



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.

APPROVED 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 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) 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. 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 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	CHRISTOPHERALCHOKHACHY@VERIZON.COM	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
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
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	RILEWIS@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
MASSET	FRANK		DELDOT	320-992-4880	FRANK.MASSET@STATE.DE.US	x
MYERS	CJ	BOARD CO-VP	DEC	302-270-3554	CMYERS@DELAWARE.COOP	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
ROSS	RICHARD	SAFETY & COMPLIANCE	ESNG	302-270-7665	RROSS@ESNG.COM	x
RYAN	CHRISTOPHER	UTILITY INSPECTOR	DELDOT	302-632-2537	CHRIS.RYAN@DELAWARE.GOV	x
SADUK	REBECCA	BOARD MEMBER	EASTON UTILITIES	410-763-9495	BSADUK@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
CANAS	MARIA		AMERICAN DIRECTIONAL BORING INC		M.CANAS@AMERICADB.COM	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	TGILLESPIE@ONTHEMARKLOCATORS.COM	x