



Miss Utility of Delmarva

UTILITIES SERVICE PROTECTION
CENTER OF DELMARVA, INC



GENERAL MEMBERSHIP MEETING MINUTES HYBRID MEETING - JONATHAN'S LANDING

September 15, 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 provided a glowing overview for long time board member and friend, Tony Gersitz stating Tony was a great ambassador to the utility damage prevention cause. Tony served on the Miss Utility of Delmarva board until his passing at age 92 on May 28th. He remained a safety advocate while working many community and association vendor booths, attending local, regional and national damage prevention conferences, serving on many board committees, attending monthly meetings and providing historian services to the board of directors while taking many new board officers and members under his wings of experience for their growth and advancement. Tony always had a smile and upbeat disposition and willing to go the extra mile for anyone, a true friend and colleague. Tony will be remembered by many, especially his dear friends in his hometown of Milford.

The board will create a website memorial to honor Tony Gersitz in addition to recognition for his passion to people and the damage prevention industry. Please contribute by emailing stories and pictures to either, jlyon@dover.de.us or parks.dora29578@gmail.com before November 1, 2022.

CHARITY PRESENTATION

President Lyon and board member, S. Keyser presented a donation check to the Central Delaware Habitat for Humanity for \$4,811.00. Heather Kline (Director of Marketing) and Vince Pacheo (Public Relations Manager) cheerfully received the donation, thanking the board for supporting their mission to assist families with housing opportunities.

CALL TO ORDER, WELCOME AND INTRODUCTIONS

- President Lyon called the meeting to order at 9:05am.
- Review of Miss Utility of Delmarva Mission Statement
- Meeting Attendance, 27 participants and two guests (Habitat for Humanity)
- Introductions were made by all attendees.
- A motion to approve the meeting minutes dated August 18, 2022 was made by R. Lewis, seconded by B. Ebaugh, motion carried.
- President Lyon thanked One Call Concepts for sponsoring the meeting that included a hot breakfast, lunch, golf outing and attendee gift.

MEETING PRESENTATION

R. Lewis provided a PPT presentation on the new website product, ITICnxt. The focus of the presentation centered around the enhancement of the ticket's 'EXTENT OF WORK' field information when using ITICnxt as compared to the current platform, ITIC2.0. Highlights of the presentation included;

- One mapping session for all tickets vs. entering one ticket at a time.
- Automated ticket field entry based on user's mapping.
- Standard 'EXTENT OF WORK' description based on user's mapping (user can edit automated text).
- All ticket processing rules are written into the mapping software.
- Tickets are split based on state law and member business rules.
- New mapping tools based on the ticket's type of work.
- Ticket mapping is delivered to all affected member district (or locator) stations.

Questions and enhancements were offered by the meeting attendees that included;

- Work site split tickets be grouped and identified as such to assist locators with marking strategy.
- Mapping buffers, OCC does not add buffering to any ticket.
- Member can buffer their district notification maps as they designate to protect their buried assets.

OCC took note of enhancement suggestions stating they would look into how to best address the request.

The presentation was informative and appreciated by the attendees.

Note; ITICnxt will be available in the very near future to process tickets. To prepare for this new digital product, please visit www.missutilitydelmarva.com to take a test drive using the new ticketing system, ITICnxt, and view the available website training resources and/or sign up for training. **ITICnxt IS COMING SOON!**

ITICnxt TRAINING OPPORTUNITIES

Susan Sullivan (OCC) shared upcoming virtual training dates - all Eastern Time,

- September 23rd, @ 9:00am
- October 21st, @ 9:00am
- November 10th, @ 2:00pm
- December 2nd, @ 2:00pm

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. If interested in participating, inquiring about future free training or to discuss the benefits of ITICnxt, please contact ssullivan@missutility.net

EXCAVATOR/MEMBER/LOCATING CONCERNS

Attendees were concerned about tickets not being transmitted to Verizon and/or Comcast where there was clear evidence of buried facilities/utilities. Some excavators stated they are adding additional notification mapping area to their tickets in hopes of pulling in these communications utility companies. The board provided the following;

Adding additional mapping to the extent of work area should stop as this also pulls in member districts who do not have assets in the mapping areas causing needless locating efforts, time and money.

