



“Miss Utility” of Delmarva

**UTILITIES SERVICE PROTECTION
CENTER OF DELMARVA, INC**



GENERAL MEMBERSHIP MEETING MINUTES VIRTUAL MEETING

June 16, 2022

Prepared by Dora Parks (Secretary)

President’s statement, J. Lyon shared that long time friend and board member, Tony Gersitz passed away on May 28th at the age of 93. Attending members had the opportunity to speak about Tony, sharing wonderful memories of his tireless commitment and contributions to safety and utility damage prevention and reflecting on Tony as a people person with a big heart and a helping hand. Tony also loved and supported his church through years of service and participation. Tony will be missed on many levels and everyone who knew him has a story or two tucked away in their heart.

J. Lyon recited the mission statement of Miss Utility of Delmarva and provided an overview of the meeting agenda.

CALL TO ORDER AND INTRODUCTIONS

- J. Lyon (President) called the meeting to order at 9:03am.
- Attendance, 23 attendees signed into the virtual meeting.
- Introductions were made by all attendees.
- A motion to approve the meeting minutes dated May 19, 2022 was made by B. Ebaugh seconded by W. Stack, motion carried.

PRESENTATION

J. Lyon provided a video from the Digging Dangers Training series, Vol. 32 titled, “No Man’s Land”. The video provided the harsh reality of consequences related to buried utility damages sharing stories from multiple states across the county impacted by gas, water and electric hits. The effects of such devastation no, no boundaries affecting neighborhoods, military bases, communities, businesses creating disruption, long term injuries, dislocation and deaths. The video’s education and damage cause and effect awareness was well received by the meeting attendees.

Note, One Call Concepts has concluded their numerous monthly ITIC training sessions regarding the new ITICnxt for web based ticket processing. Anyone or company may request additional training by contacting S. Sullivan at ssullivan@missutility.net. Additionally, ITICnxt, beta testers are needed for the Delmarva territory, please contact S. Sullivan to sign up or to request information.

EXCAVATOR/MEMBER/LOCATING CONCERNS

B. Cahall (Easton Utilities) shared that his company is extending into Talbot County (MD) and are concerned with how tickets are being coded in the MD Ticket Check system, questioning that the current process may be in violation of MD Title 12 law in addition causing the excavator additional efforts to manage the ticket for scheduled work. J. Barron (MD Authority) stated he would reach out to the contract locating company and report back to the GM meeting attendees at the July meeting.

DAMAGE REPORT for May 2022

Member - District Damage Response;
DE = no May report MD = 7.56%

Member - Percentage of Reporting Transmitted Tickets
DE = 14.38% MD = 20.52%

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other
DE	9	4	2	1	2
MD	5	1	1	3	0

Please contact Ricky Lewis for any reporting questions, rlewis@centuryeng.com

CALL CENTER TICKET VOLUME REPORT- May 2022

Incoming Delmarva 19,939 tickets 2021-2022 YTD % change = -0.784%
Outgoing Delmarva 109,381 tickets 2021-2022 YTD % change = -8.045%

Incoming Tickets

Delaware = 14,688 Eastern Shore MD = 5,251

Outgoing Tickets

Delaware = 86,417 Eastern Shore MD = 22,964

Internet Ticket Processing

ITIC = 82% ITIC Lite = 33%

Monthly Service Factors

TSA/88% Abandonment/2.04% ASA/6 seconds

Highest Ticket Volume Counties to date, 2022

DE Sussex County = 35,017 MD Worcester County = 6,314

Membership discussion regarding diminishing ticket volumes could be a result of staffing, contractor materials supply issues, national ticket volume decline and there are less updates and no response tickets being processed compared to this period in 2021.

PUBLIC OUTREACH COMMITTEE REPORT

2022 Events - Completed

- Rural Water Conference, Feb. 21-22 in Harrington, DE (R. Lewis & CJ Myers)
- IR-Global Excavator Safety Conference, March 1-3, Phoenix, AZ (M. McElwee)
- Milton, St. Patricks Parade, March 13 - Miss Utility of Delmarva float (R. Cleveland)
- CGA Conference and Expo, April 4-8, Anaheim, CA
- Earth Day, April 23, Fordham & Dominion Brewery in Dover, DE (R.Lewis & CJ Myers)
- MD Municipal League (MML) Conference, June 12-14, Ocean City, MD (K. Payne)

2022 Events - Planned

- Fireman's Conference, June 18-20, Convention Center, Ocean City, MD
- Wyoming Peach Festival, August 6,
- 811 5-K Race Charity Event, August 11 at 6:30pm, Lewis, DE
- MD Association of Counties (MACO), August 17-19 Ocean City, MD

- Middletown Peach Festival, August 22
- Touch-A-Truck, Oct. 1, Berlin, MD
- GCDPTC, Oct 25-28, Ocean City, MD. Information at, www.missutilityconference.com

MML show report; the Miss Utility booth was busy. Having K. Payne on site to provide a contractor's perspective on damage prevention was a plus. Attendees enjoyed the booth materials given out during the conference to reinforce the awareness safety message.

2022 Outreach

- Carvertise, all Delmarva counties exposed to the Carvertise damage prevention message.
- Restaurants in the Sussex area promoting the safety message using restaurant placemats. A one year promotion.
- Shore Home & Garden, July issue to highlight August 811 Day 5K charity race
- Scoop Newsletter - Summer Edition underway
- ITY Damage Prevention Awareness campaign (February-May) safety ads via digital, Spotify and Miss Utility of Delmarva FB campaign just ended. Full board report coming in July.

