



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



GENERAL MEMBERSHIP MEETING MINUTES

Easton Utilities
N Washington St
Easton, MD

NOVEMBER 21, 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 9:04 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 43 participants in person and virtually.
- A motion to approve the meeting minutes dated October 17, 2024 was made by S. Keyser. The motion was seconded by K. Payne. The motion carried.
- Safety Presentation was provided by A. Ober from Easton Utilities. It covered roadside work and responsibilities of supervisors/employers and workers. Each roadside scenario is unique and constantly changing. You must be aware of visibility (for you and for the drivers on the road). Know your company policy for incidents, and perform a safety brief when arriving at each site. Speak up if you observe a dangerous situation. Be disciplined and mindful during your work from beginning to end.
- Safety Presentation was provided by K. Payne and S. Oflaz from Anchor Construction on pipe bursting. Bursting is used in replacing old pipe with new pipe. The process brakes up the old pipe and pulls the new pipe through the existing hole. The benefits are less excavation and impact to existing utilities. The bigger you go, the bigger machine needs to be used

ITICnxt – DIGITAL TICKET PROCESSING (PROFESSIONAL EXCAVATORS)

- ITIC 2.0 has been retired as of 4/1/2024. S. Sullivan gave presentation/overview. Delmarva811 provides monthly ITICnxt virtual trainings. S. Sullivan provided dates for upcoming virtual trainings opportunities (12/5/24, 1/2/25, 2/6/25 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

- R. DiChristofaro – large volume of tickets produced by infrastructure grants and is receiving delays and locate errors.
- R. DiChristofaro – how can his company assist with delays on response for emergency tickets. S. Keyser suggests having supervisor phone numbers and also to put down emergency message in the ticket.
- R. DiChristofaro – dots instead of lines for locates. B. Cahall suggests to confront the locator/company/supervisor about it.
- R. DiChristofaro – working in the City of Wilmington, he gets a lot of calls asking for his trench line marked out but he has a lot of infrastructure to avoid. B. Peters – Delmarva Power is doing their best to keep up with production, but please over communicate and set up weekly/bi-weekly meetings to keep everything on track. Others in the room responded saying many locate companies want tickets differently (as much lead time as possible, or only ones due to be worked on the next few days). This is a problem across the country. B. Peters said it would be nice if some of the grant money would be provided to the locate side to support.
- Issues with locating companies in Maryland can be reported to the MD Authority. With locators who are responding “in progress” to delay, there is a way to dispute if the locator doesn’t reach out to you to set up an agreement.
- B. Trent - Queen Anne County also experiencing locate delays
- J. Sapp – Coworker does audits and asked about some sort of public awareness for new construction builders, grading, sod, landscaping, irrigation companies on wiping out/obliterating marks. J. Lyon stated we could work on a public awareness piece as a board.

DAMAGE REPORT – OCTOBER 2024

J. Lyon presented on the reports.

Percentage Reporting by Membership;

DE = 20% MD = 15%

Percentage of Reporting Transmitted Tickets;

DE = 31% (108,586 sent & 34,046 reported on)

MD = 30% (36,096 sent & 10,849 reported on)

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	16/30	13	19	6	7	0
MD	10/17	9	10	4	2	0

Damage Per 1000 Rate (Reported Tickets)

DE = 1.35

MD = 2.50

Damage Per 1000 Rate (Outgoing Tickets)

DE = 0.42

MD = 0.75

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 = 26,315 tickets

2023-2024 YTD % change = 4.222%

Outgoing Delmarva = 144,682 tickets

2023-2024 YTD % change = 10.858%

Internet Ticket Processing

ITIC = 87%

ITIC Lite (homeowners) = 31%

Delmarva is on track for record setting ticket volume

PUBLIC AWARENESS COMMITTEE REPORT

Reported by C. Myers

- Carvertise – new logo was added to the vehicles.
- UD Football games – Great attendance and the team is doing well
- UD Basketball – sponsoring instant replays

OTHER COMMITTEE REPORTS

- GCDPTC – M. Ruddo – very well attended. He will bring survey feedback once he gets it

