



GENERAL MEMBERSHIP MEETING MINUTES

Chesapeake Utilities
500 Energy Lane
Dover, DE 19901
JULY 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.

APPROVED COPY

CALL TO ORDER, WELCOME AND INTRODUCTIONS

- President J. Lyon called the meeting to order at 9:04 AM.
- J. Sapp from Chesapeake Utilities discussed safety information about the building and 8/11 as 811 day.
- Delmarva811's Mission Statement was reviewed by the President.
- J. Lyon 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.
- J. Lyon presented the movie theater advertisement for Delmarva811 playing in Milford, Middletown and Wilmington
- 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 43 participants in person and virtually.
- A motion to approve the meeting minutes dated June 26, 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 (8/7/25, 9/4/25, 10/10/25 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

- Surveying Comments
 - R. Lardner from DBF brought up the law change input that their firm suggested being requested. He mentioned it may be valuable to have a meeting with the ACEC board which would include 20 or so members. He is also worried about how to get all the utilities on-board and involved to get things marked within a timely manner.
 - K. Reynolds from Century Engineering brought up that in the past 20 years most survey locate tickets may not be marked out or rejected by the locators. The only damages they have ever had were utilities that were 4in under the ground. They see the large number of tickets being called in would overwhelm the system.
 - D. Grower brought up the depth of utilities and the accuracy of the locate marks. He also brought up who would hold the utilities accountable for not having the utilities in the correct depth (over 18 inches deep). He also mentioned a law in New Castle County where the surveyor has to put stakes in the exact location of the corner of the property (no offsets allowed). He also mentioned that if the law is going to be enforced then surveyors wouldn't call in tickets.
 - W. Ericksen from the PSC brought up that excavation in the law is any disturbance of the surface of the earth. He encouraged getting 811 tickets then use a small shovel to dig before driving pins in the ground.
 - R. Riley from Chesapeake Utilities brought up that most of the complaints are ever more of a reason to call 811. The biggest cost incurred will be to the utility owners who are required to protect their assets. He also mentioned they could call in meeting tickets to with the utilities.
 - E. Cimo from DeIDOT noted that this conversation is only talking about stakes, not even form pins.
 - It was brought up that some of the regulations may conflict for what is required for surveyors and the 811 laws.
 - B. Cahall from Easton Utilities mentioned the system currently is not set up to facilitate the locating of all they survey work in the state. He agrees there must be some sort of agreement. He said his leadership team was concerned about form pins and rebar and not so much wooden stakes.
 - R. Lewis from RMZ Solutions brought up that especially in new construction the grade may change drastically where the utility owner has no control over that.
 - K. McRae from Comcast brought up the cost of doing business – Comcast had to invest in hydro-vac technology to maintain a relationship with a municipality after having a string of damages last year
- B. Cahall brought up delays in a large project with a telecom locate contractor where tickets are not being marked within 8 days.

- J. Sapp brought up AJ Excavation is still test pitting recklessly, even after they were trained.
 - P. D’Imperio from Lamberts Cable said he would address the issue
- R. DiChristofaro brought up that he had a ticket for digging in the roadway and it was stasured as “marked” but had language in the comments area said it wasn’t fully marked out. He wondered who is responsible here.
 - R. Lewis said that Ryan should call the locator again and get them out there.
 - R. Riley said the locator shouldn’t have stasured it that way and should have communicated with the excavator about what happened.
 - E. Cimo things it should have been stasured as not complete/in progress
 - Y. Munn mentioned that comments can be stacked from various times in the day and may or may not be displayed from OCC from the time the comment is submitted.
 - E. Cimo brought up his concern is that comments can be added after the ticket is stasured and that it should not be allowed or the system is amended.
 - J. Arroyo said the OCC system does not allow comments after a status so it couldn’t be shared with the excavator but on the locate side it does allow the locator to add a comment for their own use, but it would never make it to the excavator if it intended to be shared with them.

DAMAGE REPORT – JUNE 2025

R. Lewis presented on the reports.

Percentage Reporting by Membership;

DE = 23% MD = 21%

Percentage of Reporting Transmitted Tickets;

DE = 47% (101,233 sent & 47,348 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	11/35	12	28	6	0	0
MD	8/17	14	5	5	3	0

Damage Per 1000 Rate (Reported Tickets)

DE = 0.97

MD = 2.41

Damage Per 1000 Rate (Outgoing Tickets)

DE = 0.45

MD = 0.73

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

NOTE: For a locating group to nominate a locator being eligible for the 2025 Locator Achievement Awards, the member must submit information about damages for at least 6 months throughout 2025

CALL CENTER TICKET VOLUME REPORT – JUNE 2025

Reported by J. Arroyo

Incoming Delmarva = 24, 831 tickets	2024-2025 YTD % change = 7.587%
Outgoing Delmarva = 135, 282 tickets	2024-2025 YTD % change = 10.861%

Internet Ticket Processing
ITIC = 88%

ITIC Lite (homeowners) = 31%

PUBLIC AWARENESS COMMITTEE REPORT

Reported by R. Lewis

- Middletown Peach Festival – J. Lyon and R. Lewis to attend
- Justin Zook from Bay Line Construction agreed to let us sponsor and wrap his car which races at the Georgetown Speedway. R. Lewis will put up the race schedule by the end of the week.

