



# Miss Utility of Delmarva

UTILITIES SERVICE PROTECTION  
CENTER OF DELMARVA, INC  
[www.missutilitydelmarva.com](http://www.missutilitydelmarva.com)



## ANNUAL MEMBERSHIP MEETING MINUTES

HYBRID MEETING - Dover Public Library in Dover, DE

February 16, 2023

Meeting Minutes by B. Peters & E. Cimo

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

- Co-vice president CJ Myers ran the meeting and called meeting to order at 9:05am
- Reviewed the Miss Utility Mission Statement
- Meeting attendance for virtual and onsite was 24
- Introductions
- Motion for Jan. meeting minutes was made by Eric Cimo and seconded by Richard Cleveland and passed
  - Note: A correction to the awards nomination due date was made to the January 19th minutes.

### PRESENTATION

Nathan Smith (Choptank) provided a safety discussion about working on the side of the road. Talked about walking around your vehicle prior to & after working to make sure all clear before operating. Want clear line of sight. Showed a safety video related to this.

### ITICnxt

- Susan Sullivan gave an update on ITIC NXT with upcoming virtual trainings on Mar. 3, Apr 6, and May 4
- All trainings available at [www.missutiitydelmarva.com/calendar/](http://www.missutiitydelmarva.com/calendar/)
- Susan explained the increase in users of ITIC NXT and it is now at 65% of the processed tickets
- Reach out to Susan (provided email) with any questions or comments. Let Susan know if there is any specific topics we want her to cover in future

### EXCAVATOR/MEMBER/LOCATING CONCERNS

- Ben Cahill (Easton Utilities) stated Call Center's map on tickets...addresses do not exist in new developments per call center maps/system. System kicking out these addresses and second screen is not catching issue. Repopulates

entered address to an incorrect address. Causes issues for locators. Ben provided examples to Steve Keyser. Jennifer asked for the examples to be supplied so she can review further. Jenn said to make sure ticket information reflects the accurate info regardless of the system. May need to use different mapping tools in NXT to make sure polygon is correct. Will look into it further once examples are provided.

- Could possibly be isolated issues
- CJ Myers (DEC) commented using parcel map in Long Neck (PotNets) has caused issues. Shows 1 owner but really there are hundreds of individual owners. NXT does not work in this location. They are using “other polygon” to select individual lots. Enter info manually.
- Alert OCC to issues so they can evaluate further. Sometimes parcels get re-addressed. Put both addresses in to be sure the proper parcel is identified in the ticket.

**DAMAGE REPORT - January 2023**

Chair, R. Lewis - Reporting percentages went up for both DE and MD

Percentage Reporting by Membership;  
 DE = 18.47 MD =9.55

Percentage of Reporting Transmitted Tickets ;  
 DE = 23.74 MD = 32.52

Root Causes;

|    | Mains/Services | No Call/Tkt | Hit Marked Line | Locate Issue | Other |
|----|----------------|-------------|-----------------|--------------|-------|
| DE | 5/6            | 5           | 9               | 2            | 5     |
| MD | 2/6            | 2           | 2               | 3            | 1     |

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

**CALL CENTER TICKET VOLUME REPORT- January 2023**

Reported by OCC

Incoming Delmarva 19,835 tickets 2021-2022 YTD % change = 18.93%  
 Outgoing Delmarva 103,061 tickets 2021-2022 YTD % change = 3.36%

Internet Ticket Processing  
 ITIC = 87% ITIC Lite = 30%

**CJ Myers commented on massive fiber projects and Osmose pole inspections could lead to uptick in tickets.**

**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 )
- Feb 21-23 Rural Water Conference, Harrington, DE (W. Stack & CJ Myers)
- 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
- May 6 22nd Annual Multicultural Festival & Avalon Foundation (R. Saduk)
- Sep 25-28 OCC UG/TECH Conference, Albuquerque, NM
- Oct 24-27 GCDPTC, Ocean City, MD. [www.missutilityconference.com](http://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
- **Miss Utility participated in 3 football games and a reply sponsor for basketball games. There will be an alumni event in the spring. There will be a call before you dig ad on one of their billboards**
  - **The Scoop: Winter scoop is out and Wendy is working on Spring Scoop. Wendy will be reaching out for topics on the Spring Scoop.**
  - **Carvertise: 12 or 13 cars in the area**
  - **February event: Delaware Rural Water in Harrington is the first of the year**
  - **Utility Defenders: targeting children and their parents to educate on safe digging**

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

The banquet is planned for, Friday April 28th at the Harrington Casino. The committee is accepting door prize gift cards in the amount of \$25.00 each.

#### 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](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 and all gas damages regardless of repair costs.

Damages and violations of the Underground Utility Damage and Safety Act can be submitted at;

## **OLD BUSINESS**

R. Cleveland (Chesapeake Utilities) asked what are we doing with damage/hit reports? Steve said nothing at this point since we do not obtain specifics on the damage. Richard asked if we can consider the type of work that is being done when the damage occurs? Richard asked OCC what others are doing. Steve mentioned the MD Authority. More information could help us target training and provide more value. Jenn to discuss with Matt to see if he has any insight. Richard said if we get info on type of work, it might provide more weight in what we do.

B. Peters (Delmarva Power) mentioned something like this was brought up last month too. Seems multiple companies are interested in trying to collect the additional info to provide more value. Maybe this is something that could be discussed in more detail between companies at the board meeting each month. May not be something we want to incorporate into generic reporting via website.

