



## **GENERAL MEMBERSHIP MEETING MINUTES**

Greenwood Fire Hall  
12611 Fire Hall Avenue  
Greenwood, DE 19950

**APRIL 17, 2025**

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 J. Lyon called the meeting to order at 9:07 AM.
- R. Lewis from MRZ Solutions hosted the meeting today and discussed the solutions that his company offers.
- R. Lewis discussed the award that Delmarva811 received at the CGA conference.
- J. Lyon presented a video to be pushed on social media about National Safe Dig Month. <https://www.facebook.com/share/v/1H8zAXSWvQ/>
- Delmarva811's Mission Statement was reviewed by the President.
- J. Lyon displayed the updated Delmarva811 website [www.delmarva811.com](http://www.delmarva811.com) which has training videos, 811 law information, a real-time dashboard provided by One Call Concepts, and details about the past and upcoming meetings.
- The meeting agenda was presented.
- 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 March 20, 2024 was made by R. Lewis. The motion was seconded by F. Jackson. The motion carried.

#### **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 (5/1/25, 6/5/25, 7/3/25 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

- P. Dethlefs from GloFiber brought up an issue with Lewes BPW. They have two separate locate groups (1 for Power, 1 for Sewer and Water). GloFiber requested if the two crews could get two response codes. M. Ruddo suggested that Lewes could use the comments section in the positive response. The groups suggestion would be to combine the two separate groups and have a locator mark all of the utilities at once.
- J. Sapp brought up two concerns with the excavator Chesapeake Plumbing and Heating. He mentioned they were caught trying to repair an unreported damage to a natural gas service, which could be catastrophic if not performed properly. The second issue is during a damage investigation it was noticed that either they or the builder was using yellow flags from Lowes to mark the location of the gas service. This is an unsafe practice which also could have skewed the results of the investigation for the damage.
- B. Cahall brought up yesterday observed an excavator digging without a locate ticket. The excavator was told by numerous utility owners to stop work but they continued anyway. He was asking if anyone had experience or something written in their policy on how to escalate to stop work. Most responses involved calling the Fire Marshall or a State Trooper to get them to stop.

## DAMAGE REPORT – MARCH 2025

R. Lewis presented on the reports.

Percentage Reporting by Membership;

DE = 23%                      MD = 20%

Percentage of Reporting Transmitted Tickets;

DE = 47% (96,999 sent & 46,032 reported on)

MD = 42% (26,567 sent & 10,070 reported on)

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	8/20	10	11	4	3	0
MD	4/11	8	5	0	0	0

Damage Per 1000 Rate (Reported Tickets)

DE = 0.61

MD = 1.49

Damage Per 1000 Rate (Outgoing Tickets)

DE = 0.29

MD = 0.63

Please contact R. Lewis to learn more about damage and non-damage data reporting or for report questions, [RICKY@MRZ-SOLUTIONS.COM](mailto:RICKY@MRZ-SOLUTIONS.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 – MARCH 2025**

Reported by S. Sullivan

Incoming Delmarva = 24,631 tickets  
Outgoing Delmarva = 129,875 tickets

2024-2025 YTD % change = 3.084%  
2024-2025 YTD % change = -1,293%

Internet Ticket Processing  
ITIC = 88%

ITIC Lite (homeowners) = 35%

## **PUBLIC AWARENESS COMMITTEE REPORT**

Reported by R. Lewis

- Carvertise has many vehicles driving around Delaware and Maryland
- We have a contract with ITY to do radio and social media advertisements
- Wilmington Earth Day today 4/17/2025
- PSC events on 5/3 and 3/10
- MDEMA 5/27-5/29
- R. Lewis, F. Jackson, and J. Sapp brought up some highlights from the CGA Conference.

## **OTHER COMMITTEE REPORTS**

- The 2024 Locator Achievement Awards will be held at the Harrington Raceway and Casino at the end of April. 40 Locators will be honored this year. B. Cahall is the guest speaker.
- PSC
  - L. Padgett from DE PSC has been tracking submitted damages and provided a report for the group.
    - Excavation damages in Delaware YTD totaled \$177,300 in estimated repair costs
      - 54 Damages Reported through the end of February
  - Underground Utility Damage Prevention Events
    - DE State Fire School 5/10/25 – 1461 Chestnut Grove Rd Dover DE 19904
    - DE State Fire School 5/3/25 – 22705 Park Ave Georgetown de 19947

## **OLD BUSINESS**

None

## NEW BUSINESS

None

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 F. Jackson. The motion carried. The meeting adjourned at 10:13 AM.

