



GENERAL MEMBERSHIP MEETING MINUTES

Century Engineering
550 S Bay Road
Dover, DE 19901

MAY 15, 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.

APPROVED COPY

CALL TO ORDER, WELCOME AND INTRODUCTIONS

- Vice President R. Lewis called the meeting to order at 9:00 AM.
- R. Lewis gave a brief safety overview of the Kleinfelder building.
- Delmarva811's Mission Statement was reviewed by the Vice President.
- R. Lewis displayed the updated Delmarva811 website 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.
- R. Lewis presented the radio spot that B. Cahall made concerning 811 for Easton Utilities
- 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 35 participants in person and virtually.
- A motion to approve the meeting minutes dated April 17, 2025 was made by S. Keyser. 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. S. Sullivan gave presentation/overview. Delmarva811 provides monthly ITICnxt virtual trainings. S. Sullivan provided dates for upcoming virtual trainings opportunities (6/5/25, 7/3/25 and 8/7/25 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 mentioned he spoke to a few more survey companies who all said they don't call in excavation locate tickets
- R. Dichristofaro brought up that his company came across and damaged cleared/unmarked electric line. This created a very dangerous scenario where multiple employees could have been electrocuted or worse. The locator had only been there for two weeks on the job and claimed to not have the site knowledge.
- R. Dichristofaro brought up markouts in the law for where marks may have ended but the duty of an excavator is to identify clear and observable signs of utilities and how the law is vague. He requested some clarity in the law. A larger discussion formed around what is "clear evidence". MD law does not have defining language. There seems to be interest in conducting research into how other states define it. Others would like to keep it subjective and hope common sense prevails. R. Lewis mentioned it would be great to have shadow opportunities where excavators could shadow a locator for a day or two and then swap where the locator would shadow the excavators for a few days to appreciate how both groups operate.
- J. Sapp brought up that employees from Chesapeake Utilities after some recent damages asked if the law could be updated to include "Duties of Builders/Developers"? This would include educating and holding their subcontractors accountable for following the law and conducting safety best practices.
- J. Sapp brought up a letter to all the Town Managers for all municipalities on Delmarva encouraging education and following 811 laws.
- J. Sapp brought up that it was reported as near misses where Passwaters Landscaping and Kinsley Construction were excavating before the locate tickets were positively responded to.
- B. Cahall had a company yesterday removing sidewalks and gutters who dug outside the white lined area as described on the locate ticket and hit a gas service. They claimed to have one person in the company who called the tickets in and another person put down the white lines for the work needed. The lack of communication created a dangerous scenario.

DAMAGE REPORT – April 2025

R. Lewis presented on the reports.

Percentage Reporting by Membership;

DE = 20% MD = 21%

Percentage of Reporting Transmitted Tickets;

DE = 48% (104,515 sent & 49,752 reported on)

MD = 11% (26,567 sent & 7,534 reported on)

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	14/29	18	14	7	4	0

MD 2/6 1 5 0 0 0

Damage Per 1000 Rate (Reported Tickets)

DE = 0.86

MD = 1.49

Damage Per 1000 Rate (Outgoing Tickets)

DE = 0.41

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 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 – APRIL 2025

Reported by J. Arroyo

Incoming Delmarva = 26,128 tickets

2024-2025 YTD % change = 0.686%

Outgoing Delmarva = 139,735 tickets

2024-2025 YTD % change = -3.760%

Internet Ticket Processing

ITIC = 88%

ITIC Lite (homeowners) = 36%

PUBLIC AWARENESS COMMITTEE REPORT

Reported by R. Lewis

- Carvertise has many vehicles driving around Delaware and Maryland
- Boy Scout Event
- PSC Events
- ABC Training 5/21
- MML in late June

OTHER COMMITTEE REPORTS

- PSC
 - W. Ericksen from DE PSC has been tracking submitted damages and provided a report for the group.
 - Excavation damages in Delaware YTD totaled \$280,000 in estimated repair costs
 - 85 Damages Reported through the end of April
 - 23 of 85 were no calls to 811
 - Training opportunity with DOWRA in October at the Greenwood Fire Hall
 - 6.5 Hour CEUs

OLD BUSINESS

- The 2024 Locator Achievement Awards was be held at the Harrington Raceway and Casino at the end of April. 40 Locators were recognized this year. B. Cahall did a great job as the guest speaker and same with R. Lewis as the M.C.
- Registration is open for the GCDPTC (Greater Chesapeake Damage Prevention Training Conference) which will be held in Ocean City, MD from 10/21-24.

