



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



GENERAL MEMBERSHIP MEETING MINUTES

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

NOVEMBER 20, 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 9:01 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.
- Mr. Horner, the CEO of Easton Utilities, gave a brief overview of the services Easton Utilities provides to their customers. He spoke of the hard work his team does, especially on the locating side saves lives.
- Meeting attendance included 34 participants in person and virtually.
- A motion to approve the meeting minutes dated October 16, 2025 was made by Mr. Lewis. The motion was seconded by Mr. Keyser. 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 (12/11/25, 1/9/26, & 2/5/26 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. DiChristofaro asked if a field could be added for looking at tickets in a report to audit which ones may need to be addressed or taken additional actions. Mrs. Arroyo said they could talk more about it after the meeting to make sure she can provide what he is looking for.
- Mr. Lyon mentioned that Danella now has the contract for locating with the City of Dover.
- Mr. Jeff from Choptank mentioned that Danella also will be performing contract locate work for Choptank's territory starting 12/1/25.

DAMAGE REPORT – OCTOBER 2025

Mr. Lewis presented the reports.

Percentage Reporting by Membership;

DE = 26% MD = 19%

Percentage of Reporting Transmitted Tickets;

DE = 57% (112,679 sent & 64,521 reported on)

MD = 26% (37,033 sent & 9,770 reported on)

Root Causes:

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	10/38	16	22	3	6	1
MD	5/11	6	3	7	0	0

Damage Per 1000 Rate (Reported Tickets)

DE = .43

MD = 1.64

Damage Per 1000 Rate (Outgoing Tickets)

DE = 0.17

MD = 0.43

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 – OCTOBER 2025

Reported by Mrs. Arroyo

Incoming Delmarva = 26,829 tickets
Outgoing Delmarva = 149,712 tickets

2024-2025 YTD % change = 1.953%
2024-2025 YTD % change = 3.477%

Internet Ticket Processing
ITIC = 89%

ITIC Lite (homeowners) = 32%

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. Lyon and Mr. Lewis

- Carvertise was utilized at Dewey Goes Pink and provided a sizzle reel for the attendees to view.
- We are working to sponsor another dirt modified car for the races in Georgetown next year.
- We have 3 different posters available to remind companies to call in locate tickets.
- Movie theater campaign was reiterated. We have a short video clip that shows prior to movies starting in Wilmington, Middletown & Milford. It was mentioned to also look into Easton and Chestertown theaters as they are privately owned as well.

OTHER COMMITTEE REPORTS

- DE PSC Report

Damage Repair Cost Estimates 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 = \$890,243.00 over 283 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 = 81 over 283 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 = 79 over 283 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 283 Total Damage Reports to date

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Of the 283 total damage reports we have received:

174 were for Gas Service Lines

44 were for Gas Mains between 2" and 8" (1 was a 4" Cast Iron Gas Main & one 2" & one 4" steel gas mains)

2 Propane Service Lines

2 were for a 2" and 3" Propane Gas Main

19 Electric Primary Mains

3 Electric Streetlights

33 Electric Secondary Service Lines, 3 of which also involved damage to the Conduit or Transformer.

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One 6" and one 8" Transite Water Main

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- 49 warning letters (9 were to homeowners) and 11 penalties for repeat damages (\$36,550)

OLD BUSINESS

- GCDPTC (Greater Chesapeake Damage Prevention Training Conference) was held in Ocean City, MD from 10/21-24. Over 400 attendees enjoyed the classes and events.
- 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 in April. 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.

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 9:46 AM.

The next hybrid General Membership meeting date is planned for December 18th, 2025 at 9:00 AM.

DeIDOT
800 S. Bay Rd.
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 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.

