



GENERAL MEMBERSHIP MEETING MINUTES

City of Dover
Dover Public Library
35 Loockerman Plaza
Dover, DE 19901
JANUARY 15, 2026

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.

APPROVED COPY

CALL TO ORDER, WELCOME AND INTRODUCTIONS

- Mr. Lyon called the meeting to order at 9:01 AM.
- 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 37 participants in person and virtually.
- A motion to approve the meeting minutes dated December 18, 2025 was made by Mr. Lewis. The motion was seconded by Mr. Ebaugh. The motion carried.
- The Board Member vote for 2026-2027 was held for 3 board positions. The 3 members that were selected are: Mr. DiChristofaro, Mr. Durham, and Mr. Payne.
- The Board Annual Report to Membership was provided by Mr. Lyon.

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 (2/5/26, 3/5/26 and 4/2/26 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 mentioned the importance of locators wearing PPE and credentials/identifiers when locating in active work zones

DAMAGE REPORT – DECEMBER 2025

Mr. Lewis presented the reports.

Percentage Reporting by Membership;

DE = 26% MD = 18%

Percentage of Reporting Transmitted Tickets;

DE = 52% (88,007 sent & 44,872 reported on)

MD = 28% (33,156 sent & 9,197 reported on)

Root Causes:

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	10/28	12	16	3	4	2
MD	5/4	1	4	4	0	0

Damage Per 1000 Rate (Reported Tickets)

DE = 0.85

MD = 0.98

Damage Per 1000 Rate (Outgoing Tickets)

DE = 0.44

MD = 0.27

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 7 months throughout 2025

CALL CENTER TICKET VOLUME REPORT – DECEMBER 2025

Reported by Mrs. Arroyo

Incoming Delmarva = 21,870 tickets

2024-2025 YTD % change = 8.42%

Outgoing Delmarva = 120,163 tickets

2024-2025 YTD % change = 10.73%

Internet Ticket Processing
ITIC = 92%

ITIC Lite (homeowners) = 33%

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.

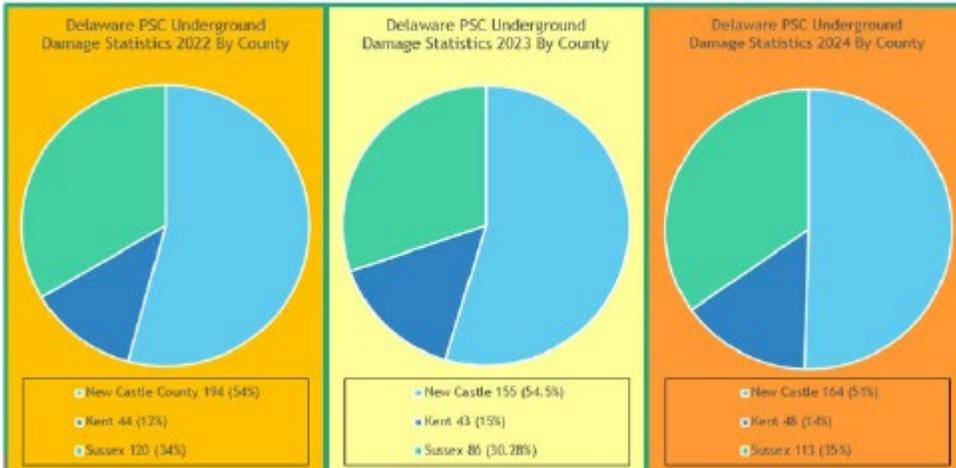
PUBLIC AWARENESS COMMITTEE REPORT

Reported by Mr. Lyon and Mr. Lewis

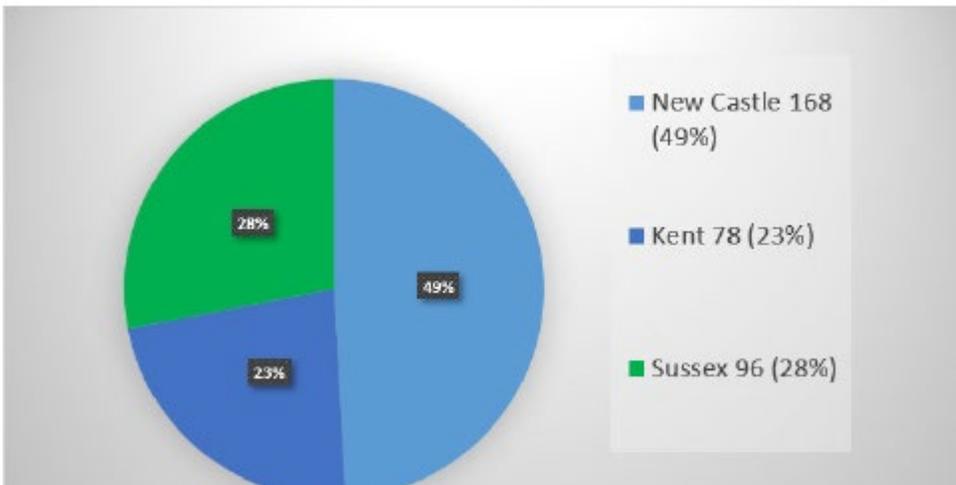
- Mr. Lewis provided an overview of the Public Awareness activities the Board supported in 2025 and an roadmap for 2026.
- Movie theater campaign was reiterated. We have a short video clip that shows prior to movies starting in Wilmington, Middletown & Milford. It was mentioned to also look into Easton and Chestertown theaters as they are privately owned as well.
- Annual gift was provided to attendees.

