Delmarva811

UTILITIES SERVICE PROTECTION CENTER OF DELMARVA, INC

www.delmarva811.com

Know what's **below.** **Call** before you dig.

GENERAL MEMBERSHIP MEETING MINUTES

511 Pintail Point Farm Lane
Queenstown, MD
OCTOBER 15, 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 9:02 AM.
- Delmarva811's Mission Statement was reviewed by the Vice President.
- 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 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 was a public signing with the Governor's office earlier this month. There was a conversation with the DE PSC about delaying the enforcement of the updates until the changes are reflected in the 811 system.
- 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 September 17th, 2026 was made by Mr. Di Christofaro. The motion was seconded by Mr. Payne. 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. Sullivan gave presentation/overview. Delmarva811 provides monthly ITICnxt virtual trainings. Mrs. Sullivan provided dates for upcoming virtual trainings opportunities (11/5/26, 12/3/26, 1/14/27) 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. 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.

DAMAGE REPORT – Sept 2026

Mr. Lewis presented the reports.

Percentage Reporting by Membership;

DE = 22% MD = 31%

Percentage of Reporting Transmitted Tickets;

DE = 43% (110,885 sent & 47,727 reported on)
MD = 43% (30,413 sent & 13,069 reported on)

Root Causes:

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	10/36	19	18	3	6	1
MD	7/2	4	4	0	1	0

Damage Per 1000 Rate (Reported Tickets)
DE = 0.96
MD = 0.69
Damage Per 1000 Rate (Outgoing Tickets)
DE = 0.41
MD = 0.30

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 – SEPT 2026
Reported by Mrs. Arroyo

Incoming Delmarva = 24,177 tickets 2025-2026 YTD % change = -7.07%
Outgoing Delmarva = 141,298 tickets 2025-2026 YTD % change = -4.31%

Internet Ticket Processing
ITIC = 88% ITIC Lite (homeowners) = 28%

PUBLIC AWARENESS COMMITTEE REPORT
Reported by Mr. Lewis

- The 811 sprint car still has a few races on its schedule for the year
- The team discussed upcoming events:
  - GCDPTC – October 20th-23rd
  - Roadway Management Conference
- Mr. Lewis presented at the DRWA training event at Greenwood Fire House.
- Mr. Lewis played a video from a Carvertise Swarm campaign

OTHER COMMITTEE REPORTS
- Greater Chesapeake Damage Prevention Training Conference will be held October 20-23. Registrations are open up to the day of event, but the hotel room block has sold out.

- Mr. Lewis 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.
- Damage Reporting Committee is looking to evaluate excavators to whom a letter could be sent
- Mr. Jewell from the Maryland Damage Prevention Authority mentioned they are currently working 32 violations and processed 12 violations yesterday with mandatory trainings and fines of over $29,000.
- PSC
    - Underground Utility Damage Prevention (UUDP) Stats – October 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 = $720,272.00 over 249 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 = 47 over 249 Total Damage Reports

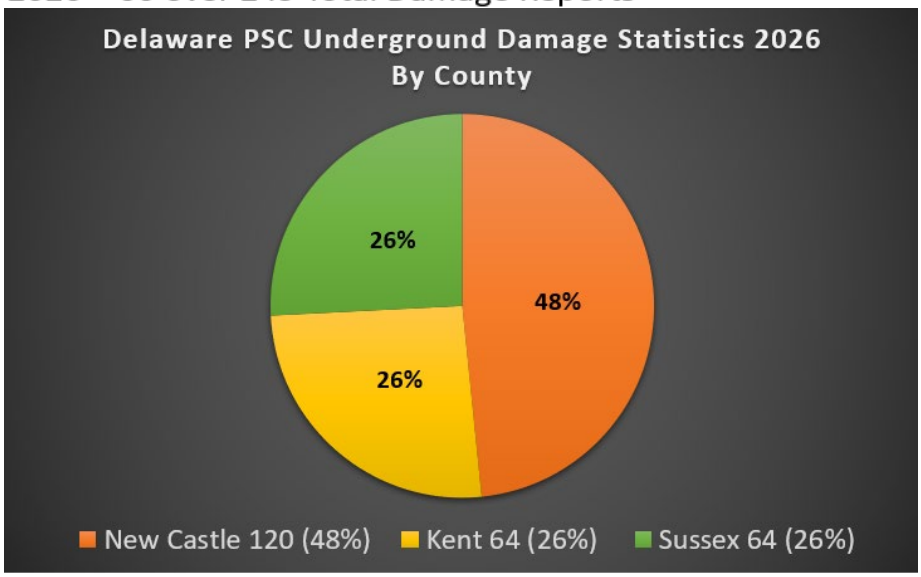
      N3- Excavator dug prior to valid start date/time/ Ticket Not Cleared

      2026 = 21 over 249 Total Damage Reports

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

      2026 = 82 over 249 Total Damage Reports

      L1- L11 = Locating Practices not sufficient

      2026 = 60 over 249 Total Damage Reports
    - 

OLD BUSINESS

- Mr. Di Christofaro said that his company is averaging 1 block per day for the lead replacement project.
- Mr. Di Christofaro asked about how the design ticket experience is from the utility owner's perspective.

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 10:01 AM.

The next hybrid General Membership meeting date is planned for Nov 19th, 2026 at 9:00 AM.

Easton Utilities
N. Washington Street
Easton, 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.

October 15th, 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
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
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
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	302-943-4958	CDURHAM@KLEINFELDER.COM	x
ERICKSEN	WAYNE	PIPELINE SERVICE MANAGER	DE PSC	320-736-7526	WAYNE.ERICKSEN@DELAWARE.GOV	x
GATTA	ANTHONY	WATER/SEWER SUPERVISOR	CITY OF NEWARK PWR		AGATTA@NEWARK.DE.US	x
HAGUE	WILLIAM		DELAWARE RURAL WATER ASSOCIATION	302-424-3792	BHAGUE@DRWA.ORG	x
JEWELL	MICHAEL		MD AUTHORITY	301-569-2288	michael.jewell@mddpa.org	x
KEYSER	CATHY					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
LIGON	TONYA	OPS MANAGER	UNIVERSITY OF DELAWARE	302-831-0759	tligon@udel.edu	x
MASSET	FRANK	FACILITIES COORDINATOR	STATE OF DELAWARE	320-992-4880	FRANK.MASSET@DELAWARE.GOV	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
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
RALLS	KERWIN	PROJECT MANAGER	GLOFIBER	540-334-0013	KERWIN.RALLS@EMP.SHENTEL.COM	x
RIVERA	PEDRO	PRIVATE LOCATE SUPERVISOR	KLEINFELDER	302-535-0231	PRIVERA@KLEINFELDER.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
WALKER	BRANDEN		WRA		BWALKER@WRALLP.COM	x
WINTERLING	JASON	FIELD SUPERVISOR	CITY OF NEWARK		JWINTERLING@NEWARK.DE.US	x