



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



## **GENERAL MEMBERSHIP MEETING MINUTES**

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

**JUNE 26, 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**

- President J. Lyon called the meeting to order at 9:07 AM.
- Y. Munn from Delmarva Power gave a brief safety overview of the Delmarva Power Conference building.
- B. Griffith (Senior Safety Specialist for Delmarva Power) gave a quick message about returning to work from vacation or illness. The first day back should be a day to reset and ensure you get back into the flow of the work week. Take an extra moment on each task, especially in a stressful or hazardous environment. Be sure to do a job brief before each task. Check your controls that are in place to prevent injury.
- 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.
- J. Lyon 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 36 participants in person and virtually.
- A motion to approve the meeting minutes dated May 15, 2025 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. S. Sullivan provided dates for upcoming virtual trainings opportunities (7/3/25, 8/7/25, 9/4/25 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**

- J. Sapp brought up an issue A&J Excavation – C. Al-Chokhachy said he will address this with his internal team. J. Sapp will be training the company on excavation safety on 7/3 and invite them to attend the upcoming meeting.
- J. Sapp brought up Schell brothers putting down flags from Lowes to put down temporary flags. This caused confusion for excavators leading to 2 damages in the same development. This issue was address with Schell brothers and his company is on the lookout to ensure it doesn't happen in any other communities.
- J. Sapp brought up there is a general lack of education on temporary marking – two instances in the past month were reported that a fiber installer was using yellow flags to mark their future work and separately a fence company used orange flags to mark their fence job out.
- R. Dichristofaro mentioned delays on the Delmarva Power contract locate side for water mains and other related work.
- R. Dichristofaro brought up an issue with putting in tickets online – automated description is confusing to locators in some instances.
- R. Dichristofaro brought up an issue with calling in updates and having a new ticket number which needs to be marked out. It causes some gray area because the locator hasn't responded to the new marks so can the excavator begin digging as long as there are marks from the old ticket? The group discussion's consensus was that the new law change will address this with the 12-day expiration date.
- B. Cahall brought up heat safety workers in the field. MOSH has been hitting companies with huge fines for not dealing with the teams appropriately and providing shade and water.
- R. Lewis asked how do we get the municipalities to report their ticket load and damages each month? K. Payne suggested a handout that we could provide to educate them on their responsibilities and how to fill out the report.

## **DAMAGE REPORT – MAY 2025**

R. Lewis presented on the reports.

Percentage Reporting by Membership;

DE = 19%                      MD = 21%

Percentage of Reporting Transmitted Tickets;

DE = 38% (102,101 sent & 38,730 reported on)

MD = 11% (35,220 sent & 7,534 reported on)

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	12/27	10	25	2	2	0
MD	2/6	1	5	0	0	0

Damage Per 1000 Rate (Reported Tickets)

DE = 1.01

MD = 1.49

Damage Per 1000 Rate (Outgoing Tickets)

DE = 0.38

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 to the PSC. Any other utility damages over \$3,000 need to be reported as well.

### CALL CENTER TICKET VOLUME REPORT – MAY 2025

Reported by J. Arroyo

Incoming Delmarva = 24, 923 tickets

2024-2025 YTD % change = -6.008%

Outgoing Delmarva = 134,368 tickets

2024-2025 YTD % change = -4.752%

Internet Ticket Processing

ITIC = 87%

ITIC Lite (homeowners) = 28%

### PUBLIC AWARENESS COMMITTEE REPORT

Reported by R. Lewis

- Carvertise has many vehicles driving around Delaware and Maryland
- Tuckahoe Underground held a safety demonstration at St. Peter & St. Paul school
- Justin Zook from Bay Line Construction agreed to let us sponsor and wrap his car which races at the Georgetown Speedway. There is a race tonight. Most of the attendees (~2,500) are blue collar and is a great way to get the word out about 811.
- M. Carter from T2 wrote an 811 article which reached roughly 1,800 readers (mainly municipalities and government officials)
- Peach Festivals – coming soon
- R. Lewis created a LinkedIn page for Delmarva811
- May 21<sup>st</sup> J. Lyon, E. Cimo and R. Dichristofaro spoke at the recent ABC meeting.

### OTHER COMMITTEE REPORTS

- PSC
  - Excavation damages in Delaware YTD totaled \$280,000 in estimated repair costs
    - 126 Damages Reported through the end of May

- Estimated cost of repair is \$389,700.00
- Training opportunity with DOWRA in October at the Greenwood Fire Hall on October 20<sup>th</sup>
  - 6.5 Hour CEUs
- A lot of new damagers are out of state contractors
  - They are making them take the safety course on the Delmarva811 webpage
- They have sent out 20 total warning letters so far this year.
- They have not issued any fines this year to date.

### **OLD BUSINESS**

- Registration is open for the GCDPTC (Greater Chesapeake Damage Prevention Training Conference) which will be held in Ocean City, MD from 10/21-24.
- Early bird until July 1<sup>st</sup>.
- P. Rivera won a free trip back to the conference and requested information on how to apply that.

