



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



## **GENERAL MEMBERSHIP MEETING MINUTES**

Ditch Witch ACE  
Ross Station Event Center  
585 N Market St. Ext  
Seaford, DE 19973  
**SEPTEMBER 18, 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 9:02 AM.
- M. Morell from DitchWitch gave a welcome message and overview of the services/products they offer.
- J. Lyon showed safety video from Facebook page, the Delmarva811 video that is being shown at theaters and gave an overview of safety posters.
- 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 21 participants in person and virtually.
- A motion to approve the meeting minutes dated August 21, 2025 was made by R. Lewis. The motion was seconded by K. Payne. 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 (10/10/25, 11/6/25, and 12/4/25 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

- Greg at Shore Utilities: Utiliquest is not marking tickets in a timely manner – continues to get delays or “in progress”. They push excavators to text instead of call and then get limited responses. Supervisors are not responding to excavators. R. DiChristofaro seconded this concern that many tickets are getting responded “bad address” to seemingly not have to mark out the ticket in a timely manner.
- When Greg at Shore Utilities submits a large project scope where the area gets split into two separate tickets, Utiliquest will get a bad address response. Getting tickets cleared in timely fashion is issue. Status codes go to in progress or 48-hour delay without notice and without being completed during the required timeframes. Specifically mentioned VZ & UtiliQuest. It was suggested to file an NPV with the Maryland Authority and DE PSC as well as putting in a discrepancy on bad address responses.
- R. DiChristofaro has noticed on update tickets they are getting “marked” responses but are not seeing refreshed marks. It causes a safety concern where the workers may not have refreshed marks to excavate appropriately around utilities.
- R. DiChristofaro: Starting 9/22 Brandywine Construction will be submitting a lot of tickets in Wilmington and wanted to let everyone know that the volume will be increasing.

## DAMAGE REPORT – AUGUST 2025

R. Lewis presented the reports.

Percentage Reporting by Membership;

DE = 24%                      MD = 27.5%

Percentage of Reporting Transmitted Tickets;

DE = 47% (104,985 sent & 49,487 reported on)

MD = 17.86% (41,253 sent & 11,358 reported on)

Root Causes:

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	21/27	15	27	2	4	0
MD	23/19	12	17	10	3	0

Damage Per 1000 Rate (Reported Tickets)

DE = 0.97

MD = 3.70

Damage Per 1000 Rate (Outgoing Tickets)

DE = 0.46

MD = 1.02

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.

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 – AUGUST 2025**

Reported by J. Arroyo

Incoming Delmarva = 26,627 tickets	2024-2025 YTD % change = 7.723%
Outgoing Delmarva = 146,238 tickets	2024-2025 YTD % change = 7.187%

Internet Ticket Processing  
ITIC = 89%

ITIC Lite (homeowners) = 23%

## **PUBLIC AWARENESS COMMITTEE REPORT**

Reported by R. Lewis

- We have 3 different posters available to remind companies to call in locate tickets.
- Movie theater campaign was reiterated. Have a short video clip that shows prior to movies starting in Wilmington, Middletown & Milford. R. Lewis gave a brief overview of how the campaign is doing.
- Marketing campaign with Justin Zook's race team. Vehicle wrap and race advertisement were shown. F. Jackson gave overview.
- Gave overview of Carvertise marketing campaign. 2 vehicles were sent to Harrington State Fair.

## **OTHER COMMITTEE REPORTS**

- PSC (update on next page)
- 26 warning letters and 5 penalties (\$17,000)

