



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



## **GENERAL MEMBERSHIP MEETING MINUTES**

Chesapeake Utilities  
500 Energy Lane  
Dover, DE

**JULY 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 9:09 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.
- J. Sapp from Chesapeake Utilities spoke about preventing heat illness and how to treat it when working indoors or outdoors in warm environments.
- Introductions were made by all attendees. Virtual attendees were asked to enter name, company name, & contact information in the Teams chat.
- Meeting attendance included 31 participants in person and virtually.
- A motion to approve the meeting minutes dated June 20, 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 (8/1, 9/5 & 10/3 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. Reach out to S. Sullivan via email ([ssullivan@missutility.net](mailto:ssullivan@missutility.net)) with questions.

## EXCAVATOR/MEMBER/LOCATING CONCERNS

- J. Arroyo talked about the new critical facility locate response code. It can apply to any utility. The utility owner has the say on what facility is designated as critical.
- R. Dichristofaro from BCCI noted EPA 10-year lead service lines need to be replaced. A report stating how many lead services lines from utility owners are due by October of 2024. This may cause an uptick in locates. R. Lewis wants to work together as a locating company with these utilities who are trying to get this report done before the deadline.
- R. Dichristofaro also mentioned it doesn't seem to be widely understood that excavators should not be putting any paint down on locate marks to keep them fresh. Only the locators should be applying marks. R. Lewis suggests to work with contractors and communicate with them. It may even help to change the description in the ticket to keep the locate specific on updates. C. Myers said that the new ITICnxt increases this issue from how easy it is to put in polygons for large projects that create dozens of tickets, but the excavator is only working in smaller certain areas at a time. They will call an update ticket in each week for the entire large polygon which causes seemingly unnecessary responses from locators. If there is a damage, insurance companies push back because technically there are locates requested.
- R. Riley discussed a situation with a contractor who called about a marking concern. The contractor wants to treat it like an emergency when marks are faded/wiped in a new construction area. R. Riley explained that they would need to call in an update ticket, and the contractor responded saying they would just dig safely anyway. R. Riley then sent a locator in the name of safety, which hinders his production for his team responding to other tickets. The contractor then requested another non-emergency locate minutes later and gave the same reasoning. R. Riley would like some education in the excavator community to be provided for what the process is when working in new construction areas, where marks are sometimes wiped away during the process and when updates need to be called in. J. Puddicombe from the City of Milford mentioned they have similar issues.
- R. Lewis added that the above issue happens with their locators as well, these non-emergency production delays really has a domino effect with all the tickets that need to be responded to. Contractors should not use the loophole by causing an unsafe scenario knowing that utilities are likely to respond in the name of safety. W. Ericksen of the Delaware PSC stated that on large projects, the excavators should be communicating with the utility owners to work together efficiently to address locate issues. He also mentioned that excavating without locate marks is against the law, even if they had called in a ticket that in new construction was wiped away before they got to the job site, and the excavator would be responsible if a damage happened. B. Ebaugh said that there are always excavators who will try to skirt the law or not call in locate tickets at all who know its more economical to keep working fast, even if it puts them at risk.
- C. Myers stated roughly 50% of damages they receive at Delaware Electric Cooperative for contractors who damage their lines from not calling 811, still do not call

in tickets after the damage. B. Cahall brought up that he is experiencing issues with plumbers only calling in emergency tickets to expedite the process, which impacts locator production as well. In Maryland and Delaware there can be fines issues for misuse of the emergency tickets. J. Lyon mentioned that you can report these violations to the PSC. W. Ericksen asked are locators aware that some emergency tickets are not real emergencies? The answer from the room was “yes” they are aware. S. Keyser mentioned that there is a consistent list each morning of emergencies getting submitted from plumbers, which they scheduled multiple days or weeks in advance. J. Lyon asked for everyone in the meeting to let the Delmarva 811 board know about these issues when they occur and they can try to communicate with those causing issues.

- J. Lyon asked excavators to please ensure your polygon is accurate when submitting a ticket and for utility owners to ensure the polygon around their facilities are accurate to ensure efficient responses and full coverage.

