



Miss Utility of Delmarva

UTILITIES SERVICE PROTECTION
CENTER OF DELMARVA, INC
www.missutilitydelmarva.com



ANNUAL MEMBERSHIP MEETING MINUTES

HYBRID MEETING - Dover Public Library in Dover, DE

January 19, 2023

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.

CALL TO ORDER, WELCOME AND INTRODUCTIONS

- President Lyon called the meeting to order at 9:03am.
- Reviewed the Miss Utility of Delmarva Mission Statement.
- Meeting Attendance, 34 participants (13 virtual attendees, 8 new attendees)
- Introductions were made by all attendees.
- A motion to approve the meeting minutes dated December 15 2022 was made by R. Lewis B, seconded by B. Ebaugh, motion carried.
- Thank you to our meeting host, Dover Public Library

ANNUAL MEETING OPENING STATEMENT

At the annual meeting, the Board shall make a report to the members concerning the activities of the Corporation during the preceding calendar year. The report shall include a written statement of the income and expenditures of the Corporation during the preceding calendar year.

The corporation operates under the DE Code; Title 26, para. 807

The corporation's By-Laws Section 2: Purpose; to educate and promote public safety to stakeholders regarding the legal requirements for excavation and demolition activities with respect to underground facility/utility identification.

President Lyon led the Annual Report providing information on the following;

- Volunteer board members
- Meetings and educational/damage prevention and safety conferences
- Call center operations
- Call center ticket volume and contracted metrics performance
- Monthly meeting attendance

- Assets; liquid and other
- Public Awareness Activities, Outreach and Training
- Awards Recognition and Student Scholarships
- Damage Reporting
- 2023 Goals

ITICnxt

Professional contractors and members have an improved method to process tickets as of December 1, 2022,. OCC reported 50% of the processed tickets have been created using ITICnxt.

This improved ticket processing module offers;

- one session mapping of any and all work sites located in the Delmarva territory
- ticket auto populated text fields based on the mapped work site
- multiple mapping tools selection; street, route, radius, property and other
- ticket processing business rules and state law is imbedded into the software and is the basis for ticket
- splitting
- one login for all the users web tools access
- redesigned ticket screen for easier ticket management

Delmarva users have access to an *ITICnxt practice sandbox* to become familiar with this new internet ticket processing application at; <https://sandbox.occinc.com>. Virtual ITICnxt training classes are available, please Visit, www.missutilitydelmarva.com to view the training calendar.

EXCAVATOR/MEMBER/LOCATING CONCERNS

A question was raised regarding some locators stating they do not have access to the ticket's map that has caused locate delays, additional site meetings and the use of additional resources. It was explained for the good of the order, that the call center transmits the excavation map with each ticket. However, each receiving station may use filtering software to to not display the map. It was also stated that anyone can view and print a ticket from Search and Status where the map is fully displayed and is printable.

R. Lewis (Kleinfelder) stated in some cases the ticket field address is different from the Extent of Work when the address is typed in by the user. OCC reported they use a proprietary software 'IVerify' to isolate ticket user issues prior to the ticket being transmitted to avoid confusions. Direct calls are made to the user to resolve the issue and provide ticket processing education.

E. Cimo (DelDot) reported they are doing what they can to address unlocatable buried utilities/facilities understanding the risk of possible damage. They do not encourage fake marks or no marks under these conditions.

W. Stack (W. Locco) reported there is a future 2 to 4 year project from Queenstown, MD to the Bay Bridge.

Chat (James/City of Milford) inquiry; Can we have tickets marked as dispute show up as a ticket without response? We end up missing them often because they filter out under the default without responses filter. The only way to see them is to show all tickets and dig through for ones under dispute. OCC will contact James directly.

J. Sappe (Chesapeake) suggested a ticket processing enhancement to include the excavator's liability insurance information on the processed ticket. The board will discuss this at their executive meeting.

DAMAGE REPORT - December 2022

Chair, R. Lewis

Percentage Reporting by Membership;

DE = 14.38 MD = 7.56

Percentage of Reporting Transmitted Tickets ;

DE = 23.28 MD = 12.06

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other
DE	3/10	6	5	0	2
MD	0/0	0	0	0	0

T. Bullock (Easton Utilities) asked how the reporting members could better drill down regarding no ticket damages. A lengthy group discussion ensued with a suggestion that most offenders know the law based on the utility member's experience and that adding more steps to the reporting module may decrease an already minimal group of reporting members.

