



# Miss Utility of Delmarva

UTILITIES SERVICE PROTECTION  
CENTER OF DELMARVA, INC  
[www.missutilitydelmarva.com](http://www.missutilitydelmarva.com)



## MEMBERSHIP MEETING MINUTES

HYBRID MEETING - DOVER PUBLIC LIBRARY - DOVER, DE  
April 20, 2023  
Prepared by Dora Parks (BOD Secretary)

***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.***

President Lyon opened the Membership meeting with a reminder to April being National Safe Digging Month; calling attention to everyone the importance of safe excavation. State proclamations supporting this national campaign were received by the respective Governors for both DE and MD. The DE proclamation was displayed during the General Membership meeting.

President Lyon also shared a slide recognizing the week of April 24-30th as Locator Safety & Appreciation Week, held the last week of each April. Miss Utility of Delmarva will hold its annual Tony Gersitz Locator Achievement Awards on April 28th in conjunction with this annual locator awareness week.

North Carolina 811 provided CGA results of a homeowner survey; 49.3 million Americans will NOT contact their local 811/call center to process a ticket for their excavation projects, leaving their communities in a risky state for service disruptions and/or personal injury. Contacting the 811/call center is a free service allowing utility companies to be notified of digging/excavation work that may affect underground plant. Making this contact to process a dig ticket is the first step to damage prevention and safety.

### **CALL TO ORDER, WELCOME AND INTRODUCTIONS**

- President Lyon's called the meeting to order at 9:00am.
- The Miss Utility of Delmarva, Mission Statement was reviewed by the President.
- Meeting attendance included 23 participates in person and virtually.
- Introductions were made by all attendees.
- A motion to approve the meeting minutes dated March 16, 2023 was made by B. Ebaugh and seconded by S. Keyser, motion carried.

### **PRESENTATION; JASON LYON**

In conduction with April's NSDM and LSAW, J. Lyon presented (3) videos;

- Excavator tips for processing a quality ticket,
- ATMOS Energy providing an overview of the 811 process to reduce damages,
- Palmer Candy (West Reed Redding, PA) gas explosion creating fatalities and personal injuries

**ITICnxt - DIGITAL TICKET PROCESSING (PROFESSIONAL EXCAVATORS)**

S. Sullivan provided the next two ITICnxt virtual training dates; May 4th and June 8th. Visit [www.missutilitydelmarva.com](http://www.missutilitydelmarva.com) to pre-register for these training classes and review the many resources offered.

**EXCAVATOR/MEMBER/LOCATING CONCERNS**

The committee discussed the following topics;

- Access to Ticket Check responses DISPUTE and DISCREPANCY notifications via Search & Status,
- The ticket’s address field being populated as a result of the map’s parcel data,
- NXT mapping (J. Arroyo will contact meeting attendee directly regarding concern),
- Members not being notified based on their data mapping buffers,
- DE Emergency ticket response change based on DE Title 26 law,
- Holiday’s that affect the ticket response due by date and
- Wrong address marked on ticket - excavator to process a DISCREPANCY notice

**DAMAGE REPORT - March 2023**

Chair, R. Lewis - Reported by J. Lyon

Percentage Reporting by Membership;

DE = 21% MD =16.5%

Percentage of Reporting Transmitted Tickets ;

DE = 32% MD = 40.2%

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other
DE	11/22	10	15	5	3
MD	6/7	4	8	1	0

Please contact R. Lewis to learn more about damage and non-damage data reporting or for report questions, [rlewis@centuryeng.com](mailto:rlewis@centuryeng.com)

**CALL CENTER TICKET VOLUME REPORT- March 2023**

Reported by OCC

Incoming Delmarva 25,392 tickets	2021-2022 YTD % change = 12.6%
Outgoing Delmarva 127,258 tickets	2021-2022 YTD % change = 2.5%

Internet Ticket Processing	
ITIC = 86%	ITIC Lite = 31%

**PUBLIC AWARENESS COMMITTEE REPORT**

Co-Chairs; CJ Myers & R. Lewis - Reported by J. Lyon

2023 Conference & Outreach Event Dates

- Feb 14-16 IR-Global ESC, Tampa, FL.
- Feb 21-23 Rural Water Conference, Harrington, DE
- Mar 12 Milton, St. Patricks Parade, MUOD sponsor & float
- Mar 13 DP Training, Bolden Bros, Newark, DE
- Apr 17-20 CGA Conference and Expo, Orlando, FL
- Apr 22 UOD Fandemonium, DE Athletic Complex
- Apr 25 DelDot Safety Day, Newark, DE
- Apr 28 Tony Gersitz Locator Achievement Awards Banquet, Harrington, DE
- Apr 29 Earth Day Fordham & Dominion Brewery in Dover, DE
- May 6 22nd Annual Multicultural Festival & Avalon Foundation
- May 30 - Jun 2 MDEMA 2023 Conf, OC, MD
- Jun 25-28, MML, Ocean City, MD
- Aug 5 Camden/Wyoming Peach Festival
- Aug 16-19 MACO, Ocean City, MD
- Aug 19 Middletown Peach Festival
- Sep 25-28 OCC UG/TECH Conference, Albuquerque, NM
- Oct 24-27 GCDPTC, Ocean City, MD. [www.missutilityconference.com](http://www.missutilityconference.com)

#### 2023 Outreach Initiatives

- Carvertise
- Placemat - safety awareness in Sussex County restaurants
- Shore Home & Garden
- Scoop Newsletter
- ITY Digital Damage Prevention Awareness campaign
- Miss Utility of Delmarva Facebook education to include Utility Defenders
  - o NSDM \$100.00 Gift Card contest to end on May 15th
- UOD Athletics MUOD Promotional Campaign
- MUOD's traveling trailer
- Training; coming soon - digital training course via the MUOD website (working through revisions)

#### GCDPTC - Reported by J. Lyon

Miss Utility of Delmarva is a **Title Sponsor** of the 2023 GREATER CHESAPEAKE DAMAGE PREVENTION TRAINING CONFERENCE that is planned for October 24 - 27 and held at the newly named, **Ashore Resort and Beach Club** (formerly, the Fontainebleau Resort) in Ocean City, MD. Conference registration now open with registration discounts ending on May 21st.

