



# Miss Utility of Delmarva

UTILITIES SERVICE PROTECTION  
CENTER OF DELMARVA, INC  
<http://www.missutilitydelmarva.com/>



## GENERAL MEMBERSHIP MEETING MINUTES

CITY OF WILMINGTON CONFERENCE ROOM – WILMINGTON, DE  
HYBRID MEETING  
AUGUST 17, 2023

Prepared by Jesse Sapp (Board 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 called the meeting to order at 9:06 AM.
- The Miss Utility of Delmarva, Mission Statement was reviewed by the President.
- The 811 Day social media video for Pepco was played for the attendees.
- A quick point was made about the One Call Concepts Training Video for Delaware and Maryland. The classes are free and self-paced. They are educational and could be used as a disciplinary measure when a damage occurs.
- Meeting attendance included 30 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 July 20, 2023 was made by B. Ebaugh and seconded by M. McElwee, motion carried.

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

J. Arroyo gave presentation/overview. Miss Utility provides monthly ITICnxt virtual trainings. J. Arroyo provided dates for upcoming virtual trainings opportunities (9/7, 10/4, & 11/2 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 is still available. Online resources are available 24/7. The Delmarva territory is already over 82% of ITICnxt use. Reach out to S. Sullivan via email ([ssullivan@missutility.net](mailto:ssullivan@missutility.net)) with questions.

#### EXCAVATOR/MEMBER/LOCATING CONCERNS

R. Lewis - If the utility owners are aware of a big upcoming project, utility owner and contract locators would appreciate being over-communicated with so they have more notice than the 48 hours from a regular ticket. They need to be able to plan ahead for staffing for large

projects. Communication is key. With all of the federal grants for infrastructure, it's helpful if we all work together. E. Cimo - DelDOT projects have pre-construction meetings and are starting to have separate pre-construction meetings with utilities and contractors. R. Lewis suggests calling in a meeting ticket after the pre-construction meeting so the locators can be aware of the project.

J. Fuchs (Forrest Fence) – Brought up a situation his company was involved with while working on a fence install in Sussex County. They called in a locate: # 231350669. The ticket was marked clear, but they hit a private power line to an adjacent property and buildings. They were subsequently billed \$3,700 by Shore Electric for the damage. The cleared ticket had no notation about the private facilities on the property. W. Stack included that Forrest Fence was putting in a fence between two properties. There was a primary dropping off the pole that encroached onto the property of work which headed to a 4 unit mini-mall. When Forrest Fence hit the line, they called in a discrepancy. Delmarva Power (DP&L) cleared the ticket again and noted the site was marked up to private. The commercial property is private, but the primary encroached on the line which should have been marked. J. Fuchs was concerned about the potential safety risks to his employees. DP&L does not take ownership of the line if they didn't install it. So, there was probably a private contractor who installed the line. E. Cimo said private lines are only allowed in state right of way with very specific permissions (use and occupancy). In this case, if the pole was in the right of way where the drop went into the ground, the utility owner should be responsible for the following utilities. CJ Myers stated that Forrest Fence could potentially go-after Mini-mall owner or Utiliquest for damages. W. Stack said if it were her decision, she would not go after Utiliquest, because they are just the locating company. She would suggest going after DP&L. J. Fuchs stated the letter from the attorney claims that 811 was acting as a subcontractor for Forrest Fence and DP&L subcontracts Utiliquest. S. Keyser stated if the owner of the mini-mall owns the facilities and they are not a Miss Utility member, it would be their responsibility because it's the law to be a member.

**DAMAGE REPORT – July 2023**

CJ Myers presented on the reports.

