



# Miss Utility of Delmarva

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



## GENERAL MEMBERSHIP MEETING MINUTES

DELAWARE ELECTRIC COOPERATIVE CONFERENCE ROOM - GREENWOOD, DE  
HYBRID MEETING

**JULY 20, 2023**

Prepared by Eric Cimo (BOD Treasurer & Acting Secretary) and Jesse Sapp (Newly Appointed 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.*

### APPROVED COPY

#### CALL TO ORDER, WELCOME AND INTRODUCTIONS

- President Lyon's called the meeting to order at 9:12 AM.
- The Miss Utility of Delmarva, Mission Statement was reviewed by the President.
- A fun 811-related Tiktok video was played for the attendees.
- Meeting attendance included 29 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 June 15, 2023 was made by B. Ebaugh and seconded by CJ Myers, motion carried.

#### PRESENTATION – TIM KERSTEADER

Tim Kerstader gave quick housekeeping and emergency situation overview including how to exit and where to meet, AED/CPR, and what to do if active workplace violence situation. Gave quick safety discussion on roadway safety. Not getting any safer on roadways. We have a record number of highway fatalities in the state and across the country. Most dangerous real estate in America is the highway (roadway and right-of-way). Be careful driving and working in the ROW. When working in the ROW, be sure to get as far away from traffic as possible, use proper PPE (vest, hard hat, etc), follow/utilize proper maintenance of traffic (MOT), and be alert.

#### 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 opportunities (8/3, 9/7, & 10/4 at 2:00). 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. The demo/sandbox site still available. Online resources are available 24/7. The Delmarva territory is already over 80% of ITICnxt use. Reach out to S. Sullivan via email ([ssullivan@missutility.net](mailto:ssullivan@missutility.net)) with questions.

## EXCAVATOR/MEMBER/LOCATING CONCERNS

Does design ticket need to be white lined? Law does not require this. Generally, companies share GIS or system map info as part of this process. There may be companies that do not send out prints so those locators could request white lines depending on the ticket scope. Comcast mentioned DelDOT is requiring companies to show existing utility locations on plans when submitting for permits. Companies should be responding to design tickets. If not getting response, follow up with companies.

Talked about the DelDOT requirements & DelDOT provided high level insight to regs for everyone in meeting. Mentioned external GIS system that has been sent out to companies so they can obtain a lot of the info required from the reg. Important thing is to do their due diligence during the design and prior to permit submission. Communicate situations where companies cannot meet requirements with DelDOT Public Works prior to submitting. Add link to regulation.

## DAMAGE REPORT – June 2023

CJ Myers presented on the reports.

Percentage Reporting by Membership;

DE = 16.56%                      MD = 10.19%

Percentage of Reporting Transmitted Tickets;

DE = 30.56%                      MD = 28.96%

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	10/28	11	11	8	8	0
MD	5/7	2	4	2	2	0

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). 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 – June 2023

Reported by OCC

Incoming Delmarva 23,978 tickets                      2022-2023 YTD % change = 16.216%  
Outgoing Delmarva 122,351 tickets                      2022-2023 YTD % change = 6.301%

Internet Ticket Processing  
ITIC = 86%    ITIC Lite = 31%

## PUBLIC AWARENESS COMMITTEE REPORT

Reported by CJ Myers

- 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.
- Wyoming Peach Festival – Saturday, August 5<sup>th</sup>
- Delaware Electric Cooperative partnering to have material available at Delaware State Fair
- 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.
- Middletown Peach Festival in Aug

### **OTHER COMMITTEE REPORTS**

PSC (Wayne Erikson) update on law enforcement. 45 warning letters for no ticket since Jan.; 11 warning letters for work done prior to verify marks; sent 5 NOPV's, including some fines; field citations being sent.

Miss Utility has been working to create virtual training. Have final version and are testing. Will provide through website once available. There will be a certificate issued upon the successful completion of the training. This might assist the PSC enforcement initiatives.

### **GCDPTC**

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.

M. Ruddo provided plug for event. New this year, attendees will make their hotel accommodations and payments directly with the hotel. Only 1 exhibit space left, the remainder have been purchased. Mike Mullane, the Keynote Speaker, has received accolades from the Indiana Damage Prevention Conference so excited for him. 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.

### **OLD BUSINESS**

None

### **NEW BUSINESS**

None

There being no other business brought before the board or committee, a motion was made to adjourn the meeting by S. Keyser, seconded by B. Ebaugh, motion carried and meeting adjourned at 10:01 AM.

The next hybrid General Membership meeting date is planned for August 17, 2023 at 9:00 AM.

City of Wilmington  
500 Wilmington Ave.  
Wilmington, DE 19801

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.

