



GENERAL MEMBERSHIP MEETING MINUTES

DeIDOT

800 S. Bay Rd.

Dover, DE 19901

DECEMBER 18, 2025

Prepared by Mr. 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

- Mr. Lyon called the meeting to order at 9:01 AM.
- Mr. Lyon showed a post from the Facebook page, the Delmarva811 video that is being shown at theaters and gave an overview of safety posters.
- Mr. Lyon played a video from California of a damage resulting in an explosion which injured 6 people and the response from the utility.
- 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 Cimo gave a DeIDOT safety message about winter storms. Stay several car lengths behind snow plows and give them room to do their work. If you get trapped in your car, stay in them and call the emergency line.
- Meeting attendance included 37 participants in person and virtually.
- A motion to approve the meeting minutes dated November 20, 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. Arroyo gave presentation/overview. Delmarva811 provides monthly ITICnxt virtual trainings. Mrs. Sullivan provided dates for upcoming virtual trainings opportunities (1/9/26, 2/5/26, 3/5/26 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 with cold/freezing temperatures resulting in water main breaks, please be mindful of how it may impact traffic and workflow in those areas
- MR. DiChristofaro also is working on a lead line replacement project in Wilmington and is looking to double production next year
- Mr. Burke brought up a concern with a DelDOT subcontractor boring across transmission lines with no standbys and no communication and wanted to know what could be done to address these safety concerns. Mr. Cimo requested ticket information and details about the work being performed so he could address it properly.
- Talbot County Airport is starting phase 3 and is anticipating more tickets in that area
- Easton Utilities is using Danella as an additional resource for home safety program.

DAMAGE REPORT – NOVEMBER 2025

Mr. Lewis presented the reports.

Percentage Reporting by Membership;

DE = 26% MD = 18%

Percentage of Reporting Transmitted Tickets;

DE = 52% (90,259 sent & 47,258 reported on)

MD = 26% (29,774 sent & 7,886 reported on)

Root Causes:

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	17/27	7	20	5	11	1
MD	8/12	7	13	1	1	0

Damage Per 1000 Rate (Reported Tickets)

DE = 0.93

MD = 2.54

Damage Per 1000 Rate (Outgoing Tickets)

DE = 0.49

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 – NOVEMBER 2025

Reported by Mrs. Arroyo

Incoming Delmarva = 21,161 tickets	2024-2025 YTD % change = 2.914%
Outgoing Delmarva = 120,033 tickets	2024-2025 YTD % change = 2.631%

Internet Ticket Processing
ITIC = 90%

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. Lyon and Mr. Lewis

- Renewing Racing Sponsorship with Justin Zook's team for 2026.
- Carvertise was utilized at Dewey Goes Pink and provided a sizzle reel for the attendees to view.
- 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 = \$978,843.00 over 313 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

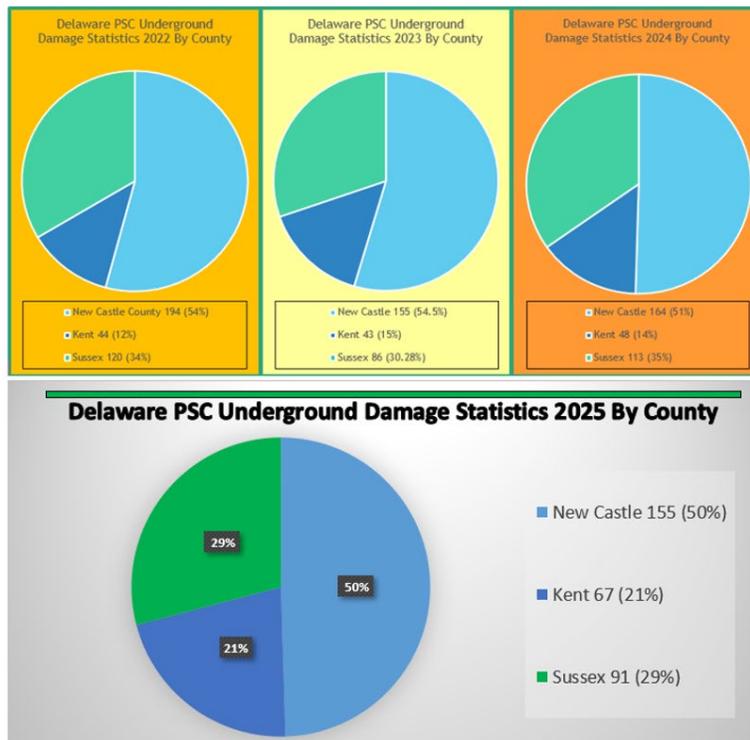
2022 = 86 over 356 Total Damage Reports EOY= 24.15% of total damages
 2023 = 83 over 284 Total Damage Reports EOY= 29.2% of total damages
 2024 = 94 over 325 Total Damage Reports EOY= 28.9% of total damages
 2025 = 84 over 313 Total Damage Reports to date

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 = 90 over 313 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 = 46 over 313 Total Damage Reports to date



- 48 warning letters (9 were to homeowners) and 12 penalties for repeat damages (\$48,550)
 - It was asked if they are addressing general contractors where many repeat damages happen under their purview.
- Damage Prevention Safety Days at the fire schools in 2026.
 - Georgetown 2/5/26
 - New Castle 2/12/26
 - Dover 2/26/26

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. Lyon 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.
- 12/18/25 is the last day for submission for board members for 2026.