Percentage Reporting by Membership;

DE = 16.56% MD =10.83%

Percentage of Reporting Transmitted Tickets;

DE = 30.26% MD = 29.57%

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	4/26	10	15	2	3	0
MD	9/10	5	2	10	0	2

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 – July 2023**

Reported by OCC

Incoming Delmarva = 22,819 tickets	2022-2023 YTD % change = 17.040%
Outgoing Delmarva = 117,833 tickets	2022-2023 YTD % change = 7.294%

Internet Ticket Processing

ITIC = 86%

ITIC Lite = 31%

### **PUBLIC AWARENESS COMMITTEE REPORT**

Reported by CJ Myers and R. Lewis

- Delaware Electric Cooperative (DEC) Annual Meeting – 2000 people were in attendance. MUOD had a table next to DEC Locating. CJ Myers had locate training for kids and parents. Roughly 700 bags, 2-300 beach buckets, and hundreds of dog bowls were handed out to attendees.
- The Scoop - W. Stack has no current update.
- Wyoming Peach Festival – 8/5/23 R. Lewis and J. Lyon attended. The Festival was well attended. The team gave out almost everything they took with them. Homeowners stopped by and asked about the law.
- B. Peters and S. Sullivan are at MACO today in Ocean City.
- UD Football games are starting in September that we plan to attend.
- Carvertise campaign – There are 13 vehicles in the territory with Miss Utility wrap on car.
- Camden-Wyoming LL – have banners at field along with jerseys for a team.
- 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 is an opportunity to have a class for Girl Scouts sponsored by One Call Concepts.
- Middletown Peach Festival is 8/19/23.

### **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. Hotel is not a part of the package, so attendees can stay at another hotel if they want.

### **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 10:17 AM.

The next hybrid General Membership meeting date is planned for September 21, 2023 at 9:00 AM.