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 B. Ebaugh. The motion carried. The meeting adjourned at 10:20 AM.

The next hybrid General Membership meeting date is planned for June 26th, 2025 at 9:00 AM.

Delmarva Power Conference Center
4100 S Wakefield Dr.
Newark, DE 19702

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.

MAY 15TH, 2025

Delmarva811
UTILITIES SERVICE PROTECTION
CENTER OF DELMARVA, INC
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
BACHER	SCOTT		ABB	443-423-9462	SBACHER@ATLANTIC88.COM	x
BATZE	DAN	REGIONAL MANAGER	DANELLA	302-893-1253	DBATZE@DANELLA.COM	x
BIDDLE	SHAINA		BCCI		sbiddle@bccico.com	x
BLOMQUIST	KEITH	Safety and Employee Development	AUI POWER		KEITH.BLOMQUIST@AUIPOWER.COM	x
BROWN	JEFF	SUPER. SYS. CTRL.	CHOPTANK ELECTRIC	410-479-8582	JEFFB@CHOPTANKELECTRIC.COOP	x
BRUST	BOB		DANELLA		bbrust@danela.com	x
CAHALL	BEN	BOARD MEMBER	EASTON UTILITIES	410-200-8274	BCAHALL@EUCMAIL.COM	x
CASADO	SUSANA	ROADCUT ADMINISTRATOR	CITY OF WILMINGTON	302-753-7997	SMCASADO@WILMINGTONDE.GOV	x
CIMO	ERIC	BOARD TREASURER	DELDOT	302-760-2642	ERIC.CIMO@DELAWARE.GOV	x
DETHLEFS	PHILIP	DAMAGE PREVENTION COORDINATOR	GLOFIBER		philip.dethlefs@emp.shentel.com	x
DICHRISTOFARO	RYAN	BOARD MEMBER	BRANDYWINE CONSTRUCTION (BCCI)		RDICHRIS@BCCICO.COM	x
DURHAM	CLINTON	LOCATE SUPERVISOR	KLEINFELDER ENGINEERING	302-943-4958	CDURHAM@KLEINFELDER.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
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	302-612-5969	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
LEE	MALCOM	DAMAGE PREVENTION INVESTIGATOR	DELMARVA POWER	732-750-4666	MALCOM.LEE@EXELONCORP.COM	x
LEWIS	RICHARD	BOARD CO-VP	MRZ SOLUTIONS	302-423-2586	RICKY@MRZ-SOLUTIONS.COM	x
MCELWEE	MICKEY	BOARD MEMBER	RETIRED	302-438-1498	MCELWEEF@COMCAST.NET	x
MCRAE	KNOL	NEW CASTLE CONST. SPEC.	COMCAST	302-275-7262	KNOL_MCRAE@CABLE.COMCAST.COM	x
MEREDITH	JIM	DAMAGE PREVENTION (MD)	VERIZON		JAMES.S.MEREDITH.JR@VERIZON.COM	x
PAYNE	KEN	BOARD MEMBER	ANCHOR CONSTRUCTION	202-821-7430	KPAYNE@ANCHORCONST.COM	x
RAILS	KERWIN	PROJECT MANAGER	GLOFIBER	540-334-0013	KERWIN.RAILS@EMP.SHENTEL.COM	x
RIVERA	PEDRO	LOCATOR	KLEINFELDER ENGINEERING	302-535-0231	PRIVERA@KLEINFELDER.COM	x
SAPP	JESSE	BOARD SECRETARY	CHESAPEAKE UTILITIES	302-382-2415	JSAPP@CHPK.COM	x
SMITH	BRITTANY		W. LOCCO		wlocco@outlook.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
TATE	ELIZABETH	Project Manager/Locate Coordinator	SHENTEL GLO FIBER	757-634-6844	Elizabeth.Tate@emp.shentel.com	x