Delmarva811

UTILITIES SERVICE PROTECTION CENTER OF DELMARVA, INC

www.delmarva811.com

Know what's below. Call before you dig.

GENERAL MEMBERSHIP MEETING MINUTES

City of Wilmington
500 Wilmington Ave
Wilmington, DE
AUGUST 20, 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 9:05 AM.
- Delmarva811's Mission Statement was reviewed by the President.
- Mr. Lewis shared story about communications being mismarked led to a cross bore with a gas line and then later a gas leak.
- 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) 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 37 participants in person and virtually.
- A motion to approve the meeting minutes dated July 16, 2026 was made by Mr. Lewis. The motion was seconded by Mr. Keyser. 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 sstultz@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 sstultz@misssutility.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 (9/3/26, 10/1/26, 11/5/26) 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

- Mrs. Casado asked what to do when the public gets upset with marks in their driveways. There was a discussion about best practices and updates our best practice guide.
- Mr. Cahall brought up concern about unclaimed fiber facilities in the Salisbury area, causing issue with excavators getting work done on time. Mr. Peters said Delmarva Power is experiencing the same issue.
- Mr. Bryan from Shore Utilities had an event where a mismarked ticket by Danella and Danella was deemed to be responsible. Now they are delaying or not responding to locate tickets put in by Shore Utilities.
- Mr. Sapp brought up Danella having an issue getting into gated communities and who is responsible for gaining access to the developments. Delmarva Power said it appears the locator was not making an attempt to gain access and instead responded with code – incorrect location, where all other respondents were able to access the property without issue.
- Mr. DiChristofaro brought up the timeline for the law to be enforced and truly in effect. As far as what One Call Concepts needs for updating the system and testing, it may take until January 1st before it will be realized in the system for DE.

- Mr. Murtha (AIU – Comcast) – reaching out for records for a project in Newark – wondering if they should submit design tickets as they are struggling to get a response from the utility owners – Knol McRae brought up that he appreciates the support and is working to get permits but needs gas a water plans for aerial. Eric Cimo told them to reach out to him and see how he could support.
- Mrs. Arroyo mentioned that there is an issue in the system with dispute responses. If they go to managetickets.com, they can submit them without an issue.
- Mr. Insley from IQ Fiber brought up pace to clear tickets down by the beaches. They said to get their production moving forward, they would be willing to share their planned rollout

DAMAGE REPORT – JULY 2026
Mr. Lewis presented the reports.

Percentage Reporting by Membership;
DE = 28% MD = 23%

Percentage of Reporting Transmitted Tickets;
DE = 48% (1113,602 sent & 54,240 reported on)
MD = 28% (35,851 sent & 10,178 reported on)

Root Causes:

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	20/33	12	28	9	5	2
MD	6/14	8	8	4	0	0

Damage Per 1000 Rate (Reported Tickets)
DE = 0.98
MD = 1.97
Damage Per 1000 Rate (Outgoing Tickets)
DE = 0.47
MD = 0.54

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 – JULY 2026
Reported by Mrs. Arroyo

Incoming Delmarva = 26,190 tickets — 2025-2026 YTD % change = -0.64%
Outgoing Delmarva = 150,453 tickets — 2025-2026 YTD % change = 5.92%

Internet Ticket Processing
ITIC = 89% — ITIC Lite (homeowners) = 34%

PUBLIC AWARENESS COMMITTEE REPORT
Reported by Mr. Lewis

- Discussed recent successful events such as the peach festivals, PHMSA event and MACo
- Mr. Lewis is looking forward to seeing metrics from the movie theater campaign which will be reviewed in next month's meeting
- The 811 sprint car still has many races on its schedule for the year
- The team discussed upcoming events:
  - OCCUG – September 21st-24th
  - GCDPTC – October 20th-23rd
  - Roadway Management Conference
- Jason played a video ad and radio ads from the PSC