### **Damage Repair Cost Estimate In Delaware**

2022 = \$567,680.16 over 356 Total Damage Reports EOY

2023 = \$494,865.66 over 284 Total Damage Reports EOY

2024 = \$903,622.06 over 325 Total Damage Reports EOY

2025 = \$685,278.00 over 212 Total Damage Reports to date

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**

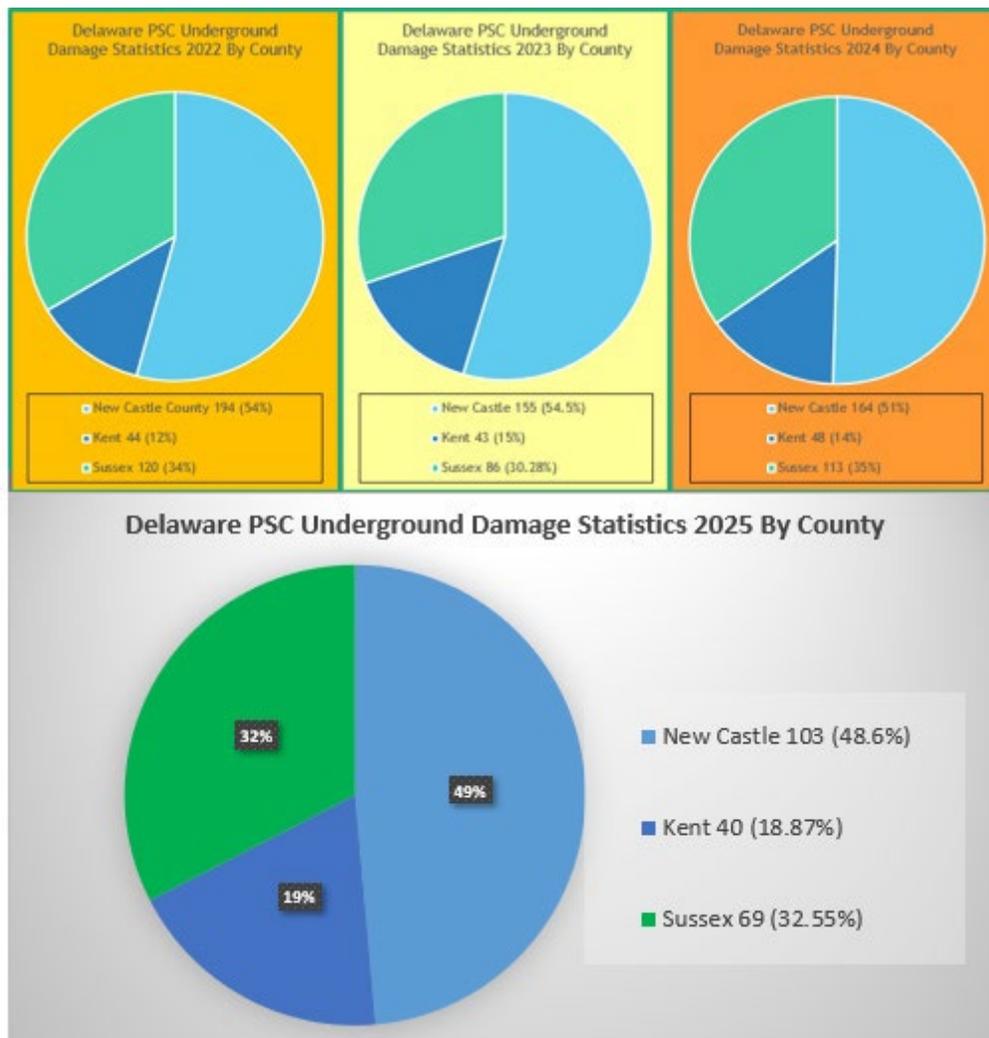
2022 = 86 over 356 Total Damage Reports EOY= 24.15% of total damages  
2023 = 83 over 284 Total Damage Reports EOY= 29.2% of total damages  
2024 = 94 over 325 Total Damage Reports EOY= 28.9% of total damages  
2025 = 59 over 212 Total Damage Reports to date

**E1 - Excavation Practices not Sufficient -Dug prior to verifying marks**

2022 = 73 over 356 Total Damage Reports EOY= 20.5% of total damages  
2023 = 52 over 284 Total Damage Reports EOY= 18.3% of total damages  
2024 = 62 over 325 Total Damage Reports EOY= 19.9% of total damages  
2025 = 61 over 212 Total Damage Reports to date

**L1- L11 = Locating Practices not sufficient**

2022 = 53 over 356 Total Damage Reports EOY= 14.9% of total damages  
2023 = 56 over 284 Total Damage Reports EOY= 19.7% of total damages  
2024 = 58 over 325 Total Damage Reports EOY= 17.8% of total damages  
2025 = 38 over 212 Total Damage Reports 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.
- J. Lyon reminded attendees that there is a damage reporting requirement for companies in order to nominate locators for next year's Locator Achievement Awards. R. Lewis mentioned that this is a requirement of the member agreements so it should be occurring anyway. Message was sent out re-emphasizing this requirement too.

