



# Miss Utility of Delmarva

UTILITIES SERVICE PROTECTION  
CENTER OF DELMARVA, INC



## GENERAL MEMBERSHIP MEETING MINUTES HYBRID MEETING - DEC, Dover, DE

August 18, 2022

Prepared by Dora Parks (Secretary)

***Our mission is to assist excavators, facility owners and the public in the prevention of underground damages, service outages, personal injury and their associated repercussions through education and the promotion of the one call system.***

### **PRESIDENT'S OPENING STATEMENT**

President Lyon reiterated the creation of a website memorial to honor long time board member and friend, Tony Gersitz who passed on May 28, 2022. Please contribute by emailing stories and pictures to either, [jlyon@dover.de.us](mailto:jlyon@dover.de.us) or [parks.dora29578@gmail.com](mailto:parks.dora29578@gmail.com)

### **CALL TO ORDER, WELCOME AND INTRODUCTIONS**

- President Lyon called the meeting to order at 9:11am.
- Review of Miss Utility of Delmarva Mission Statement
- Meeting Attendance, 22 participants
- Introductions were made by all attendees.
- A motion to approve the meeting minutes dated July 21 2022 was made by CJ Myers', seconded by R. Lewis, motion carried.

### **DEC SAFTY PRESENTATION, Tim Kerstetter**

Tim presented on the importance of a program with protective measures for safety, security and training. Presentation included the following emphases on health safety.

- Indoors, protective counter measures for personal safe distancing of 3 to 6 feet, providing masks in confined spaces, sanitation stations, promoting clean hands in public areas.
- Outdoors, reduce sun exposure with in/out increments of exposure, replenish/hydrate every 15 minutes with 16 oz of water with drink periods, rotate employees during high heat days, heat exhaustion is a hazard - be aware of the signs (weakness, headache, dizziness, not sweating, confusion) have an action plan in place regarding, who calls 911, know hospital route for heat stroke employees.

Tim stated OSHA has resources and suggested companies review the, '101 Critical Days of Summer' white paper and consider providing seasonal employee training on these health topics.

### **ITICnxt TRAINING OPPORTUNITIES**

Susan Sullivan (OCC) shared upcoming virtual training dates;  
September 2, @ 2:00pm ET

ITICnxt resources can be found at, <http://de.tryitic.com> that include a sandbox 'try-it' environment and several YouTube short training videos in addition to an interactive training option.

Excavator and member beta testers are needed for live internet ticket processing via ITICnxt. Approximately 300 ITICnxt tickets have been completed during the past few months. To date, there have not been any issues, however not all ticket types have been tested. If interested in participating, inquiring about future free training or to discuss the benefits of ITIC.nxt, please contact [ssullivan@missutility.net](mailto:ssullivan@missutility.net)

**EXCAVATOR/MEMBER/LOCATING CONCERNS**

E. Cimo shared that CGA has produced new videos based on CGA Best Practices in conjunction with CGA committees. The first video deals with the excavator regarding ticket processing tools and information needed to best communicate with the member locators, understanding the 811 process and the nationwide impact of various tickets types, remarks and updates. Please open this link to review the video,

- [https://call811.com/811-Tips/Excavator/\\_zs/hU3Gb/\\_zl/00ID3?utm\\_campaign=informz%20email&utm\\_source=informz&utm\\_medium=email](https://call811.com/811-Tips/Excavator/_zs/hU3Gb/_zl/00ID3?utm_campaign=informz%20email&utm_source=informz&utm_medium=email)

J. Brown (Choptank) inquired about other excavators/members suffering from locate delays. General membership discussion included;

- Update tickets being processed when there is no excavation occurring,
- Negative impact regarding permits and delayed inspections on ticket retransmits,
- Inappropriate planning may have a negative impact on ticket loads,
- Delayed locates or no locates create an influx of tickets when other members have located the site, causing additional revisit work,
- Ticket Check rule and coding being abused,
- Inadequate locating staff is an issue based on ticket volume,
- Contractors trying to work within the limits of tickets and staffing, using more hydro excavation,
- The vicious cycle of no/delayed locates and ticket processing loads having a negative impact on all stakeholders

R. Lewis stated this matter is a national issue citing his company’s work issues in Ohio under the Opps call center system. D. Parks provided information on the rules of Ticket Check noting the new law in MD requiring additional law requirements for code 5 tickets.

J. Sapp stated political sign installations causing a near hit too Chesapeake due to no ticket and asked if additional 811 safety messages could be provided. MUOD provides consistent safety messages via the Carvertise campaign, radio, digital and many onsite community events in addition to the regional training conference each year. J. Sapp also inquired about an authority working on RT. 13 with what seems to be little concern for safety. Membership responded with options to provide MUOD literature, website resources and offer training. E. Cimo stated DelDot provides 811 safety training too many contractors. Safety/811 training is available via MUOD and OSHA.