Arroyo	Jenn	General Manager	OCC	410-712-0056	<a href="mailto:jennifer@occinc.com">jennifer@occinc.com</a>	X
Brown	Jeff	Super. Sys. Ctrl.	Choptank Electric	410-479-8582	<a href="mailto:jeffb@choptankelectric.ccop">jeffb@choptankelectric.ccop</a>	X
Cimo	Eric	BOARD TREASURER	DeIDOT	302-760-2642	<a href="mailto:eric.cimo@delaware.gov">eric.cimo@delaware.gov</a>	X
Cleveland	Richard	BOARD ALT-CHESAPEAKE	Chesapeake Utilities	302-736-7610	<a href="mailto:rcleveland@chpk.com">rcleveland@chpk.com</a>	X
Cook	Emily	WHC Regional Safety Mgr.	Wagman	717-764-8521	<a href="mailto:emcook@wagman.com">emcook@wagman.com</a>	X
Ebaugh	Brad	BOARD PAST PRESIDENT	RETIRED		<a href="mailto:bebaugh75@comcast.net">bebaugh75@comcast.net</a>	X
Ellis	Melissa	Admin	Stella May Contracting	410-679-8306	<a href="mailto:melissaellis@stellamay.com">melissaellis@stellamay.com</a>	X
Ericksen	Wayne	Pipeline Service Manager	DE PSC	320-736-7526	<a href="mailto:wayne.ericksen@delaware.gov">wayne.ericksen@delaware.gov</a>	X
Fish	Joseph	Operations Manager	UtiliQuest	301-343-8748	<a href="mailto:Joseph.Fish@UtiliQuest.com">Joseph.Fish@UtiliQuest.com</a>	X
Keyser	Steven	BOARD MEMBER	Delmarva Power	302-465-2407	<a href="mailto:skyser9@gmail.com">skyser9@gmail.com</a>	X
Lyon	Jason	BOARD PRESIDENT	City of Dover	302-736-7025	<a href="mailto:jlyon@dover.de.us">jlyon@dover.de.us</a>	X
Malago	Gail	Office Manager	Forest Fence	302-284-9674	<a href="mailto:gail@forrestfencing.com">gail@forrestfencing.com</a>	X
McElwee	Mickey	BOARD MEMBER	City of Wilmington	302-420-0343	<a href="mailto:fmcelwee@wilmingtonde.gov">fmcelwee@wilmingtonde.gov</a>	X
McRae	Knol	New Castle Const. Spec.	Comcast-NEW C	302-275-7262	<a href="mailto:knol_mcrac@comcast.com">knol_mcrac@comcast.com</a>	X
MILLER	LOGAN	PROJECT MANAGER	DANELLA	610-715-5606	<a href="mailto:LOGANMILLER@DANELLA.COM">LOGANMILLER@DANELLA.COM</a>	X
Myers	CJ	BOARD CO-VP	DEC	302-270-3554	<a href="mailto:cmyers@delaware.coop">cmyers@delaware.coop</a>	X
MYERS	DAVY	DP Compliance/Training	GLOFiber	540-325-8373	<a href="mailto:davy.myers@glofiber.com">davy.myers@glofiber.com</a>	X
Newcomb	Wroth					X
Parrish	Wyatt	Freedom Region Planning & Design	Comcast	484-368-4391	<a href="mailto:wyatt_parrish@cable.comcast.com">wyatt_parrish@cable.comcast.com</a>	X
Payne	Ken	BOARD MEMBER	Anchor Construction	202-821-7430	<a href="mailto:kpayne@anchorconst.com">kpayne@anchorconst.com</a>	X
Peters	Byron	BOARD MEMBER	Delmarva Power	630-926-5635	<a href="mailto:byron.petersjr@exeloncorp.com">byron.petersjr@exeloncorp.com</a>	X
Powis	Ian	Locate Supervisor	Danella	610-639-9501	<a href="mailto:ipowis@danella.com">ipowis@danella.com</a>	X
Ross	Richard	Safety & Compliance	ESNG	302-270-7665	<a href="mailto:rross@esng.com">rross@esng.com</a>	X
Ruddo	Matt	Director, Client Relations	One Call Concepts	410-782-2025	<a href="mailto:matt@missutility.net">matt@missutility.net</a>	X
Saduk	Rebecca	BOARD MEMBER	Easton Utilities	410-763-9495	<a href="mailto:rsaduk@eucomail.com">rsaduk@eucomail.com</a>	X
Sapp	Jesse	BOARD SECRETARY	Chesapeake Utilities	302-382-2415	<a href="mailto:jsapp@chpk.com">jsapp@chpk.com</a>	X
SHORT	BYRON	Executive Director	DE CONT ASSOCIATION	302-250-1557	<a href="mailto:bshort@e-dca.org">bshort@e-dca.org</a>	X
Stack	Wendy	BOARD MEMBER	W. Locco	302-856-9626	<a href="mailto:wendystack03@gmail.com">wendystack03@gmail.com</a>	X
Sullivan	Susan	ITIC Cord,	Miss Utility	410-782-2030	<a href="mailto:ssullivan@missutility.net">ssullivan@missutility.net</a>	X