



**Delmarva811**  
**UTILITIES SERVICE PROTECTION**  
**CENTER OF DELMARVA, INC**  
[www.delmarva811.com](http://www.delmarva811.com)



## **GENERAL MEMBERSHIP MEETING MINUTES**

Delaware Electric Cooperative

14198 Sussex Hwy

Greenwood, DE 19950

**April 18, 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 9:02 AM.
- The Delmarva811's Mission Statement was reviewed by the President.
- The meeting agenda was presented.
- J. Lyon outlined the name and logo change from Miss Utility of Delmarva to Delmarva811.
- Outlined website and training.
- Introductions were made by all attendees. Virtual attendees were asked to enter name, company name, & contact information in the Teams chat.
- Meeting attendance included 37 participants in person and virtually.
- A motion to approve the meeting minutes dated March 21st, 2024 was made by R. Lewis. The motion was seconded by B. Ebaugh. The motion carried.
- J. Lyon noted statistics about Safe Dig Month (April).
- J. Lyon presented the Delaware and Maryland Safe Dig Month proclamations.

#### **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 (5/2, 6/6 & 7/3 at 2:00 PM). Excavators are encouraged to use online system. Visit [www.Delmarva811.com](http://www.Delmarva811.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 88.96% of ITICnxt use. Reach out to S. Sullivan via email ([ssullivan@missutility.net](mailto:ssullivan@missutility.net)) with questions.

## EXCAVATOR/MEMBER/LOCATING CONCERNS

- R. Lewis - Locate technicians are reporting Emergency locate tickets are being called in that do not meet the requirements of an Emergency. Numerous locating companies in the room agreed there are similar issues with some contractors. R. Lewis requested the information be provided to him so the Board can send out a letter or report to the proper authority.
- B. Cahall asked if anyone provided damage prevention training in Spanish. Delmarva811 has printed material in Spanish. B. Cahall is looking for detailed training to even be used as a prerequisite before being able to excavate on certain jobsites. K. Mcrae offered to assist.
- J. Meredith with Verizon – USIC locators are locating tickets almost at the time the tickets are due to expire (8-10 days). This forces contractors to delay their projects or request update tickets from all the other utilities. B. Peters requested the information be sent to him to address. R. Lewis asked if contractors could use FTTP headers on locate requests. K. Mcrae mentioned USIC is catching up with the temporary support but is still working on a permanent fix.
- J. Lyon brought up engineering firms are calling in excavation tickets when they should be putting in design tickets. The intent is not to have the area painted or flagged, but to offer as-builts or other documentation used for design.

## DAMAGE REPORT – March 2024

R. Lewis presented on the reports.

Percentage Reporting by Membership;

DE = 16%                      MD = 10%

Percentage of Reporting Transmitted Tickets;

DE = 30% (88,798 sent & 26,268 reported on)

MD = 21% (38,715 sent & 8,166 reported on)

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	4/14	7	8	3	0	0
MD	2/3	2	3	0	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 – March 2024

Reported by J. Arroyo from OCC

Incoming Delmarva = 22,753 tickets

2023-2024 YTD % change = 0.693%

Outgoing Delmarva = 132,417 tickets

2023-2024 YTD % change = 9.315%

Internet Ticket Processing

ITIC = 88%

ITIC Lite (homeowners) = 34%

## **PUBLIC AWARENESS COMMITTEE REPORT**

Reported by CJ Myers

- CJ showcased the new Carvertise wraps for this year's campaign with new logo and digging cartoon dog.
- DE Rural Water Authority event occurred in February. R. Lewis covered the 2-day event. It was a good event because we get to have conversations with municipalities. There were questions about the proposed law change that R. Lewis was able to discuss.
- J. Lyon gave overview of utility defenders, marketing campaign focusing on children where each utility has a superhero with powers related to their facilities.

## **OTHER COMMITTEE REPORTS**

- Locator Achievement Awards will be held Friday, April 26, 2024, in the Gold Room of the Harrington Casino. B. Ebaugh believes there will be 36 locators will be recognized. He asked folks to send in pictures. Asked for them to be emailed to either him or Steve Keyser. Please let B. Ebaugh know if your company will provide gift cards.
- Miss Utility Law is being updated. The board will reach out to stakeholders soon prior to pushing to Legislative Hall.

## **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 B. Ebaugh. It was seconded by R. Lewis. The motion carried. The meeting adjourned at 10:00 AM.

The next hybrid General Membership meeting date is planned for May 16, 2024 at 9:00 AM.  
Century Engineering  
550 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.delmarva811.com](http://www.delmarva811.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.