**DAMAGE REPORT for July 2022**

Percentage Reporting by Membership;

DE = 13.73 MD = 8.4

Percentage of Reporting Transmitted Tickets ;

DE = 13.73 MD = 18.17

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other
DE	27	8	12	5	2
MD	3	2	1	0	0

Please contact Ricky Lewis to provide member reports or for reporting questions, [rlewis@centuryeng.com](mailto:rlewis@centuryeng.com)

## CALL CENTER TICKET VOLUME REPORT- July 2022

Incoming Delmarva 18,664 tickets                      2021-2022 YTD % change = -0.3.85%  
Outgoing Delmarva 103,760 tickets                      2021-2022 YTD % change = -10.7%

Internet Ticket Processing  
ITIC = 84%                      ITIC Lite = 30%

## PUBLIC OUTREACH COMMITTEE REPORT

### Conferences and Vendor Events - 2022

#### Events - Completed

- Rural Water Conference, Feb. 21-22 in Harrington, DE (R. Lewis & CJ Myers)
- IR-Global Excavator Safety Conference, March 1-3, Phoenix, AZ (M. McElwee)
- Milton, St. Patricks Parade, March 13 - Miss Utility of Delmarva float (R. Cleveland)
- CGA Conference and Expo, April 4-8, Anaheim, CA
- Earth Day, April 23, Fordham & Dominion Brewery in Dover, DE (R.Lewis & CJ Myers)
- MD Municipal League (MML) Conference, June 12-14, Ocean City, MD (K. Payne)
- Firemen's Conference, June 18-20, Convention Center, Ocean City, MD (D. Parks & CJ Myers)
- Wyoming Peach Festival, August 6th (S. Keyser & D. Parks)
- DEC's Annual Coop meeting, MUOD is a vendor, August 16th, Harrington (B. Ebaugh & D. Parks)

#### Events - Planned

- 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](http://www.missutilityconference.com)

#### Event Feedback

Wyoming Peach Festival was well attended for such a hot event day. Lots of MUOD booth traffic featuring Utility Defenders with hero face cutouts, give-aways (activity books, hero capes and special drawstring bags). Other family friendly promotional items includes, wooden airplanes, pens, pencils, screwdrivers and 811 bags, all free to the public.

DEC's Annual Dinner Meeting drew 2,300 attendees of mostly adults who enjoyed the 811 bags, pet travel dishes (both a big hit with this crowd), pens and nail files while the kids enjoyed Utility Defender activity books and pop-its.

#### 2022 Outreach Initiatives

- Carvertise, all Delmarva counties exposed to the Carvertise damage prevention message
- Placemat safety awareness in Sussex County restaurants (annual renewal)
- Shore Home & Garden, summer issue
- Scoop Newsletter - Summer Edition underway
- ITY Damage Prevention Awareness campaign (ended May 2022)
- Miss Utility of Delmarva Facebook education to include Utility Defenders
- UOD Athletics MUOD Promotional Campaign

GCDPTC, Matt Ruddo (Chairman) October 25-28th, Ocean City Fontainebleau, Ocean City, MD

M. Ruddo stated the exhibitor floor is almost sold out. Planning meeting is planned for August 23rd. The hotel is under new management since the Clarion was sold, the committee will meet with the new conference staff on August 29th. Early bird conference pricing being offered until 9/1. Full conference information is available at, [www.missutilityconference.com](http://www.missutilityconference.com).

## **LAW UPDATES**

Maryland - Title 12 law to include law changes effective 2021 and 2022 can be viewed at; <https://www.missutilitydelmarva.com/resources/laws/>

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

Delaware - Title 26 law change effective August 2018 enforcing mandatory utility damage reporting to the PSC for damage repairs costing over \$3,000.

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

W. Ericksen (DEPSC) stated that the commission is processing five additional NPV (notice of probable violation) warning letters with the support of summer staff. The letters will include the MUOD handbook with DE law. Additionally, the PSC initiated an August radio ad campaign regarding 811 safety. As a reminder for DE, damage reporting is mandatory as of August 2018 for any gas damage and for all other utility damages costing \$3,000 or more in repair costs.

M. Ruddo shared that 2% of the processed tickets are using 'select a date' based on MD's newest law. A question was asked about any effects on positive response with this new date selection ticket option, M. Ruddo stated data will be provided at a future meeting for this new ticket processing feature.

W. Stack raised a concern regarding the new MD legislation stating the window for marking has expanded based on the work date selected causing her company extra work and time for remarks due to lawn mowing, etc.

## **OLD BUSINESS**

None reported.

## **NEW BUSINESS**

T. Matich inquired about a homeowner guide; CJ Myers stated MUOD has this resource available in a brochure format that includes a FAQ for homeowner education.

T. Bullock asked about efforts to notify contractor associations, OSHA and member contractors to attend monthly meetings. The board shared that our monthly meeting notice alert goes out to every district member and all Delmarva system users in addition to the internal MUOD distribution list that is updated monthly.

W. Ericksen asked about an 811 training video produced by MUOD that he can use for the PSC regarding NPV warnings. D. Parks is working on a revised DE video that can be used for distribution, slated for a completion date in the fall.