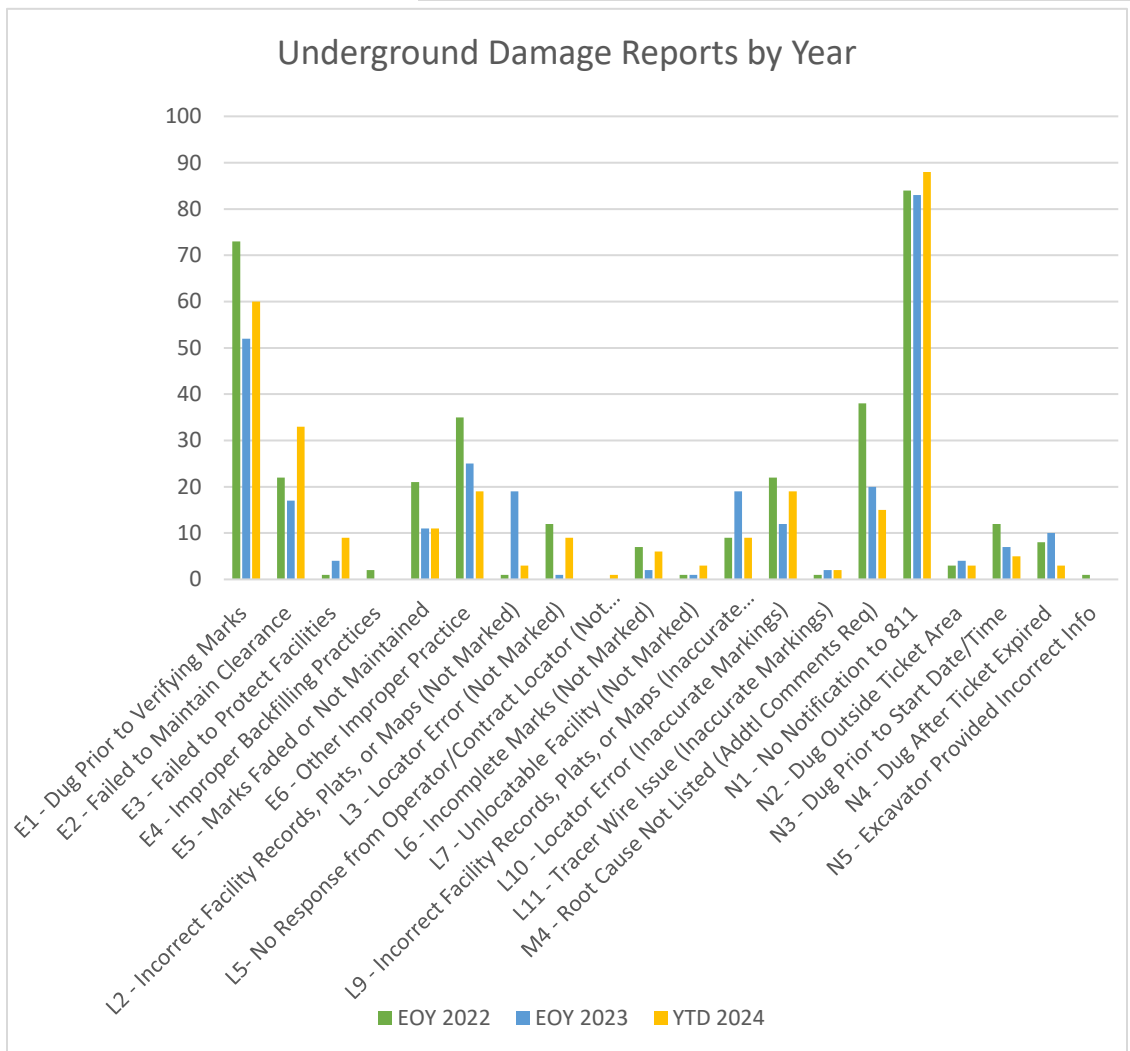
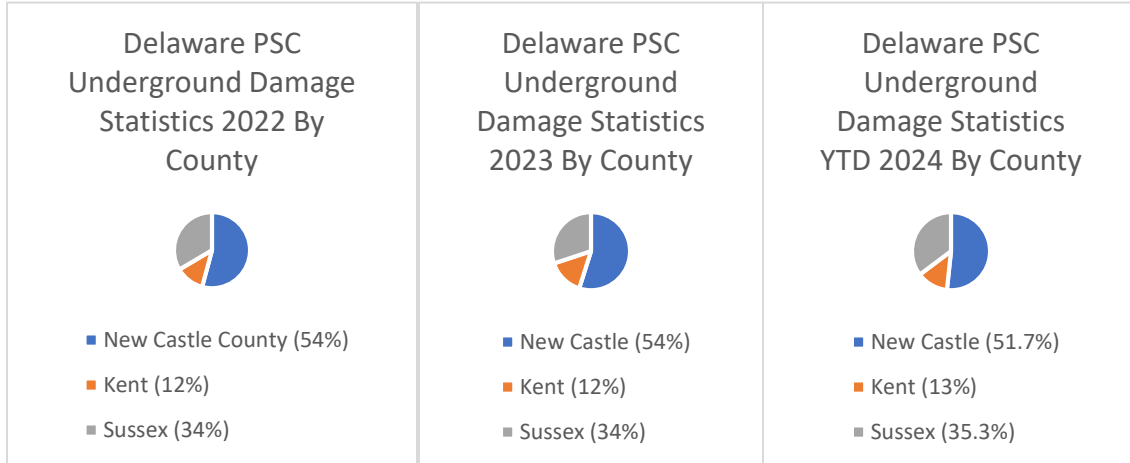
OLD BUSINESS

