



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



GENERAL MEMBERSHIP MEETING MINUTES

Delmarva Power Conference Center
4100 Wakefield Drive
Newark, DE 19972

JUNE 18, 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.

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.
- Kieth Butler with Delmarva Power provided directions for emergency exit and a safety message about dehydration.
- 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.
- Mr. Lyon brought up the progress that the DE Law Change (SB 275), which was passed by the House of Representatives and the Senate. He explained the next step is for the governor to sign it.
- 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 30 participants in person and virtually.
- A motion to approve the meeting minutes dated May 21, 2026 was made by Mr. Ebuagh. The motion was seconded by Mr. Lewis. 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 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 7/2/26, 8/6/26, and....) 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. Lewis brought to light a concern with Brandywine Tree and Eastern Shore Nursery. Both companies are encouraging homeowners to the call in tickets instead of the contractor.
- Mr. Cimo raised concern for IQ Fiber in Kent and Sussex County. Multiple parties have reported to him that they are not receiving responses from IQ Fiber on their tickets.

DAMAGE REPORT – MAY 2026

Mr. Lewis presented the reports.

Percentage Reporting by Membership;
DE = 16% MD = 11%

Percentage of Reporting Transmitted Tickets;
DE = 30% (96,687 sent & 29,121 reported on)
MD = 19% (34,727 sent & 6,640 reported on)

Root Causes:

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	7/19	9	7	5	4	1
MD	9/4	4	4	5	0	0

Damage Per 1000 Rate (Reported Tickets)

DE = 0.89

MD = 1.96

Damage Per 1000 Rate (Outgoing Tickets)

DE = 0.27

MD = 0.37

Mr. Lewis stated the data is lighter than usual as some numbers were reported last minute and did not make it into the detail. Next month should be reflected more accurately. Mr. Lewis requested everyone to submit before the Sunday prior to the next scheduled meeting to ensure the data has time to be entered.

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 – MAY 2026

Reported by Mrs. Arroyo

Incoming Delmarva = 23,184 tickets

2025-2026 YTD % change = -6.98%

Outgoing Delmarva = 131,414 tickets

2025-2026 YTD % change = -2.20%

Internet Ticket Processing

ITIC = 88%

ITIC Lite (homeowners) = 29%

PUBLIC AWARENESS COMMITTEE REPORT

Reported by Mr. Lewis

- Discussed the Movie Theatre Campaign
- Showed 811 dirt car sponsorship and schedule
- Provided an upcoming schedule for future events
 - Wyoming Peach Festival 8/1
 - DEC Annual Meeting & Expo 8/12

- Maco Annual Conference & Expo 8/12-8/15
- Middletown Peach Festival 8/15

OTHER COMMITTEE REPORTS

- Greater Chesapeake Damage Prevention Training Conference has begun planning for 2026. It will be held October 20-23. Early Bird Registration has begun.

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. Cimo. The motion carried. The meeting adjourned at 09:56 AM.

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

Chesapeake Utilities – Safety Town
500 Energy Lane
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.

JUNE 18th, 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
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
BURNS	MIKE	OPERATIONS MANAGER	UTILIQUEST	443-786-7994	MIKE.BURNS@UTILIQUEST.COM	X
BUTLER	KEITH	DAMAGE PREVENTION	DELMARVA POWER	856-834-6923	KEITH.BUTLER@EXELONCORP.COM	X
CAHALL	BEN	BOARD MEMBER	EASTON UTILITIES	410-200-8274	BCAHALL@EUCMAIL.COM	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
DICHRISTOFARO	RYAN	BOARD MEMBER	BRANDYWINE CONSTRUCTION (BCCI)		BDICHRIS@BCCICO.COM	X
DURHAM	BRENDA				AMERICADIRECTIONALBORING@GMAIL.COM	X
EBBAUGH	BRAD	BOARD PAST PRESIDENT	RETIRED		BEBAUGH75@COMCAST.NET	X
ERICKSEN	WAYNE	PIPELINE SERVICE MANAGER	DE PSC	320-736-7526	WAYNE.ERICKSEN@DELAWARE.GOV	X
GOLDEN	RODERICK	DPT	DELMARVA POWER	609-774-5171	RODERICK.GOLDEN@EXELONCORP.COM	X
GUTHRIE	JOHN	UTILITY COORDINATOR	DELDOT	302-760-2183	JOHN.GUTHRIE@DELAWARE.GOV	X
KEYSER	STEVEN	BOARD MEMBER	DELMARVA POWER	302-465-2407	SKYSER9@GMAIL.COM	X
LARDNER	RING	PRINCIPAL	DBF	302-424-1441	RWL@DBFINC.COM	X
LEWIS	RICHARD	BOARD CO-VP	MRZ SOLUTIONS	302-423-2586	RICKY@MRZ-SOLUTIONS.COM	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@GORECOTECH.COM	X
MCRAE	KNOL	NEW CASTLE CONST. SPEC.	COMCAST	302-275-7262	KNOL_MCRAE@CABLE.COMCAST.COM	X
PADGETT	LORRAINE	EXCAVATION DAMAGES	DE PSC		Lorraine.padgett@delaware.gov	X
PAYNE	KEN	BOARD MEMBER	TUCKAHOE UNDERGROUND	202-821-7430	kpayne.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.SHENTEL.COM	X
RILEY	ROB	LOCATE SUPERVISOR	CHESAPEAKE UTILITIES	302-222-1461	RRILEY@CHPK.COM	X
SULLIVAN	SUSAN	DAMAGE PREVENTION LIASON	ONE CALL CONCEPTS	410-782-2030	SSULLIVAN@MISSUTILITY.NET	X
SUMPTER	DAVID	DPT	DELMARVA POWER	856-526-2492	DAVID.SUMPTER@EXELONCORP.COM	X