Jonathan's Landing Golf Course  
1309 Ponderosa Drive  
Magnolia, DE 19962

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
BLACK	THOMAS	TRAFFIC MAINTENANCE FOREMAN	CITY OF WILMINGTON	302-300-0203	<a href="mailto:TLBLACK@WILMINGTONDE.GOV">TLBLACK@WILMINGTONDE.GOV</a>	X
BULLOCK	TUCKER	MANAGER, GAS & METER	EASTON UTILITIES	410-819-3425	<a href="mailto:TBULLOCK@EUCMAIL.COM">TBULLOCK@EUCMAIL.COM</a>	X
CAHALL	BEN	INFRASTRUCTURE LOCATOR II	EASTON UTILITIES	410-200-8274	<a href="mailto:BCAHALL@EUCMAIL.COM">BCAHALL@EUCMAIL.COM</a>	X
CARTER	MATT	T2 ENGINEER	DELAWARE T2 CENTER	302-831-7236	<a href="mailto:MATHEU@UDEL.EDU">MATHEU@UDEL.EDU</a>	X
CASADO	SUSANA	ROADCUT ADMINISTRATOR	CITY OF WILMINGTON	302-753-7997	<a href="mailto:SMCASADO@WILMINGTONDE.GOV">SMCASADO@WILMINGTONDE.GOV</a>	X
CIMO	ERIC	BOARD TREASURER	DELDOT	302-760-2642	<a href="mailto:ERIC.CIMO@DELAWARE.GOV">ERIC.CIMO@DELAWARE.GOV</a>	X
CONRAD	SHAD	DIRECTOR OF OPS CONSTRUCTION	GLOFIBER - SHENTEL			X
DURHAM	CLINTON		CENTURY ENGINEERING	302-943-4958	<a href="mailto:CDURHAM@KLEINFELDER.COM">CDURHAM@KLEINFELDER.COM</a>	X
EBAUGH	BRAD	BOARD PAST PRESIDENT	RETIRED		<a href="mailto:BEBAUGH75@COMCAST.NET">BEBAUGH75@COMCAST.NET</a>	X
FUCHS	JOHN		FORREST FENCE CO		<a href="mailto:JFUCHS@FORRESTFENCING.COM">JFUCHS@FORRESTFENCING.COM</a>	X
GREENWELL	CHRIS		DELMARVA POWER	302-275-0961	<a href="mailto:CHRISGREENWELL@AOL.COM">CHRISGREENWELL@AOL.COM</a>	X
GREENWOOD	JOHN	BRANCH MANAGER	MEG		<a href="mailto:JGREENWOOD@MILLERENV.COM">JGREENWOOD@MILLERENV.COM</a>	X
JUMP	ROBERT	SYSTEM OPERATOR	CHOPTANK ELECTRIC	410-479-8648	<a href="mailto:ROBJ@CHOPTANKELECTRIC.COOP">ROBJ@CHOPTANKELECTRIC.COOP</a>	X
KEYSER	STEVEN	BOARD MEMBER	DELMARVA POWER	302-465-2407	<a href="mailto:SKYSER9@GMAIL.COM">SKYSER9@GMAIL.COM</a>	X
LEWIS	RICHARD	BOARD CO-VP	KLEINFELDER ENGINEERING	302-423-2586	<a href="mailto:RLEWIS@KLEINFELDER.COM">RLEWIS@KLEINFELDER.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
MASONE	SHELLY	BUSINESS DEVELOPMENT	ECOTECH HYDRO EX/LOC	443-534-6276	<a href="mailto:SHELLY@GOCOTECH.COM">SHELLY@GOCOTECH.COM</a>	X
MCCELWEE	MICKEY	BOARD MEMBER	CITY OF WILMINGTON	302-420-0343	<a href="mailto:FMCELWEE@WILMINGTONDE.GOV">FMCELWEE@WILMINGTONDE.GOV</a>	X
MYERS	CJ	BOARD CO-VP	DEC	302-270-3554	<a href="mailto:CMYERS@DELAWARE.COOP">CMYERS@DELAWARE.COOP</a>	X
PARRISH	WYATT	ENGINEER	COMCAST	484-368-4391	<a href="mailto:WYATT_PARRISH@CABLE.COMCAST.COM">WYATT_PARRISH@CABLE.COMCAST.COM</a>	X
PARSON	ST. CLAIR	INSPECTOR	CITY OF WILMINGTON	302-981-8167	<a href="mailto:SPARSON6@VERIZON.NET">SPARSON6@VERIZON.NET</a>	X
PAYNE	KEN	BOARD MEMBER	ANCHOR CONSTRUCTION	202-821-7430	<a href="mailto:KPAYNE@ANCHORCONST.COM">KPAYNE@ANCHORCONST.COM</a>	X
POWIS	IAN	LOCATE SUPERVISOR	DANELLA	610-639-9501	<a href="mailto:JPOWIS@DANELLA.COM">JPOWIS@DANELLA.COM</a>	X
PUDDICOMBE	JAMES		CITY OF MILFORD	302-393-5395	<a href="mailto:JPUDDICOMBE@MILFORD-DE.GOV">JPUDDICOMBE@MILFORD-DE.GOV</a>	X
ROSS	RICHARD	SAFETY & COMPLIANCE	ESNG	302-270-7665	<a href="mailto:ROSS@FSNG.COM">ROSS@FSNG.COM</a>	X
SADUK	REBECCA	BOARD MEMBER	EASTON UTILITIES	410-763-9495	<a href="mailto:RSADUK@EUCMAIL.COM">RSADUK@EUCMAIL.COM</a>	X
SAPP	JESSE	BOARD ALT-CHESAPEAKE	CHESAPEAKE UTILITIES	302-382-2415	<a href="mailto:JSAPP@CHPK.COM">JSAPP@CHPK.COM</a>	X
STACK	WENDY	BOARD MEMBER	W. LOCCO	302-856-9626	<a href="mailto:WENDYSTACK03@GMAIL.COM">WENDYSTACK03@GMAIL.COM</a>	X
WILLIAMS	JIM	QUALITY & SAFETY	GUARDIAN CONSTRUCTION	302-229-8914	<a href="mailto:JWILLIAMS@GUARDIANCO.COM">JWILLIAMS@GUARDIANCO.COM</a>	X