



## **GENERAL MEMBERSHIP MEETING MINUTES**

Ditch Witch – Seaford  
585 N Market St. Ext.  
Seaford, DE 19973  
**MAY 21, 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.***

### **UNAPPROVED COPY**

#### **CALL TO ORDER, WELCOME AND INTRODUCTIONS**

- Mr. Lyon called the meeting to order at 9:06 AM.
- Delmarva811's Mission Statement was reviewed by the President.
- Mr. Morrell from Ditch Witch ACE invited attendees to their open house later today. He spoke about some of the products and services they offer.
- Mr. Lyon displayed the updated Delmarva811 website [www.delmarva811.com](http://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.
- Mr. Lyon showed a video about a natural gas damage on 5/14 with Duke Energy and reaffirmed why safe digging practices are so important.
- Mr. Lyon brought up the progress that the DE Law Change (SB 275), which was presented on 5/20 to the DE House of Representatives Transportation Committee. Mr. Sapp provided testimony and was the expert witness during questions.
- 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 33 participants in person and virtually.
- A motion to approve the meeting minutes dated April 16, 2025 was made by Mr. Lewis. The motion was seconded by Mr. Payne. The motion carried.

#### **TICKET TALK**

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](mailto: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](mailto:ssultz@missutility.net) to obtain another copy of the webservice requirements document.

A training video is available on [www.delmarva811.com](http://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 (6/4/26, 7/2/26, and 8/6/26) at 2:00 PM). Excavators are encouraged to use online system. Visit [www.Delmarva811.com](http://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](mailto:ssullivan@missutility.net)) with questions.

### **EXCAVATOR/MEMBER/LOCATING CONCERNS**

- Mr. Payne noticed a lot of tickets have been statused as clear even though there is clear sign of facilities in the area. It appears that there has been a lot of challenges recently, especially with Breezeline. Mr. Cahall mentioned they have an issue as well in Talbot County. Mr. Payne was appreciative of the locators from other utilities who have been helpful when these instances occur. The Board will discuss presenting to this issue to the Maryland Authority. Mr. McRae provided two contacts (1 for Stake Center and 1 for Atlantic Broadband)
  - James Weekly – Stake Center – Supervisor – 443-400-9436
  - Colby Schwartz – Atlantic Broadband – Supervisor – 443-423-9462
- Mr. Lyon brought up a call that he had from homeowners in Sussex County, DE who hired a contractor to install footers but the contractor didn't call 811. Mr. Lyon instructed them to submit this event to the DE PSC.

## DAMAGE REPORT – APRIL 2026

Mr. Lewis presented the reports.

Percentage Reporting by Membership;

DE = 27% MD = 29%

Percentage of Reporting Transmitted Tickets;

DE = 45% (112,372 sent & 50,383 reported on)

MD = 47% (42,617 sent & 20,067 reported on)

Root Causes:

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	15/32	18	17	3	6	2
MD	9/16	5	11	7	2	0

Damage Per 1000 Rate (Reported Tickets)

DE = 0.93

MD = 1.25

Damage Per 1000 Rate (Outgoing Tickets)

DE = 0.42

MD = 0.59

Please contact Mr. Lewis to learn more about damage and non-damage data reporting or for report questions, [RICKY@MRZ-SOLUTIONS.COM](mailto: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 – APRIL 2026

Reported by Mrs. Arroyo

Incoming Delmarva = 27,615 tickets

2025-2026 YTD % change = 5.69%

Outgoing Delmarva = 154,989 tickets

2025-2026 YTD % change = 10.92%

Internet Ticket Processing

ITIC = 88%

ITIC Lite (homeowners) = 30%

- New Development from Gaines and Company in Queenstown, MD across from the outlets.
- At CGA, it was mentioned that over the next 3-5 years, Electric Utilities.
- DE initiative to push houses to be built faster in certain areas over the next few years.

## PUBLIC AWARENESS COMMITTEE REPORT

Reported by Mr. Lewis

- 811 Related Posters to hang at the office or break room are available by request
- The Blue Rocks game was a great success in partnership with Delmarva Power
- Mr. DiChristofaro and Mrs. Casado participated in Wilmington Earth Day
- 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 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 has begun
- Locator Achievement Awards – The Board awarded 50 locators on 4/24/26 at the Harrington Raceway & Casino.
- Public Service Commission

