



## **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.***

### **APPROVED 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](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. 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](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. 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](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. 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](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 – 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**

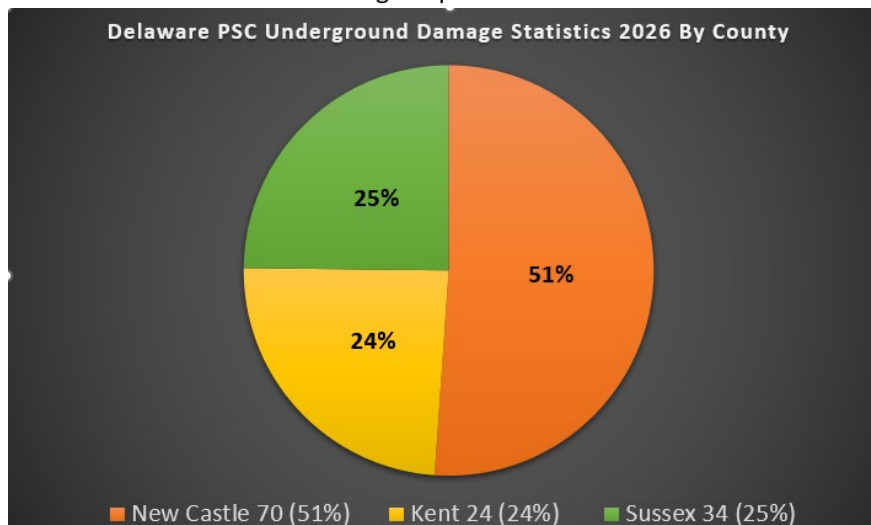
2026 = 11 over 137 Total Damage Reports

**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 20<sup>th</sup>, 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](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.*

