



Delmarva811
UTILITIES SERVICE PROTECTION
CENTER OF DELMARVA, INC
www.delmarva811.com



GENERAL MEMBERSHIP MEETING MINUTES

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

OCTOBER 16, 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 Lyon called the meeting to order at 9:06 AM.
- Mr. 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.
- Mr. 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.
- 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 41 participants in person and virtually.
- A motion to approve the meeting minutes dated September 18, 2025 was made by Mr. Lewis. The motion was seconded by Mr. Payne. The motion carried.

ITICnxt – DIGITAL TICKET PROCESSING (PROFESSIONAL EXCAVATORS)

- ITIC 2.0 has been retired as of 4/1/2024. Mrs. Sullivan gave presentation/overview. Delmarva811 provides monthly ITICnxt virtual trainings. Mrs. Sullivan provided dates for upcoming virtual trainings opportunities (11/6/25, 12/4/25, 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 Mrs. Sullivan via email (ssullivan@missutility.net) with questions.

EXCAVATOR/MEMBER/LOCATING CONCERNS

- Mr. Cahall from Easton Utilities was looking for clarification on the MD law in section 12 127C points 3 and 5 that seem to contradict itself. Mrs. Arroyo said the intent is to expose the line clearly (even underneath the line) so during mechanized excavation the utility is not in jeopardy. The MD Authority will discuss further and bring back their response.
- Mr. Sapp from Chesapeake Utilities brought up a concern about fiber installation crews in Delaware test pitting recklessly with hand tools and only reporting hits to gas lines when an actual leak occurs. Their company has found then when they respond to a reported damage, they find numerous cuts/knicks in the line in addition to the cut which caused the damage. Mr. Cahall has had a similar experience in the Easton, MD area.

DAMAGE REPORT – SEPTEMBER 2025

Mr. Lewis presented the reports.

Percentage Reporting by Membership;

DE = 26% MD = 27%

Percentage of Reporting Transmitted Tickets;

DE = 50% (112,000 sent & 55,868 reported on)

MD = 18.45% (35,666 sent & 9,521 reported on)

Root Causes:

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	13/45	16	30	8	2	1
MD	14/10	4	14	6	0	0

Damage Per 1000 Rate (Reported Tickets)

DE = 1.04

MD = 2.49

Damage Per 1000 Rate (Outgoing Tickets)

DE = 0.52

MD = 0.67

Please contact Mr. 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 – SEPTEMBER 2025

Reported by Mrs. Arroyo

Incoming Delmarva = 26,016 tickets
Outgoing Delmarva = 147,666 tickets

2024-2025 YTD % change = 9.587%
2024-2025 YTD % change = 13.646%

Internet Ticket Processing
ITIC = 88%

ITIC Lite (homeowners) = 30%

Ticket Talk is a new two-way communication feature available as an option to all Delmarva811 system users. This tool was created to improve communications between excavators and operators/locators.

Excavators have requested a system that enables two-way communication via the Delmarva811 locate ticket system, allowing them to both respond to messages initiated by operators or locators and initiate messages themselves. This new option is designed to enhance clarity and reduce miscommunication by facilitating direct, real-time communication between parties. All messages will be stored within the Delmarva811 system and can be accessed via the Ticket Check/Locator Tickets and My Tickets platforms.

Test messages are being sent showing the new ticket header along with new information contained in the remarks field for these ticket revisions. Please contact the center at sstultz@missutility.net if you need additional test tickets transmitted or have any questions.

For software vendors who use special receiving software, changes are needed to your receiving software to accept this new ticket revision. Please contact sstultz@missutility.net to obtain another copy of the webservice requirements document. The center expects to implement this new ticket feature by December 23, 2025. To ensure seamless access to this new feature, we recommend promptly updating your software and conducting thorough testing.

PUBLIC AWARENESS COMMITTEE REPORT

Reported by Mr. Lewis

- We have 3 different posters available to remind companies to call in locate tickets.
- Movie theater campaign was reiterated. Weave a short video clip that shows prior to movies starting in Wilmington, Middletown & Milford. Mr. Lewis gave a brief overview of how the campaign is doing.
- Gave overview of Carvertise marketing campaign. 2 vehicles were sent to Harrington State Fair.
- The Delmarva811 Trailer has had its wrap updated to reflect the logo change.

OTHER COMMITTEE REPORTS

- DE PSC Report

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 = \$806,643.00 over 249 Total Damage Reports to date

Underground Utility Damage Prevention (UUDP) Stats – October Report 2025

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 = 71 over 249 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 = 70 over 249 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 = 42 over 249 Total Damage Reports to date

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- 26 warning letters and 5 penalties (\$17,100)
 - Reason for reduced letters and fines compared to last year is due to shortage of staffing per W. Ericksen. Less letters going out because they are focusing mainly on repeat offenders to reach out to per L. Padgett. It was asked if the DE PSC puts in for a grant from PHMSA and they do indeed and get awarded it each year for pipeline safety.
 - DOWRA training event will be held on 10/20 in Greenwood, DE and there will be over 75 attendees. Numerous members and companies are presenting.