Underground Utility Damage Prevention (UUDP) Stats – May 2026

### Damage Repair Cost Estimate

\$265,622 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 o**

2026 = 13 over 81 Total Damage Reports

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

2026 = 8 over 81 Total Damage Reports

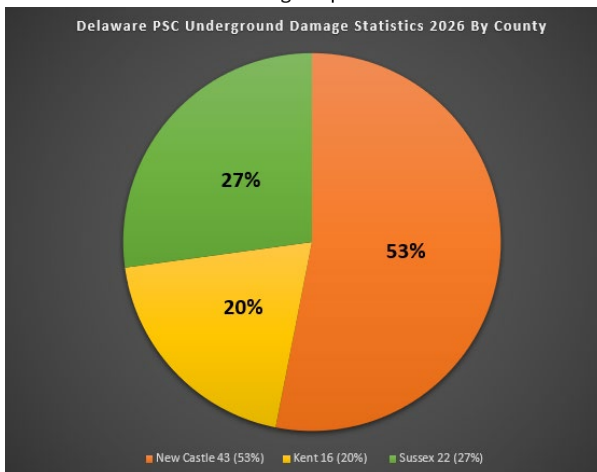
**E1 - Excavation Practices not Sufficient -Dug prior to verifying marks**

2026 = 24 over 81 Total Damage Reports

**L1- L11 = Locating Practices not sufficient**

2026 = 22 over 81 Total Damage Reports

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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.

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#### **Public Service Commission News**

Governor Matt Meyer announced the Delaware State Senate has confirmed all five members of the Delaware Public Service Commission (PSC), formally establishing a new leadership team at a pivotal moment for utility regulation and energy policy in Delaware. Governor Meyer also designated Commissioner Harold Gray to serve as Chair of the Commission. “These confirmations mark an important step forward for Delaware consumers and for the future of utility oversight in our state,” **said Governor Matt Meyer.** “This Commission brings together a wide range of expertise in energy policy, utility regulation, law, public administration, planning, and land use. I’m grateful for their willingness to serve and confident they will work collaboratively to ensure Delawareans have reliable, transparent, and affordable utility service.”

The Commissioners: Harold Gray, Dr. Anthony DePrima, Regina A. Iorii, Michael Richard & Robert C. Wheatley

Gray, who represents the City of Wilmington, has served on the Public Service Commission since 2014 and was reappointed by Governor Meyer in May 2025. Governor Meyer said Gray’s attentiveness to community concerns and deep understanding of the complexities of rate cases make him uniquely suited to lead the Commission as Chair.

The Governor has emphasized the importance of a more engaged and proactive Commission that carefully evaluates utility proposals and infrastructure investments while balancing reliability, long-term planning, and affordability for Delaware families and businesses. The Commission’s first meeting took place on Wednesday, May 20, 2026. More information, including the meeting agenda and access details, can be found [here](#).

## **OLD BUSINESS**

## **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. Lewis. The motion carried. The meeting adjourned at 10:00 AM.

The next hybrid General Membership meeting date is planned for June 18<sup>th</sup>, 2026 at 9:00 AM.

Delmarva Power Conference Center  
4100 Wakefield Drive

Newark, DE 19972

A virtual link will be emailed in advance of the meeting date for those who prefer this meeting option.

[www.delmarva811.com](http://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.

MAY 21ST, 2026

Delmarva811  
UTILITIES SERVICE PROTECTION  
CENTER OF DELAWARE, INC  
[www.delmarva811.com](http://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	*
BULLOCK	TUCKER	MANAGER, GAS & METER	EASTON UTILITIES	410-819-3425	TBULLOCK@EUCMAIL.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	*
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	*
COLLISON	GALEN	DAMAGE INVESTIGATOR	DELMARVA POWER	403-786-5033	GALEN.COLLISON@EXELON.COM	*
DICHRISTOFARO	RYAN	BOARD MEMBER	BRANDYWINE CONSTRUCTION (BCCI)		RDICHRIS@BCCICO.COM	*
DURHAM	CLINTON	LOCATE SUPERVISOR	KLEINFELDER ENGINEERING	302-943-4958	CDURHAM@KLEINFELDER.COM	*
ERICKSEN	WAYNE	PIPELINE SERVICE MANAGER	DE PSC	320-736-7526	WAYNE.ERICKSEN@DELAWARE.GOV	*
HANCOCK	ANTHONY		DANELLA	610-331-1147	AHANCOCK@DANELLA.COM	*
HORTON	MICHELLE	VICE PRESIDENT	DITCH WITCH	804-943-9483	MHORTON@DITCHWITCHVA.COM	*
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	*
MASSET	FRANK	FACILITIES COORDINATOR	STATE OF DELAWARE	320-992-4880	FRANK.MASSET@DELAWARE.GOV	*
MCRAE	KNOL	NEW CASTLE CONST. SPEC.	COMCAST	302-275-7262	KNOL_MCRAE@CABLE.COMCAST.COM	*
MORRELL	MITCHELL	REGIONAL MANAGER	DITCH WITCH	757-576-8880	MMORRELL@DITCHWITCHCAE.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	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	*
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	*
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	*
WELCH	RICHARD		CITY OF MIDDLETOWN	302-757-2481	GWELCH@MIDDLETOWN.DELAWARE.GOV	*