Process tickets to include the scope of work, if a member is not listed on the ticket as a member/district being notified, contact the one-call center and request the member company be added to the ticket. The one-call center will add the member district, transmit the ticket to them and follow up with them to advise they were added to the ticket number and advise them to verify their district mapping area.

Continued issues of this nature and be reported in MD to the MD Authority and the PSC in DE.

The board also provide information on processing a ticket DISCREPANCY using Search and Status. This feature only applies to tickets where the member/locator coded the ticket as a marked or clear status and the

excavator disagrees with the code. Once a successful DISCREPANCY ticket has been processed, the call center will transmit the notice to the affected member/locator station.

Note; please visit www.missutilitydelmarva.com to review state Ticket Check codes and rules.

DAMAGE REPORT for August 2022

Percentage Reporting by Membership;

DE = 13.07 MD = 10.8

Percentage of Reporting Transmitted Tickets ;

DE = 13.07 MD = 21.72

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other
DE	24	11	8	2	3
MD	19	6	6	5	2

Queen Anne's County had a spike in ticket volume during August and in utility damages. It seems the county did not use the new 'TEMP EXCAVATOR' law process on tickets, which resulted in their contractor having damages with a root cause of, digging without a ticket.

Please contact R. Lewis to learn more about volunteer confidential data reporting or report questions, rlewis@centuryeng.com

CALL CENTER TICKET VOLUME REPORT- August 2022

Incoming Delmarva 21,995 tickets 2021-2022 YTD % change = -2.5%

Outgoing Delmarva 125,008 tickets 2021-2022 YTD % change = -9.3%

Internet Ticket Processing

ITIC = 84%

ITIC Lite = 26%

S. Keyser commented that the process of eliminating the use of Insufficient and Short Notice ticket headers has created more non-emergency tickets. The board will keep monitor this ticket type.

D. Florenzo asked if members were experiencing delayed work due to a back log of material supply. There was a lengthy discussion with multiple utility members sharing stories of this chain reaction especially with the new housing builds, if the utility members can't get transformers and meters, utilities cannot be connected.

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)

- MD Association of Counties (MACO), August 17-19 Ocean City, MD (D. Parks)
- Middletown Peach Festival, August 22 (J. Lyon & K. Payne)
- UOD, Sept 10, MUOD game vendor booth, Newark, DE (R. Lewis & CJ Myers)

Events - Planned

- UOD, Sept 24 MUOD game vendor booth, Newark, DE
- Touch-A-Truck, Oct 1, Berlin, MD
- UOD, Oct 1, MUOD game vendor booth, Newark, DE
- PARADIGM PIPELINE TRAINING, Oct 18, Fruitland, MD
- PARADIGM PIPELINE TRAINING, Oct. 19, Cambridge, MD
- PARADIGM PIPELINE TRAINING, Oct 20, Dover, DE
- GCDPTC, Oct 25-28, Ocean City, MD. Information at, www.missutilityconference.com

Event Feedback

The MACO event held in Ocean City, MD had an uptick in attendance based on the 2021 conference. Many new faces in the county government sectors who wanted to know more about the 811 CBYD laws and actions.

The Middletown Peach Festival had an enormous turnout with lots of foot traffic and attention to the MUOD booth where awareness promotional items were handed out.

The first UOD game booth was a huge success that included 811 awareness in key public areas as well as game signage drawing attention to the safety message.

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

Scoop; Wendy is working on a fall issue.

Carvertise; R. Lewis shared that he spotted a MUOD car where the driver and public were talking about the car message and the driver was handing out the homeowner informational brochures. J. Lyon stated the data reports show impressions and mileage exceeding agreement expectations. CJ Myers stated that perhaps the Carvertise vehicles could be positioned at future polling sites.

Utility Defenders; D. Parks provided an overview of this unique children's utility awareness and safety campaign. All utilities are represented in this educational approach using the AWAP color code system. The fictional kid like characters are a diverse group with characteristics that all children can identify with. Kids ages four to eight will learn about the utilities that service their homes and communities and the safety that allows them to maintain use distribution. Facebook is another tool for the Utility Defenders to share the safety message and education. The Utility Defender store offers suggestions for using the Defenders at homeowner and school events spreading the safety message.

