



Miss Utility of Delmarva

UTILITIES SERVICE PROTECTION
CENTER OF DELMARVA, INC



GENERAL MEMBERSHIP MEETING MINUTES HYBRID MEETING - DITCH WITCH OF VA, SEAFORD

October 20, 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 information on Tony Gersitz, a long standing board member and friend who passed on May 28th. As stated, the board continues to collect pictures and stories of Tony for a website memorable to commemorate Tony's support of utility safety and damage prevention. Please contact either D. Parks or J. Lyon for questions or story contributions.

CALL TO ORDER, WELCOME AND INTRODUCTIONS

- President Lyon called the meeting to order at 9:06am.
- Reviewed the Miss Utility of Delmarva Mission Statement.
- Meeting Attendance, 31 participants.
- Introductions were made by all attendees.
- A motion to approve the meeting minutes dated September 15, 2022 was made by S. Keyser, seconded by K. Payne, motion carried.
- Thank you to our meeting host, Ditch Witch of VA. Robby Royster provided a welcome and brief comments;
 - o Ditch Witch is a construction equipment supplier and has been in the Seaford area for about 5 years providing equipment and support for soft digging, heavy excavation, road work with a new core patch work system approved by DelDot. Ditch Witch has been a long time sponsor of the regional Greater Chesapeake Damage Prevention Training Conference. They are located at 182 Kent Dr in Seaford, DE. The contact phone is, 302-629-3602.

MEETING PRESENTATION - ITICnxt

OCC (S. Sullivan) provided an overview of the new website ticket processing system, ITICnxt planned to go live for Delmarva professional ITIC users on December 1st. Homeowners will continue to use ITIC Lite.

ITICnxt enhancements included;

- No more one-at-a-time ticket processing,
- All locate ticket work sites can be identified using one mapping sessions,
- Three map resources are provided for ease in creating the work site mapping,
- Mapping features include a measure tool and the ability to drop pins on the map,
- Many of the ticket fields are auto populated based on the ticket mapping,

- Create unlimited work type 'profiles' to reduce processing time,
- One login for all your ITIC products,
- Decreased ticket processing time,
- Multiple mapping drawing tools that correlate to type of work,
- No need to remember state law or business rules for ticket processing,
- Work site mapped polygons are automatically split into individual tickets based on state laws and member business rules,
- Offering the most comprehensive processes for effective ticket processing and work site communication.

A review of the excavator ticket screen, ticket fields, various processes and helpful tips were provided in the presentation. The PPT presentation will be available on the RESOURCE page at: www.missutilitydelmarva.com.

ITICnxt excavator/contractor virtual training is available for the Delmarva service territory, please email ssullivan@missutility.net for training date questions or to pre-register. Training is about one hour plus Q&A.

Training Dates	Goggle Pre-registration Link
October 21st at 9am	https://forms.gle/fqMAdNPfwtK5tew6
November 10th at 2pm	https://forms.gle/EaEpr7QEp5BpPeAb6
December 2nd at 2pm	https://forms.gle/bWhBBURLTtrBhMuw7

Website training resources are also available in addition to a play experience for ITICnxt 'sandbox' at: <http://de.tryitic.com/>

The call center will be emailing its database members and excavator/contractor users of these changes in advance of December 1st. Please share the emails with your organization.

Note, as of December 1st, ITIC users (members, excavators/contractors) must login via ISITE once they click the button 'I'm an excavator - Get started' from, www.missutilitydelmarva.com

Please note, the current ITIC 2.0 ticket processing system will be available for a period of time after December 1st. Click the 'LEGACY' button from the ticket screen of ITICnxt to access.

The Board will continue to provide information regarding this new system at future General Membership meetings planned for November 20th and December 15th.

EXCAVATOR/MEMBER/LOCATING CONCERNS

- B. Peters (PHI) reported SUE work in Queen Annes County causing damages as the area of excavation and work is not covered by the ticket. Also, ticket locates are behind in DPL area causing work delays. It was reported UtiliQuest recently implemented fifty hour mandatory work weeks to catch up.
- C. Dalious (ESNG) mentioned that Trinity Sub-surfacing was marking out underground infrastructure belonging to ESNG. Colleen educated that company on the fact, that this is not allowed nothing ESNG locates their own buried utilities/facilities.

DAMAGE REPORT for September 2022

Percentage Reporting by Membership;
 DE = 16.99 MD =10.92

Percentage of Reporting Transmitted Tickets ;

DE = 28.85 MD = 21.81

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other
DE	37	14	15	4	4
MD	20	9	6	3	2

Please contact R. Lewis to learn more about damage and non-damage data reporting or for report questions, rlewis@centuryeng.com

CALL CENTER TICKET VOLUME REPORT- September 2022

Incoming Delmarva 20,975 tickets	2021-2022 YTD % change = -1.59%
Outgoing Delmarva 118,898 tickets	2021-2022 YTD % change = -8.06%

Internet Ticket Processing	
ITIC = 84%	ITIC Lite = 31%

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)
- UOD, Sept 24 MUOD game vendor booth, Newark, DE (R. Lewis)
- Dewey Golden Jubilee, Sept 24, Dewey, DE (R. Cleveland)
- UOD, Oct 1, MUOD game vendor booth, Newark, DE (J. Lyon)
- PARADIGM PIPELINE TRAINING, Oct 18, Fruitland, MD (R. Lewis)

Events - Planned

- Touch-A-Truck/Truck & Treat rescheduled to Oct 29, Berlin, MD
- PARADIGM PIPELINE TRAINING, Oct 20, Dover, DE
- GCDPTC, Oct 25-28, Ocean City, MD. Information at, www.missutilityconference.com

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
- MUOD's traveling trailer got a face lift with a new damage prevention awareness wrap

Event volunteers shared information regarding the Dewey Beach Jubilee (Box on the Beach), UOD Football booth and the Paradigm Pipeline evening training, providing positive experience with attendees while sharing the 811 safety message.

