



“Miss Utility” of Delmarva

UTILITIES SERVICE PROTECTION
CENTER OF DELMARVA, INC



MEMBERSHIP MEETING MINUTES VIRTUAL MEETING

April 21, 2022

Prepared by Dora Parks, Secretary

CALL TO ORDER AND INTRODUCTIONS

- Steve Keyser (BOD) called the meeting to order at 9:06am.
- There were 22 attendees signed in.
- Introductions were made by all attendees.
- A motion to approve the meeting minutes dated March 17, 2022 made by CJ Myers and seconded by R. Lewis, motion carried.

PRESENTATION

Susan Sullivan (OCC) provided an overview of Ticket Check's, Discrepancy and Dispute excavator processing.

First, access Delmarva **TICKET SEARCH AND STATUS** from www.missutilitydelmarva.com

Enter the known ticket number or provide criteria for a ticket number search.

Once the affected ticket number is displayed, scroll down to the Member section.

Ticket Check will display the district code Ticket Check status (if provided);

A code 5 positive response will display DISPUTE

A code for marked or clear will display DISCREPANCY

User will process the dispute or discrepancy by clicking on the affected district code.

A popup requiring the user's email address will be displayed.

Next, the system will send an email for the user to;

Confirm the action,

Enter comments regarding the processed dispute or discrepancy,

User can attach files (worksites pictures) to communicate issue,

User completes processing

Call center will transmit the dispute or discrepancy ticket notice to affected district codes.

Note; when Delmarva starts using ITICnxt, processing a dispute or discrepancy will be via the Isite login page or the user's My Tickets page.

Susan reminded meeting attendees that ITICnxt beta testers are needed before this new ticket processing function can be released to all Delmarva users. Please contact Susan at, ssullivan@missutility.net for more information, training and beta test questions.

EXCAVATOR/MEMBER/LOCATING CONCERNS

Wayne Ericksen (DE PSA) stated he received an DE excavator complaint regarding locating. Several meeting members knew the company stating there are locate issues due to the vague extent of work on the tickets. It was also stated that members have reached out directly to this particular company to help them, which did not change behavior. The call center (OCC) is willing to assist with training and

education regarding ticket processing. Richard Cleveland (BOD) asked if the board had a process to address these types of issues; suggesting a first and second letter and perhaps alerting the DE PSC (enforcement power) for DE. The board will continue this discussion at a future BOD meeting.

DAMAGE REPORT for March 2022

Member District Damage Response;

DE = 11.76% MD = 10.92%

Percentage of Transmitted Tickets Providing Damage Data

DE = 21.44% MD = 23.14%

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other
DE	20	7	6	3	4
MD	7	3	1	3	0

Please contact Ricky Lewis for any reporting questions, rlewis@centuryeng.com

CALL CENTER TICKET VOLUME REPORT- MARCH 2022

Incoming Delmarva 22,036 tickets 2021-2022 YTD % change = 3.505%

Outgoing Delmarva 120,355 tickets 2021-2022 YTD % change = 0.011%

Incoming Tickets

Delaware = 14,888 Eastern Shore MD = 7,148

Outgoing Tickets

Delaware = 88,798 Eastern Shore MD = 31,557

Internet Ticket Processing

ITIC = 84% ITIC Lite = 34%

Monthly Service Factors

TSA/89% Abandonment/1.98% ASA/5 seconds

PUBLIC OUTREACH COMMITTEE REPORT

2022 Events - Completed

- Rural Water Conference, Feb. 21-22 in Harrington, DE
 - o Supported by, R. Lewis & CJ Myers
- IR-Global Excavator Safety Conference, March 1-3, Phoenix, AZ
 - o Attended by M. McElwee
- Milton, St. Patricks Parade, March 13 - Miss Utility of Delmarva float
 - o Supported by R. Cleveland
- CGA Conference and Expo, April 4-8, Anaheim, CA
 - o Attended by, D. Parks, S. Keyser, CJ Myers, R. Cleveland and J. Sapp

2022 Events - Planned

- Earth Day, April 23, Fordham & Dominion Brewery in Dover, DE
 - o Supported by CJ Myers and R. Lewis
- MD Municipal League (MML) Conference, June 12-14, Ocean City, MD
- Fireman's Conference, June 18-20, Convention Center, Ocean City, MD
- Wyoming Peach Festival, August 6,
- 811 5-K Race Charity Event, August 11 at 6:30pm, Lewis, DE
- MD Association of Counties (MACO), August 17-19 Ocean City, MD
- Middletown Peach Festival, August 22

