



GENERAL MEMBERSHIP MEETING MINUTES

Greenwood Fire Hall
12611 Fire Hall Ave.
Greenwood, DE 19950
APRIL 16, 2026
Prepared by Mr. Sapp

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. Lewis provided safety information about the building and spoke briefly about MRZ Solutions
- 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 36 participants in person and virtually.
- A motion to approve the meeting minutes dated March 19, 2025 was made by Mr. Lewis. The motion was seconded by Mr. Ebaugh. The motion carried.

TICKET TALK

Mrs. Arroyo showed a video and discussed the new Ticket Talk feature within the Ticket Management System.

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 ssultz@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 ssultz@missutility.net to obtain another copy of the webservice requirements document.

A training video is available on www.delmarva811.com.

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 (5/14/26, 6/4/26, and 7/2/26) 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 brought up an issue about supporting efforts for when crews are vacuum excavating to locate marked facilities. Due to the cost incurred by the excavator for vacuum excavating, the ask for utility owners is to consider increased level of production support for excavators who are trying to dig safely using those means.
- Mr. Cahall brought up the buildup of fiber and asked the locators how they support the fiber installers when locating their utilities so they aren't damaged. Most in the room brought up doing the best they could based on the as-built and other records to try and provide as much information as possible to avoid a damage.
- Mrs. Casado brought up a utility that is in green conduit in Wilmington which was installed by a company in Texas who is not a participating member. The Board will research this issue more at the Board meeting.
- Mr. Sapp brought up that vocational schools are allowing students to work and some companies don't provide any formal safety training before the students begin work. He had multiple examples of damages involving high school students damaging gas line. It was brought up to have some sort of agreement for the program to ensure the hiring employer is teaching the students safety and the

schools know they are allowing the students to enter into that environment. Mr. Lewis is looking into setting up a training and meeting with Polytech and is working on a contact for Sussex Tech.

DAMAGE REPORT – MARCH 2026

Mr. Lewis presented the reports.

Percentage Reporting by Membership;

DE = 28% MD = 31%

Percentage of Reporting Transmitted Tickets;

DE = 51% (117,812 sent & 60,414 reported on)

MD = 49% (43,448 sent & 21,203 reported on)

Root Causes:

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	14/21	10	14	5	4	1
MD	8/15	6	13	4	0	0

Damage Per 1000 Rate (Reported Tickets)

DE = 0.58

MD = 1.08

Damage Per 1000 Rate (Outgoing Tickets)

DE = 0.30

MD = 0.53

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 – MARCH 2026

Reported by Mrs. Arroyo

Incoming Delmarva = 28,114 tickets

2025-2026 YTD % change = 14.14%

Outgoing Delmarva = 161,260 tickets

2025-2026 YTD % change = 24.17%

Internet Ticket Processing

ITIC = 89%

ITIC Lite (homeowners) = 28%

PUBLIC AWARENESS COMMITTEE REPORT

Reported by Mr. Lewis

- 811 Related Posters to hang at the office or break room are available by request
- There is a new video approved which will be used to replace the advertisement at the movie theaters. The video was played for the attendees and is available by request to share
- The Governors of DE and MD have proclaimed April of 2026 as Safe Dig Month, and those proclamations were displayed for attendees.
- Provided an upcoming schedule for future events
 - Wilmington Earth Day 4/17
 - Locator Achievement Awards 4/24
 - Champions for Children Golf Tournament Hole Sponsor 4/27
 - Common Ground Alliance 4/27-4/30
 - Wilmington Blue Rocks Game 5/2
 - Maryland Rural Water 5/4-5/7
 - Public Works Week 5/17-5/23
 - MML Conference 6/14-6/17
 - DOWRA DE PSC Training (Greenwood Fire Hall) 6/17

OTHER COMMITTEE REPORTS

- Greater Chesapeake Damage Prevention Training Conference has begun planning for 2026. It will be held October 20-23. Mr. Zook will bring the Delmarva811 sponsored dirt track car to the conference. Mr. Ruddo mentioned the keynote speakers have been locked in. Early Bird Registration begins in a few weeks.
- 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. The doors open at 6:00pm for attendees.
- DE Law Change Senate Bill 275 was introduced to the state senate on 4/9. The proposed law will be heard by the Senate Elections & Government Affairs Committee on 4/22 at 3:00 pm
- Public Service Commission

After February's weather and extreme cold resulted in only 10 reportable damages, we had a major increase in damages during March, bringing us to 52 reported damages so far this year.

Damage Repair Cost Estimate

\$180,022 during the first quarter of 2026

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

The main root causes of damage are:

N1- Failure to Notify the One Call Center/Delmarva 811 for a mark out

2026 = 6 over 52 Total Damage Reports

N3- Excavator dug prior to valid start date/time/ Ticket Not Cleared

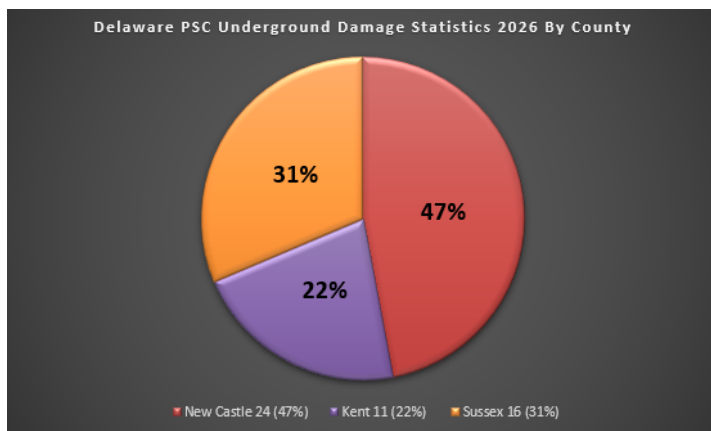
2026 = 5 over 52 Total Damage Reports

E1 - Excavation Practices not Sufficient -Dug prior to verifying marks

2026 = 16 over 52 Total Damage Reports

L1- L11 = Locating Practices not sufficient

2026 = 16 over 52 Total Damage Reports



The Delaware On-Site Wastewater Recycling Association will be hosting our Underground Utility Damage Prevention class for 6.5 CEUs on Tuesday June 16, 2026, from 9am to 4pm at the Greenwood Firehall. Registration forms are now available.