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 – August 2026

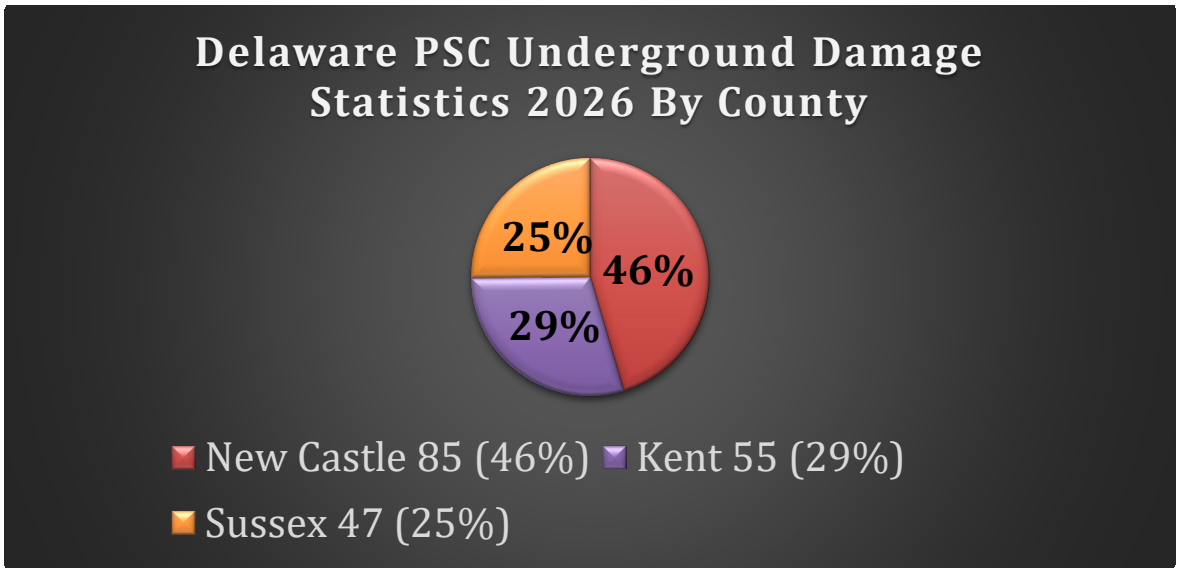
Damage Repair Cost Estimate

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 = $556,172.00 over 187 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 = 31 over 187 Total Damage Reports
N3- Excavator dug prior to valid start date/time/ Ticket Not Cleared
2026 = 18 over 187 Total Damage Reports
E1 - Excavation Practices not Sufficient -Dug prior to verifying marks
2026 = 63 over 187 Total Damage Reports
L1- L11 = Locating Practices not sufficient

- 2026 = 46 over 187 Total Damage Reports

- 

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. DiChristofaro. The motion carried. The meeting adjourned at 10:29 AM.

The next hybrid General Membership meeting date is planned for Sept 17th, 2026 at 9:00 AM.

ABC Delaware
31 Blevins Drive B
New Castle, 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.

August 20th, 2026

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UTILITIES SERVICE PROTECTION
CENTER OF DELMARVA, INC
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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
BROWN	JEFF	SUPER. SYS. CTRL.	CHOPTANK ELECTRIC	410-479-8582	JEFFB@CHOPTANKELECTRIC.COOP	x
BRYAN	GREG		SHORE UTILITIES	410-463-1426	GREG@SHOREUTILITIES.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
CARRIGAN	AMANDA		AIU - Comcast Subcontractor	443-564-5971	acarrigan@aiullc.com	x
CARTER	MATT	T2 ENGINEER	DELAWARE T2 CENTER	302-831-7236	MATHEU@UDEL.EDU	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)		RDICHRIS@BCCICO.COM	x
DURHAM	CLINTON	LOCATE SUPERVISOR	KLEINFELDER ENGINEERING	302-943-4958	CDURHAM@KLEINFELDER.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
INSLEY	DAVID		IQ FIBER			x
JACKSON	TAMEIN		GUARDIAN CONSTRUCTION			x
JUMP	ROBERT	SYSTEM OPERATOR	CHOPTANK ELECTRIC	410-479-8648	ROBJ@CHOPTANKELECRICTRIC.COOP	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
LUTZ	CHRISTINA		AIU - Comcast Subcontractor		clutz@aiullc.com	x
LYON	JASON	BOARD PRESIDENT	CITY OF DOVER	302-736-7025	jlyon@doverde.gov	x
MCRAE	KNOL	NEW CASTLE CONST. SPEC.	COMCAST	302-275-7262	KNOL_MCRAE@CABLE.COMCAST.COM	x
MURTHA	ERIC		AIU - Comcast Subcontractor			x
MYERS	DAVY	DP COMPLIANCE/TRAINING	GLOFIBER	540-325-8373	DAVY.MYERS@EMP.SHENTEL.COM	x
PADGETT	LORRAINE	EXCAVATION DAMAGES	DE PSC		lorraine.padgett@delaware.gov	x
PARSON	ST. CLAIR	INSPECTOR	CITY OF WILMINGTON	302-981-8167	SPARSON6@VERIZON.NET	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
RUDDO	MATT	DIRECTOR, CLIENT RELATIONS	ONE CALL CONCEPTS	410-782-2025	MATT@MISSUTILITY.NET	x
SAPP	JESSE	BOARD SECRETARY	CHESAPEAKE UTILITIES	302-382-2415	JSAPP@CHPK.COM	x
SOBCZAK	DEE ANNA		IQ FIBER		dee-anna.sobczak@iqfiber.com	x
SULLIVAN	SUSAN	DAMAGE PREVENTION LIASON	ONE CALL CONCEPTS	410-782-2030	SSULLIVAN@MISSUTILITY.NET	x
WELCH	RICHARD		CITY OF MIDDLETOWN	302-757-2481	GWELCH@MIDDLETOWN.DELAWARE.GOV	x