OTHER COMMITTEE REPORTS

- PSC
 - Fees levied to the excavating parties – the fee comes from them and is not able to be covered by insurance
 - Excavation damages to natural gas facilities are trending down since 2010
 - 148 Damages Reported through the end of June
 - 39 of those are no call to 811
 - Estimated cost of repair is \$440,600.00
 - Training opportunity with DOWRA in October at the Greenwood Fire Hall on October 20th
 - 6.5 Hour CEUs

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.

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 R. Lewis. The motion carried. The meeting adjourned at 10:32 AM.

The next hybrid General Membership meeting date is planned for August 21st, 2025 at 9:00 AM.

City of Wilmington
500 Wilmington Ave
Wilmington, DE

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.

LAST NAME	FIRST NAME	TITLE	COMPANY NAME	PHONE #	EMAIL ADDRESS
AL-CHOKHACHY	CHRISTOPHER	BOARD MEMBER	VERIZON	215-394-7277	CHRISTOPHERALCHOKHACHY@VERIZON.COM
ARROYO	JENN	GENERAL MANAGER	ONE CALL CONCEPTS	410-712-0056	JENNIFER@OCCINC.COM
BATZE	DAN	REGIONAL MANAGER	DANELLA	302-893-1253	DBATZE@DANELLA.COM
BELTRAN	DANIEL	DAMAGE PREVENTION INVESTIGATOR	DELMARVA POWER	609-805-7337	DANIEL_BELTRAN@EXELONCORP.COM
BROWN	ANDREW	ENGINEER	DE PSC	302-382-6401	ANDREW.T.BROWN@DELAWARE.GOV
BROWN	JEFF	SUPER. SYS. CTRL.	CHOPTANK ELECTRIC	410-479-8582	JEFFB@CHOPTANKELECTRIC.COOP
BRUST	BOB		DANELLA		bbrust@danella.com
CAHALL	BEN	BOARD MEMBER	EASTON UTILITIES	410-200-8274	BCAHALL@EUCMAIL.COM
CARTER	MATT	T2 ENGINEER	DELAWARE T2 CENTER	302-831-7236	MATHEU@UDEL.EDU
CIMO	ERIC	BOARD TREASURER	DELDOT	302-760-2642	ERIC.CIMO@DELAWARE.GOV
CLEVELAND	RICHARD		CHESAPEAKE UTILITIES	302-736-7610	RCLEVELAND@CHPK.COM
DETHLEFS	PHILIP	DAMAGE PREVENTION COORDINATOR	GLOFIBER		philip.dethlefs@emp.shentel.com
DICHRISTOFARO	RYAN	BOARD MEMBER	BRANDYWINE CONSTRUCTION (BCCI)		RDICHRIS@BCCICO.COM
D'IMPERIO	PAUL	STATE MANAGER	LAMBERS CABLE SPLICING COMPANY LLC	301-789-3818	PAUL.D'IMPERIO@LAMBERTCABLE.COM
DURHAM	CLINTON	LOCATE SUPERVISOR	KLEINFELDER ENGINEERING	302-943-4958	CDURHAM@KLEINFELDER.COM
EARLY	MICHAEL	SURVEYOR	MERESTONE CONSULTANTS	302-992-7906	MICHAEL.EARLY@MERESTONECONSULTANTS.COM
EBAUGH	BRAD	BOARD PAST PRESIDENT	RETIRED		EBAUGH75@COMCAST.NET
ERICKSEN	WAYNE	PIPELINE SERVICE MANAGER	DE PSC	320-736-7526	WAYNE.ERICKSEN@DELAWARE.GOV
GROWER	DONALD	SURVEYOR	DONALD GROWER, PLS, INC	302-632-1979	DGROWER@COMCAST.NET
GUTHRIE	JOHN	UTILITY COORDINATOR	DELDOT	302-760-2183	JOHN.GUTHRIE@DELAWARE.GOV
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JUMP	ROBERT	SYSTEM OPERATOR	CHOPTANK ELECTRIC	410-479-8648	ROBJ@CHOPTANKELECTRIC.COOP
KEYSER	STEVEN	BOARD MEMBER	DELMARVA POWER	302-465-2407	SKYSER9@GMAIL.COM
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LEWIS	RICHARD	BOARD CO-VP	MRZ SOLUTIONS	302-423-2586	RICKY@MRZ-SOLUTIONS.COM
LUNDIN	THOR	SURVEYOR	VAN, DEMARK & LYNCH	302-287-7456	TLUNDIN@OLENG.COM
LYON	JASON	BOARD PRESIDENT	CITY OF DOVER	302-736-7025	JLYON@DOVER.DE.US
MCELWEE	MICKEY	BOARD MEMBER	RETIRED	302-438-1498	MCELWEE@COMCAST.NET
MCRAE	KNOL	NEW CASTLE CONST. SPEC.	COMCAST	302-275-7262	KNOL_MCRAE@CABLE.COMCAST.COM
MEREDITH	JIM	DAMAGE PREVENTION (MD)	VERIZON		JAMES.S.MEREDITH_JR@VERIZON.COM
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PADGETT	LORRAINE	EXCAVATION DAMAGES	DE PSC		lorraine.padgett@delaware.gov
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RILEY	ROB	LOCATE SUPERVISOR	CHESAPEAKE UTILITIES	302-222-1461	RRILEY@CHPK.COM
SAPP	JESSE	BOARD SECRETARY	CHESAPEAKE UTILITIES	302-382-2415	JSAPP@CHPK.COM
WELCH	RICHARD		CITY OF MIDDLETOWN	302-757-2481	GWELCH@MIDDLETOWN.DELAWARE.GOV
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