OLD BUSINESS

- GCDPTC (Greater Chesapeake Damage Prevention Training Conference) will be held in Ocean City, MD from 10/21-24. Almost 400 attendees are registered.
- Mr. Lyon reminded attendees that there is a damage reporting requirement for companies in order to nominate locators for next year's Locator Achievement Awards. Mr. 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.
- Law Change Update – some board members met with Kentucky811 on their law around using wooden stakes with surveyors and the Board will have a discussion on the matter following the General Membership meeting.

NEW BUSINESS

N/A

There being no other business brought before the board or committee, a motion was made to adjourn the meeting by Mr. Keyser. It was seconded by Mr. Lewis. The motion carried. The meeting adjourned at 10:02 AM.

The next hybrid General Membership meeting date is planned for November 20th, 2025 at 9:00 AM.

Easton Utilities
201 N. Washington St.
Easton, MD 21601

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	ATTENDANCE
AL-CHOKHACHY	CHRISTOPHER	BOARD MEMBER	VERIZON	215-994-7277	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	ANDREW	ENGINEER	DE PSC	302-382-6401	ANDREW.T.BROWN@DELAWARE.GOV	X
BROWN	JEFF	SUPER. SYS. CTRL.	CHOPTANK ELECTRIC	410-479-8582	JEFF@CHOPTANKELECTRIC.COOP	X
BRUST	BOB		DANELLA		bbrust@danella.com	X
BULLOCK	TUCKER	MANAGER, GAS & METER	EASTON UTILITIES	410-819-3425	TBULLOCK@EUCMAIL.COM	X
CAHALL	BEN	BOARD MEMBER	EASTON UTILITIES	410-200-8274	BCAHALL@EUCMAIL.COM	X
CARTER	MATT	T2 ENGINEER	DELAWARE T2 CENTER	302-831-7236	MATHEU@UDELE.EDU	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
DEWEY	BILL		AC SHULTES OF DE	302-542-9228	WGDEWEY@YAHOO.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
ERICKSEN	WAYNE	PIPELINE SERVICE MANAGER	DE PSC	320-736-7526	WAYNE.ERICKSEN@DELAWARE.GOV	X
FLORENZO	DAN	PRESIDENT	ONE CALL CONCEPTS			X
GROWER	DONALD	SURVEYOR	DONALD GROWER, PLS, INC	302-632-1979	DGROWER@COMCAST.NET	X
HANCOCK	ANTHONY		DANELLA	610-331-1147	AHANCOCK@DANELLA.COM	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
LARDNER	RING	PRINCIPAL	DBF	302-424-1441	RWL@DBFINC.COM	X
LARKIN	RICHARD	UTILITIES	DELDOT		RICHARD.LARKIN@DELAWARE.GOV	X
LEWIS	RICHARD	BOARD CO-VP	MRZ SOLUTIONS	302-423-2586	RICKY@MRZ-SOLUTIONS.COM	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
MCELWEE	MICKEY	BOARD MEMBER	RETIRED	302-438-1499	MCELWEE@COMCAST.NET	X
PADGETT	LORRAINE	EXCAVATION DAMAGES	DE PSC		lorraine.padgett@delaware.gov	X
PAYNE	KEN	BOARD MEMBER	ANCHOR CONSTRUCTION	202-821-7430	KPAYNE@ANCHORCONST.COM	X
PETERS	BYRON	BOARD MEMBER	DELMARVA POWER	443-762-0723	BYRON.PETERSJR@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
SAPP	RILEY	ENGINEER	ALLAN MYERS		Riley.sapp@allanmyers.com	X
STERLING	KIP	LOCATE SUPERVISOR	KLEINFELDER ENGINEERING		KSTERLING@KLEINFELDER.COM	X
STONER	ED	SYSTEMS CONTROL	CHOPTANK ELECTRIC	410-479-8648	EDWARDS@CHOPTANKELECTRIC.COOP	X
SULLIVAN	SUSAN	DAMAGE PREVENTION LIASON	ONE CALL CONCEPTS	410-782-2030	SSULLIVAN@MISSUTILITY.NET	X
TOWNSEND	SCOTT		VERIZON	215-913-0867	SCOTT.C.TOWNSEND@VERIZON.COM	X
WELCH	RICHARD		CITY OF MIDDLETOWN	302-757-2481	GWELCH@MIDDLETOWN.DELAWARE.GOV	X
WINTERLING	JASON	FIELD SUPERVISOR	CITY OF NEWARK		JWINTERLING@NEWARK.DE.US	X