



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



## **GENERAL MEMBERSHIP MEETING MINUTES**

Delmarva Power Conference Center  
4100 S Wakefield Drive  
Newark, DE

**JUNE 20, 2024**

Prepared by Eric Cimo (Board Treasurer)

***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 9:05 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. He also mentioned there is real-time data being presented on the website for inbound ticket volume on the dashboard. The data refreshes every hour.
- M. Lee from Delmarva Power provided a quick safety presentation on the importance of PPE on the jobsite. OSHA requires that employers require their employees to wear PPE. It is to be worn on all job sites at all times. It isn't just policy, it is the last line of defense for a lot of things that can go wrong and helps to minimize potential injuries.
- Introductions were made by all attendees. Virtual attendees were asked to enter name, company name, & contact information in the Teams chat.
- Meeting attendance included 29 participants in person and virtually.
- A motion to approve the meeting minutes dated May 16, 2024 was made by R. Lewis. The motion was seconded by S. Keyser. 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 (7/3, 8/1 & 9/5 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. Reach out to S. Sullivan via email ([ssullivan@missutility.net](mailto:ssullivan@missutility.net)) with questions.

## EXCAVATOR/MEMBER/LOCATING CONCERNS

- R. Lewis stated the system is being inundated by contractors. In some cases, work that can't be completed in 10 days. One example was tickets to determine water service material (sounds like this is the result of new federal requirements related to lead pipe). There are also specific DeIDOT contractors are updating tickets every Monday. This is a lot of tickets and is causing issues with resources.
- It was asked that on DeIDOT projects, where does responsibility fall for cutting grass? It is the contractor's responsibility. There was also a question on whether DeIDOT will support utility to not mark if the contractor is not providing access to the site and not maintaining the site (i.e. cutting grass). Suggestion was to talk to companies to tell them the ticket load in not manageable. Also ask them to white line.
- E. Cimo brought up the Delmarva Power customer owned service item from last month. Seems to have good path forward. Delmarva Power to mark 25' from all drops.
- J. Lyon brought up ticket delay conversation from last month. Large volume is resulting in delays so anything the board can do to assist, please let us know.

## DAMAGE REPORT – May 2024

R. Lewis presented on the reports.

Percentage Reporting by Membership;

DE = 22%                      MD = 20%

Percentage of Reporting Transmitted Tickets;

DE = 33% (104,722 sent & 34,045 reported on)

MD = 31% (36,350 sent & 11,261 reported on)

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	7/27	9	13	6	3	0
MD	3/10	6	5	2	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 – May 2024

Reported by J. Arroyo from OCC

Incoming Delmarva = 26,516 tickets

2023-2024 YTD % change = 2.845%

Outgoing Delmarva = 141,072 tickets

2023-2024 YTD % change = 12.588%

Internet Ticket Processing  
ITIC = 88%

ITIC Lite (homeowners) = 35%

## **PUBLIC AWARENESS COMMITTEE REPORT**

Reported by R. Lewis and C. Myers

- June 29<sup>th</sup> is Easton Utilities Customer Appreciation Day
- New tablecloths are in
- The Peach Festival really kicks off our public awareness campaign
- Updated Carvertise Wrap with new logo

## **OTHER COMMITTEE REPORTS**

### **OLD BUSINESS**

None

### **NEW BUSINESS**

- J. Lyon mentioned we are working on draft law revisions and will be sending it out for review/comments shortly. It will ultimately be pushed forward to the Legislature to get updated. He hopes the updates will appease most stakeholders.
- R. Riley from Chesapeake Utilities asked if we are tracking the ratio/increase of discrepancy tickets vs. update tickets? They are seeing issues in new subdivisions when new utility work is being performed and gas main is in (no services) where contractors are submitting a discrepancy ticket to get quicker responses to tickets as opposed to processing an update ticket. J. Lyon mentioned this is probably something we could track. Limited resources compound this issue/situation. Discrepancy tends to get more immediate response vs. an update ticket from a locate standpoint. It sounds like this is mostly occurring in new subdivisions.

There being no other business brought before the board or committee, a motion was made to adjourn the meeting by S. Keyser. It was seconded by R. Lewis. The motion carried. The meeting adjourned at 9:56 AM.

The next hybrid General Membership meeting date is planned for July 18, 2024 at 9:00 AM.  
Chesapeake Utilities  
500 Energy Lane  
Dover, DE

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.

JUNE 20TH, 2024

Delmarva811  
UTILITIES SERVICE PROTECTION  
CENTER OF DELMARVA, INC  
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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
BELTRAN	DANIEL	DAMAGE PREVENTION INVESTIGATOR	DELMARVA POWER	609-805-7337	<a href="mailto:DANIEL.BELTRAN@EXELONCORP.COM">DANIEL.BELTRAN@EXELONCORP.COM</a>	X
BUTLER	KEITH	DAMAGE PREVENTION	DELMARVA POWER	856-834-6923	<a href="mailto:KEITH.BUTLER@EXELONCORP.COM">KEITH.BUTLER@EXELONCORP.COM</a>	X
CAHALL	BEN	LOCATE SUPERVISOR	EASTON UTILITIES	410-200-8274	<a href="mailto:BCAHALL@EUCMAIL.COM">BCAHALL@EUCMAIL.COM</a>	X
CARNEY	DENISE	WORK PLANNER	DELMARVA POWER		<a href="mailto:denise.carney@delmarva.com">denise.carney@delmarva.com</a>	X
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DOWNES	BRIAN		DEC	302-349-3176	<a href="mailto:bdownes@delaware.coop">bdownes@delaware.coop</a>	X
FITE	SABRINA	DAMAGE PREVENTION	SUSSEX COUNTY	302-855-7370	<a href="mailto:SABRINA.FITE@SUSSEXCOUNTYDE.GOV">SABRINA.FITE@SUSSEXCOUNTYDE.GOV</a>	X
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