Delmarva811

UTILITIES SERVICE PROTECTION CENTER OF DELMARVA, INC

www.delmarva811.com

Know what's below. Call before you dig.

GENERAL MEMBERSHIP MEETING MINUTES

ABC Delaware
31 Blevins Drive B
New Castle, DE
SEPTEMBER 17, 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 9:00 AM.
- Alex Weant with United Rentals discussed a safety discussion on fatigue at work.
- Delmarva811's Mission Statement was reviewed by the President.
- 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 38 participants in person and virtually.
- A motion to approve the meeting minutes dated August 20, 2026 was made by Mr. Lewis. The motion was seconded by Mr. Di Christofaro. 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 (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

- Mr. Lewis reported an incident where a contractor struck an irrigation line while working within the community. The irrigation line was not marked because the HOA was not a member of Delmarva811.
- Mr. Ruddo noted that under Maryland law, contractors may not be held responsible for damages to utilities whose owners are not members of the 811 notification system.
- Mr. McRae stated similar issues in Middletown mostly where community is part of an HOA. The HOA is asking homeowners to pay for repair damages.
- Mr. Gatta shared that in his recent experience, he has observed multiple apartment complexes not being part of the 811 process.
- Ms. Trump expressed concerns with the water company not locating their tickets, especially for larger project in New Castle and Sussex County.
- Mr. Di Christofaro brought up concerns with shallow utilities. Once pavers or road are removed, utilities are shallow enough that just driving over them with heavy equipment is damaging the utility.
- Mr. McRae notified all companies of new project in Spring Arbor in Middletown to install cable. Xfinity is pushing to complete before winter season. Roughly 350+ homes.

DAMAGE REPORT – AUG 2026

Mr. Lewis presented the reports.

Percentage Reporting by Membership;
DE = 22% MD = 28%

Percentage of Reporting Transmitted Tickets;
DE = 26% (103,248 sent & 29,102 reported on)
MD = 42% (35,416 sent & 14,785 reported on)

Root Causes:

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	16/25	8	15	2	14	2
MD	13/5	5	7	2	3	1

Damage Per 1000 Rate (Reported Tickets)
DE = 1.41
MD = 1.22
Damage Per 1000 Rate (Outgoing Tickets)
DE = 0.40
MD = 0.51

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 – AUG 2026
Reported by Mrs. Arroyo

Incoming Delmarva = 24,626 tickets 2025-2026 YTD % change = -1.57%
Outgoing Delmarva = 138,664 tickets 2025-2026 YTD % change = 4.39%

Internet Ticket Processing
ITIC = 88% ITIC Lite (homeowners) = 32%

PUBLIC AWARENESS COMMITTEE REPORT

Reported by Mr. Lewis

- 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
- Mr. Lyons played a video ad and radio ads from the PSC
- Mr. Lewis is looking for a volunteer for the DRWA training event at Greenwood Fire House.

OTHER COMMITTEE REPORTS

- Greater Chesapeake Damage Prevention Training Conference will be held October 20-23. Standard pricing of $300.00 till October 1st. After October 1st, price increases to $350.00. Mr. Ruddo discussed event and hotel details.
- PSC
- Mr. Lyons notified everyone of the updated Locator Achievement Awards requirement that in order to nominate a locator, you must report complete all 12 months of damage reporting.

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 10:11 AM.

The next hybrid General Membership meeting date is planned for Oct 15th, 2026 at 9:00 AM.
511 Pintail Point Farm Lane
Queenstown, MD

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.

September 17th, 2026

Delmarva811
UTILITIES SERVICE PROTECTION
CENTER OF DELMARVA, INC
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SIGN-IN SHEET

LAST NAI	FIRST NAI	TITLE	COMPANY NAME	PHONE #	EMAIL ADDRESS	ATTENDAN
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
BROWN	JEFF	SUPER. SYS. CTRL.	CHOPTANK ELECTRIC	410-479-8582	JEFFB@CHOPTANKELECTRIC.COOP	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
CHAMBERS	COLBY		TOWN OF MIDDLETOWN	302-388-0260	CCHAMBERS@MIDDLETOWN.DELAWARE.GOV	X
CIMO	ERIC	BOARD TREASURER	DELDOT	302-760-2642	ERIC.CIMO@DELAWARE.GOV	X
CLINTON	RANDY	OPERATIONS MANAGER	TRINITY SUBSURFACE	302-753-8541	RCLINTON@TRINITYSUBSURFACE.COM	X
COLBORN	KEVIN	LOCATE SUPERVISOR	DELAWARE ELECTRIC COOPERATIVE	410-253-2868	KCOLBORN@DELAWARE.COOP	X
DICHRISTOFAI	RYAN	BOARD MEMBER	BRANDYWINE CONSTRUCTION (BCCI)		RDICHRIS@BCCICO.COM	X
DURHAM	CLINTON	LOCATE SUPERVISOR	KLEINFELDER	302-943-4958	CDURHAM@KLEINFELDER.COM	X
ERICKSEN	WAYNE	PIPELINE SERVICE MANAGER	DE PSC	320-736-7526	WAYNE.ERICKSEN@DELAWARE.GOV	X
FINKLE	GREG	OWNER	TRINITY SUBSURFACE	302-354-3166	GREG@TRINITYSUBSURFACE.COM	X
FREEBERY	KRISTIN	BUSINESS DEVELOPMENT	MCKIM & CREED	302-388-8939	KFREEBURY@MCKIMCREEN.COM	X
GATTA	ANTHONY	WATER/SEWER SUPERVISOR	CITY OF NEWARK PWR		AGATTA@NEWARK.DE.US	X
HANCOCK	ANTHONY		DANELLA	610-331-1147	AHANCOCK@DANELLA.COM	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
KONDURU	SAIKIRAN		FERREIRA	908-435-0929	SKONDURU@FERREIRA.CONSTRUCTION.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@doverde.gov	X
MASSET	FRANK	FACILITIES COORDINATOR	STATE OF DELAWARE	320-992-4880	FRANK.MASSET@DELAWARE.GOV	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
PAGE	WESLEY		ABB	410-490-3617	WPAGE@ATLANTICBB.COM	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
REED	CHAD		TEAL CONSTRUCTION	302-678-9500	CR1647@TEALCONSTRUCTION.COM	X
RUDDO	MATT	DIRECTOR, CLIENT RELATIONS	ONE CALL CONCEPTS	410-782-2025	MATT@MISSUTILITY.NET	X
SALVADORE	ANDREW		CARR & DUFF		asalvadore@carrduff.com	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
TRUMP	KATIE	CLIENT SERVICE MANAGER	TRINITY SUBSURFACE	302-267-0358	KTRUMP@TRINITYSUBSURFACE.COM	X
WEANT	ALEX		UNITED RENTALS	302-579-1829	AWEANT@UR.COM	X
WELCH	RICHARD		CITY OF MIDDLETOWN	302-757-2481	GWELCH@MIDDLETOWN.DELAWARE.GOV	X