APRIL 18TH, 2024

Delmarva811  
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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
CAHALL	BEN	LOCATE SUPERVISOR	EASTON UTILITIES	410-200-8274	<a href="mailto:BCAHALL@EUCMAIL.COM">BCAHALL@EUCMAIL.COM</a>	X
CAMPBELL	MIKE	JOB PLANNER	ULCS	302-358-4240	<a href="mailto:MCAMBELLS@ASPLUNDH.COM">MCAMBELLS@ASPLUNDH.COM</a>	X
CARNEY	DENISE	WORK PLANNER	DELMARVA POWER			X
CIMO	ERIC	BOARD TREASURER	DELDOT	302-760-2642	<a href="mailto:ERIC.CIMO@DELAWARE.GOV">ERIC.CIMO@DELAWARE.GOV</a>	X
COLBORN	KEVIN		DELAWARE ELECTRIC COOPERATIVE	410-253-2868	<a href="mailto:KCOLBORN@DELAWARE.COOP">KCOLBORN@DELAWARE.COOP</a>	X
DETHLEFS	PHILIP	DAMAGE PREVENTION COORDINATOR	SHENTEL/GLO FIBER			X
DURHAM	CLINTON	LOCATE SUPERVISOR	CENTURY ENGINEERING	302-943-4958	<a href="mailto:CDURHAM@KLEINFELDER.COM">CDURHAM@KLEINFELDER.COM</a>	X
EBAUGH	BRAD	BOARD PAST PRESIDENT	RETIRED		<a href="mailto:BEBAUGH75@COMCAST.NET">BEBAUGH75@COMCAST.NET</a>	X
FISH	JOSEPH		UTILIQUEST		<a href="mailto:JOSEPH.FISH@UTILIQUEST.COM">JOSEPH.FISH@UTILIQUEST.COM</a>	X
FORD	STEVE	CONSTRUCTION SPECIALIST	COMCAST	302-272-8247	<a href="mailto:STEPHEN_FORD@COMCAST.COM">STEPHEN_FORD@COMCAST.COM</a>	X
HAGUE	WILLIAM		DELAWARE RURAL WATER ASSOCIATION	302-424-3792	<a href="mailto:BHAGUE@DRWA.ORG">BHAGUE@DRWA.ORG</a>	X
HOSLER	WIL	REG. MGR.	DELDOT	302-326-4697	<a href="mailto:WIL.HOSLER@STATE.DE.US">WIL.HOSLER@STATE.DE.US</a>	X
KERFOOT	RICK	CONST. SUP.	COMCAST	410-241-3703	<a href="mailto:RICHARD_KERFOOT@COMCAST.COM">RICHARD_KERFOOT@COMCAST.COM</a>	X
KING	BRANDON		CABLE PROTECTION SERVICES	804-562-3409	<a href="mailto:BRANDON.KING@CABLEPS.COM">BRANDON.KING@CABLEPS.COM</a>	X
LEWIS	RICHARD	BOARD CO-VP	KLEINFELDER ENGINEERING	302-423-2586	<a href="mailto:RLEWIS@KLEINFELDER.COM">RLEWIS@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
MCELWEE	MICKEY	BOARD MEMBER	RETIRED	302-438-1498	<a href="mailto:MCELWEEF@COMCAST.NET">MCELWEEF@COMCAST.NET</a>	X
MCRAE	KNOL	NEW CASTLE CONST. SPEC.	COMCAST-NEWC	302-275-7262	<a href="mailto:KNOL_MCRAE@CABLE.COMCAST.COM">KNOL_MCRAE@CABLE.COMCAST.COM</a>	X
MEREDITH	JIM	DAMAGE PREVENTION (MD)	VERIZON		<a href="mailto:JAMES.S.MEREDITH.JR@VERIZON.COM">JAMES.S.MEREDITH.JR@VERIZON.COM</a>	X
MYERS	CJ	BOARD CO-VP	DEC	302-270-3554	<a href="mailto:CMYERS@DELAWARE.COOP">CMYERS@DELAWARE.COOP</a>	X
MYERS	DAVY	DP COMPLIANCE/TRAINING	SHENTEL/GLO	540-325-8373	<a href="mailto:DAVY.MYERS@EMP.SHENTEL.COM">DAVY.MYERS@EMP.SHENTEL.COM</a>	X
PARRISH	WYATT	ENGINEER	COMCAST	484-368-4391	<a href="mailto:WYATT_PARRISH@CABLE.COMCAST.COM">WYATT_PARRISH@CABLE.COMCAST.COM</a>	X
PETERS	BYRON	BOARD MEMBER	DELMARVA POWER	443-762-0723	<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
PLUMMER	MICHAEL	LOCATOR	DELAWARE ELECTRIC COOPERATIVE	302-222-9157	<a href="mailto:MPLUMMER@DELAWARE.COOP">MPLUMMER@DELAWARE.COOP</a>	X
POWIS	IAN	LOCATE SUPERVISOR	DANELLA	610-639-9501	<a href="mailto:IPOWIS@DANELLA.COM">IPOWIS@DANELLA.COM</a>	X
RILEY	ROB	LOCATE SUPERVISOR	CHESAPEAKE UTILITIES	302-222-1461	<a href="mailto:RRILEY@CHPK.COM">RRILEY@CHPK.COM</a>	X
ROACH	JUAN		ON THE MARK LOCATORS		<a href="mailto:JROACH@ONTHEMARKLOCATORS.COM">JROACH@ONTHEMARKLOCATORS.COM</a>	X
SADUK	REBECCA	BOARD MEMBER	EASTON UTILITIES	410-763-9495	<a href="mailto:RSADUK@EUCMAIL.COM">RSADUK@EUCMAIL.COM</a>	X
SAPP	JESSE	BOARD SECRETARY	CHESAPEAKE UTILITIES	302-382-2415	<a href="mailto:JSAPP@CHPK.COM">JSAPP@CHPK.COM</a>	X
SCOTTEN	WAYNE	PERMISSION PLANNER	ULCS	302-493-1414	<a href="mailto:DSCOTTEN@ASPLUNDH.COM">DSCOTTEN@ASPLUNDH.COM</a>	X
STERLING	KIP	LOCATE SUPERVISOR	KLEINFELDER		<a href="mailto:KSTERLING@KLEINFELDER.COM">KSTERLING@KLEINFELDER.COM</a>	X
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WARREN	HEATHER		DELAWARE RURAL WATER ASSOCIATION	302-424-3792	<a href="mailto:HEATHERW@DRWA.ORG">HEATHERW@DRWA.ORG</a>	X
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WILLIAMS	JIM	QUALITY & SAFETY	GUARDIAN CONSTRUCTION	302-229-8914	<a href="mailto:JWILLIAMS@GUARDIANCO.COM">JWILLIAMS@GUARDIANCO.COM</a>	X