



Miss Utility of Delmarva

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



GENERAL MEMBERSHIP MEETING MINUTES

DITCH WITCH OF VA
182 KENT DRIVE SEAFORD, DE 19973
HYBRID MEETING
October 19, 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 9:05 AM.
- The Miss Utility of Delmarva, Mission Statement was reviewed by the President.
- The meeting agenda was presented.
- Robbie Royster from Ditch Witch of VA gave a short presentation about the company. Ditch Witch has soft-digging and hydro-excavating equipment ranging from 150-2,400 gallon. They also are excited to share their new truck at the GCDPTC next week. They also make multi-frequency locating equipment with an assortment of features.
- 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 31 participants in person and virtually.
- 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 September 21, 2023 was made by R. Lewis and seconded by M. McElwee, motion carried.

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 (11/2 & 12/2 at 2:00). Excavators are encouraged to use online system. Visit 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

83.71% of ITICnxt use. Reach out to S. Sullivan via email (ssullivan@missutility.net) with questions.

EXCAVATOR/MEMBER/LOCATING CONCERNS

CJ Myers discussed an issue with a homeowner calling in to get a ticket for a common area and was told by the call center that they could not be issued a ticket. J. Arroyo said to forward the info to her and she will take care of it.

DAMAGE REPORT – September 2023

R. Lewis presented on the reports.

Percentage Reporting by Membership;

DE = 18.47% MD = 14.01%

Percentage of Reporting Transmitted Tickets;

DE = 31.33% MD = 27.26%

Root Causes;

| | Mains/Services | No Call/Tkt | Hit Marked Line | Locate Issue | Other | Unknown |
|----|----------------|-------------|-----------------|--------------|-------|---------|
| DE | 3/21 | 7 | 10 | 2 | 5 | 0 |
| MD | 5/11 | 3 | 7 | 6 | 0 | 0 |

Please contact R. Lewis to learn more about damage and non-damage data reporting or for report questions, rilewis@kleinfelder.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 – September 2023

Reported by J. Arroyo from OCC

Incoming Delmarva = 22,541 tickets 2022-2023 YTD % change = 15.533%
Outgoing Delmarva = 120,421 tickets 2022-2023 YTD % change = 6.165%

Internet Ticket Processing

ITIC = 87% ITIC Lite = 33%

PUBLIC AWARENESS COMMITTEE REPORT

Reported by CJ Myers

- The Scoop – W. Stack is looking forward to sending out a Fall version. She has a 400-word space in the publication
- A few UD Football Games were rained out in September.
- CJ Myers and J. Lyon worked a table at an Electric Vehicle Car Show at the Drive Electric Week in Wilmington where hundreds attended

- Carvertise campaign – There are 13 vehicles in the territory with Miss Utility wrap on car.
- Utility Defenders – Marketing campaign focusing on children. Each utility has a superhero with powers related to their facilities.
- Veterans Day event at Diamond Motorsports in Camden, DE. MUOD is sponsoring movie tickets as giveaways.

OTHER COMMITTEE REPORTS

W. Erickson mentioned the DE PSC will be attending the GCDPTC next week. He mentioned seeing larger amounts of locate errors in MD than in DE. Perhaps it could be due to different reporting requirements in MD. Lastly, he asked if anyone had heard or seen their advertisements. The DE PSC is going to start billing for utility main damages of any size for any reason. The PSC is going to start discussions with those who would respond to damages to be prepared in the event of a PHMSA sized-damage.

CJ Myers asked if the PSC could support Delaware Electric Co-op for a contractor damaging smaller service lines repetitively. W. Erickson said he has to play within the confines of the law as it is written, but he will look into it.

GCDPTC

14th Annual Greater Chesapeake Damage Prevention Training Conference - 10/14-10/27, 2023. The exhibit hall is sold out and there are already roughly 400 attendees registered. Miss Utility of Delmarva is a title sponsor of the GCDPTC which is held at the newly named, Ashore Resort and Beach Club (formerly, the Fontainebleau Resort) in Ocean City, MD.

OLD BUSINESS

None

NEW BUSINESS

- K. McRae noted that Middletown is close to voting on if Comcast would be able to service the city.

There being no other business brought before the board or committee, a motion was made to adjourn the meeting by S. Keyser, seconded by R. Lewis, motion carried and meeting adjourned at 9:57 AM.

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

Easton Utilities
201 North Washington St.
Easton, MD 21601

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!

Below is the list of meeting attendees.

