



Miss Utility of Delmarva

UTILITIES SERVICE PROTECTION
CENTER OF DELMARVA, INC
<http://www.missutilitydelmarva.com/>



GENERAL MEMBERSHIP MEETING MINUTES

Delaware Contractors Association (DCA)
527 Stanton Christiana Rd
Newark, DE 19713

March 21, 2024

Prepared by Eric Cimo (Board Treasurer)

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

- President Lyon called the meeting to order at 9:04 AM.
- The Miss Utility of Delmarva's Mission Statement was reviewed by the President.
- The meeting agenda was presented.
- Outlined website and training. Mentioned switch to ITIC 2.0 on April 1, 2024.
- Introductions were made by all attendees. Virtual attendees were asked to enter name, company name, & contact information in the Teams chat.
- Meeting attendance included 34 participants in person and virtually.
- A motion to approve the meeting minutes dated February 15th, 2024 was made by B. Ebaugh. The motion was seconded by M. McElwee. The motion carried.
- E. Cimo gave overview of DeIDOT Utility Summit held on March 12, 2024 at Delaware Technical & Community College.

ITICnxt – DIGITAL TICKET PROCESSING (PROFESSIONAL EXCAVATORS)

- J. Arroyo gave presentation/overview. Miss Utility provides monthly ITICnxt virtual trainings. J. Arroyo provided dates for upcoming virtual trainings opportunities (4/4, 5/2 & 6/6 at 2:00 PM). Excavators are encouraged to use online system. Visit www.missutilitydelmarva.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. The Delmarva territory has roughly 88.02% of ITICnxt use. Reach out to S. Sullivan via email (ssullivan@missutility.net) with questions.

EXCAVATOR/MEMBER/LOCATING CONCERNS

- USIC having issues in territory. Struggling to staff up to accommodate the demand from the new DPL contract. Tickets not being coded as “delay” & not being marked. USIC is bringing in temporary locators. 10 additional techs are coming in starting on April 1, 2024, to help temporarily. USIC’s does not have an internal ticketing software to handle proper ticket responses in accordance with the Miss Utility of Delmarva codes. DPL is trying to resolve. Unfortunately, there is no quick fix for this situation. J. Lyon asked if an escalation process has been established to assist with issues. Having the temporary techs come in on April 1, 2024, is USIC’s solution for now. Working on Permanent fix.
- E. Cimo brought up designer tickets and need for responses. J. Lyon mentioned that the law requires 15-day response to design tickets. Discussed the increase in design tickets. It was asked if design tickets push out the same as an excavation ticket. J. Lyon said they are for the City of Dover, and they get kicked to GIS team. Same for DEC. E. Cimo mentioned that the companies who are not responding probably don’t have that system set up internally. J. Arroyo mentioned the Call Center can send designer tickets to certain parties at companies if need be. Members just need to let the Call Center know.

DAMAGE REPORT – February 2024

R. Lewis presented on the reports.

Percentage Reporting by Membership;

DE = 22% MD = 15%

Percentage of Reporting Transmitted Tickets;

DE = 34% (86,197 sent & 29,179 reported on)

MD = 32% (29,530 sent & 9,590 reported on)

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	10/11	4	12	4	1	0
MD	9/12	9	6	3	3	0

Please contact R. Lewis to learn more about damage and non-damage data reporting or for report questions, rilewis@kleinfelder.com. If zero damages, please report still.

Please remember that all gas damages need to be reported. Any other utility damages over \$3,000 need to be reported.

CALL CENTER TICKET VOLUME REPORT – February 2024

Reported by J. Arroyo from OCC

Incoming Delmarva = 20,725 tickets

2023-2024 YTD % change = 5.50%

Outgoing Delmarva = 115,727 tickets

2023-2024 YTD % change = 12.5%

Internet Ticket Processing

ITIC = 89%

ITIC Lite (homeowners) = 31%

J. Arroyo mentioned that the Call Center has obtained new base map data to update Sussex County mapping as follow up to last month's meeting.

PUBLIC AWARENESS COMMITTEE REPORT

Reported by CJ Myers

- DE Rural water occurred in February. R. Lewis covered the 2-day event. Good event because we get to have conversations with municipalities. There were questions about the proposed law change that R. Lewis was able to discuss.
- No events scheduled in March.
- No updates on what is coming up in April.
- J. Lyon gave overview of utility defenders, marketing campaign focusing on children where each utility has a superhero with powers related to their facilities.

OTHER COMMITTEE REPORTS

- Locator Achievement Awards – Will be the held Friday, April 26, 2024, in the Gold Room of the Harrington Casino. B. Ebaugh believes there will be 36 locators will be recognized. He asked folks to send in pictures. Asked for them to be emailed to either him or Steve Keyser. Please let B. Ebaugh know if your company will provide gift cards.
- Miss Utility Law is being updated. The board will reach out to stakeholders soon prior to pushing to Legislative Hall. This will include DCA.

OLD BUSINESS

None

NEW BUSINESS

Comcast just signed a franchise agreement with City of Middletown so they will be building out soon. Approximately 24-month project but will likely go longer. Comcast meeting with Middletown Monday to discuss further but this will be an uptick of work.

There being no other business brought before the board or committee, a motion was made to adjourn the meeting by B. Ebaugh. It was seconded by E. Cimo. The motion carried. The meeting adjourned at 10:02 AM.

The next hybrid General Membership meeting date is planned for April 18, 2024 at 9:00 AM.
Delaware Electric Cooperative
14198 Sussex Hwy
Greenwood, DE 19950

A virtual link will be emailed in advance of the meeting date for those who prefer this meeting option.

www.missutilitydelmarva.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.

