



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



GENERAL MEMBERSHIP MEETING MINUTES

Jonathan's Landing Golf Course
1309 Ponderosa Dr.
Magnolia, DE

OCTOBER 17, 2024

Prepared by Ryan DiChristofaro (Board Member)

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.
- 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 October 17, 2024 was made by R. Lewis. The motion was seconded by K. Payne. The motion carried.
- J. Lyon provided an update on the large volume of law change comments and mentioned that the Board may not be able to review the comments and come to a consensus before the December legislative session.

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 (11/7, 12/5 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

DAMAGE REPORT – SEPTEMBER 2024

R. Lewis presented on the reports.

Percentage Reporting by Membership;

DE = 20% MD = 15%

Percentage of Reporting Transmitted Tickets;

DE = 37% (102,425 sent & 36,599 reported on)

MD = 33% (30,651 sent & 10,239 reported on)

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	9/27	15	9	7	4	0
MD	5/9	5	8	1	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 – OCTOBER 2024

Reported by J. Arroyo from OCC

Incoming Delmarva = 23,740 tickets

2023-2024 YTD % change = 3.383%

Outgoing Delmarva = 129,935 tickets

2023-2024 YTD % change = 10.338%

Internet Ticket Processing

ITIC = 88%

ITIC Lite (homeowners) = 36%

Ticket submission – expected volume updates:

City of Wilmington – Small Mains Water Contract is the largest the City has ever had.

City of Middletown – Comcast to install service to every resident.

Large Verizon service installs in rural areas.

Talbot County – 60 miles of fiber and aggressive force main expansions

PUBLIC AWARENESS COMMITTEE REPORT

Reported by R. Lewis and C. Myers

- Carvertise – new logo was added to the vehicles.
- CJ Meyer
 - Drive electric event (Delmarva Power onsite with new electric bucket truck)
 - UD Football games – corporate event area that provides a lot of visibility.

- B. Cahill – well attended event in September with happy people; however, some people have not heard of Delmarva 811 or Miss Utility law.
- J. Lyon and R. DiChristofaro gave a presentation to Artesian Water on 9/2/24 and answered questions.
- GCDPTC – conference is starting next week.
 - M. Ruddo - ~400 attendees should be attending and there will be great keynote speakers. Facility is fantastic and the conference area will be updated in the future. Day passes are available.

OTHER COMMITTEE REPORTS

None

OLD BUSINESS

None

NEW BUSINESS

- PSC reports
 - PSC tracks damage reports by county in Delaware. Volume is largest in NCC, and then Sussex and Kent. Kent has seen an uptick as new housing develops.
 - YTD – 84 warning letters and 29 penalty letters. \$14,500 in civil penalties this year so far.
 - Partnering with the fire schools in each county to provide training in local areas.
 - W. Ericksen
 - Triannual safety seminar is going to be early December. Videos will be posted on YouTube and listed on our PSC website. The goal is to educate all stakeholders who will need to respond to a damage.
 - \$1000 / inch fines for natural gas/propane damages are still up to change per the consent agreement
 - Fines will be sent to excavators and locators.
 - Warning letters will be sent out to contractors who are putting in emergency tickets that are not emergencies.

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 E. Cimo. The motion carried. The meeting adjourned at 10:23 AM.

The next hybrid General Membership meeting date is planned for November 21, 2024 at 9:00 AM.

Easton Utilities
N Washington St
Easton, MD

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.

OCTOBER 17TH, 2024

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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
CAHALL	BEN	BOARD MEMBER	EASTON UTILITIES	410-200-8274	BCAHALL@EUCMAIL.COM	X
CARNEY	DENISE	WORK PLANNER	DELMARVA POWER		denise.carney@delmarva.com	X
CIMO	ERIC	BOARD TREASURER	DELDOT	302-760-2642	ERIC.CIMO@DELAWARE.GOV	X
DAFFAN	GEORGE	OPERATIONS MANAGER	UTILIQUEST		GEORGE.DAFFAN@UTILIQUEST.COM	X
DETHLEFS	PHILIP	DAMAGE PREVENTION COORDINATOR	SHENTEL/GLO FIBER		philip.dethlefs@emp.shentel.com	X
DICHRISTOFARO	RYAN	BOARD MEMBER	BRANDYWINE CONSTRUCTION (BCCI)		RDICHRIS@BCCICO.COM	X
FISH	JOSEPH		UTILIQUEST		JOSEPH.FISH@UTILIQUEST.COM	X
FLORENZO	DAN	PRESIDENT	ONE CALL CONCEPTS			X
GRIFFITH	WILLIAM		DELMARVA POWER		WILLIAM.GRIFFITH@EXELONGCORP.COM	X
HEFFNER	BRIAN		COMCAST		BRIAN_HEFFNER@CABLE.COMCAST.COM	X
JACOBS	CHRISTINA	SAFETY ADMIN ASSISTANT	DXI CONSTRUCTION	443-981-9851	Cjacobs@dxiconstruction.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
MASONE-DAVIS	SHELLY	BUSINESS DEVELOPMENT	ECOTECH HYDRO EX/LOC	443-534-6276	SHELLY@GOECOTECH.COM	X
MCRAE	KNOL	NEW CASTLE CONST. SPEC.	COMCAST-NEWC	302-275-7262	KNOL_MCRAE@CABLE.COMCAST.COM	X
MILLER	WANDA		SOUTHERN STATES COOPERATIVE - MILFORD			X
MYERS	CJ	BOARD CO-VP	DEC	302-270-3554	CMYERS@DELAWARE.COOP	X
PAYNE	KEN	BOARD MEMBER	ANCHOR CONSTRUCTION	202-821-7430	KPAYNE@ANCHORCONST.COM	X
PETERS	BYRON	BOARD MEMBER	DELMARVA POWER	443-762-0723	BYRON.PETERSJR@EXELONCORP.COM	X
POWIS	IAN	LOCATE SUPERVISOR	DANELLA	610-639-9501	IPOWIS@DANELLA.COM	X
RILEY	ROB	LOCATE SUPERVISOR	CHESAPEAKE UTILITIES	302-222-1461	RRILEY@CHPK.COM	X
ROSS	RICHARD	SAFETY & COMPLIANCE	ESNG	302-270-7665	RROSS@ESNG.COM	X
RUDDO	MATT	DIRECTOR, CLIENT RELATIONS	ONE CALL CONCEPTS	410-782-2025	MATT@MISSUTILITY.NET	X
SULLIVAN	SUSAN	DAMAGE PREVENTION LIASON	MISS UTILITY	410-782-2030	SSULLIVAN@MISSUTILITY.NET	X
WILLIAMS	JIM	QUALITY & SAFETY	GUARDIAN CONSTRUCTION	302-229-8914	JWILLIAMS@GUARDIANCO.COM	X