None

NEW BUSINESS

- W. Ericksen - Tri Annual Online (Zoom) Seminar on 12/5 – Best Practices and Investigations – the link will be shared as soon as it is created

- L. Padgett - \$833,022 damage repair estimates so far in 2024. They are reviewing root causes and damage repair estimates to track trends. 2024 – 88 no locate and 52 locate errors for 298 reportable damages. The DE PSC is being more aggressive with penalties.
- L. Padgett provide the below charts and information from the DE PSC.



Damage Repair Cost Estimate Per year

- 2022 = \$567,680.16 over 356 Total Damage Reports EOY
- 2023 = \$494,865.66 over 284 Total Damage Reports EOY
- 2024 = \$833,022.06 to date over 298 Total Damage Reports

Specifically, the root causes of damage that concern us greatly are:

- **N1- Failure to Notify the One Call Center/Delmarva 811 for a mark out**
 - 2022 = 86 over 356 Total Damage Reports EOY
 - 2023 = 83 over 284 Total Damage Reports EOY
 - 2024 = 88 YTD over 298 Total Damage Reports
- **E1 - Excavation Practices not Sufficient -Dug prior to verifying marks**
 - 2022 = 73 over 356 Total Damage Reports EOY
 - 2023 = 52 over 284 Total Damage Reports EOY
 - 2024 = 60 YTD over 298 Total Damage Reports
- **L1- L11 = Locating Practices not sufficient**
 - 2022 = 53 over 356 Total Damage Reports EOY
 - 2023 = 56 over 287 Total Damage Reports EOY
 - 2024 = 52 YTD over 298 Total Damage Reports

In the spring of 2025, the DE PSC is planning a series of Educational events, one in each county, targeted towards Construction, Excavation, Landscaping, and Fencing Companies about the State and Federal Laws, the tools at their disposal, the overall impact of Utility Damage on their safety their budget and the Public Safety as well. Many of the Stakeholder Companies have agreed to present Safety and UUDP training, to include Delaware Electric Co-op, Delmarva Power and Light, Chesapeake Utilities, Tidewater, and Delmarva 811. Local Fire Schools in each county have agreed to allow them to use their grounds for the training days.

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 B. Ebaugh. The motion carried. The meeting adjourned at 11:03 AM.

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

DeIDOT
800 S Bay Rd.
Dover, DE 19901

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.

