring with them a wide array of specific hazards to look out for.

More excavation takes place for new build of homes, landscaping, installation of underground utilities or just that new plant to spruce up the property. Utility companies also take this opportunity to upgrade utilities in the right-of-way which can be challenging to property owners due to trying to beautify the property in these spring and summer months.



Know what's below.  
Call before you dig.

As always, April is Safe Dig Month! So this is the reminder that it is the law to dial "811" prior to any excavation for the location mark out of any existing utilities on the property or properties you will be working. This service is free of charge and paid for by the Utility Owners.

DON'T FORGET ABOUT THE PRIVATE UTILITIES THAT UTILITY OWNERS DO NOT OWN OR MARK.

- Propane Tanks
- Sprinkler Systems
- Lamp lighting or Ornamental Lighting
- Electric to detached building
- Invisible Dog Fence
- Water (Utilities only mark to meter – usually in Right of Way)
- Wells (Most have electric lines ran with PVC piping)
- Sewer (Utilities only mark to the lateral – usually in Right of Way)
- Septic Sewer Systems

Remember the responsibility does not end at contacting Miss Utility of Delmarva.

### Editorial Staff

**Jason A. Lyon** — President  
**Wendy Stack** — Board Member  
**Teresa P. McCann** — Editor  
**Contributing Writers:** Jason Lyon, Wendy Stack

## Spring Safety Tips

With the beginning of spring comes a host of different hazards to keep in mind. Here are some tips for keeping workers safe in spring:

- **Be ready for changeable weather.** It can easily flick between dry and deluge and warm and cold in no time during spring. Outdoor and remote workers should be prepared for anything and you must supply them with the equipment they need.
- **Slips, trips and falls** can be an issue following a frozen winter. The big thaw can lead to boggy conditions around your job site. These add hazards to the workplace.
- As we move into the warmer months of the year, your outdoor workers need to be **aware of insects like ticks and mosquitos**, which can cause illness. Wearing appropriate clothing to prevent this, such as long sleeves, is a must at this time of the year.
- **Be aware of the signs of illnesses that relate to the heat.** Once the temperature creeps up, workers can get headaches and start to feel dizzy and nauseous if it becomes too hot.



*"Tomorrow: Your reward for working safely today."* — Author Unknown



## Damage Reporting by Members

As per Miss Utility of Delmarva by-laws, all member utilities are required to report facility damages monthly for statistical analysis. This information is collected for developing educational programs. Visit our website at [www.missutilitydelmarva.com](http://www.missutilitydelmarva.com) and select "Reporting" and then "Online Damage Report".

Submitting the first of each month allows the data to be collected and analyzed by the Board of Directors during the board meeting every Third Thursday of the month.

	Jan 2022	Jan 2021
Reported Damages	27	70
Tickets	21,856	26,974
Percentage	0.124%	0.260%

Please check our website [www.missutilitydelmarva.com](http://www.missutilitydelmarva.com) for updates on events.