NOVEMBER 20TH, 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
ABBOTT	DOUG		EASTON UTILITIES		DABBOTT@EUCMAIL.COM	*
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	*
BIDDLE	SHAINA		BCCI	302-388-4702	sbiddle@bccico.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	*
BULLOCK	TUCKER	MANAGER, GAS & METER	EASTON UTILITIES	410-819-3425	TBULLOCK@EUCMAIL.COM	*
CASADO	SUSANA	ROADCUT ADMINISTRATOR	CITY OF WILMINGTON	302-753-7997	SMCASADO@WILMINGTONDE.GOV	*
CIMO	ERIC	BOARD TREASURER	DELDOT	302-760-2642	ERIC.CIMO@DELAWARE.GOV	*
COLBORN	KEVIN	LOCATE SUPERVISOR	DELAWARE ELECTRIC COOPERATIVE	410-253-2868	KCOLBORN@DELAWARE.COOP	*
DICHRISTOFARO	RYAN	BOARD MEMBER	BRANDYWINE CONSTRUCTION (BCCI)		RDICHRIS@BCCICO.COM	*
DURHAM	CLINTON	LOCATE SUPERVISOR	KLEINFELDER ENGINEERING	302-943-4958	CDURHAM@KLEINFELDER.COM	*
EBAUGH	BRAD	BOARD PAST PRESIDENT	RETIRED		BEBAUGH75@COMCAST.NET	*
ERICKSEN	WAYNE	PIPELINE SERVICE MANAGER	DE PSC	320-736-7526	WAYNE.ERICKSEN@DELAWARE.GOV	*
HANCOCK	ANTHONY		DANELLA	610-331-1147	AHANCOCK@DANELLA.COM	*
JUMP	ROBERT	SYSTEM OPERATOR	CHOPTANK ELECTRIC	410-479-8648	ROBJ@CHOPTANKELECTRIC.COOP	*
KEYSER	STEVEN	BOARD MEMBER	DELMARVA POWER	302-465-2407	SKYSER9@GMAIL.COM	*
LEWIS	RICHARD	BOARD CO-VP	MRZ SOLUTIONS	302-423-2586	RICKY@MRZ-SOLUTIONS.COM	*
LYON	JASON	BOARD PRESIDENT	CITY OF DOVER	302-736-7025	JLYON@DOVER.DE.US	*
MASONE-DAVIS	SHELLY	BUSINESS DEVELOPMENT	ECOTECH HYDRO EX/LOC	443-534-6276	SHELLY@GOECOTECH.COM	*
MCELWEE	MICKEY	BOARD MEMBER	RETIRED	302-438-1499	MCELWEEF@COMCAST.NET	*
MYERS	CJ			302-270-3554	CMYERS@DELAWARE.COOP	*
OZMAN	MATTHEW	PUBLIC WORKS DIRECTOR	DORCHESTER COUNTY			*
PADGETT	LORRAINE	EXCAVATION DAMAGES	DE PSC		lorraine.padgett@delaware.gov	*
PAYNE	KEN	BOARD MEMBER	ANCHOR CONSTRUCTION	202-821-7430	KPAYNE@ANCHORCONST.COM	*
PETRO	MIKE	Supervisor	ARTESIAN WATER	302-420-7969	MPETRO@ARTESIANWATER.COM	*
RIVERA	PEDRO	LOCATOR	KLEINFELDER ENGINEERING	302-535-0231	PRIVERA@KLEINFELDER.COM	*
SAPP	JESSE	BOARD SECRETARY	CHESAPEAKE UTILITIES	302-382-2415	JSAPP@CHPK.COM	*
SULLIVAN	SUSAN	DAMAGE PREVENTION LIASON	ONE CALL CONCEPTS	410-782-2030	SSULLIVAN@MISSUTILITY.NET	*
WALDORF	BRENNAN	OPERATOR	CHOPTANK ELECTRIC			*
WALSEN	RYAN	WATER OPERATOR/LOCATOR	CITY OF REHOBOTH		WATER@CITYOFREHOBOTH.COM	*
WELCH	RICHARD		CITY OF MIDDLETOWN	302-757-2481	GWELCH@MIDDLETOWN.DELAWARE.GOV	*
WINTERLING	JASON	FIELD SUPERVISOR	CITY OF NEWARK		JWINTERLING@NEWARK.DE.US	*