### **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 10:37 AM.

The next hybrid General Membership meeting date is planned for July 17<sup>th</sup>, 2025 at 9:00 AM.

Chesapeake Utilities (Safety Town Building)  
500 Energy Lane  
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.*

LAST NAME	FIRST NAME	TITLE	COMPANY NAME	PHONE #	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	ONE CALL CONCEPTS	410-712-0056	<a href="mailto:JENNIFER@OCCINC.COM">JENNIFER@OCCINC.COM</a>	x
BATZE	DAN	REGIONAL MANAGER	DANELLA	302-893-1253	<a href="mailto:DBATZE@DANELLA.COM">DBATZE@DANELLA.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
BIDDLE	SHAINA		BCCI		<a href="mailto:abiddle@bccico.com">abiddle@bccico.com</a>	x
BROWN	JEFF	SUPER. SYS. CTRL.	CHOPTANK ELECTRIC	410-479-8582	<a href="mailto:JEFFB@CHOPTANKELECTRIC.COOP">JEFFB@CHOPTANKELECTRIC.COOP</a>	x
BUTLER	KEITH	DAMAGE PREVENTION	DELMARVA POWER	856-834-6923	<a href="mailto:KEITH.BUTLER@EXELONCORP.COM">KEITH.BUTLER@EXELONCORP.COM</a>	x
CAHALL	BEN	BOARD MEMBER	EASTON UTILITIES	410-200-8274	<a href="mailto:BCAHALL@EUCMAIL.COM">BCAHALL@EUCMAIL.COM</a>	x
CARTER	MATT	T2 ENGINEER	DELAWARE T2 CENTER	302-831-7236	<a href="mailto:MATHEU@UDEL.EDU">MATHEU@UDEL.EDU</a>	x
CIMO	ERIC	BOARD TREASURER	DELDOT	302-760-2642	<a href="mailto:ERIC.CIMO@DELAWARE.GOV">ERIC.CIMO@DELAWARE.GOV</a>	x
COLLISON	GALEN	DAMAGE INVESTIGATOR	DELMARVA POWER	403-786-5033	<a href="mailto:GALEN.COLLISON@EXELON.COM">GALEN.COLLISON@EXELON.COM</a>	x
DETHLEFS	PHILIP	DAMAGE PREVENTION COORDINATOR	GLOFIBER		<a href="mailto:philip.dethlefs@emp.shentel.com">philip.dethlefs@emp.shentel.com</a>	x
DICHRISTOFARO	RYAN	BOARD MEMBER	BRANDYWINE CONSTRUCTION (BCCI)		<a href="mailto:RDICHRIS@BCCICO.COM">RDICHRIS@BCCICO.COM</a>	x
DURHAM	CLINTON	LOCATE SUPERVISOR	KLEINFELDER ENGINEERING	302-943-4958	<a href="mailto:CDURHAM@KLEINFELDER.COM">CDURHAM@KLEINFELDER.COM</a>	x
EBAUGH	BRAD	BOARD PAST PRESIDENT	RETIRED		<a href="mailto:BEBAUGH75@COMCAST.NET">BEBAUGH75@COMCAST.NET</a>	x
GRIFFITH	WILLIAM		DELMARVA POWER		<a href="mailto:WILLIAM.GRIFFITH@EXELONCORP.COM">WILLIAM.GRIFFITH@EXELONCORP.COM</a>	x
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KIRWAN	MICHAEL		DANELLA	302-242-5168	<a href="mailto:MKIRWAN@DANELLA.COM">MKIRWAN@DANELLA.COM</a>	x
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MCCELWEE	MICKEY	BOARD MEMBER	RETIRED	302-438-1498	<a href="mailto:MCCELWEE@COMCAST.NET">MCCELWEE@COMCAST.NET</a>	x
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PADGETT	LORRAINE	EXCAVATION DAMAGES	DE PSC		<a href="mailto:lorraine.padgett@delaware.gov">lorraine.padgett@delaware.gov</a>	x
PAYNE	KEN	BOARD MEMBER	ANCHOR CONSTRUCTION	202-821-7430	<a href="mailto:KPAYNE@ANCHORCONST.COM">KPAYNE@ANCHORCONST.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
PETRO	MIKE	Supervisor	ARTESIAN WATER	302-420-7969	<a href="mailto:MPETRO@ARTESIANWATER.COM">MPETRO@ARTESIANWATER.COM</a>	x
RALLS	KERWIN	PROJECT MANAGER	GLOFIBER	540-334-0013	<a href="mailto:KERWIN.RALLS@EMP.SHENTEL.COM">KERWIN.RALLS@EMP.SHENTEL.COM</a>	x
RIVERA	PEDRO	LOCATOR	KLEINFELDER ENGINEERING	302-535-0231	<a href="mailto:PRIVERA@KLEINFELDER.COM">PRIVERA@KLEINFELDER.COM</a>	x
TATE	ELIZABETH	Project Manager/Locate Coordinator	SHENTEL GLO FIBER	757-634-6844	<a href="mailto:Elizabeth.Tate@emp.shentel.com">Elizabeth.Tate@emp.shentel.com</a>	x
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