The next hybrid General Membership meeting date is planned for May 15<sup>th</sup>, 2025 at 9:00 AM.

Century Engineering  
550 S Bay Road  
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](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.*

APRIL 17TH, 2025

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

SIGN-IN SHEET

LAST NAME	FIRST NAME	TITLE	COMPANY NAME	PHONE #	EMAIL ADDRESS	ATTENDANCE
AL-CHOKHACHY	CHRISTOPHER	BOARD MEMBER	VERIZON	215-394-7277	CHRISTOPHERALCHOKHACHY@VERIZON.COM	x
ARROYO	JENN	GENERAL MANAGER	ONE CALL CONCEPTS	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
CAHALL	BEN	BOARD MEMBER	EASTON UTILITIES	410-200-8274	BCAHALL@EUCMAIL.COM	x
DETHLEFS	PHILIP	DAMAGE PREVENTION COORDINATOR	GLOFIBER		philip.dethlefs@emp.shentel.com	x
DURHAM	CLINTON	LOCATE SUPERVISOR	KLEINFELDER ENGINEERING	302-943-4958	CDURHAM@KLEINFELDER.COM	x
ERICKSEN	WAYNE	PIPELINE SERVICE MANAGER	DE PSC	320-736-7526	WAYNE.ERICKSEN@DELAWARE.GOV	x
FISH	JOSEPH		UTILIQUEST		JOSEPH.FISH@UTILIQUEST.COM	x
GILLESPIE	TYESE		ON THE MARK LOCATING	302-577-0759	TGILLESPIE@ONTHEMARKLOCATORS.COM	x
HANCOCK	ANTHONY		DANELLA	610-331-1147	AHANCOCK@DANELLA.COM	x
HARVEY	LARRY		GLOFIBER	757-987-1703	Larry.Harvey@emp.shentel.com	x
JACKSON	FORREST		DELAWARE ELECTRIC COOPERATIVE		FJACKSON@DELAWARE.COOP	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
KIRWAN	MICHAEL		DANELLA	302-242-5168	MKIRWAN@DANELLA.COM	x
LEWIS	RICHARD	BOARD CO-VP	MRZ SOLUTIONS	302-423-2586	RICKY@MRZ-SOLUTIONS.COM	x
LIGON	TONYA	OPS MANAGER	UNIVERSITY OF DELAWARE	302-831-0759	tligon@udel.edu	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
MOONEY	BRIAN	DAMAGE PREVENTION	TIDEWATER UTILITIES	302-381-7903	BMOONEY@MIDDLESEXWATER.COM	x
PADGETT	LORRAINE	EXCAVATION DAMAGES	DE PSC		lorraine.padgett@delaware.gov	x
PAYNE	KEN	BOARD MEMBER	ANCHOR CONSTRUCTION	202-821-7430	KPAYNE@ANCHORCONSTR.COM	x
PETERS	BYRON	BOARD MEMBER	DELMARVA POWER	443-762-0723	BYRON.PETERSIR@EXELONCORP.COM	x
PETRO	MIKE	Supervisor	ARTESIAN WATER	302-420-7969	MPETRO@ARTESIANWATER.COM	x
RALLS	KERWIN	PROJECT MANAGER	GLOFIBER	540-334-0013	KERWIN.RALLS@EMP.SHENTEL.COM	x
RIVERA	PEDRO	LOCATOR	KLEINFELDER ENGINEERING	302-535-0231	PRIVERA@KLEINFELDER.COM	x
RUDDO	MATT	DIRECTOR, CLIENT RELATIONS	ONE CALL CONCEPTS	410-782-2025	MATT@MISSUTILITY.NET	x
SAPP	JESSE	BOARD SECRETARY	CHESAPEAKE UTILITIES	302-382-2415	JSAPP@CHPK.COM	x
STERLING	KIP	LOCATE SUPERVISOR	KLEINFELDER ENGINEERING		KSTERLING@KLEINFELDER.COM	x
SULLIVAN	SUSAN	DAMAGE PREVENTION LIASON	ONE CALL CONCEPTS	410-782-2030	SSULLIVAN@MISSUTILITY.NET	x