NEW BUSINESS

- Mr. McElwee's last board meeting is today as he is retiring to Connecticut.
- Mr. Peters noted that Danella will be taking over the Delmarva Power locating contract on 1/1/26.

There being no other business brought before the board or committee, a motion was made to adjourn the meeting by Mr. Cimo. It was seconded by Mr. Keyser. The motion carried. The meeting adjourned at 10:04 AM.

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

City of Dover
 Dover Public Library
 35 Loockerman Plaza
 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.

DECEMBER 18TH, 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
ARROYO	JENN	GENERAL MANAGER	ONE CALL CONCEPTS	410-712-0056	JENNI.FER@OCCINC.COM	*
BATZE	DAN	REGIONAL MANAGER	DANELLA	302-893-1253	DBATZE@DANELLA.COM	*
BROWN	JEFF	SUPER. SYS. CTRL	CHOPTANK ELECTRIC	410-479-8582	JEFFB@CHOPTANKELECTRIC.COOP	*
BURKE	CODY	LOCATOR	CHESAPEAKE UTILITIES		CBURKE@CHPK.COM	X
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	*
COLBORN	KEVIN	LOCATE SUPERVISOR	DELAWARE ELECTRIC COOPERATIVE	410-253-2868	KCOLBORN@DELAWARE.COOP	*
DICHRISTOFARO	RYAN	BOARD MEMBER	BRANDYWINE CONSTRUCTION (BCCI)		RDICHRIS@BCCICO.COM	*
D'IMPERIO	PAUL	STATE MANAGER	LAMBERS CABLE SPLICING COMPANY LLC	301-789-3818	PAUL.DIMPERIO@LAMBERTCABLE.COM	*
DURHAM	CLINTON	LOCATE SUPERVISOR	KLEINFELDER ENGINEERING	302-943-4958	CDURHAM@KLEINFELDER.COM	*
EBAUGH	BRAD	BOARD PAST PRESIDENT	RETIRED		BEBAUGH75@COMCAST.NET	*
GUTHRIE	JOHN	UTILITY COORDINATOR	DELDOT	302-760-2183	JOHN.GUTHRIE@DELAWARE.GOV	*
HANCOCK	ANTHONY		DANELLA	610-331-1147	AHANCOCK@DANELLA.COM	*
JOHNSON	JESSE		DANELLA	6102836361	JESSEJOHNSON@DANELLA.COM	X
JUMP	ROBERT	SYSTEM OPERATOR	CHOPTANK ELECTRIC	410-479-8648	ROBJ@CHOPTANKELECTRIC.COOP	*
KEYSER	STEVEN	BOARD MEMBER	DELMARVA POWER	302-465-2407	SKYSER9@GMAIL.COM	*
KUKULICH	DEBORAH	UTILITY COORDINATOR	DELDOT	302-760-2345	DEBORAH.KUKULICH@DELAWARE.GOV	*
LARDNER	RING	PRINCIPAL	DBF	302-424-1441	RWL@DBFINC.COM	*
LARKIN	RICHARD	UTILITES	DELDOT		RICHARD.LARKIN@DELAWARE.GOV	*
LEWIS	RICHARD	BOARD CO-VP	MRZ SOLUTIONS	302-423-2586	RICKY@MRZ-SOLUTIONS.COM	*
LONG	RICHARD					X
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	*
MASSET	FRANK	FACILITIES COORDINATOR	STATE OF DELAWARE	320-992-4880	FRANK.MASSET@DELAWARE.GOV	*
MCELWEE	MICKEY	BOARD MEMBER	RETIRED	302-438-1499	MCELWEEF@COMCAST.NET	*
MOSLEY	ALBERT		DELMARVA POWER	302-518-1763	ALBERT.MOSLEY@EXELONCORP.COM	*
MYERS	DAVY	DP COMPLIANCE/TRAINING	GLOFIBER	540-325-8373	DAVY.MYERS@EMP.SHENTEL.COM	*
PADGETT	LORRAINE	EXCAVATION DAMAGES	DE PSC		lorraine.padgett@delaware.gov	*
PAYNE	KEN	BOARD MEMBER	ANCHOR CONSTRUCTION	202-821-7430	KPAYNE@ANCHORCONST.COM	*
PETERS	BYRON	BOARD MEMBER	DELMARVA POWER	443-762-0723	BYRON.PETERS@EXELONCORP.COM	*
PETRO	MIKE	Supervisor	ARTESIAN WATER	302-420-7969	MPETRO@ARTESIANWATER.COM	*
RIVERA	PEDRO	LOCATOR	KLEINFELDER ENGINEERING	302-535-0231	PRIVERA@KLEINFELDER.COM	*
RUDDO	MATT	DIRECTOR, CLIENT RELATIONS	ONE CALL CONCEPTS	410-782-2025	MATT@MISSUTILITY.NET	*
RYAN	CHRISTOPHER	SAFETY MANAGER	TALKIE FIBER	302-632-2537	CHRISTOPHER@TALKIEFIBER.COM	*
SAPP	JESSE	BOARD SECRETARY	CHESAPEAKE UTILITIES	302-382-2415	JSAPP@CHPK.COM	X
STERLING	KIP	LOCATE SUPERVISOR	KLEINFELDER ENGINEERING		XSTERLING@KLEINFELDER.COM	X
SULLIVAN	SUSAN	DAMAGE PREVENTION LIASON	ONE CALL CONCEPTS	410-782-2030	SSULLIVAN@MISSUTILITY.NET	X