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 | <a href="mailto:AABDULAZIZ@CHPK.COM">AABDULAZIZ@CHPK.COM</a>                               | X          |
| AL-CHOKHACHY  | CHRISTOPHER | BOARD MEMBER             | VERIZON                        | 215-394-7277 | <a href="mailto:CHRISTOPHERALCHOKHACHY@VERIZON.COM">CHRISTOPHERALCHOKHACHY@VERIZON.COM</a> | X          |
| ARROYO        | JENN        | GENERAL MANAGER          | ONE CALL CONCEPTS              | 410-712-0056 | <a href="mailto:JENNIFER@OCCINC.COM">JENNIFER@OCCINC.COM</a>                               | X          |
| BATZE         | DAN         | REGIONAL MANAGER         | DANELLA                        | 302-893-1253 | <a href="mailto:DBATZE@DANELLA.COM">DBATZE@DANELLA.COM</a>                                 | X          |
| BURKE         | ALLEN       | CONTROL CENTER           | CHESAPEAKE UTILITIES           |              | <a href="mailto:ABURKE@CHPK.COM">ABURKE@CHPK.COM</a>                                       | X          |
| BURKE         | CODY        | LOCATOR                  | CHESAPEAKE UTILITIES           |              | <a href="mailto:CBURKE@CHPK.COM">CBURKE@CHPK.COM</a>                                       | X          |
| BUTLER        | KEITH       | DAMAGE PREVENTION        | DELMARVA POWER                 | 856-834-6923 | <a href="mailto:KEITH.BUTLER@EXELONCORP.COM">KEITH.BUTLER@EXELONCORP.COM</a>               | X          |
| CAHALL        | BEN         | BOARD MEMBER             | EASTON UTILITIES               | 410-200-8274 | <a href="mailto:BCAHALL@EUCMAIL.COM">BCAHALL@EUCMAIL.COM</a>                               | X          |
| CASADO        | SUSANA      | ROADCUT ADMINISTRATOR    | CITY OF WILMINGTON             | 302-753-7997 | <a href="mailto:SMCASADO@WILMINGTONDE.GOV">SMCASADO@WILMINGTONDE.GOV</a>                   | X          |
| CIMO          | ERIC        | BOARD TREASURER          | DELDOT                         | 302-760-2642 | <a href="mailto:ERIC.CIMO@DELAWARE.GOV">ERIC.CIMO@DELAWARE.GOV</a>                         | X          |
| CLEVELAND     | RICHARD     |                          | CHESAPEAKE UTILITIES           | 302-736-7610 | <a href="mailto:RCLEVELAND@CHPK.COM">RCLEVELAND@CHPK.COM</a>                               | X          |
| COLBORN       | KEVIN       | LOCATE SUPERVISOR        | DELAWARE ELECTRIC COOPERATIVE  | 410-253-2868 | <a href="mailto:KCOLBORN@DELAWARE.COOP">KCOLBORN@DELAWARE.COOP</a>                         | X          |
| DELLINGER     | DAVID       | FIELD MANAGER            | TRIX UTILITY SERVICES          | 470-388-2071 | <a href="mailto:DAVID.DELLINGER@TRIXUS.COM">DAVID.DELLINGER@TRIXUS.COM</a>                 | X          |
| DICHRISTOFARO | RYAN        | BOARD MEMBER             | BRANDYWINE CONSTRUCTION (BCCI) |              | <a href="mailto:RDICHRIS@BCCICO.COM">RDICHRIS@BCCICO.COM</a>                               | X          |
| EBAUGH        | BRAD        | BOARD PAST PRESIDENT     | RETIRED                        |              | <a href="mailto:BEBAUGH75@COMCAST.NET">BEBAUGH75@COMCAST.NET</a>                           | X          |
| ERICKSEN      | WAYNE       | PIPELINE SERVICE MANAGER | DE PSC                         | 320-736-7526 | <a href="mailto:WAYNE.ERICKSEN@DELAWARE.GOV">WAYNE.ERICKSEN@DELAWARE.GOV</a>               | X          |
| GREEN         | BRANDON     | CONTROL CENTER           | CHESAPEAKE UTILITIES           |              | <a href="mailto:BPGREEN@CHPK.COM">BPGREEN@CHPK.COM</a>                                     | X          |
| JUMP          | ROBERT      | SYSTEM OPERATOR          | CHOPTANK ELECTRIC              | 410-479-8648 | <a href="mailto:ROBJ@CHOPTANKELECTRIC.COOP">ROBJ@CHOPTANKELECTRIC.COOP</a>                 | X          |
| KEYSER        | STEVEN      | BOARD MEMBER             | DELMARVA POWER                 | 302-465-2407 | <a href="mailto:SKYSER9@GMAIL.COM">SKYSER9@GMAIL.COM</a>                                   | X          |
| LEWIS         | RICHARD     | BOARD CO-VP              | MRZ SOLUTIONS                  | 302-423-2586 | <a href="mailto:RICKY@MRZ-SOLUTIONS.COM">RICKY@MRZ-SOLUTIONS.COM</a>                       | X          |
| MASONE-DAVIS  | SHELLY      | BUSINESS DEVELOPMENT     | ECOTECH HYDRO EX/LOC           | 443-534-6276 | <a href="mailto:SHELLY@GOECOTECH.COM">SHELLY@GOECOTECH.COM</a>                             | X          |
| MASSET        | FRANK       | FACILITIES COORDINATOR   | STATE OF DELAWARE              | 320-992-4880 | <a href="mailto:FRANK.MASSET@DELAWARE.GOV">FRANK.MASSET@DELAWARE.GOV</a>                   | X          |
| PADGETT       | LORRAINE    | EXCAVATION DAMAGES       | DE PSC                         |              | <a href="mailto:lorraine.padgett@delaware.gov">lorraine.padgett@delaware.gov</a>           | X          |
| PAYNE         | KEN         | BOARD MEMBER             | TUCKAHOE UNDERGROUND           | 202-821-7430 | <a href="mailto:kpayne.tuckahoe@gmail.com">kpayne.tuckahoe@gmail.com</a>                   | X          |
| PETERS        | BYRON       | BOARD MEMBER             | DELMARVA POWER                 | 202-309-6211 | <a href="mailto:BYRON.PETERS@EXELONCORP.COM">BYRON.PETERS@EXELONCORP.COM</a>               | X          |
| RALLS         | KERWIN      | PROJECT MANAGER          | GLOFIBER                       | 540-334-0013 | <a href="mailto:KERWIN.RALLS@EMP.SHENTEL.COM">KERWIN.RALLS@EMP.SHENTEL.COM</a>             | X          |
| SAPP          | JESSE       | BOARD SECRETARY          | CHESAPEAKE UTILITIES           | 302-382-2415 | <a href="mailto:JSAPP@CHPK.COM">JSAPP@CHPK.COM</a>                                         | X          |
| WELCH         | RICHARD     |                          | CITY OF MIDDLETOWN             | 302-757-2481 | <a href="mailto:GWELCH@MIDDLETOWN.DELAWARE.GOV">GWELCH@MIDDLETOWN.DELAWARE.GOV</a>         | X          |
| WILSON        | GLEN        |                          | CHESAPEAKE UTILITIES           | 302-387-9518 | <a href="mailto:GWILSON@CHPK.COM">GWILSON@CHPK.COM</a>                                     | X          |
|               | JOE         |                          |                                |              |                                                                                            | X          |