Carvertise; to date, Carvertise has exceeded contractual requirements for both miles driven and impressions.

Scoop; Wendy is working on a fall issue.

Utility Defenders; D. Parks reiterated the purpose of this children's educational initiative, Utility Defenders - a resource promoting utility safety awareness to children and families. This unique campaign includes all the APWA utilities for a full 811 educational experience. One Call Concepts (OCC) offers multiple assets FREE to anyone engaged in promoting utility education and safety awareness. Please visit; www.utility-defenders.com to learn more.

GCDPTC; October 25-28th, Ocean City Fontainebleau, Ocean City, MD Miss Utility of Delmarva is a Title Sponsor of this annual regional all inclusive damage prevention conference. Come learn the latest trends in damage prevention and network with attendees from DC, DE, MD, VA, NJ, NY and PA. For more information, please visit, www.missutilityconference.com.

LAW UPDATES

J. Barron (MD Authority ED) reported the Authority will approach the Maryland Legislature in 2023 to make a few minor changes to Title XII that are basically Authority housekeeping in nature without affect to any stakeholder;

- Allow use of Administrative Judges from the MD Office of Administrative Hearings, and
- Change the current Authority member expiration term date of September 30th to a date in the Spring season.

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.

DE - W. Ericksen (DEPSC) stated the commission has mailed (30-40) notices for damages relating to no call. No fines levied as yet.

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/>

OLD BUSINESS

None reported.

NEW BUSINESS

Delmarva excavators please be aware of upcoming state and national holidays that affect the ticket's response due date. The below holidays are not included when calculating the response date;

- Tuesday, November 8, 2022
Election Day (MD & DE only)
- Friday, November 11, 2022
Veterans' Day
- Thursday, November 24, 2022
Thanksgiving Day
- Friday, November 25, 2022
Day After Thanksgiving
- Friday, December 23, 2022
Christmas Eve observed (DE only)
- Monday, December 26, 2022
Christmas Day observed
- Friday, December 30, 2022
New Year's Eve observed (DE only)

There being no other business brought before the board or committee, a motion was made to adjourn the meeting by S. Keyser, seconded by R. Cleveland, motion carried at 10:36am.

Next hybrid General Membership meeting date:

November 17, 2022 at 9:00am, at Easton Utilities, Easton, MD.

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

www.missutilitydelmarva.com for event/meeting dates and related Board & Call Center information.

<https://www.facebook.com/missutilitydelmarva> for educational & information posts - please share us!

View meeting attendee information below.

Arroyo	Jenn	OCC	410-712-0056	jennifer@occinc.com
BALLARD	SCOTT	OUTSIDE PLANT	3025356843	scott.ballard@talkiefiber.com
Barron	Jim	MD Authority	410-782-2102	jim.barron@mddpa.org
Brown	Jeff	Choptank Electric	410-479-8582	jeffb@choptankelectric.ccop
Carter	Matt	DE Center for Trans.	302-831-7236	matheu@udel.edu
Cleveland	Richard	Chesapeake Utilities	302-736-7610	rcleveland@chpk.com
Dalious	Colleen	ESNG	302-505-26e9	cdalious@esng.com
Ericksen	Wayne	DE PSC	320-7367526	wayne.ericksen@delawre.gov
Horton	Michelle	ditch Witch	804-943-9483	mhorton@ditchwitchva.com
Hosler	Wil	Deldot	302-326-4697	wil.hosler@state.de.us
HOWARD	JONATHAN	COMCAST	443-523-1616	jonathan_howard@cable.comcast.com
JUMP	ROBERT	Choptank Electric	410-479-8648	ROBJ@CHOPTANKELECRICTRIC.COM
Kerfoot	Rick	Comcast	410-241-3703	Richard_Kerfoot@comcast.com
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
Matich	Thomas	DRWA	302-500-1505	thomasdrwa@gmail.com
McElwee	Mickey	City of Wilmington	302-420-0343	fmcelwee@wilmingtonde.gov
McRae	Knol	Comcast	302-275-7262	knol_mcrac@cable.comcast.com
Myers	CJ	DEC	302-270-3554	cmyers@delaware.coop
NATE	NATE	STROTHER SALES	5155050960	NSTROTHER@UMAGHDD.COM
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
Powis	Ian	Danella	610-639-9501	ipowis@danella.com
Ross	Richard	ESNG	302-270-7665	ross@esng.com
Royster	Robbie	Ditch Witch-Seafood	757-576-8833	RBOYSTER@DITCHWITCHVA.COM
Saduk	Rebecca	Easton Utilities	410-763-9495	rsaduk@eucomail.com
Stack	Wendy	W. Locco	302-856-9626	w.stack@mchsi.com
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Werner	Wayne	Danella	610-304-8305	wwerner@danella.com

