



Delmarva811
UTILITIES SERVICE PROTECTION
CENTER OF DELMARVA, INC
www.delmarva811.com



GENERAL MEMBERSHIP MEETING MINUTES

Century Engineering
550 S Bay Rd.
Dover, DE 19901
May 16, 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 9:03 AM.
- 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.
- Tim Bayes, Health and Safety Manager for Kleinfelder, gave a talk about tick safety. He recommended using Permethrin treatment, starting with spraying on your boots and socks. It actually kills ticks and repels. He also recommended tucking your pants into your boots. There has been an uptick this year of Lyme disease this year. There are keychains that you can buy to help safely remove ticks which are more likely to remove the head too.
- Introductions were made by all attendees. Virtual attendees were asked to enter name, company name, & contact information in the Teams chat.
- Meeting attendance included 35 participants in person and virtually.
- A motion to approve the meeting minutes dated April 18, 2024 was made by R. Lewis. The motion was seconded by B. Ebaugh. The motion carried.

ITICnxt – DIGITAL TICKET PROCESSING (PROFESSIONAL EXCAVATORS)

- ITIC 2.0 has been retired as of 4/1/2024. J. Arroyo gave presentation/overview. Delmarva811 provides monthly ITICnxt virtual trainings. J. Arroyo provided dates for upcoming virtual trainings opportunities (6/6, 7/3 & 8/1 at 2:00 PM). Excavators are encouraged to use online system. Visit 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. Reach out to S. Sullivan via email (ssullivan@missutility.net) with questions.

EXCAVATOR/MEMBER/LOCATING CONCERNS

- B. Cahall brought up having an issue with W. Locco response times in Talbot County. They have been taking almost the entire length of the ticket to put marks down and will most likely status Code 5. It's causing delays in larger fiber installations.
- S. Farkas from Sharp Energy was looking at 811 laws during a training and had a debate over the definition of an active ticket. He is looking for a clear definition of what an active ticket is. Currently there are different definitions for DE and MD. In MD, there is a 12-day time period once there has been a positive response. In DE, there is no expiration date as long as you begin excavating within 10 days after the ticket has been responded to and the marks are not disturbed. But if the ticket is delayed in DE and goes passed the 10-day period from submitting to excavating, you would have to resubmit a ticket.
- Brandywine Construction (BCCI) mentioned they deal with delay statuses and issues with locators in New Castle County. The locators status a ticket as marked but have not marked the area because the BCCI crew was not currently working in the area. The locators just want to work with the crew foremen to perform their locates. It is creating dangerous scenarios where ultimately BCCI would be responsible for a damage. Or it can seriously delay their projects, and its not their job to manage the utility locators. J. Lyon asked them to send ticket information and locate information to Delmarva811 so the Board could try to educate them. They could file a complaint with the PSC. They could also put in ticket discrepancies through ITIC.
- BCCI brought up another issue with Saw Cutting for Patch Work. They want to know if it is excavation or not? W. Erickson from the PSC recommended getting a legal opinion. J. Lyon brought up that in DE there is a 12in. exemption for patch work. They don't have to abide by the duties of the excavators per the current DE law for patch work, but for making a repair where you need to open the road, you would need a locate ticket. R. Lewis recommends bringing this up to OCC Users Group in the Fall. J. Lyon mentioned we are trying to address this issue in the upcoming law change.
- E. Cimo mentioned DelDOT has come across a situation where contractors have hit customer owned facilities within DelDOT right-a-ways. It's a huge safety issue and is prevalent throughout the state. DelDOT is trying to find a solution.

DAMAGE REPORT – April 2024

R. Lewis presented on the reports.

Percentage Reporting by Membership;

DE = 21% MD = 11%

Percentage of Reporting Transmitted Tickets;

DE = 35% (102,172 sent & 35,749 reported on)

MD = 17% (43,022 sent & 7,126 reported on)

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	5/29	15	15	1	3	0
MD	5/5	2	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 – April 2024

Reported by J. Arroyo from OCC

Incoming Delmarva = 25,950 tickets	2023-2024 YTD % change = 3.130%
Outgoing Delmarva = 145,194 tickets	2023-2024 YTD % change = 14.101%

Internet Ticket Processing
ITIC = 88%

ITIC Lite (homeowners) = 30%

PUBLIC AWARENESS COMMITTEE REPORT

Reported by R. Lewis

- R. Lewis showcased the new Carvertise wraps for this year’s campaign with new logo and digging cartoon dog.
- R. Lewis gave overview of utility defenders, marketing campaign focusing on children where each utility has a superhero with powers related to their facilities.
- R. Lewis and J. Lyon went to Worcester County and gave a great presentation with positive conversation
- J. Lyon, B. Peters and S. Sullivan presented in Cecil County for 811 education
- S. Keyser brought up some of the upcoming events for May and June.