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- December 2022

Reported by OCC

Incoming Delmarva 16,853 tickets 2021-2022 YTD % change = -1.24%
Outgoing Delmarva 88,894 tickets 2021-2022 YTD % change = -6.68%

Internet Ticket Processing
ITIC = 86% ITIC Lite = 28%

PUBLIC AWARENESS COMMITTEE REPORT

Co-Chairs; CJ Myers & R. Lewis

2023 Conference & Outreach Event Dates

- Feb 14-16 IR-Global ESC, Tampa, FL. (J. Lyon & D. Parks)
- Feb 21-23 Rural Water Conference, Harrington, DE (R. Lewis & W. Stack)
- Mar 11 I Love Smyrna District School Day 8am - 2pm
- Mar 12 Milton, St. Patricks Parade, MUOD sponsor & float (R. Cleveland)
- Apr 17-20 CGA Conference and Expo, Orlando, FL (R. Lewis, CJ Myers, R. Cleveland)
- Apr 28 Tony Gersitz Locator Achievement Awards Banquet, Harrington, DE
- Sep 25-28 OCC UG/TECH Conference, Albuquerque, NM
- Oct 24-27 GCDPTC, Ocean City, MD. www.missutilityconference.com

2023 Outreach Initiatives

- Carvertise
- Placemat - safety awareness in Sussex County restaurants
- Shore Home & Garden
- Scoop Newsletter
- ITY Digital Damage Prevention Awareness campaign

- Miss Utility of Delmarva Facebook education to include Utility Defenders
- UOD Athletics MUOD Promotional Campaign
- MUOD's traveling trailer

Facebook; Reported by D. Parks

Utility Defenders FB page introduced a new APWA color code Utility Defender character; Mixy (Reclaimed Water). The January educational posts shared what reclaimed water is, the facility color identifier (purple) and information on Violet and her home farm just outside Mainville. The MUOD FB page centered on reclaimed water as well in addition to the marking process education, a series called, 'after the call' and January holidays. There is always education and awareness on our FB sites for all ages, please share this educational information.

GCDPTC; The 2023 conference is planned during October 24 - 27 held at the Fontainebleau, Ocean City, MD

Tony Gersitz Locator Achievement Awards - Chair, B. Ebaugh

Nominations for locators were emailed early January with a due date of January 31st. This year, nominations will include a requirement for pictures of the nominated locator(s). The banquet date is Friday April 28th at the Harrington Casino. The committee is accepting door prize gift cards in the amount of \$25.00 each. A meeting is planned following the BOD meeting on Jan 19th.

LAW UPDATES

J. Barron (MD Authority ED) - No report.

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 and all gas damages regardless of repair costs.

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

OLD/NEW BUSINESS - none reported.

There being no other business brought before the board or committee, a motion was made to adjourn the meeting by B. Ebaugh, seconded by S. Keyser, motion carried at 11:00am.

The next hybrid General Membership meeting date is planned for February 16, 2023 at 9:00am.

Choptank Electric Coop
 24820 Meeting Houses Rd in Denton, MD 21629

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!

End of meeting minutes. See below for meeting attendees.

LAST NAME	FIRST NAME	COMPANY	PHONE	EMAIL
Arroyo	Jenn	OCC	410-712-0056	jennifer@occinc.com
Barron	Jim	MD Authority	410-782-2102	jim.barron@mddpa.org
BROOKS	LEONARD	GEORGE & LYNCH		LBOOKS@GEOLYN.COOM
Brown	Jeff	Choptank Electric	410-479-8582	jeffb@choptankelectric.ccop
Bullock	Tucker	Easton Utilities	410-819-3425	TBULLOCK@EUCMAIL.COM
Cimo	Eric	DelDOT	302-760-2642	eric.cimo@delaware.gov
DANIEL	TARTT			
Durham	Clinton	Century Engineering	3029434958.00	cdurham@kleinfelder.com
Ebaugh	Brad	RETIRED		bebaugh75@comcast.net
ELLSWORTH	DAWN	CHESAPEAKE UTILITIES	302-592-9010	DELLSWORTH@CHPK.COM
Ericksen	Wayne	DE PSC	320-7367526	wayne.ericksen@delawre.gov
Hayes	Evan	Sharp		ehayes@chpk.com
JUMP	ROBERT	Choptank Electric	410-479-8648	ROBJ@CHOPTANKELECRICTRIC.COOP
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
MASONE	SHELLY	ECOTECH HYDRO EX/LOC	443-534-6276	SHELLY@GOECOTECH.COM
McElwee	Mickey	City of Wilmington	302-420-0343	fmcelwee@wilmingtonde.gov
MYERS	DAVY	SHENTEL/GLO	540-325-8373	DAVY.MYERS@EMP.SHENTEL.COM
Myers	CJ	DEC	302-270-3554	cmyers@delaware.coop
Parks	Dora	RETIRED	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
PUDDICOMBE	JAMES			
Ross	Richard	ESNG	302-270-7665	rross@esng.com
Saduk	Rebecca	Easton Utilities	410-763-9495	rsaduk@eucmail.com
Sapp	Jesse	Chesapeake Utilities	302-382-2415	jsapp@chpk.com
Stack	Wendy	W. Locco	302-856-9626	w.stack@mchsi.com
STATES	PHYLLIS	JESTER EXCAVATING		
Sullivan	Susan	Miss Utility	410-782-2030	ssullivan@missutility.net
Wiltshire	Pat	SHENTEL/GLO		patrick.wiltshire@emp.shentel.com
WOODINGTON	SHAWN	Delmarva Power		
Durham	Clinton	Century Engineering	3029434958.00	cdurham@kleinfelder.com