



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



GENERAL MEMBERSHIP MEETING MINUTES

Delaware Contractors Association
527 Stanton Christiana Rd.
Newark, DE 19702
MARCH 19, 2026
Prepared by Mr. Durham

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. Lewis called the meeting to order at 9:00 AM.
- Delmarva811's Mission Statement was reviewed by the Vice President.
- Mr. Lewis 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. Not
- 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 32 participants in person and virtually.
- A motion to approve the meeting minutes dated February 19, 2025 was made by Mrs. 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 (4/2/26, 5/5/26, and 6/4/26) 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 other stakeholders were still seeing delays due to weather. He explained that some projects are taking two weeks to get a positive response. Mr. Peters replied that they have witnessed an uptick in water main break emergencies which could attribute to the delays.
- Mr. Payne asked about a large project that was on it's third update has received a "bad address" response. Mr. Payne said the first two tickets were closed with a marked status. When he contracted the locator, the locator stated there were no white flags. Mr. DiChristofaro added that this same scenario has happened to him multiple times. Mr. Lewis said this may be legitimate if the ticket says locate per the white flags. Mr. DiChristofaro asked if this type of change in responses between update tickets gets flagged from Delmarva811. Mrs. Arroyo replied that it does not get flagged. Mr. Burns asked if this was a Maryland issue. Mr. Payne said it was in Maryland. Mr. Burns asked Mr. Payne to contact him so he can look into it.
- Mr. DiChristofaro asked if anyone else is experiencing damages from shallow work such as sidewalk or curb installs that seems low risk to contactors. Mr. Peters replied that Delmarva Power receives consistent gas line damages from these types of work. Mr. Lyon added they had a recent issue with a customer call about not having running water. When City of Dover investigated, they found the customers water service at 15 inches deep, so that attributes to you cannot assume the facility is deep.

DAMAGE REPORT – FEBRUARY 2026

Mr. Lewis presented the reports.

Percentage Reporting by Membership;

DE = 21% MD = 30%

Percentage of Reporting Transmitted Tickets;

DE = 38% (83,871 sent & 32,074 reported on)

MD = 39% (29,339 sent & 11,498 reported on)

Root Causes:

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	2/3	0	4	1	0	0
MD	7/5	3	4	5	0	0

Damage Per 1000 Rate (Reported Tickets)

DE = 0.16

MD = 1.04

Damage Per 1000 Rate (Outgoing Tickets)

DE = 0.06

MD = 0.41

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 2026 Locator Achievement Awards, the member must submit information about damages for at least 7 months throughout 2026.

CALL CENTER TICKET VOLUME REPORT – FEBRUARY 2026

Reported by Mrs. Arroyo

Incoming Delmarva = 18,900 tickets	2024-2025 YTD % change = -8.93%
Outgoing Delmarva = 113,210 tickets	2024-2025 YTD % change = 0.62%

Internet Ticket Processing
ITIC = 91%

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.

A training video will be available online shortly.

PUBLIC AWARENESS COMMITTEE REPORT

Reported by Mr. Lewis

- DRWA Event in Harrington, DE at the Ice Rink. Potential to hold a training 2 times in 2026 for DRWA contractors.
- Participated in 3 UUPD presentations with the DE PSC. Next training is in June.

- Reviewed Cartvertise campaign
- Provided schedule for Georgetown Speedway when Delmarva811 sponsored race car will be performing.
- Provided an upcoming schedule for future events
 - Wilmington Earth Day 4/18/26
 - Common Ground Alliance 4/27/26-4/30/26
 - Blue Rocks Game 5/2/26
 - Public Works Week 5/17/26-5/23/26

OTHER COMMITTEE REPORTS

- Greater Chesapeake Damage Prevention Training Conference has begun planning for 2026 and registration will open in the end of April. Mr. Zook will bring the Delmarva811 sponsored dirt track car to the conference.
- Locator Achievement Awards – Mr. Keyser brought up that we have 50 nominated locators for the awards which will be held on 4/24/26 at the Harrington Raceway & Casino. Mr. Keyser brought up needing gift card donors. Multiples responded and were recorded by Mr. Keyser.