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 = \$1,036,543.00 over 340 Total Damage Reports EOY



Delaware PSC Underground Damage Statistics 2025 By County



- Specifically, the root causes of damage that concern us 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 = 89 over 340 Total Damage Reports EOY= 26.2%

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 = 95 over 340 Total Damage Reports EOY= 27.9% of total damages

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 = 51 over 340 Total Damage Reports EOY= 15% of total damages

- 50 warning letters (9 were to homeowners) and 13 civil penalties for repeat damages (\$60,550), which is significantly higher than previous years.
- Damage Prevention Safety Days at the fire schools in 2026. Flyer should go out by the end of the week.
 - Georgetown 2/5/26 9:00am-4:00pm
 - New Castle 2/12/26 9:00am-4:00pm
 - Dover 2/26/26 9:00am-4:00pm



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OLD BUSINESS

- 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. An email was also sent for nominations for 2026.

NEW BUSINESS

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. Payne. The motion carried. The meeting adjourned at 10:37 AM.

The next hybrid General Membership meeting date is planned for February 19th, 2026 at 9:00 AM.

Denton Fire Hall
 400 S 5th Ave
 Denton, MD 21629

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.

JANUARY 15TH, 2026

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
AL-CHOKHACHY	CHRISTOPHER	BOARD MEMBER	VERIZON	215-394-7277	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
BEAL	BOB		CARR & DUFF		bbeal@carrduff.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
BULLOCK	TUCKER	MANAGER, GAS & METER	EASTON UTILITIES	410-819-3425	TBULLOCK@EUCMAIL.COM	X
BURNS	MIKE		UTILIQUEST	443-786-7994	MIKE.BURNS@UTILIQUEST.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@UDEI.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
COLBORN	KEVIN	LOCATE SUPERVISOR	DELAWARE ELECTRIC COOPERATIVE	410-253-2868	KCOLBORN@DELAWARE.COOP	X
COLE	EVAN	LOCATOR	TIDEWATER UTILITIES	302-540-6017		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
EBAUGH	BRAD	BOARD PAST PRESIDENT	RETIRED		BEBAUGH75@COMCAST.NET	X
EVANS	BRETT	LOCATE SUPERVISOR	TIDEWATER UTILITIES	302-249-4475	BEVANS@MIDDLESEXWATER.COM	X
GAINS	EDWARD			610-291-3740		X
HANCOCK	ANTHONY		DANELLA	610-331-1147	AHANCOCK@DANELLA.COM	X
JUMP	ROBERT	SYSTEM OPERATOR	CHOPTANK ELECTRIC	410-479-8648	ROBJ@CHOPTANKELECTRIC.COOP	X
LARDNER	RING	PRINCIPAL	DBF	302-424-1441	RWL@DEFINC.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
LIGON	TONYA	OPS MANAGER	UNIVERSITY OF DELAWARE	302-831-0759	tligon@udel.edu	X
LYON	JASON	BOARD PRESIDENT	CITY OF DOVER	302-736-7025	JLYON@DOVER.DE.US	X
MAIN	BELINDA					X
MASONE-DAVIS	SHELLY	BUSINESS DEVELOPMENT	ECOTECH HYDRO EX/LOC	443-534-6276	SHELLY@GOECOTECH.COM	X
MOONEY	BRIAN	DAMAGE PREVENTION	TIDEWATER UTILITIES	302-381-7903	BMOONEY@MIDDLESEXWATER.COM	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@EVELONCORP.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
SAPP	JESSE	BOARD SECRETARY	CHESAPEAKE UTILITIES	302-382-2415	JSAPP@CHPK.COM	X
SCOTT	MAURICE				MAURICESCOTT@DANELLA.COM	X
WELCH	RICHARD		CITY OF MIDDLETOWN	302-757-2481	GWELCH@MIDDLETOWN.DELAWARE.GOV	X