



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



## **GENERAL MEMBERSHIP MEETING MINUTES**

City of Wilmington  
500 Wilmington Ave  
Wilmington, DE  
**AUGUST 15, 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 9:05 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.
- J. Lyon played a video from Miller Pipeline about calling 811 before excavating.
- 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 July 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 (9/5, 10/3 & 11/7 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. DiChristofaro from BCCI asked for update about saw cutting. No current update was provided.
- R. DiChristofaro also brought up new large water replacement projects coming in the fall. The room discussed various ways to ease the burden to the locators and make BCCI's work more efficient.
- B. Peters brought up a project where Delmarva Power hit a DeIDOT storm sewer and was billed for it. Storm sewers are not utilities and not required to be marked, but how can you be responsible if they aren't marked. Is there any traction for getting storm sewer required to join? M. Ruddo said we could bring it up at the OCC Users Group next month.
- J. Sapp asked for a contact with a manager or safety professional from Simple Fiber.
- B. Cahall brought up a contractor in Talbot County abusing the 811-system calling in emergencies for drain line for flooding. M. Ruddo stated that you could report to the authority and fines could be administered.
- DeIDOT mowing is damaging locates. DeIDOT will not avoid flags or marks.
- R. Ross brought up an event in Cambridge, MD where he was performing a locate audit where a Beazer builder superintendent stated Chesapeake Utilities 3<sup>rd</sup> party gas main installer installed a gas line in conflict with the foundation of a building. The superintendent told the contractor to change the location of the line installed the day it was being put in the ground (change was not documented or approved by Chesapeake Utilities). Beazer wanted Chesapeake Utilities to pay for the relocation, when it was Beazer who asked for it to be moved in the first place. This has caused delays and expenses for both parties.

**DAMAGE REPORT – JULY 2024**

R. Lewis presented on the reports.

Percentage Reporting by Membership;

DE = 22%                      MD = 21%

Percentage of Reporting Transmitted Tickets;

DE = 38% (105,884 sent & 39,924 reported on)

MD = 35% (34,073 sent & 11,919 reported on)

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	8/27	14	14	5	2	0
MD	2/9	5	5	1	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 – JULY 2024**

Reported by J. Arroyo from OCC

Incoming Delmarva = 26,644 tickets  
Outgoing Delmarva = 139,957 tickets

2023-2024 YTD % change = 3.841%  
2023-2024 YTD % change = 11.552%

Internet Ticket Processing  
ITIC = 89%

ITIC Lite (homeowners) = 32%

## **PUBLIC AWARENESS COMMITTEE REPORT**

Reported by R. Lewis and C. Myers

- Updated Carvertise Wrap with new logo – 7 cars are wrapped in our territory
- The Wyoming Peach Festival was August 3rd – over 500 vendors
- August 13<sup>th</sup> – Delaware Electric Cooperative Annual Meeting – 6,000 attendees
- UD Fandamonium is Saturday 8/17 from 3:00-6:00pm

## **OTHER COMMITTEE REPORTS**

- Law change email has been distributed. 8/15/24 was supposed to be the deadline for comments, but it has been moved to 10/1/24.
- M. Ruddo – GCDPTC is only 2 months away. The speakers are all lined up. There are only a few sponsorship spots left.

## **OLD BUSINESS**

None

## **NEW BUSINESS**

- M. Ruddo – Miss Utility of Delmarva 30 second commercials 3 times this week during “The Direction” which is a fishing show.
- W. Ericksen – brought up some statistics. 90 total reports YTD through August 9<sup>th</sup>. 51 incidents were excavation issues, 16 were one call issues, and 19 were locating related issues. They sent out 29 warning letters and 9 NOPVs with fines totaling \$9,350. They also have advertisements on the internet and radio. In December they will be having their tri-annual safety conversation meeting. The NOPVs and warning letters appear to be focused on natural gas damages. Not all smaller damages for other utilities have to get reported. C. Myers asked if the PSC would be focusing on addressing damages and trends for other utilities as well. T. Bullock brought up that no matter what gets damaged, the behaviors are similar by excavators that could cause unsafe situations.
- W. Ericksen stated they received the 2024 report from PHMSA stating the DE PSC enforcement was deemed adequate.