MARCH 21ST, 2024

MISS UTILITY OF DELMARVA
 UTILITIES SERVICE PROTECTION CENTER OF DELMARVA, INC
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LAST NAME	FIRST NAME	TITLE	COMPANY NAME	PHONE NUMBER	EMAIL ADDRESS	ATTENDANCE
AL-CHOKHACHY	CHRISTOPHER	BOARD MEMBER	VERIZON	215-394-7277	CHRISTOPHERALCHOKHACHY@VERIZON.COM	X
ARROYO	JENN	GENERAL MANAGER	OCC	410-712-0056	JENNIFER@OCCINC.COM	X
BROWN	JEFF	SUPER. SYS. CTRL	CHOPTANK ELECTRIC	410-479-8582	JEFFB@CHOPTANKELECTRIC.COOP	X
CAHALL	BEN	INFRASTRUCTURE LOCATOR II	EASTON UTILITIES	410-200-8274	BCAHALL@EUCMAIL.COM	X
CHELTON	HOWARD	CONSTRUCTION COORDINATION MANA	SHARP ENERGY			X
CIMO	ERIC	BOARD TREASURER	DELDOT	302-760-2642	ERIC.CIMO@DELAWARE.GOV	X
DURHAM	CLINTON	LOCATE SUPERVISOR	CENTURY ENGINEERING	302-943-4958	CDURHAM@KLEINFELDER.COM	X
EBAUGH	BRAD	BOARD PAST PRES/DENT	RETIRED		EBEAUGH75@COMCAST.NET	X
FERGUSON	KATHY		MUMFORD & MILLER CONCRETE, INC		KFERGUSON@MUMFORDANDMILLER.COM	X
GILLESPIE	TYESE		ON THE MARK LOCATING	302-577-0759	TGILLESPIE@ONTHEMARKLOCATORS.COM	X
HUDSON	EDWARD		CHESAPEAKE UTILITIES		EHUDSON@CHPK.COM	X
JUMP	ROBERT	SYSTEM OPERATOR	CHOPTANK ELECTRIC	410-479-8648	ROBJ@CHOPTANKELECTRIC.COOP	X
LEWIS	RICHARD	BOARD CO-VP	KLEINFELDER ENGINEERING	302-423-2586	RLEWIS@KLEINFELDER.COM	X
LYON	JASON	BOARD PRESIDENT	CITY OF DOVER	302-736-7025	JLYON@DOVER.DE.US	X
MASON	SHELLY	BUSINESS DEVELOPMENT	ECOTECH HYDRO EX/LOC	443-534-6276	SHELLY@GOCOTEC.COM	X
MASSET	FRANK	FACILITIES COORDINATOR	STATE OF DELAWARE	320-992-4880	FRANK.MASSET@DELAWARE.GOV	X
MCELWEE	MICKEY	BOARD MEMBER	RETIRED	302-438-1498	MCELWEEF@COMCAST.NET	X
MCRAE	KNOL	NEW CASTLE CONST. SPEC.	COMCAST-NEWC	302-275-7262	KNOL_MCRAE@CABLE.COMCAST.COM	X
MEREDITH	JIM	DAMAGE PREVENTION (MD)	VERIZON		JAMES.S.MEREDITH.JR@VERIZON.COM	X
PARRISH	WYATT	ENGINEER	COMCAST	484-368-4391	WYATT_PARRISH@CABLE.COMCAST.COM	X
PAYNE	KEN	BOARD MEMBER	ANCHOR CONSTRUCTION	202-821-7430	KPAYNE@ANCHORCONST.COM	X
PETERS	BYRON	BOARD MEMBER	DELMARVA POWER	630-926-5635	BYRON.PETERS.JR@EXELONCORP.COM	X
PETRO	MIKE		ARTESIAN WATER	302-420-7969	MPETRO@ARTESIANWATER.COM	X
RILEY	ROB	LOCATE SUPERVISOR	CHESAPEAKE UTILITIES	302-222-1461	RRILEY@CHPK.COM	X
ROACH	JUAN		ON THE MARK LOCATORS		JROACH@ONTHEMARKLOCATORS.COM	X
ROSS	RICHARD	SAFETY & COMPLIANCE	ESNG	302-270-7665	ROSS@ESNG.COM	X
RYAN	CHRISTOPHER	UTILITY INSPECTOR	DELDOT	302-632-2537	CHRIS.RYAN@DELAWARE.GOV	X
SADUK	REBECCA	BOARD MEMBER	EASTON UTILITIES	410-763-9495	RSADUK@EUCMAIL.COM	X
SHORT	BYRON	EXECUTIVE DIRECTOR	DE CONT ASSOCIATION	302-250-1557	BSHORT@E-DCA.ORG	X
STERLING	KIP	LOCATE SUPERVISOR	KLEINFELDER		KSTERLING@KLEINFELDER.COM	X
TROTT	JAMES					X
WALSEN	RYAN	WATER OPERATOR/LOCATOR	CITY OF REHOBOTH		WATER@CITYOFREHOBOTH.COM	X
WELCH	RICHARD		TOWN OF MIDDLETOWN	302-757-2481	GWELCH@MIDDLETOWN.DELAWARE.GOV	X
WILLIAMS	JIM	QUALITY & SAFETY	GUARDIAN CONSTRUCTION	302-229-8914	JWILLIAMS@GUARDIANCO.COM	X