811 5K Charity walk/run - NEW DAY and TIME, Thursday August 11th, race to start at 6:30pm. Event will be held at the American Legion post. SPONSORS needed to ensure this annual event is a success, please contact committee chairman, Steve Keyser (skeyser9@gmail.com) for information. Proceeds will support the Delaware Habitat for Humanity.

Facebook posts provide monthly education and awareness; Miss Utility of Delmarva provides at least six new monthly posts reiterating the all things 'safety' message on their FB page in addition to supporting the newest children's educational campaign, UTILITY DEFENDERS. June is the beginning of summer, so Marina representing water was introduced educating on the importance of potable water and protecting those underground pipes when digging, disturbing the ground or excavation occur. The important Utility Defender message is, WAIT, LOCATE, BEFORE YOU DIG. Marina spent the month of June sharing her superpower to prevent water pipe damage and educating kids to share the safety message with their family. D. Parks provided a full overview of the Utility Defenders, the newest 'kid' utility awareness education where all utilities are represented under one hero campaign. Learn more at www.Utility-Defenders.com.

GCDPTC, Matt Ruddo (OCC/GCDPTC Chairman) announced the 2022 conference keynote speaker, Spencer Beach who will deliver a challenging message surrounding, "Motivation. Safety. Inspiration." In lieu of his accident creating long term, life changing injuries. This annual conference is scheduled for October 25 - 28th at the newly named, Ocean City Fontainebleau. Registration is available with conference discounts for returning attendees and early bird registrations. Sponsorship and vendors interest has been encouraging to date. For full conference information, please visit, www.missutilityconference.com.

Don't forget to sign up for conference updates at 2022gcdptc@gmail.com by August 26th and you may be the person selected to win a FREE two-night conference experience!

ANNUAL LOCATOR RECOGNITION AWARDS

Twenty-eight locators were recognized on April 29th during a banquet at Harrington Casino that included their guest and members of Miss Utility and the Awards committee. Awarded recipients received a custom casual jacket, certificate and \$50.00, in addition to a dinner with their guest. The banquet guest speaker was, Greg Starheim, President and CEO of Delaware Electric Cooperative who provided and inspiring message regarding damage prevention and commitment for the cause of safety. A big thanks to Richard Maloof for being our photographer.

LAW UPDATES

Maryland - Title 12 law to include law changes effective March 11, 2021 can be viewed at; <https://www.missutilitydelmarva.com/resources/laws/>

Please visit the Maryland Authority website at www.mddpa.org to file a Title 12, Notice of Probable Violation (NPV) and review resources.

Delaware - Damages and violations of the Underground Utility Damage and Safety Act can be submitted at; <https://dep.sc.delaware.gov/>

OLD BUSINESS

J. Arroyo (OCC) stated the MD Title 12 law to allow the excavator to select a start date after the ticket’s third day and up to the twelfth day of being initiated will be effective as law on June 1st.

NEW BUSINESS

W. Ericksen (DE PSC) stated the commission has hired seasonal staffers who will be assisting in DE violation warning letters and training recommendations. W. Ericksen inquired about the USPCD damage reporting for the first quarter 2022; R. Lewis will review.

There being no other business brought before the board or committee, a motion was made to adjourn the meeting by B. Ebaugh and seconded by W. Stack, motion carried at 10:40 am.

Next General Membership meeting date: **July 21, 2022 at 9:00am**, venue to be determined.

Arroyo	Jenn	OCC	410-712-0056	jennifer@occinc.com
Barron	Jim	MD Authority	410-782-2102	jim.barron@mddpa.org
Batze	Dan	Danella	302-893-1253	dbatze@danella.com
Bullock	Tucker	Easton Utilities		
Cahall	Ben	Easton Utilities	410-200-8274	bcahall@eucmail.com
Cleveland	Richard	Chesapeake Utilities	302-736-7610	rcleveland@chpk.com
Ebaugh	Brad			bebaugh75@comcast.net
Ericksen	Wayne	DE PSC	320-7367526	wayne.ericksen@delawre.gov
Keyser	Steven	Delmarva Power	302-465-2407	skyser9@gmail.com
Lewis	Richard	Century Engineering	302-423-2586	Rlewis@centuryeng.com
Lyon	Jason	City of Dover	302-736-7025	jlyon@dover.de.us
McElwee	Mickey	City of Wilmington	302-420-0343	fmcelwee@wilmingtonde.gov
Parks	Dora	Utility Defenders	443-695-2277	parks.dora29578@gmail.com
Payne	Ken	Anchor Construction	202-821-7430	kpayne@anchorconst.com
Peters	Byron	Atlantic City Electric	630-926-5635	byron.petersjr@exeloncorp.com
Powis	Ian	Danella	610-639-9501	ipowis@danella.com
Ruddo	Matt	One Call Concepts	410-782-2025	matt@missutility.net
Saduk	Rebecca	Easton Utilities	410-763-9495	rsaduk@eucmail.com
Sapp	Jesse	Chesapeake Utilities	302-382-2415	jsapp@chpk.com
Shank	Ray	Verizon	302-530-5219	raymondj.shank@verizon.net
Stack	Wendy	W. Locco	302-856-9626	w.stack@mchsi.com
Sullivan	Susan	Miss Utility	410-782-2030	ssullivan@missutility.net
Werner	Wayne	Danella	610-304-8305	wwerner@danella.com

**Please visit www.missutilitydelmarva.com for event/meeting dates and information.*
