



# Miss Utility of Delmarva

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



## GENERAL MEMBERSHIP MEETING MINUTES

CHESAPEAKE UTILITIES SAFETY TOWN TRAINING CENTER - DOVER, DE  
HYBRID MEETING

JUNE 15, 2023

Prepared by Eric Cimo (BOD Treasurer & Acting 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's called the meeting to order at 9:05 AM.
- R. Cleveland gave housekeeping update for facility and welcomed visitors.
- The Miss Utility of Delmarva, Mission Statement was reviewed by the President.
- Meeting attendance included 31 participates in person and virtually.
- The meeting agenda was presented.
- Introductions were made by all attendees. Virtual attendees were asked to enter name, company name, & contact information in the Teams chat.
- A motion to approve the meeting minutes dated May 18, 2023 was made by B. Ebaugh and seconded by M. McElwee, motion carried.

### PRESENTATION – RICHARD CLEVELAND

R. Cleveland gave overview of the gas trailer. Also went over a display of damaged and undamaged sections of pipe.

### ITICnxt – DIGITAL TICKET PROCESSING (PROFESSIONAL EXCAVATORS)

S. Sullivan gave presentation/overview. Miss Utility provides monthly ITICnxt virtual trainings. S. Sullivan provided dates for upcoming virtual trainings. Excavators are encouraged to use online system. Visit [www.missutilitydelmarva.com](http://www.missutilitydelmarva.com) to pre-register for these training classes and review the many resources offered. There is a Google registration. Register a minimum of two business days ahead for these free training. Interactive online training is available through the website along with several YouTube videos on how to use the system. Online resources are available 24/7. The Delmarva territory is already at around 75% of ITICnxt use. Reach out to S. Sullivan via email ([ssullivan@missutility.net](mailto:ssullivan@missutility.net)) with questions. It was mentioned that a contractor was having issues populating driving directions. S. Sullivan gave overview of how to edit/change driving directions, among other things, in step 2 of ticket process. May not be able to change some of the categories depending on the situation. Contractor had mentioned the location was an old golf course so the system could not populate driving directions, so the contractor had to manually enter. S. Sullivan outlined how to enter good directions based on landmarks to help narrow down including footage and direction of travel. S. Keyser mentioned situations with new neighborhoods/homes. S. Sullivan said in those cases, ticket processor may need to remove directions and enter them manually as the system populated ones are not going to be accurate.

## EXCAVATOR/MEMBER/LOCATING CONCERNS

No items brought up.

## DAMAGE REPORT – May 2023

R. Lewis presented on the reports.

Percentage Reporting by Membership;

DE = 16.56% MD = 10.19%

Percentage of Reporting Transmitted Tickets;

DE = 31.33% MD = 23.87%

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	8/34	20	13	3	6	1
MD	3/9	4	1	5	1	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). A lot of damages due to no calls/tickets. C. Al- Chokhachy from VZ asked for insight on how to report their damages. R. Lewis to provide overview for C. Al- Chokhachy in the next week or so when he is back in Delaware. R. Lewis gave high level overview and is willing to provide insight to any companies. James Puddicombe from the City of Milford is interested in learning what they can do to provide damage information. R. Lewis to follow up. Looking to get Comcast to report. If zero damages, please report still.

Please remember that all gas damages need to be reported. Any other utility damages over \$3,000 need to be reported.

## CALL CENTER TICKET VOLUME REPORT – May 2023

Reported by OCC

Incoming Delmarva 26,025 tickets 2021-2022 YTD % change = 16.307%  
Outgoing Delmarva 131,252 tickets 2021-2022 YTD % change = 6.07%

Internet Ticket Processing  
ITIC = 85% ITIC Lite = 30%

Much higher ticket numbers. More construction means more tickets. More tickets mean greater strain on resources. Need to work well together to ensure deadlines can be met. Communication is key and need to do whatever possible to ensure system is used properly to avoid undue strains of the limited resources. All stakeholders need to work together to keep things moving forward well.