R. Lewis (Century) provided some insight into reporting and mentioned making these changes would require companies to report on each individual damage as opposed to total damages per district code. J. Sapp (Chesapeake Utilities) mentioned that the info exists so maybe we create somewhere that companies can dump DIRT report info to Miss Utility. Maybe a graph could be incorporated into the Scoop to show types of damages/types of work. Easton Utils mentioned this info is reported to multiple entities and no one is doing anything with it so what's the point.

Multiple utility companies are looking for more value out of their efforts. E. Cimo (DelDot) suggested that maybe we make some optional fields, so we do not lose the info. B. Cahill (Easton Utilities) mentioned maybe someone could reach out to those that report to try and gain more info so it can be shared. Sharing, even as just board members, is worthwhile. Ricky doesn't have an issue trying to get the additional detail and trying to add it into the reporting. Maybe we can update the website to collect the additional info.

T. Bullock (Easton Utilities) added that damage data could improve educational outreach regarding how to properly dig around a marked line. Need to collect data and use it to aid in how we promote/educate on Miss Utility and safe excavation.

W. Stack (W Looco) mentioned the need to get the training videos out & to remind folks about responsibilities. E. Hayes (Sharp) asked if anyone took data that has been collected & mapped it. B. Peters mentioned DPL has for their gas side. Work in progress to help them focus on educating in certain areas. R. Cleveland said this would be nice to pinpoint areas where staff needs to focus more. Systems need to get smarter. Miss Utility board & public awareness could do the same thing.

## **NEW BUSINESS**

**Homeowner guides were available to attendees.**

There being no other business brought before the board or committee, a motion was made to adjourn the meeting by S. Keyser, seconded by M. McElwee, motion carried at 10:02am.

The next hybrid General Membership meeting date is planned for March 16, 2023 at 9:00am.  
Delaware Contractor's Association (DCA)  
527 Stanton Christiana Road, Newark, DE 19713

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

[www.missutilitydelmarva.com](http://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!

|                     |                    |                            |                     |   |
|---------------------|--------------------|----------------------------|---------------------|---|
| <b>AL-CHOKHACHY</b> | <b>CHRISTOPHER</b> | <b>VERIZON</b>             | <b>215-394-7277</b> | <b><a href="mailto:CHRISTOPHERALCHOKHACHY@VERIZON.COM">CHRISTOPHERALCHOKHACHY@VERIZON.COM</a></b> |
| Arroyo              | Jenn               | OCC                        | 410-712-0056        | jennifer@occinc.com   |
| Brown               | Jeff               | Choptank Electric          | 410-479-8582        | jeffb@choptankelectric.cop  |
| Bullock             | Tucker             | Easton Utilities           | 410-819-3425        | TBULLOCK@EUCMAIL.COM  |
| Cahall              | Ben                | Easton Utilities           | 410-200-8274        | bcahall@eucmail.com   |
| Carter              | Matt               | DELAWARE T2 CENTE          | 302-831-7236        | matheu@udel.edu   |
| Cimo                | Eric               | DeIDOT                     | 302-760-2642        | <a href="mailto:eric.cimo@delaware.gov">eric.cimo@delaware.gov</a>                                |
| Cleveland           | Richard            | Chesapeake Utilities       | 302-736-7610        | rcleveland@chpk.com   |
| <b>DOWNES</b>       | <b>BRIAN</b>       | <b>DEC</b>                 |                     |   |
| Hayes               | Evan               | Sharp                      |                     | ehayes@chpk.com   |
| KEMP                | ARNOLD             |                            |                     |   |
| Keyser              | Steven             | Delmarva Power             | 302-465-2407        | skyser9@gmail.com   |
| MASONE              | SHELLY             | ECOTECH HYDRO EX/          | 443-534-6276        | <a href="mailto:SHELLY@GOECOTECH.COM">SHELLY@GOECOTECH.COM</a>                                    |
| McElwee             | Mickey             | City of Wilmington         | 302-420-0343        | fmcElwee@wilmingtonde.gov   |
| <b>MELISI</b>       | <b>CHRISTINA</b>   | <b>Tidewater Utilities</b> |                     | <b><a href="mailto:CMELISI@MIDDLESEXWATER.COM">CMELISI@MIDDLESEXWATER.COM</a></b>                 |
| Myers               | CJ                 | DEC                        | 302-270-3554        | cmyers@delaware.coop  |
| Payne               | Ken                | Anchor Construction        | 202-821-7430        | kpayne@anchorconst.com  |
| Peters              | Byron              | Atlantic City Electric     | 630-926-5635        | byron.petersjr@exeloncorp.com   |
| Saduk               | Rebecca            | Easton Utilities           | 410-763-9495        | rsaduk@eucmail.com  |
| Sapp                | Jesse              | Chesapeake Utilities       | 302-382-2415        | <a href="mailto:jsapp@chpk.com">jsapp@chpk.com</a>  |
| Stack               | Wendy              | W. Locco                   | 302-856-9626        | <a href="mailto:wendystack03@gmail.com">wendystack03@gmail.com</a>                                |
| Sullivan            | Susan              | Miss Utility               | 410-782-2030        | ssullivan@missutility.net   |
| TARTT               | DANIEL             | DNREC                      |                     | <a href="mailto:DANIEL.TARTT@DELAWARE.GOV">DANIEL.TARTT@DELAWARE.GOV</a>                          |
| <b>Welch</b>        | <b>Richard</b>     | <b>Town of Middletown</b>  | <b>302-757-2481</b> | <b><a href="mailto:gwelch@middletown.delaware.gov">gwelch@middletown.delaware.gov</a></b>         |

*See below for meeting attendees.*