OCTOBER 19TH, 2023

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

| LAST NAME | FIRST NAME | TITLE | COMPANY NAME | PHONE NUMBER | EMAIL ADDRESS | ATTENDANCE |
|--------------|-------------|--------------------------|-------------------------|--------------|--|------------|
| AL-CHOKHACHY | CHRISTOPHER | BOARD MEMBER | VERIZON | 215-394-7277 | CHRISTOPHERALCHOKHACHY@VERIZON.COM | x |
| AMALFITANO | MIKE | SERV. REQ. COORD | NEW CASTLE COUNTY | 302-395-5357 | MAMALFITANO@NCCDE.ORG | x |
| ARROYO | JENN | GENERAL MANAGER | OCC | 410-712-0056 | JENNIFER@OCCINC.COM | x |
| BROWN | JEFF | SUPER. SYS. CTRL. | CHOPTANK ELECTRIC | 410-479-8582 | JEFFB@CHOPTANKELECTRIC.COOP | x |
| BULLOCK | TUCKER | MANAGER, GAS & METER | EASTON UTILITIES | 410-819-3425 | TBULLOCK@EUCMAIL.COM | x |
| CARTER | MATT | T2 ENGINEER | DELAWARE T2 CENTER | 302-831-7236 | MATHEU@UDEI.EDU | x |
| CIMO | ERIC | BOARD TREASURER | DELDOT | 302-760-2642 | ERIC.CIMO@DELAWARE.GOV | x |
| CLEVENS | MICHAEL | | CHESAPEAKE UTILITIES | 302-242-6998 | MCLEVENS@CHPK.COM | x |
| ELLSWORTH | DAWN | OP ASST II | CHESAPEAKE UTILITIES | 302-592-9010 | DELLSWORTH@CHPK.COM | x |
| ERICKSEN | WAYNE | PIPELINE SERVICE MANAGER | DE PSC | 320-736-7526 | WAYNE.ERICKSEN@DELAWARE.GOV | x |
| HORTON | MICHELLE | VICE PRESIDENT | DITCH WITCH | 804-943-9483 | MHORTON@DITCHWITCHVA.COM | x |
| JUMP | ROBERT | SYSTEM OPERATOR | CHOPTANK ELECTRIC | 410-479-8648 | ROBJ@CHOPTANKELECTRIC.COOP | x |
| KEYSER | STEVEN | BOARD MEMBER | DELMARVA POWER | 302-465-2407 | SKYSER9@GMAIL.COM | x |
| LEWIS | RICHARD | BOARD CO-VP | KLEINFELDER ENGINEERING | 302-423-2586 | RLEWIS@KLEINFELDER.COM | x |
| LYON | JASON | BOARD PRESIDENT | CITY OF DOVER | 302-736-7025 | JLYON@DOVER.DE.US | x |
| MASONE | SHELLY | BUSINESS DEVELOPMENT | ECOTECH HYDRO EX/LOC | 443-534-6276 | SHELLY@GOECOTECH.COM | x |
| MCELWEE | MICKEY | BOARD MEMBER | CITY OF WILMINGTON | 302-420-0343 | FMCELWEE@WILMINGTONDE.GOV | x |
| MCRAE | KNOL | NEW CASTLE CONST. SPEC. | COMCAST-NEWC | 302-275-7262 | KNOL_MCRAE@CABLE.COMCAST.COM | x |
| MURCHISON | IRA | INVESTIGATOR | GLOFIBER | | IRA.MURCHISON@EMP.SHENTEL.COM | x |
| MYERS | CJ | BOARD CO-VP | DEC | 302-270-3554 | CMYERS@DELAWARE.COOP | x |
| MYERS | DAVY | DP COMPLIANCE/TRAINING | SHENTEL/GLO | 540-325-8373 | DAVY.MYERS@EMP.SHENTEL.COM | x |
| ORRELL | BRANDON | OWNER | TUCKAHOE UNDERGROUND | 410-479-4900 | BORRELL.TUCKAHOE@GMAIL.COM | x |
| PARRISH | WYATT | ENGINEER | COMCAST | 484-368-4391 | WYATT_PARRISH@CABLE.COMCAST.COM | x |
| PAYNE | KEN | BOARD MEMBER | ANCHOR CONSTRUCTION | 202-821-7430 | KPAYNE@ANCHORCONST.COM | x |
| RILEY | ROB | LOCATE SUPERVISOR | CHESAPEAKE UTILITIES | 302-222-1461 | RRILEY@CHPK.COM | x |
| ROSS | RICHARD | SAFETY & COMPLIANCE | ESNG | 302-270-7665 | ROSS@FSNG.COM | x |
| ROYSTER | ROBBIE | MANAGER | DITCH WITCH-SEAFORD | 757-576-8833 | ROYSTER@DITCHWITCHVA.COM | x |
| SADUK | REBECCA | BOARD MEMBER | EASTON UTILITIES | 410-763-9495 | RSADUK@EUCMAIL.COM | x |
| SAPP | JESSE | BOARD SECRETARY | CHESAPEAKE UTILITIES | 302-382-2415 | JSAPP@CHPK.COM | x |
| STACK | WENDY | BOARD MEMBER | W. LOCCO | 302-856-9626 | WENDYSTACK03@GMAIL.COM | x |
| SULLIVAN | SUSAN | DAMAGE PREVENTION LIASON | MISS UTILITY | 410-782-2030 | SSULLIVAN@MISSUTILITY.NET | x |