



# Miss Utility of Delmarva

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



## GENERAL MEMBERSHIP MEETING MINUTES

City of Dover  
Dover Public Library  
35 Loockerman Plaza  
Dover, DE 19901

**January 18th, 2024**

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.*

### UNAPPROVED COPY

#### CALL TO ORDER, WELCOME AND INTRODUCTIONS

- President Lyon called the meeting to order at 9:04 AM.
- The Miss Utility of Delmarva's Mission Statement was reviewed by the President.
- 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.
- Meeting attendance included 26 participants in person and virtually.
- J. Lyon presented the Annual Report.
- A motion to approve the meeting minutes dated December 21st, 2023 was made by R. Lewis. The motion was seconded by S. Keyser. The 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 (2/1, 3/7 and 4/4 at 2:00 PM). 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. There is a link directly to the calendar to know when upcoming trainings are occurring. Online resources are available 24/7. The Delmarva territory has roughly 86% of ITICnxt use. Reach out to S. Sullivan via email ([ssullivan@missutility.net](mailto:ssullivan@missutility.net)) with questions.

#### EXCAVATOR/MEMBER/LOCATING CONCERNS

- None

## **DAMAGE REPORT – December 2023**

R. Lewis presented on the reports.

Percentage Reporting by Membership;

DE = 20.38%                      MD = 5.1%

Percentage of Reporting Transmitted Tickets;

DE = 31.39%                      MD = 29%

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	1/18	6	5	6	2	0
MD	6/7	4	5	3	0	0

Please contact R. Lewis to learn more about damage and non-damage data reporting or for report questions, [rilewis@kleinfelder.com](mailto: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 – December 2023**

Reported by J. Arroyo from OCC

Incoming Delmarva = 270,399 tickets	2022-2023 YTD % change = 14.648%
Outgoing Delmarva = 1,400,875 tickets	2022-2023 YTD % change = 7.067%

Internet Ticket Processing

ITIC = 90%

ITIC Lite = 26%

## **PUBLIC AWARENESS COMMITTEE REPORT**

Reported by CJ Myers

- The UD Basketball Game sponsorship has begun. CJ Myers and J. Sapp will be attending the game on 1/18/24 which is sponsored by MUOD.

## **OTHER COMMITTEE REPORTS**

None

## **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 R. Lewis, motion carried and meeting adjourned at 10:05 AM.

The next hybrid General Membership meeting date is planned for February 15, 2024 at 9:00 AM.

Choptank Electric Cooperative  
 24820 Meeting House Rd.  
 Denton, MD 21629

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.*

JANUARY 18TH, 2024

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	<a href="mailto:CHRISTOPHERALCHOKHACHY@VERIZON.COM">CHRISTOPHERALCHOKHACHY@VERIZON.COM</a>	x
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.COOP">JEFFB@CHOPTANKELECTRIC.COOP</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
CIMO	ERIC	BOARD TREASURER	DELDOT	302-760-2642	<a href="mailto:ERIC.CIMO@DELAWARE.GOV">ERIC.CIMO@DELAWARE.GOV</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:RILEWIS@KLEINFELDER.COM">RILEWIS@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@GOECOTECH.COM">SHELLY@GOECOTECH.COM</a>	x
MASSET	FRANK		DELDOT	320-992-4880	<a href="mailto:FRANK.MASSET@STATE.DE.US">FRANK.MASSET@STATE.DE.US</a>	x
MYERS	CJ	BOARD CO-VP	DEC	302-270-3554	<a href="mailto:CMYERS@DELAWARE.COOP">CMYERS@DELAWARE.COOP</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
PETRO	MIKE		ARTESIAN WATER	302-420-7969	<a href="mailto:MPETRO@ARTESIANWATER.COM">MPETRO@ARTESIANWATER.COM</a>	x
ROSS	RICHARD	SAFETY & COMPLIANCE	ESNG	302-270-7665	<a href="mailto:RROSS@ESNG.COM">RROSS@ESNG.COM</a>	x
RYAN	CHRISTOPHER	UTILITY INSPECTOR	DELDOT	302-632-2537	<a href="mailto:CHRIS.RYAN@DELAWARE.GOV">CHRIS.RYAN@DELAWARE.GOV</a>	x
SADUK	REBECCA	BOARD MEMBER	EASTON UTILITIES	410-763-9495	<a href="mailto:BSADUK@EUCMAIL.COM">BSADUK@EUCMAIL.COM</a>	x
SAPP	JESSE	BOARD SECRETARY	CHESAPEAKE UTILITIES	302-382-2415	<a href="mailto:JSAPP@CHPK.COM">JSAPP@CHPK.COM</a>	x
SULLIVAN	SUSAN	DAMAGE PREVENTION LIASON	MISS UTILITY	410-782-2030	<a href="mailto:SSULLIVAN@MISSUTILITY.NET">SSULLIVAN@MISSUTILITY.NET</a>	x
WELCH	RICHARD		TOWN OF MIDDLETOWN	302-757-2481	<a href="mailto:GWELCH@MIDDLETOWN.DELAWARE.GOV">GWELCH@MIDDLETOWN.DELAWARE.GOV</a>	x
CANAS	MARIA		AMERICAN DIRECTIONAL BORING INC		<a href="mailto:M.CANAS@AMERICADB.COM">M.CANAS@AMERICADB.COM</a>	x
GILLESPIE	CHAD		ON THE MARK LOCATING			x
DETHLEFS	PHILIP	DAMAGE PREVENTION COORDINATOR	SHENTEL/GLO FIBER			x
GILLESPIE	TYESE		ON THE MARK LOCATING	302-577-0759	<a href="mailto:TGILLESPIE@ONTHEMARKLOCATORS.COM">TGILLESPIE@ONTHEMARKLOCATORS.COM</a>	x