



Miss Utility of Delmarva

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



GENERAL MEMBERSHIP MEETING MINUTES

EASTON UTILITIES
201 NORTH WASHINGTON ST.
HYBRID MEETING
November 16, 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 9:01 AM.
- The Miss Utility of Delmarva's Mission Statement was reviewed by the President.
- The meeting agenda was presented.
- 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.
- Introductions were made by all attendees. Virtual attendees were asked to enter name, company name, & contact information in the Teams chat.
- Meeting attendance included 29 participants in person and virtually.
- Tucker Bullock gave a safety moment about the upcoming winter weather. Please be mindful of slippery roads and surfaces as well as windier weather that could increase driving hazards. Your teams and families should discuss how to prepare for the winter weather and how to safely respond in a time of need. Also, be sure to have the appropriate clothing (warm weather layers, waterproof boots, head coverings), tools, and plans to work and travel safely. Lastly, do you have an evacuation plan for severe weather events?
- A motion to approve the meeting minutes dated October 19th, 2023 was made by B. Ebaugh and seconded by R. Lewis, 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 (12/7 at 2:00 PM – 2024 Dates will be announced in the near future). 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 86% of ITICnxt use. Reach out to S. Sullivan via email (ssullivan@missutility.net) with questions.

EXCAVATOR/MEMBER/LOCATING CONCERNS

Some excavating contractors are having the utility owner call in their tickets for them. There was a scenario where two excavating contractors called two tickets called in. One ticket got marked sooner than another, and both contractors started working on the located ticket. There is a concern about this not being explicitly banned in the Delaware State Law. There was no damage associated with this event, but it was still concerning. B. Ebaugh noted that the Board can provide education or write letters to those contractors to hopefully achieve a behavior change.

DAMAGE REPORT – October 2023

R. Lewis presented on the reports.

Percentage Reporting by Membership;

DE = 21.66% MD = 17.20%

Percentage of Reporting Transmitted Tickets;

DE = 31.42% MD = 24.31%

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	10/17	13	7	5	2	0
MD	3/8	2	4	4	2	1

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 – October 2023

Reported by J. Arroyo from OCC

Incoming Delmarva = 231,357 tickets

2022-2023 YTD % change = 15.637%

Outgoing Delmarva = 125,517 tickets

2022-2023 YTD % change = 6.346%

Internet Ticket Processing

ITIC = 87%

ITIC Lite = 27%

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 left to attend from our advertising sponsorship, and then the Basketball Game sponsorship advertising begins.
- Carvertise campaign – There are 13 vehicles in the territory with Miss Utility wrap on car.
- Veterans Day event at Diamond Motorsports in Camden, DE. MUOD is sponsoring movie tickets as giveaways. M. McElwee said unfortunately it was not very well attended.
- Utility Defenders – Marketing campaign focusing on children. Each utility has a superhero with powers related to their facilities.

OTHER COMMITTEE REPORTS

B. Ebaugh mentioned the locator achievement awards will take place again next year. More information will come out in the next month. It is scheduled to be held at the Harrington Casino on the last week in April, 2024.

J. Lyon mentioned board member position voting will begin soon. Each member company gets 3 votes. The vote will be held in January. If anyone is interested in becoming a board member, there is a form online that will be included in the email blast.

GCDPTC

14th Annual Greater Chesapeake Damage Prevention Training Conference - 10/14-10/27, 2023. It was a great event and very well attended (over 400 attendees). The next Conference is scheduled for October 22nd-25th, 2024.

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 9:58 AM.

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

DelDOT
800 S. Bay Rd.
Dover, DE 19901

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.

NOVEMBER 16TH, 2023

MISS UTILITY OF DELMARVA
 UTILITIES SERVICE PROTECTION CENTER OF DELMARVA, INC
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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	JEFF@CHOPTANKELECTRIC.COOP	x
BULLOCK	TUCKER	MANAGER, GAS & METER	EASTON UTILITIES	410-819-3425	TBULLOCK@EUCMAIL.COM	x
CAHALL	BEN	INFRASTRUCTURE LOCATOR II	EASTON UTILITIES	410-200-8274	BCAHALL@EUCMAIL.COM	x
CIMO	ERIC	BOARD TREASURER	DELDOT	302-760-2642	ERIC.CIMO@DELAWARE.GOV	x
EBAUGH	BRAD	BOARD PAST PRESIDENT	RETIRED		BEBAUGH75@COMCAST.NET	x
GREENWOOD	JOHN	BRANCH MANAGER	MEG		JGREENWOOD@MILLERENV.COM	x
JACOBS	CHRISTINA		DXI CONSTRUCTION			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
MCCELWEE	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
MYERS	CJ	BOARD CO-VP	DEC	302-270-3554	CMYERS@DELAWARE.COOP	x
ORRELL	BRANDON	OWNER	TUCKAHOE UNDERGROUND	410-479-4900	BORRELL_TUCKAHOE@GMAIL.COM	x
PAYNE	KEN	BOARD MEMBER	ANCHOR CONSTRUCTION	202-821-7430	KPAYNE@ANCHORCONST.COM	x
PETERS	BYRON	BOARD MEMBER	DELMARVA POWER	630-926-5635	BYRON.PETERSJR@EXELONCORP.COM	x
PETRO	MIKE		ARTESIAN WATER	302-420-7969	MPETRO@ARTESIANWATER.COM	x
POWIS	IAN	LOCATE SUPERVISOR	DANELLA	610-639-9501	IPOWIS@DANELLA.COM	x
RILEY	ROB	LOCATE SUPERVISOR	CHESAPEAKE UTILITIES	302-222-1461	RRILEY@CHPK.COM	x
ROYSTER	ROBBIE	MANAGER	DITCH WITCH-SEAFORD	757-576-8833	RROYSTER@DITCHWITCHVA.COM	x
RYAN	CHRISTOPHER	UTILITY INSPECTOR	DELDOT	302-632-2537	CHRIS.RYAN@DELAWARE.GOV	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
SULLIVAN	SUSAN	DAMAGE PREVENTION LIASON	MISS UTILITY	410-782-2030	SSULLIVAN@MISSUTILITY.NET	x
WELCH	RICHARD		TOWN OF MIDDLETOWN	302-757-2481	GWELCH@MIDDLETOWN.DELAWARE.GOV	x