OLD BUSINESS

NEW BUSINESS

- Mr. Lyon asked for support during Public Works week. There is an initiative in place to recognize Public Works employees as essential which would allow them to collect additional benefits in the case of an incident during emergencies.
- Mr. Lyon announced that the change to ticket price starts in April, but utility owners will not see a net increase. He added they will see a net increase next April of 2027.
- Mr. Ericksen brought up the language in the new law that states that proceeds with penalty fines would be given to Delmarva811. He stated that would be illegal and need to be fixed. Mr. Lyon replied that he would get with the board and address.

There being no other business brought before the board or committee; a motion was made to adjourn the meeting by Mr. Lewis. It was seconded by Mr. Keyser. The motion carried. The meeting adjourned at 09:52 AM.

The next hybrid General Membership meeting date is planned for April 16th, 2026 at 9:00 AM.

Greenwood Fire Hall
 12611 Fire Hall Ave.
 Greenwood, DE 19950

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.

MARCH 19TH, 2026

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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
AMALFITANO	MIKE	SERV. REQ. COORD	NEW CASTLE COUNTY	302-395-5357	MICHAEL.AMALFITANO@NEWCASTLEDE.GOV	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	JEFF	SUPER. SYS. CTRL.	CHOPTANK ELECTRIC	410-479-8582	JEFFB@CHOPTANKELECTRIC.COOP	X
BURNS	MIKE		UTILIQUEST	443-786-7994	MIKE.BURNS@UTILIQUEST.COM	X
CARTER	MATT	T2 ENGINEER	DELAWARE T2 CENTER	302-831-7236	MATHEU@UDEL.EDU	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
DICHRISTOFARO	RYAN	BOARD MEMBER	BRANDYWINE CONSTRUCTION (BCCI)		BDICHRIS@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
ENGLE	JESSICA		FERREIRA CONSTRUCTION COMPANY, INC.		JENGLE@FERREIRA.CONSTRUCTION.COM	X
ERICKSEN	WAYNE	PIPELINE SERVICE MANAGER	DE PSC	320-736-7526	WAYNE.ERICKSEN@DELAWARE.GOV	X
GREENWELL	CHRIS		DELMARVA POWER	302-275-0961	CHRISGREENWELL@AOL.COM	X
HUFFMAN	DANIEL		DELAWARE		Daniel.Huffman@delaware.gov	X
JUMP	ROBERT	SYSTEM OPERATOR	CHOPTANK ELECTRIC	410-479-8648	ROBJ@CHOPTANKELECTRIC.COOP	X
KEYSER	STEVEN	BOARD MEMBER	DELMARVA POWER	302-465-2407	SKYSE9@GMAIL.COM	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
MASONE-DAVIS	SHELLY	BUSINESS DEVELOPMENT	ECOTECH HYDRO EX/LOC	443-534-6276	SHELLY@GOECOTECH.COM	X
MASSET	FRANK	FACILITIES COORDINATOR	STATE OF DELAWARE	320-992-4880	FRANK.MASSET@DELAWARE.GOV	X
PADGETT	LORRAINE	EXCAVATION DAMAGES	DE PSC		lorraine.padgett@delaware.gov	X
PAYNE	KEN	BOARD MEMBER	TUCKAHOE UNDERGROUND	202-821-7430	spayne.tuckahoe@gmail.com	X
PETERS	BYRON	BOARD MEMBER	DELMARVA POWER	202-309-6211	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.SHENEL.COM	X
SALVADORE	ANDREW		CARR & DUFF		asalvadore@carrduff.com	X
VAREEN	JASON		DELMARVA POWER		JASONVAREEN@HOTMAIL.COM	X
WERTZ	ROB		CARR & DUFF		rwertz@carrduff.com	X