D. Eby shared information regarding a volunteer organization for the DE Mobile Food Bank loc dated at the Greenwood United Methodist Church monthly. For more information or to volunteer, please contact Ms. Eby at; [Diane.eby@icloud.com](mailto:Diane.eby@icloud.com)

There being no other business brought before the board or committee, a motion was made to adjourn the meeting by B. Ebaugh, seconded by R. Lewis, motion carried at 11:05am.

Next hybrid General Membership meeting date: September 15, **2022 at 9:00am**, at Jonathan's Landing Golf Course, 1309 Ponderosa Drive, Magnolia, DE 19962.  
A hot breakfast will be provided.

A virtual link will be emailed in advance of the meeting date for those who prefer this meeting option.

**MEETING ATTENDEES**

<b>MISS UTILITY OF DELMARVA ATTENANCE ROSTER</b>			<b>MEETING DATE: 8/18/2022</b>		<b>PLEASE CHECK YOUR CONTACT INFORMATION</b>
LAST	FIRST	TITLE	COMPANY	CONTACT	EMAIL
Arroyo	Jenn	General Manager	OCC	410-712-0056	<a href="mailto:jennifer@ocinc.com">jennifer@ocinc.com</a>
Brown	Jeff	Super. Sys. Ctrl.	Choptank Electric	410-479-8582	<a href="mailto:jeffb@choptankelectric.coop">jeffb@choptankelectric.coop</a>
Bullock	Tucker	Manager, Gas & Meter	Easton Utilities	410-819-3425	<a href="mailto:TBULLOCK@EUCMAIL.COM">TBULLOCK@EUCMAIL.COM</a>
Cimo	Eric	BOARD TREASURER	DelDOT	302-750-2542	<a href="mailto:eric.cimo@state.de.us">eric.cimo@state.de.us</a>
DiMartino	Paul	Public Works	Town of Townsend		<a href="mailto:pdimartino@townsend.delaware.gov">pdimartino@townsend.delaware.gov</a>
Ebaugh	Brad	BOARD PAST PRESIDENT			<a href="mailto:bebaugh75@comcast.net">bebaugh75@comcast.net</a>
EBY	DIANE	Volunteer Organizer	DE MOBILE FOOD BANK	302-349-0878	<a href="mailto:DIANE.EBY@HOLDRIID.COM">DIANE.EBY@HOLDRIID.COM</a>
Erickson	Wayne	Pipeline Service Manager	DE PSC	320 7367526	<a href="mailto:wayne.ericksen@delaware.gov">wayne.ericksen@delaware.gov</a>
JUMP	ROBERT	SYSTEM OPERATOR	Choptank Electric	410-479-8548	<a href="mailto:ROBJ@CHOPTANKELECTRIC.COOP">ROBJ@CHOPTANKELECTRIC.COOP</a>
Keyser	Steven	BOARD MEMBER	Delmarva Power	302-465-2407	<a href="mailto:skyser9@gmail.com">skyser9@gmail.com</a>
Lewis	Richard	BOARD CO-VP	Kleinfelder Engineering	302-423-2586	<a href="mailto:r.lewis@kleinfelder.com">r.lewis@kleinfelder.com</a>
Lyon	Jason	BOARD PRESIDENT	City of Dover	302-736-7025	<a href="mailto:jlyon@dover.de.us">jlyon@dover.de.us</a>
Matich	Thomas	Circuit Rider	DRWA	302-500-1505	<a href="mailto:thomasdrwa@gmail.com">thomasdrwa@gmail.com</a>
Myers	CJ	BOARD CO-VP	DEC	302-270-3554	<a href="mailto:cmyers@delaware.coop">cmyers@delaware.coop</a>
Parks	Dora	BOARD SECRETARY	Utility Defenders	443-695-2277	<a href="mailto:parks.dora29578@gmail.com">parks.dora29578@gmail.com</a>
Payne	Ken	BOARD MEMBER	Anchor Construction	202-821-7430	<a href="mailto:kpayne@anchorconst.com">kpayne@anchorconst.com</a>
Peters	Byron	BOARD MEMBER	Atlantic City Electric	630-926-5635	<a href="mailto:byron.petersjr@exeloncorp.com">byron.petersjr@exeloncorp.com</a>
Ross	Richard	Safety & Compliance	ESNG	302-270-7665	<a href="mailto:ross@esng.com">ross@esng.com</a>
Ruddo	Matt	Director, Client Relations	One Call Concepts	410-782-2025	<a href="mailto:matt@missutility.net">matt@missutility.net</a>
Sapp	Jesse	BOARD SUB-CHESAPEAKE	Chesapeake Utilities	302-382-2415	<a href="mailto:jsapp@chpk.com">jsapp@chpk.com</a>
Stack	Wendy	BOARD MEMBER	W. Locco	302-856-9526	<a href="mailto:wstack@mchsi.com">wstack@mchsi.com</a>
Werner	Wayne	Area Manager	Danella	610-304-8305	<a href="mailto:wwerner@danella.com">wwerner@danella.com</a>

\*Please visit [www.missutilitydelmarva.com](http://www.missutilitydelmarva.com) for event/meeting dates and information.

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