



GENERAL MEMBERSHIP MEETING MINUTES

Chesapeake Utilities
500 Energy Lane
Dover, DE 19901

JULY 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.

UNAPPROVED COPY

CALL TO ORDER, WELCOME AND INTRODUCTIONS

- Mr. Lewis called the meeting to order at 9:01 AM.
- Delmarva811's Mission Statement was reviewed by the President.
- Jesse Sapp from Chesapeake Utilities gave a brief safety moment on grilling safety.
- 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.
- Mr. Lewis shared a video of a recent natural gas damage house explosion in Dallas, TX.
- Mr. Lewis brought up the progress that the DE Law Change (SB 275) has been signed by the governor on 7/13 and is in effect. There will be a public signing with the Governor's office in the near future.
- 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 31 participants in person and virtually.
- A motion to approve the meeting minutes dated June 18, 2026 was made by Mr. Keyser. The motion was seconded by Mr. DiChristofaro. 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. Arroyo gave presentation/overview. Delmarva811 provides monthly ITICnxt virtual trainings. Mrs. Sullivan provided dates for upcoming virtual trainings opportunities (8/6/26, 9/3/26 and 10/1/26) 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. Cahall said they are still having a safety concern with Breezeline not marking tickets or being cleared remotely in Maryland. It does not appear to be improving.
- 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. DiChristofaro reached out and is working to have conversations with them.
- Mr. Payne was in a development in Ocean Pines which said the HOA will mark out the private utilities when they get called in. They will see how it goes.
- 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.
- Talkie fiber running fiber from Snow Hill to Cambridge.
- Delaware executive order 18 gives a permit accelerator for fiber installs.
- Mr. Cahall brought up 7.5 mile forced main to the new University of Maryland Shore Medical Center.

DAMAGE REPORT – JUNE 2026

Mr. Lewis presented the reports.

Percentage Reporting by Membership;

DE = 22% MD = 28%

Percentage of Reporting Transmitted Tickets;

DE = 46% (108,852 sent & 49,548 reported on)

MD = 44% (34,708 sent & 15,355 reported on)

Root Causes:

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	7/56	12	32	13	4	2
MD	3/14	6	8	1	2	0

Damage Per 1000 Rate (Reported Tickets)

DE = 1.27

MD = 1.11

Damage Per 1000 Rate (Outgoing Tickets)

DE = 0.58

MD = 0.49

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 – JUNE 2026

Reported by Mrs. Arroyo

Incoming Delmarva = 25,604 tickets

2025-2026 YTD % change = 3.11%

Outgoing Delmarva = 143,560 tickets

2025-2026 YTD % change = 6.12%

Internet Ticket Processing

ITIC = 88%

ITIC Lite (homeowners) = 27%

PUBLIC AWARENESS COMMITTEE REPORT

Reported by Mr. Lewis

- Discussed the Movie Theatre Campaign
- Showed 811 dirt car sponsorship and schedule - the car was re-wrapped after an accident during the race
- 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 and will continue through 7/21.
- PSC

Underground Utility Damage Prevention (UUDP) Stats – July 2026

Damage Repair Cost Estimate

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

2026 = \$411,422.00 over 137 Total Damage Reports CY

The main root causes of damage are:

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

2026 = 27 over 137 Total Damage Reports

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

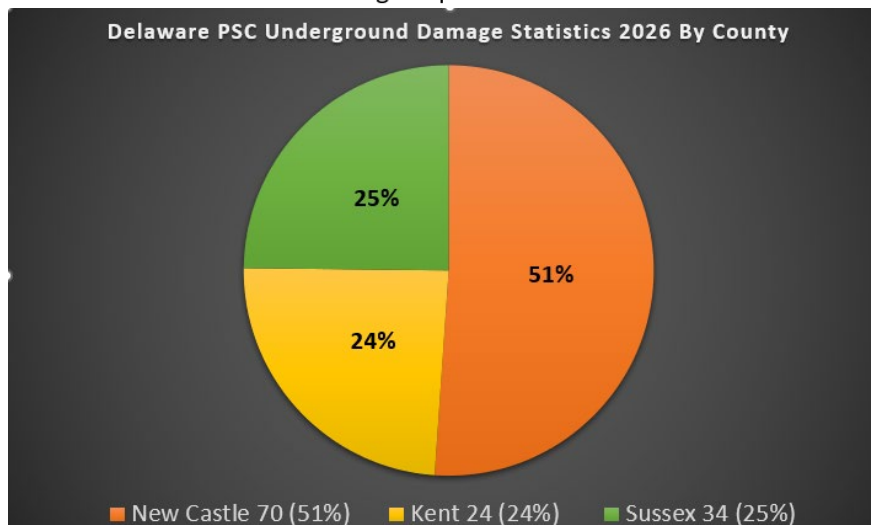
2026 = 11 over 137 Total Damage Reports

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

2026 = 43 over 137 Total Damage Reports

L1- L11 = Locating Practices not sufficient

- 2026 = 34 over 137 Total Damage Reports



- The DE law exempts homeowners from fines for underground violations. That led to a discussion about the level of responsibility of homeowners for digging around utilities or hiring excavators to do similar work.
- Mrs. Padgett suggested filing a complaint with Delaware Division of Professional Regulation:
<https://dpr.delaware.gov/boards/investigativeunit/filecomplaint/> for excavators who repeatedly are violating the law.

OLD BUSINESS

- Mr. Ralls asked a question about being able to search tickets as a homeowner to see who is working on your property and why. Mr. Lewis answered and told him about the search and status feature on Miss Utility's website.
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NEW BUSINESS

- PSC - New Commission and commissioner. Rate increases have been very political, especially with Delmarva Power recently.

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 10:03 AM.

The next hybrid General Membership meeting date is planned for Aug 20th, 2026 at 9:00 AM.

City of Wilmington
500 Wilmington AVE
Wilmington, DE

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.

JULY 16th, 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
ABDUL-AZIZ	ARLENER	CONTROL CENTER MANAGER	CHESAPEAKE UTILITIES	302-554-1686	AABDULAZIZ@CHPK.COM	X
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
BURKE	ALLEN	CONTROL CENTER	CHESAPEAKE UTILITIES		ABURKE@CHPK.COM	X
BURKE	CODY	LOCATOR	CHESAPEAKE UTILITIES		CBURKE@CHPK.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
CLEVELAND	RICHARD		CHESAPEAKE UTILITIES	302-736-7610	RCLEVELAND@CHPK.COM	X
COLBORN	KEVIN	LOCATE SUPERVISOR	DELAWARE ELECTRIC COOPERATIVE	410-253-2868	KCOLBORN@DELAWARE.COOP	X
DELLINGER	DAVID	FIELD MANAGER	TRIX UTILITY SERVICES	470-388-2071	DAVID.DELLINGER@TRIXUS.COM	X
DICHRISTOFARO	RYAN	BOARD MEMBER	BRANDYWINE CONSTRUCTION (BCCI)		RDICHRIS@BCCICO.COM	X
EBAUGH	BRAD	BOARD PAST PRESIDENT	RETIRED		BEBAUGH75@COMCAST.NET	X
ERICKSEN	WAYNE	PIPELINE SERVICE MANAGER	DE PSC	320-736-7526	WAYNE.ERICKSEN@DELAWARE.GOV	X
GREEN	BRANDON	CONTROL CENTER	CHESAPEAKE UTILITIES		BPGREEN@CHPK.COM	X
JUMP	ROBERT	SYSTEM OPERATOR	CHOPTANK ELECTRIC	410-479-8648	ROBJ@CHOPTANKLELECTRIC.COOP	X
KEYSER	STEVEN	BOARD MEMBER	DELMARVA POWER	302-465-2407	SKYSER9@GMAIL.COM	X
LEWIS	RICHARD	BOARD CO-VP	MRZ SOLUTIONS	302-423-2586	RICKY@MRZ-SOLUTIONS.COM	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	kpayne.tuckahoe@gmail.com	X
PETERS	BYRON	BOARD MEMBER	DELMARVA POWER	202-309-6211	BYRON.PETERS@EXELONCORP.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
WELCH	RICHARD		CITY OF MIDDLETOWN	302-757-2481	GWELCH@MIDDLETOWN.DELAWARE.GOV	X
WILSON	GLEN		CHESAPEAKE UTILITIES	302-387-9518	GWILSON@CHPK.COM	X
	JOE					X