GCDPTC; October 25-28th, Ocean City Fontainebleau, Ocean City, MD This years training conference has a current registered attendee count of 350. This regional event provides multiple networking events, exhibitor hall on two floors, breakout sessions providing valued information for DE and MD state laws and practices. Additionally, there is a dynamic key note speaker, a contractor awards recognition and a fun Friday closing the event with cash giveaways. Early bird pricing coming to a close, M. Ruddo encouraged everyone to join the education and fun for this exciting and valuable getaway. Please visit, www.missutilityconference.com.

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 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://dep.sc.delaware.gov/>

W. Ericksen (DEPSC) stated the commission has mailed (29) notices as of June 15th for damages relating to no call. No fine levied as yet. The commission is updating their current inspector citation notice.

W. Ericksen shared an experience in his neighborhood, where an emergency ticket was processed to replace a sewer for a new connection after the work started. He plans to provide a PSC violation notice to the excavating company.

A question was posed regarding political sign installation and if there had been any related damages. It was shared that there had been near misses, but to date, no major incidents.

J. Barron (MD Authority ED) shared that Nexis Lexis has not yet printed the new MD Title 12 law, everyone is waiting on this print to update user guides and manuals. J. Barron stated the Authority is processing for review (34) NPV's.

J. Lyon inquired about the percentage of tickets utilizing the new MD law for 'select a start date'. J. Arroyo reported that 2% (1,200) of the tickets have elected to change their start date extending the locating period by 90 hours.

OLD BUSINESS

None reported.

NEW BUSINESS

None reported.

There being no other business brought before the board or committee, a motion was made to adjourn the meeting by R. Lewis, seconded by B. Ebaugh, motion carried at 10:35am.

Next hybrid General Membership meeting date: October 20, **2022 at 9:00am**, at Ditch Witch, Seaford, DE.

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

MISS UTILITY OF DELMARVA		MEETING DATE: 9/15/2022		PLEASE CHECK YOUR CONTACT INFORMATION
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LAST	FIRST	COMPANY	CONTACT	EMAIL
Arroyo	Jenn	OCC	410-712-0056	jennifer@occinc.com
Barron	Jim	MD Authority	410-782-2102	jim.barron@mddpa.org
Brown	Jeff	Choptank Electric	410-479-8582	jeffb@choptankelectric.coop
Carter	Matt	DE Center for Trans.	302-831-7236	matheu@udel.edu
Clevens	Michael	Chesapeake Utilities	302-242-6998	mclevens@chpk.com
Durham	Clinton	Century Engineering	3029434958.00	cdurham@kleinfelder.com
Ebaugh	Brad			bebaugh75@comcast.net
Ellis	Brian	Clearsite Industrial	410-952-1178	bellis@clearsiteind.com
Ericksen	Wayne	DE PSC	320-7367526	wayne.ericksen@delaware.gov
Florenzo	Dan	OCC	410-712-0082	danflorenzo@mindspring.com
JUMP	ROBERT	Choptank Electric	410-479-8648	ROBJ@CHOPTANKELECRICTRIC
Keyser	Steven	Delmarva Power	302-465-2407	skyser9@gmail.com
Lewis	Richard	Kleinfelder Engineering	302-423-2586	rilewis@kleinfelder.com
Lyon	Jason	City of Dover	302-736-7025	jlyon@dover.de.us
Marshall	Ashlie			
MASONE	SHELLY	ECOTECH HYDRO EX/LC	443-534-6276	SHELLY@GOECOTECH.COM
Matich	Thomas	DRWA	302-500-1505	thomasdrwa@gmail.com
Myers	CJ	DEC	302-270-3554	cmyers@delaware.coop
Parks	Dora		443-695-2277	parks.dora29578@gmail.com
Payne	Ken	Anchor Construction	202-821-7430	kpayne@anchorconst.com
Peters	Byron	Atlantic City Electric	630-926-5635	byron.petersjr@exeloncorp.com
Rivera	Pedro	Century Engineering	302-535-0231	privera@kleinfelder.com
Ruddo	Matt	One Call Concepts	410-782-2025	matt@missutility.net
Saduk	Rebecca	Easton Utilities	410-763-9495	rsaduk@eucmail.com
Sullivan	Susan	Miss Utility	410-782-2030	ssullivan@missutility.net

*Please visit www.missutilitydelmarva.com for event/meeting dates and information.