- Touch-A-Truck, Oct. 1, Berlin, MD
- GCDPTC, Oct 25-28, Ocean City, MD. Information at, www.missutilityconference.com

2022 Outreach

- Carvertise, Steve Keyser participated in a session (Marketing Big Events) during CGA.
- Restaurants in the Sussex area promote the Miss Utility of Delmarva safety message using restaurant placemats. A one year promotion.
- Shore Home & Garden, March issue distributed to over 10,000
- Scoop Newsletter - Spring Edition Highlights Include;
 - o President's Message
 - o Locator Achievement Awards
 - o Meet Dora Parks
 - o Law Change Broadcast
 - o Meet the new Board Members
 - o Digging Safe Awareness
 - o Spring Reminders & Safety Tips
 - o Member, Damage Reporting
- Damage Prevention Awareness campaign started on Feb. 1, (ads via digital, Spotify and FB)

ANNUAL LOCATOR RECOGNITION AWARDS

Miss Utility of Delmarva will recognize (28) locators on April 29th with a banquet at Harrington Casino. This year's locators will be awarded with a custom jacket and certificate in addition to a delectable dinner with their guest.

Additionally, the 2019 and 2020 awarded locators will be invited to the 2022 banquet to celebrate their accomplishments as COVID-19 restrictions prevented a recognition banquet for those awarded years. Congratulations to all our Delmarva locators for their commitment to safety while working to protect the underground infrastructure from damages.

B. Ebaugh continues to collect locator pictures for the banquet presentation in addition to gift cards.

LAW UPDATES

Maryland - Title 12 law to include law changes effective March 11, 2021 can be viewed at; <https://www.missutilitydelmarva.com/resources/laws/>

Please visit the Maryland Authority website at www.mddpa.org to file a Title 12, Notice of Probable Violation (NPV) and review resources.

Delaware - Damages and violations of the Underground Utility Damage and Safety Act can be submitted at; <https://dep.sc.delaware.gov/>

OLD BUSINESS

Jenn Arroyo reminded meeting attendees that the Maryland law change (SB789 and HB 994) to allow the excavator to provide their work site start date from the 3rd business day to the 12th business day will go into effect on June 1, 2022. Based on the provided and recorded start date, the ticket expiration date will be extended and provided on the ticket.

There being no other business brought before the board or committee, a motion was made to adjourn the meeting by R. Lewis and seconded by, S. Keyser, motion carried at 10:15 am.

Next Membership meeting date: May 19, 2022 at 9:00am

Meeting Attendees listed below.

LAST	FIRST	COMPANY	CONTACT	EMAIL
Anderson	Mark	DE ELECTRIC COOP	302-381-7594	manderson@delaware.coop
Arroyo	Jen	OCC		jennifer@occinc.com
Bullock	Tucker	Easton Utilities		
Cleveland	Richard	Chesapeake Utilities	302-736-7610	rcleveland@chpk.com
Ericksen	Wayne	DE PSC	320-7367526	wayne.ericksen@delawre.gov
Keyser	Steven	DELMARVA POWER	302-465-2407	skyser9@gmail.com
Lewis	Richard	Century Engineering	302-423-2586	Rlewis@centuryeng.com
McElwee	Mickey	City of Wilmington	302-420-0343	fmcelwee@wilmingtonde.gov
Myers	CJ	DEC	302-270-3554	cmyers@delaware.coop
Parks	Dora	Utility Defenders	443-695-2277	parks.dora29578@gmail.com
Sapp	Jesse	Chesapeake Utilities	302-382-2415	jsapp@chpk.com
Clifton	Darrell	Utility Lines Const.	302-236-3892	dclifton@asplundh.com
Ebaugh	Brad			bebaugh75@comcast.net
Gersitz	Tony	USPCD	302-424-2434	
Peters	Byron	Atlantic City Electric	630-926-5635	byron.petersjr@exeloncorp.com
ROTH	RICHARD			
Reid	Jimmy	ULCS	302-337-9980	jreid@asplundh.com
Ross	Richard	ESNG	302-270-7665	rross@esng.com
Stack	Wendy	W. Locco	302-856-9626	w.stack@mchsi.com
Sullivan	Susan	Miss Utility	410-782-2030	ssullivan@missutility.net
White	Yvonne	Comcast	302-259-1970	yvonne_white@cable.comcast.com
WILLIAMS	JIM	Guardian	3022298914	jwilliams@guardianco.com