## PUBLIC AWARENESS COMMITTEE REPORT

Co-Chairs; CJ Myers & R. Lewis

- University of Delaware (UD) Fandamonium event was held recently. Have Miss Utility of Delmarva signage on display in stadium. Campaign with UD will continue for two more years. Will participate in some of the home games with trailer/tent & giveaways.
- W. Stack prepares Scoop & will send out next issue this summer.

- Carvertise campaign underway. 13 vehicles in the territory with Miss Utility wrap on car. Seems to be working well and is a different way to advertise our message. Trying to diversify our public outreach.
- Camden-Wyoming LL – have banners at field along with jerseys for a team.
- ITY Campaign – social media/Spotify.
- Utility Defenders – Marketing campaign focusing on children. Each utility has a superhero with powers related to their facilities. By marketing to children, info is passed onto kids.
- There was a public outreach event for MD DEMA in May.
- MD MML in June
- Wyoming and Middletown Peach Festivals in Aug

## **OTHER COMMITTEE REPORTS**

- Law Change – Owners are required to report damages to the DE Public Service Commission (PSC) as mentioned previously. All damages for gas and anything over \$3,000 for other utilities. Contractor is required to tell utility owner when there is a damage. Miss Utility has had a meeting with Sen. Hansen regarding having law changed. The board will start working on changes and solicit insight from stakeholders before moving forward with Sen. Hansen.
- Locator Achievement – Website now has pics of event.

## **GCDPTC – Reported by J. Lyon**

Miss Utility of Delmarva is a title sponsor of the 2023 Greater Chesapeake Damage Prevention Training Conference (GCDPTC) that is planned for October 24 - 27 and held at the newly named, Ashore Resort and Beach Club (formerly, the Fontainebleau Resort) in Ocean City, MD. Conference registration now open. New this year, attendees will make their hotel accommodations and payments directly with the hotel.

M. Ruddo provided plug for event. Exhibit Hall & sponsorship is rolling in. Ahead of where they thought they'd be for this time with registrations. Mike Mullane, the Keynote Speaker, has received accolades from the Indiana Damage Prevention Conference so excited for him. Facilities/Rooms have been or are in the process of being updated. Hope all updates are complete by time of conference. Banner for conference is on the Miss Utility of Delmarva website. A recap from last year is included through the GCDPTC website. Early bird registration is open and currently available until Aug 27. Good conference, even compared to similar national type conferences. Get a good mix of returning attendees and new attendees. Also, good mix of stakeholders...utility owners, contractors, regulators, etc. This year the hotel and registration are split as opposed to being a bundled package like it was in previous years.

## **OLD BUSINESS**

W. Ericksen at PSC asked for update on Miss Utility online training video. Board to discuss at board meeting and hope to have it available on website over the next month. Board has been working to finalize online training video modules so folks can utilize to train. PSC is hoping it can be used to provide training for violation situations.

## **NEW BUSINESS**

W. Ericksen at PSC mentioned still sending out warning letters. Have also sent some fine letters. Have recently met with an excavator who will be paying a fine. Warning letters are being sent for various situations, specifically related to situations where damages were caused, and fine letters follow if violations continue. Folks can report situations where entities are not following laws through PSC website regardless of damages. Damages and violations of the Underground Utility Damage and Safety Act can be submitted at <https://dep.sc.delaware.gov/>.

There being no other business brought before the board or committee, a motion was made to adjourn the meeting by B. Ebaugh, seconded by M. McElwee, motion carried and meeting adjourned at 10:00 AM.

The next hybrid General Membership meeting date is planned for July 20, 2023 at 9:00 AM.

Delaware Electric Cooperative  
14198 Sussex Highway  
Greenwood, DE 19950

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!

Below is the list of meeting attendees.