NOVEMBER 21ST, 2024							Delmarva811 UTILITIES SERVICE PROTECTION CENTER OF DELMARVA, INC www.delmarva811.com	
LAST NAME	FIRST NAME	TITLE	COMPANY NAME	PHONE NUMBER	EMAIL ADDRESS	ATTENDANCE		
ABBOTT	DOUG		EASTON UTILITIES		DABBOTT@EUCMAIL.COM	X		
AL-CHOKHACHY	CHRISTOPHER	BOARD MEMBER	VERIZON	215-394-7277	CHRISTOPHERALCHOKHACHY@VERIZON.COM	X		
ARNOLD	MARK		DELTA UTILITY SERVICES		MARK.ARNOLD@DELTAUSINC.COM	X		
ARROYO	JENN	GENERAL MANAGER	OCC	410-712-0056	JENNIFER@OCCINC.COM	X		
BATZE	DAN	REGIONAL MANAGER	DANELLA	302-893-1253	DBATZE@DANELLA.COM	X		
BROWN	JEFF	SUPER. SYS. CTRL.	CHOPTANK ELECTRIC	410-479-8582	JEFFB@CHOPTANKELECTRIC.COOP	X		
BULLOCK	TUCKER	MANAGER, GAS & METER	EASTON UTILITIES	410-819-3425	TBULLOCK@EUCMAIL.COM	X		
CAHALL	BEN	BOARD MEMBER	EASTON UTILITIES	410-200-8274	BCAHALL@EUCMAIL.COM	X		
CIMO	ERIC	BOARD TREASURER	DELDOT	302-760-2642	ERIC.CIMO@DELAWARE.GOV	X		
CLEVELAND	REBECCA		UNITY LANDSCAPING			X		
COLLISON	GALEN	DAMAGE INVESTIGATOR	DELMARVA POWER	403-786-5033	GALEN.COLLISON@EXELON.COM	X		
DETHLEFS	PHILIP	DAMAGE PREVENTION COORDINATOR	SHENTEL/GLO FIBER		philip.dethlefs@emp.shentel.com	X		
DICHRISTOFARO	RYAN	BOARD MEMBER	BRANDYWINE CONSTRUCTION (BCC)		RDICHRIS@BCCICO.COM	X		
EBAUGH	BRAD	BOARD PAST PRESIDENT	RETIRED		BEBAUGH75@COMCAST.NET	X		
ERICKSEN	WAYNE	PIPELINE SERVICE MANAGER	DE PSC	320-736-7526	WAYNE.ERICKSEN@DELAWARE.GOV	X		
GILLESPIE	TYESE		ON THE MARK LOCATING	302-577-0759	TGILLESPIE@ONTHEMARKLOCATORS.COM	X		
HELSTERHAGN	WILLIAM		EASTON UTILITIES		BHELSTER@EUCMAIL.COM	X		
JACKSON	FORREST		DELAWARE ELECTRIC COOPERATIVE		FJACKSON@DELAWARE.COOP	X		
JACOBS	CHRISTINA	SAFETY ADMIN ASSISTANT	DXI CONSTRUCTION	443-981-9851	Cjacobs@dxiconstruction.com	X		
JOHNSON	MIKE		ANCHOR CONSTRUCTION	202-330-9003	MJOHNSON@ANCHORCONSTR.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		
LYON	JASON	BOARD PRESIDENT	CITY OF DOVER	302-736-7025	JLYON@DOVER.DE.US	X		
MASONE-DAVIS	SHELLY	BUSINESS DEVELOPMENT	ECOTECH HYDRO EX/LOC	443-534-6276	SHELLY@GOECOTECH.COM	X		
MCCONVILLE	PATRICIA					X		
MCELWEE	MICKEY	BOARD MEMBER	RETIRED	302-438-1498	MCELWEEF@COMCAST.NET	X		
MYERS	CJ	BOARD CO-VP	DEC	302-270-3554	CMYERS@DELAWARE.COOP	X		
OBER	ANDREW	SAFETY DIRECTOR	EASTON UTILITIES		AOPER@EUCMAIL.COM	X		
OFLAZ	SELCHUK		ANCHOR CONSTRUCTION	202-961-5316	SOFLAZ@ANCHORCONST.COM	X		
PADGETT	LORRAINE	EXCAVATION DAMAGES	DE PSC		lorraine.padgett@delaware.gov	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		
SADUK	REBECCA	BOARD MEMBER	EASTON UTILITIES	410-763-9485	RSADUK@EUCMAIL.COM	X		
SAPP	JESSE	BOARD SECRETARY	CHESAPEAKE UTILITIES	302-382-2415	JSAPP@CHPK.COM	X		
STERLING	JOAN		UNITY LANDSCAPING			X		
SULLIVAN	SUSAN	DAMAGE PREVENTION LIASON	MISS UTILITY	410-782-2030	SSULLIVAN@MISSUTILITY.NET	X		
TRENT	BARBARA					X		
TRENT	SEAN		SEABAR COMMUNICATIONS INC			X		
WHITE	YVONNE	DROP COORDINATOR	COMCAST	302-259-1970	YVONNE_WHITE@CABLE.COMCAST.COM	X		