



# Miss Utility of Delmarva

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



## GENERAL MEMBERSHIP MEETING MINUTES

DeIDOT

800 S. BAY RD.

DOVER, DE 19901

December 21, 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 9:09 AM.
- The Miss Utility of Delmarva's Mission Statement was reviewed by the President.
- The meeting agenda was presented.
- Thomas Match's (former board member) obituary 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 25 participants in person and virtually.
- E. Cimo gave safety info about the DeIDOT campus to those who attended in-person. He also went through an overview of DeIDOT's Gateway on their website with various informative GIS maps available for those looking to work in Delaware
  - <https://gateway.deldot.delaware.gov/>
  - <https://deldot.maps.arcgis.com/apps/webappviewer/index.html?id=409d1a7236c740dd8556a47737d93c1b>
    - There are also documents attached to some of the maps pertaining to certain projects.
    - If you want to utilize this site, please email E. Cimo for account info.
- A motion to approve the meeting minutes dated November 16th, 2023 was made by B. Ebaugh and seconded by S. Keyser, 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 (1/4, 2/1, and 3/7 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

- B. Peters – starting 2/1/24 Delmarva Power will be updating their locating contractor from Utilquest to USIC and Century Engineering in the Delmarva region.
- E. Cimo brought up that there were limited markouts on a DelDOT projects from a fiber company. He reminds all utility owners to mark their facilities safely and accurately.

### DAMAGE REPORT – November 2023

J. Lyon presented on the reports.

Percentage Reporting by Membership;

DE = 24.20% MD = 19.75%

Percentage of Reporting Transmitted Tickets;

DE = 31.71% MD = 30.74%

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	8/20	10	10	4	2	1
MD	5/5	4	2	3	1	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 – November 2023

Reported by J. Arroyo from OCC

Incoming Delmarva = 253,026 tickets

2022-2023 YTD % change = 15.538%

Outgoing Delmarva = 116,524 tickets

2022-2023 YTD % change = 7.168%

Internet Ticket Processing

ITIC = 88%

ITIC Lite = 26%

### PUBLIC AWARENESS COMMITTEE REPORT

Reported by CJ Myers

- The UD Basketball Game sponsorship has begun.
- 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.
- W. Erickson requested to play a YouTube video from the Public Service Commission about excavating safety – [Underground Utility Damage Prevention and Safety PSA](#). The video ran for 1 month on the local news.

## **OTHER COMMITTEE REPORTS**

- J. Lyon brought up the tremendous growth in Delaware, especially in Sussex County, and how it will impact the state.
- B. Ebaugh mentioned the locator achievement awards will take place again next year. More information will come out in the next month in an email. It is scheduled to be held at the Harrington Casino on the last Friday in April, 2024.
- J. Lyon mentioned board member position voting will begin soon. Each member company gets 3 votes. There will be no virtual votes

## **OLD BUSINESS**

None

## **NEW BUSINESS**

- W. Erickson brought up the PSC wants to know when the law change edits will be made.

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 9:55 AM.

The next hybrid General Membership meeting date is planned for January 18, 2024 at 9:00 AM.

City of Dover  
 Dover Public Library  
 35 Loockerman Plaza  
 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](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.

DECEMBER 21ST, 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
ARROYO	JENN	GENERAL MANAGER	OCC	410-712-0056	<a href="mailto:JENNIFER@OCCINC.COM">JENNIFER@OCCINC.COM</a>	X
BATZE	DAN	REGIONAL MANAGER	DANELLA	302-893-1253	<a href="mailto:DBATZE@DANELLA.COM">DBATZE@DANELLA.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
EBAUGH	BRAD	BOARD PAST PRESIDENT	RETIRED		<a href="mailto:EBEAUGH75@COMCAST.NET">EBEAUGH75@COMCAST.NET</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
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
KUKULICH	DEBORAH	UTILITY COORDINATOR	DELDOT	302-760-2345	<a href="mailto:DEBORAH.KUKULICH@DELAWARE.GOV">DEBORAH.KUKULICH@DELAWARE.GOV</a>	X
LARKIN	RICHARD	UTILITES	DELDOT		<a href="mailto:RICHARD.LARKIN@DELAWARE.GOV">RICHARD.LARKIN@DELAWARE.GOV</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
MCCELWEE	MICKEY	BOARD MEMBER	CITY OF WILMINGTON	302-420-0343	<a href="mailto:FMCELWEE@WILMINGTONDE.GOV">FMCELWEE@WILMINGTONDE.GOV</a>	X
MURCHISON	IRA	INVESTIGATOR	GLOFIBER		<a href="mailto:IRA.MURCHISON@EMP.SHENTEL.COM">IRA.MURCHISON@EMP.SHENTEL.COM</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
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
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
SULLIVAN	SUSAN	DAMAGE PREVENTION LIASON	MISS UTILITY	410-782-2030	<a href="mailto:SSULLIVAN@MISSUTILITY.NET">SSULLIVAN@MISSUTILITY.NET</a>	X