**DAMAGE REPORT – JUNE 2024**

R. Lewis presented on the reports.

Percentage Reporting by Membership;

DE = 21% MD = 17%

Percentage of Reporting Transmitted Tickets;

DE = 33% (91,936 sent & 30,288 reported on)

MD = 31% (30,093 sent & 9,462 reported on)

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	16/36	16	14	7	5	0
MD	8/7	4	5	6	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 – JUNE 2024**

Reported by J. Arroyo from OCC

Incoming Delmarva = 23,080 tickets  
 Outgoing Delmarva = 122,029 tickets

2023-2024 YTD % change = 1.695%  
 2023-2024 YTD % change = 10.330%

Internet Ticket Processing  
 ITIC = 88%

ITIC Lite (homeowners) = 34%

## **PUBLIC AWARENESS COMMITTEE REPORT**

Reported by R. Lewis and C. Myers

- Updated Carvertise Wrap with new logo – 7 cars are wrapped in our territory
- August 13<sup>th</sup> – Delaware Electric Cooperative Annual Meeting
- UD Fandamonium will be in August
- The Wyoming Peach Festival is August 3rd

## **OTHER COMMITTEE REPORTS**

- Law change email has been distributed.

## **OLD BUSINESS**

None

## **NEW BUSINESS**

- W. Ericksen – the new admin is working full time now and doing a great job.

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 10:35 AM.

The next hybrid General Membership meeting date is planned for August 15, 2024 at 9:00 AM.

City of Wilmington  
500 Wilmington Ave  
Wilmington, 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.*

JULY 18TH, 2024

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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
BROWN	JEFF	SUPER. SYS. CTRL.	CHOPTANK ELECTRIC	410-479-8582	<a href="mailto:JEFFB@CHOPTANKELECTRIC.COOP">JEFFB@CHOPTANKELECTRIC.COOP</a>	x
BURKE	CODY	LOCATOR	CHESAPEAKE UTILITIES		<a href="mailto:CBURKE@CHPK.COM">CBURKE@CHPK.COM</a>	x
CAHALL	BEN	LOCATE SUPERVISOR	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
DETHLEFS	PHILIP	DAMAGE PREVENTION COORDINATOR	SHENTEL/GLO FIBER		<a href="mailto:philip.dethlefs@emp.shentel.com">philip.dethlefs@emp.shentel.com</a>	x
DICHRISTOFARO	RYAN	PROJECT MANAGER	BCCI		<a href="mailto:RDICHRIS@BCCICO.COM">RDICHRIS@BCCICO.COM</a>	x
EBAUGH	BRAD	BOARD PAST PRESIDENT	RETIRED		<a href="mailto:REBAUGH75@COMCAST.NET">REBAUGH75@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
GILLESPIE	TYESE		ON THE MARK LOCATING	302-577-0759	<a href="mailto:TGILLESPIE@ONTHEMARKLOCATORS.COM">TGILLESPIE@ONTHEMARKLOCATORS.COM</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
LARKIN	RICHARD	UTILITIES	DELDOT		<a href="mailto:RICHARD.LARKIN@DELAWARE.GOV">RICHARD.LARKIN@DELAWARE.GOV</a>	x
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RILEY	ROB	LOCATE SUPERVISOR	CHESAPEAKE UTILITIES	302-222-1461	<a href="mailto:RRILEY@CHPK.COM">RRILEY@CHPK.COM</a>	x
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SAPP	JESSE	BOARD SECRETARY	CHESAPEAKE UTILITIES	302-382-2415	<a href="mailto:JSAPP@CHPK.COM">JSAPP@CHPK.COM</a>	x
SULLIVAN	SUSAN	DAMAGE PREVENTION LIASON	MISS UTILITY	410-782-2030	<a href="mailto:SSULLIVAN@MISSUTILITY.NET">SSULLIVAN@MISSUTILITY.NET</a>	x
WILLIAMS	JIM	QUALITY & SAFETY	GUARDIAN CONSTRUCTION	302-229-8914	<a href="mailto:JWILLIAMS@GUARDIANCO.COM">JWILLIAMS@GUARDIANCO.COM</a>	x