OTHER COMMITTEE REPORTS

- The 2024 Locator Achievement Awards was held on Friday, April 26, 2024, in the Gold Room of the Harrington Casino. 36 locators were recognized. Next year’s event is slated for late April at the Casino again.
- The DE Law is being updated. The board will reach out to stakeholders soon prior to pushing to Legislative Hall.

OLD BUSINESS

None

NEW BUSINESS

- W. Erickson hired an admin assistant recently. Bob Schaefer is retiring on 8/30. The PSC may begin fining for accountable damages \$1000 per inch of pipe for gas line damages. (Ex. 2in gas pipe damage = \$2,000 fine)

There being no other business brought before the board or committee, a motion was made to adjourn the meeting by K. Payne. It was seconded by S. Keyser. The motion carried. The meeting adjourned at 10:23 AM.

The next hybrid General Membership meeting date is planned for June 20, 2024 at 9:00 AM.

Delmarva Power Conference Center
4100 S Wakefield Drive
Newark, DE

A virtual link will be emailed in advance of the meeting date for those who prefer this meeting option.

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.

MAY 16TH, 2024

Delmarva811
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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
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
BURGE	WILLIAM	INTERN	DELDOT	302-563-2939	WILLIAM.BURGE@DELAWARE.GOV	X
CAHALL	BEN	LOCATE SUPERVISOR	EASTON UTILITIES	410-200-8274	BCAHALL@EUCMAIL.COM	x
CARNEY	DENISE	WORK PLANNER	DELMARVA POWER		denise.carney@delmarva.com	x
CARTER	MATT	T2 ENGINEER	DELAWARE T2 CENTER	302-831-7236	MATHEU@UDEL.EDU	x
CIMO	ERIC	BOARD TREASURER	DELDOT	302-760-2642	ERIC.CIMO@DELAWARE.GOV	x
DETHLEFS	PHILIP	DAMAGE PREVENTION COORDINATOR	SHENTEL/GLO FIBER			x
DEWEY	BILL		AC SHULTES OF DE	302-542-9228	WGDEWEY@YAHOO.COM	x
DOHERTY	PATRICK	VICE PRESIDENT	BRANDYWINE CONSTRUCTION (BCCI)	302-275-2051	PDOHERTY@BCCICO.COM	x
DURHAM	CLINTON	LOCATE SUPERVISOR	CENTURY ENGINEERING	302-943-4958	CDURHAM@KLEINFELDER.COM	x
EBAUGH	BRAD	BOARD PAST PRESIDENT	RETIRED		BEBAUGH75@COMCAST.NET	x
ELLIS	TROY		UTILIQUEST	443-915-2722	TROY.ELLIS@UTILIQUEST.COM	x
ERICKSEN	WAYNE	PIPELINE SERVICE MANAGER	DE PSC	320-736-7526	WAYNE.ERICKSEN@DELAWARE.GOV	x
FARKAS	STEVE		SHARP	302-316-3071	SFARKAS@CHPK.COM	x
FISH	JOSEPH		UTILIQUEST		JOSEPH.FISH@UTILIQUEST.COM	x
GILLESPIE	TYESE		ON THE MARK LOCATING	302-577-0759	TGILLESPIE@ONTHEMARKLOCATORS.COM	x
GUINN	JEREMY		FERREIRA CONSTRUCTION COMPANY, INC.	908-413-9449	JGUINN@FERREIRA.CONSTRUCTION.COM	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
MYERS	DAVY	DP COMPLIANCE/TRAINING	SHENTEL/GLO	540-325-8373	DAVY.MYERS@EMP.SHENTEL.COM	x
PAYNE	KEN	BOARD MEMBER	ANCHOR CONSTRUCTION	202-821-7430	KPAYNE@ANCHORCONST.COM	x
PHILLIPS	ERIK		UTILIQUEST	443-324-7835	ERIK.PHILLIPS@UTILIQUEST.COM	x
POWIS	IAN	LOCATE SUPERVISOR	DANELLA	610-639-9501	JPOWIS@DANELLA.COM	x
ROSS	RICHARD	SAFETY & COMPLIANCE	ESNG	302-270-7665	ROSS@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	RSADUK@EUCMAIL.COM	x
SAPP	JESSE	BOARD SECRETARY	CHESAPEAKE UTILITIES	302-382-2415	JSAPP@CHPK.COM	x
TOMASSIAN	MARK		BRANDYWINE CONSTRUCTION		MTOMASSIAN@BCCICO.COM	X
VOGEL	JUAN		UTILIQUEST	703-929-9710	JUAN.VOGEL@UTILIQUEST.COM	x
WELCH	RICHARD		TOWN OF MIDDLETOWN	302-757-2481	GWELCH@MIDDLETOWN.DELAWARE.GOV	x
WILLIAMS	JIM	QUALITY & SAFETY	GUARDIAN CONSTRUCTION	302-229-8914	JWILLIAMS@GUARDIANCO.COM	X