## NEW BUSINESS

- W. Ericksen mentioned today is the last day to submit comments on the law change.
- W. Ericksen mentioned one of the DE PSC inspectors has taken a position in the private sector and they will be short staffed in the near term.
- D. Batze mentioned that Danella Jan 1<sup>st</sup> will take over locating Delmarva Power. He wanted to let everyone know so that we could make a smooth transition.
- J. Lyon walked the attendees through the DE PSC website and the MD Authority on how to submit NOPVs.

There being no other business brought before the board or committee, a motion was made to adjourn the meeting by R. Lewis. It was seconded by F. Jackson. The motion carried. The meeting adjourned at 9:53 AM.

The next hybrid General Membership meeting date is planned for October 16<sup>th</sup>, 2025 at 9:00 AM.

Jonathan's Landing Golf Course  
1309 Ponderosa Dr.  
Magnolia, DE 19962

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. 1 attendee joined by cellphone during this meeting and was unidentified.*

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>	*
ANDREWS	LEXI	CONTENT MANAGER	DITCH WITCH	804-393-8611	<a href="mailto:LANDREWS@ditchwitchace.com">LANDREWS@ditchwitchace.com</a>	X
ARROYO	JENN	GENERAL MANAGER	ONE CALL CONCEPTS	410-712-0056	<a href="mailto:JENNIFER@OCCINC.COM">JENNIFER@OCCINC.COM</a>	*
BEAVERS	NATHANIEL	UTILITY TECH	NEW CASTLE COUNTY	302-299-3881	<a href="mailto:NATHANIELBREAVERS@NEWCASTLE.DE.GOV">NATHANIELBREAVERS@NEWCASTLE.DE.GOV</a>	*
BRYAN	GREG		SHORE UTILITIES	410-463-1426	<a href="mailto:GREG@SHOREUTILITIES.COM">GREG@SHOREUTILITIES.COM</a>	X
BURNS	MIKE		UTILIQUEST	443-786-7994	<a href="mailto:MIKE.BURNS@UTILIQUEST.COM">MIKE.BURNS@UTILIQUEST.COM</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
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
ERICKSEN	WAYNE	PIPELINE SERVICE MANAGER	DE PSC	320-736-7526	<a href="mailto:WAYNE.ERICKSEN@DELAWARE.GOV">WAYNE.ERICKSEN@DELAWARE.GOV</a>	X
HANCOCK	ANTHONY		DANELLA	610-331-1147	<a href="mailto:AHANCOCK@DANELLA.COM">AHANCOCK@DANELLA.COM</a>	X
JACKSON	FORREST		DELAWARE ELECTRIC COOPERATIVE	302-612-5969	<a href="mailto:FJACKSON@DELAWARE.COOP">FJACKSON@DELAWARE.COOP</a>	X
JUMP	ROBERT	SYSTEM OPERATOR	CHOPTANK ELECTRIC	410-479-8648	<a href="mailto:ROBJ@CHOPTANKELECTRIC.COOP">ROBJ@CHOPTANKELECTRIC.COOP</a>	X
LEWIS	RICHARD	BOARD CO-VP	MRZ SOLUTIONS	302-423-2586	<a href="mailto:RICKY@MRZ-SOLUTIONS.COM">RICKY@MRZ-SOLUTIONS.COM</a>	X
LYON	JASON	BOARD PRESIDENT	CITY OF DOVER	302-736-7025	<a href="mailto:JLYON@DOVER.DE.US">JLYON@DOVER.DE.US</a>	X
MCELWEE	MICKEY	BOARD MEMBER	RETIRED	302-438-1499	<a href="mailto:MCELWEEF@COMCAST.NET">MCELWEEF@COMCAST.NET</a>	X
MORRELL	MITCHELL	REGIONAL MANAGER	DITCH WITCH	757-576-8880	<a href="mailto:MMORRELL@ditchwitchace.com">MMORRELL@ditchwitchace.com</a>	X
PAYNE	KEN	BOARD MEMBER	ANCHOR CONSTRUCTION	202-821-7430	<a href="mailto:KPAYNE@ANCHORCONST.COM">KPAYNE@ANCHORCONST.COM</a>	X
PETRO	MIKE	Supervisor	ARTESIAN WATER	302-420-7969	<a href="mailto:MPETRO@ARTESIANWATER.COM">MPETRO@ARTESIANWATER.COM</a>	X
SAPP	JESSE	BOARD SECRETARY	CHESAPEAKE UTILITIES	302-382-2415	<a href="mailto:JSAPP@CHPK.COM">JSAPP@CHPK.COM</a>	X