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 10:27 AM.

The next hybrid General Membership meeting date is planned for September 19, 2024 at 9:00 AM.

Ditch Witch of VA  
585 N Market St Ext  
Seaford, 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.

AUGUST 15TH, 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
AL-CHOKHACHY	CHRISTOPHER	BOARD MEMBER	VERIZON	215-394-7277	<a href="mailto:CHRISTOPHERALCHOKHACHY@VERIZON.COM">CHRISTOPHERALCHOKHACHY@VERIZON.COM</a>	x
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
BULLOCK	TUCKER	MANAGER, GAS & METER	EASTON UTILITIES	410-819-3425	<a href="mailto:TBULLOCK@EUCMAIL.COM">TBULLOCK@EUCMAIL.COM</a>	x
BURKE	CODY	LOCATOR	CHESAPEAKE UTILITIES		<a href="mailto:CBURKE@CHPK.COM">CBURKE@CHPK.COM</a>	x
CAHALL	BEN	BOARD MEMBER	EASTON UTILITIES	410-200-8274	<a href="mailto:BCAHALL@EUCMAIL.COM">BCAHALL@EUCMAIL.COM</a>	x
DICHRISTOFARO	RYAN	BOARD MEMBER	BRANDYWINE CONSTRUCTION (BCCI)		<a href="mailto:RDICHRIS@BCCICO.COM">RDICHRIS@BCCICO.COM</a>	x
DOHERTY	PATRICK	VICE PRESIDENT	BRANDYWINE CONSTRUCTION (BCCI)	302-275-2051	<a href="mailto:PDOHERTY@BCCICO.COM">PDOHERTY@BCCICO.COM</a>	x
EBAUGH	BRAD	BOARD PAST PRESIDENT	RETIRED		<a href="mailto:BEBAUGH75@COMCAST.NET">BEBAUGH75@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
FISH	JOSEPH		UTILIQUEST		<a href="mailto:JOSEPH.FISH@UTILIQUEST.COM">JOSEPH.FISH@UTILIQUEST.COM</a>	x
GILLESPIE	TYESE		ON THE MARK LOCATING	302-577-0759	<a href="mailto:TGILLESPIE@ONTHEMARKLOCATORS.COM">TGILLESPIE@ONTHEMARKLOCATORS.COM</a>	x
JACOBS	CHRISTINA	SAFETY ADMIN ASSISTANT	DXI CONSTRUCTION	443-981-9851	<a href="mailto:Cjacobs@dxiconstruction.com">Cjacobs@dxiconstruction.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
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
MASSET	FRANK	FACILITIES COORDINATOR	STATE OF DELAWARE	320-992-4880	<a href="mailto:FRANK.MASSET@DELAWARE.GOV">FRANK.MASSET@DELAWARE.GOV</a>	x
MCELWEE	MICKY	BOARD MEMBER	RETIRED	302-438-1498	<a href="mailto:MCELWEE@COMCAST.NET">MCELWEE@COMCAST.NET</a>	x
MUNN	YANNICK	DAMAGE PREVENTION INVESTIGATOR	DELMARVA POWER	609-576-5887	<a href="mailto:YANNICK.MUNN@EXELONCORP.COM">YANNICK.MUNN@EXELONCORP.COM</a>	x
MYERS	CJ	BOARD CO-VP	DEC	302-270-3554	<a href="mailto:CMYERS@DELAWARE.COOP">CMYERS@DELAWARE.COOP</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
ROSS	RICHARD	SAFETY & COMPLIANCE	ESNG	302-270-7665	<a href="mailto:RROSS@ESNG.COM">RROSS@ESNG.COM</a>	x
RUDDO	MATT	DIRECTOR, CLIENT RELATIONS	ONE CALL CONCEPTS	410-782-2025	<a href="mailto:MATT@MISSUTILITY.NET">MATT@MISSUTILITY.NET</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
WALSEN	RYAN	WATER OPERATOR/LOCATOR	CITY OF REHOBOTH		<a href="mailto:WATER@CITYOFREHOBOTH.COM">WATER@CITYOFREHOBOTH.COM</a>	x