National Averages for CY 2025
Damage Ratio = 2.39 (down from 2.48)
Total Damages = 85,606 (down from 86,148)
One-Call = 34.42% (down from 34.99%)
Excavation = 39.26% (up from 38.76%)
Locating = 23.72% (no substantive change)
Other = 2.59% (up from 2.49%)
Total Tickets = 35,813,970 (up 2.98%)

OLD BUSINESS

NEW BUSINESS

- Mr. Jewell – MD has created a new NPV submission portal. [Link](#)

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. Ebaugh. The motion carried. The meeting adjourned at 10:27 AM.

The next hybrid General Membership meeting date is planned for May 21st, 2026 at 9:00 AM.

Ditch Witch - Seaford
585 N Market St. Ext.
Seaford, DE 19973

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	215-394-7277	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	*
BULLOCK	TUCKER	MANAGER, GAS & METER	EASTON UTILITIES	410-819-3425	TBULLOCK@EUCMAIL.COM	*
BURKE	CODDY	LOCATOR	CHESAPEAKE UTILITIES		CBURKE@CHPK.COM	*
BURNS	MIKE		UTILIQUEST	443-786-7994	MIKE.BURNS@UTILIQUEST.COM	*
CAHALL	BEN	BOARD MEMBER	EASTON UTILITIES	410-200-8274	BCAHALL@EUCMAIL.COM	*
CASADO	SUSANA	ROADCUT ADMINISTRATOR	CITY OF WILMINGTON	302-753-7997	SMCASADO@WILMINGTONDE.GOV	*
COLBORN	KEVIN	LOCATE SUPERVISOR	DELAWARE ELECTRIC COOPERATIVE	410-253-2868	KCOLBORN@DELAWARE.COOP	*
DICHRISTOFARO	RYAN	BOARD MEMBER	BRANDYWINE CONSTRUCTION (BCCI)		RDCHRIS@BCCICO.COM	*
DURHAM	CLINTON	LOCATE SUPERVISOR	KLEINFELDER ENGINEERING	302-943-4958	CDURHAM@KLEINFELDER.COM	*
EBAUGH	BRAD	BOARD PAST PRESIDENT	RETIRED		REBAUGH75@COMCAST.NET	*
ERICKSEN	WAYNE	PIPELINE SERVICE MANAGER	DE PSC	320-736-7526	WAYNE.ERICKSEN@DELAWARE.GOV	*
EVANS	BRETT	LOCATE SUPERVISOR	TIDEWATER UTILITIES	302-249-4475	BEVANS@MIDDLESEXWATER.COM	*
HANCOCK	ANTHONY		DANELLA	610-331-1147	AHANCOCK@DANELLA.COM	*
JEWELL	MICHAEL				michael.jewell@mddps.org	*
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	*
LIGON	TONYA	OPS MANAGER	UNIVERSITY OF DELAWARE	302-831-0759	tligon@udel.edu	*
LYON	JASON	BOARD PRESIDENT	CITY OF DOVER	302-736-7025	JLYON@DOVER.DE.US	*
MOONEY	BRIAN	DAMAGE PREVENTION	TIDEWATER UTILITIES	302-381-7903	BMOONEY@MIDDLESEXWATER.COM	*
PADGETT	LORRAINE	EXCAVATION DAMAGES	DE PSC		lorraine.padgett@delaware.gov	*
PAYNE	KEN	BOARD MEMBER	TUCKAHOE UNDERGROUND	202-821-7430	kpayne.tuckahoe@gmail.com	*
PETERS	BYRON	BOARD MEMBER	DELMARVA POWER	202-309-6211	BYRON.PETERS@EXELONCORP.COM	*
PETRO	MIKE	Supervisor	ARTESIAN WATER	302-420-7969	MPETRO@ARTESIANWATER.COM	*
POPE	DOMINIC	SAFETY DIRECTOR	GAINES AND COMPANY	443-386-1313	dpope@gainesandco.com	*
RALLS	KERWIN	PROJECT MANAGER	GLOFIBER	540-334-0013	KERWIN.RALLS@EMP-SHENTEL.COM	*
RILEY	ROB	LOCATE SUPERVISOR	CHESAPEAKE UTILITIES	302-222-1461	RRILEY@CHPK.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	*
SALVADORE	ANDREW		CARR & DUFF		asalvadore@carrduff.com	*
SAPP	JESSE	BOARD SECRETARY	CHESAPEAKE UTILITIES	302-382-2415	JSAPP@CHPK.COM	*
STERLING	KIP	LOCATE SUPERVISOR	KLEINFELDER ENGINEERING		KSTERLING@KLEINFELDER.COM	*
SULLIVAN	SUSAN	DAMAGE PREVENTION LIASON	ONE CALL CONCEPTS	410-782-2030	SSULLIVAN@MISSUTILITY.NET	*
WELCH	RICHARD		CITY OF MIDDLETOWN	302-757-2481	GWELCH@MIDDLETOWN.DE.LAWARE.GOV	*