AL-CHOKHACHY	CHRISTOPHER	BOARD MEMBER	VERIZON	215-394-7277	<a href="mailto:CHRISTOPHERALCHOKHACHY@VERIZON.COM">CHRISTOPHERALCHOKHACHY@VERIZON.COM</a>
Cook	Emily	WHC Regional Safety Mgr.	Wagman	717-764-8521	<a href="mailto:emcook@wagman.com">emcook@wagman.com</a>
Dichristofaro	Ryan	PROJECT MANAGER	BCCI		<a href="mailto:rdichris@bccico.com">rdichris@bccico.com</a>
Doherty	John	VICE PRESIDENT	Brandywine Construction	302-275-2051	<a href="mailto:jdoherty@bccico.com">jdoherty@bccico.com</a>
Durham	Brenda				<a href="mailto:americadirectionalboring@gmail.com">americadirectionalboring@gmail.com</a>
Ebaugh	Brad	BOARD PAST PRESIDENT	RETIRED		<a href="mailto:bebaugh75@comcast.net">bebaugh75@comcast.net</a>
ELLSWORTH	DAWN	OP ASST II	CHESAPEAKE UTILITIES	302-592-9010	<a href="mailto:DELLESWORTH@CHPK.COM">DELLESWORTH@CHPK.COM</a>
Ericksen	Wayne	Pipeline Service Manager	DE PSC	320-736-7526	<a href="mailto:wayne.ericksen@delaware.gov">wayne.ericksen@delaware.gov</a>
Greenwood	John	BRANCH MANAGER	MEG		<a href="mailto:jgreenwood@millerenv.com">jgreenwood@millerenv.com</a>
Guinn	Jeremy		Ferreira Construction Company, Inc.	908-413-9449	<a href="mailto:jguinn@ferreiraconstruction.com">jguinn@ferreiraconstruction.com</a>
Hosler	Wil	Reg. Mgr.	Deldot	302-326-4697	<a href="mailto:wil.hosler@state.de.us">wil.hosler@state.de.us</a>
Kerfoot	Rick	Const. Sup.	Comcast	410-241-3703	<a href="mailto:Richard_Kerfoot@comcast.com">Richard_Kerfoot@comcast.com</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:rilewis@kleinfelder.com">rilewis@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>
MASONE	SHELLY	Business Development	ECOTECH HYDRO EX/LOC	443-534-6276	<a href="mailto:SHELLY@GOECOTECH.COM">SHELLY@GOECOTECH.COM</a>
McElwee	Mickey	BOARD MEMBER	City of Wilmington	302-420-0343	<a href="mailto:fmcelwee@wilmingtonde.gov">fmcelwee@wilmingtonde.gov</a>
McRae	Knol	New Castle Const. Spec.	Comcast-NEWC	302-275-7262	<a href="mailto:knol_mcrac@cable.comcast.com">knol_mcrac@cable.comcast.com</a>
MILLER	LOGAN	PROJECT MANAGER	DANELLA	610-715-5606	<a href="mailto:LOGANMILLER@DANELLA.COM">LOGANMILLER@DANELLA.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	Delmarva Power	630-926-5635	<a href="mailto:byron.petersjr@exeloncorp.com">byron.petersjr@exeloncorp.com</a>
Powis	Ian	Locate Supervisor	Danella	610-639-9501	<a href="mailto:ipowis@danella.com">ipowis@danella.com</a>
PUDDICOMBE	JAMES		City of Milford	302-393-5395	<a href="mailto:jpuddicombe@milford-de.gov">jpuddicombe@milford-de.gov</a>
Ruddo	Matt	Director, Client Relations	One Call Concepts	410-782-2025	<a href="mailto:matt@missutility.net">matt@missutility.net</a>
Saduk	Rebecca	BOARD MEMBER	Easton Utilities	410-763-9495	<a href="mailto:rsaduk@eucmail.com">rsaduk@eucmail.com</a>
Sapp	Jesse	BOARD ALT-CHESAPEAKE	Chesapeake Utilities	302-382-2415	<a href="mailto:jsapp@chpk.com">jsapp@chpk.com</a>
Sullivan	Susan	ITIC Cord,	Miss Utility	410-782-2030	<a href="mailto:ssullivan@missutility.net">ssullivan@missutility.net</a>
Werner	Wayne	Area Manager	Danella	610-304-8305	<a href="mailto:wwerner@danella.com">wwerner@danella.com</a>