New this year, attendees will make their hotel accommodations and payments directly with the hotel.

*"For more than a decade, the GCDPTC has been regarded as the region's premier damage prevention event where hundreds of industry professionals gather for four days filled with educational sessions, an engaging keynote speaker and popular networking opportunities, including the annual corn hole tournament, golf tournament and paint & sip event, and more!"*

Please visit, [www.missutilityconference.com](http://www.missutilityconference.com) for more information and updated conference details.

#### TONY GERSITZ LOCATOR ACHIEVEMENT AWARDS - Chair, B. Ebaugh

Nominations are in for 35 locators to be awarded on April 28th at Harrington Casino's Gold Room. To date, over 80 RSVP's received to share in the night's banquet and recognition ceremony. Each locator will receive an embroidered jacket, certificate, MUOD embroidered baseball cap, all attending locators will receive additional gifts. Dora Parks will be the banquet's guest speaker honoring our Delmarva locators.

The committee is accepting door prize gift cards in the amount of \$25.00 each from all interested stakeholders.

## **LAW UPDATES**

Maryland: J. Barron (MD Authority ED) - No report.

Title 12 law to include law changes effective 2021 and 2022 can be viewed at;  
<https://www.missutilitydelmarva.com/resources/laws/>

Visit the Maryland Authority website at [www.mddpa.org](http://www.mddpa.org) to file a Title 12, Notice of Probable Violation (NPV) and review resources.

Delaware: W. Ericksen (DE PSC)

W. Ericksen encouraged the meeting attendees to review the damage reporting website where stakeholders can report damages in addition to violations of the Title 26 law. The DE PSC continues to mail warning letters to law violators. To date, 25% of damages are caused by no ticket and 21% due to not verifying the locator marks. There was a discussion regarding DE law not having a ticket expiration date, many believe the ticket should and will discuss this matter during future law change meetings.

Title 26 law change effective August 2018 enforcing mandatory utility damage reporting to the PSC for damage repairs costing over \$3,000 and all gas damages regardless of repair costs.

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

**OLD BUSINESS** - no report

**NEW BUSINESS** - no report

There being no other business brought before the board or committee, a motion was made to adjourn the meeting by J. Lyon, seconded by B. Ebaugh, motion carried at 10:33 am.

The next hybrid General Membership meeting date is planned for May 18, 2023 at 9:00am.  
Delmarva Power Conference Center  
4100 S. Wakefield Drive - Room C  
Newark, DE 19902

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

[www.missutilitydelmarva.com](http://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!

*See next page for meeting attendees.*



Arroyo	Jenn	OCC	410-712-0056	<a href="mailto:jennifer@occinc.com">jennifer@occinc.com</a>
Batze	Dan	Danella	302-893-1253	<a href="mailto:dbatze@danella.com">dbatze@danella.com</a>
Bullock	Tucker	Easton Utilities	410-819-3425	<a href="mailto:TBULLOCK@EUCMAIL.COM">TBULLOCK@EUCMAIL.COM</a>
Cahall	Ben	Easton Utilities	410-200-8274	<a href="mailto:bcahall@eucomail.com">bcahall@eucomail.com</a>
Carter	Matt	DELAWARE T2 CENTER	302-831-7236	<a href="mailto:matheu@udel.edu">matheu@udel.edu</a>
Clevens	Michael	Chesapeake Utilities	302-242-6998	<a href="mailto:mclevens@chpk.com">mclevens@chpk.com</a>
Ebaugh	Brad	RETIRED		<a href="mailto:bebaugh75@comcast.net">bebaugh75@comcast.net</a>
Ericksen	Wayne	DE PSC	320-736-7526	<a href="mailto:wayne.ericksen@delawre.gov">wayne.ericksen@delawre.gov</a>
JUMP	ROBERT	Choptank Electric	410-479-8648	<a href="mailto:ROBJ@CHOPTANKELECRICTRIC.COOP">ROBJ@CHOPTANKELECRICTRIC.COOP</a>
Keyser	Steven	Delmarva Power	302-465-2407	<a href="mailto:skyser9@gmail.com">skyser9@gmail.com</a>
Lyon	Jason	City of Dover	302-736-7025	<a href="mailto:jlyon@dover.de.us">jlyon@dover.de.us</a>
Malago	Gail	Forest Fence	302-284-9674	<a href="mailto:gail@forrestfencing.com">gail@forrestfencing.com</a>
MASONE	SHELLY	ECOTECH HYDRO EX/LOC	443-534-6276	<a href="mailto:SHELLY@GOECOTECH.COM">SHELLY@GOECOTECH.COM</a>
McElwee	Mickey	City of Wilmington	302-420-0343	<a href="mailto:fmcelwee@wilmingtonde.gov">fmcelwee@wilmingtonde.gov</a>
Parks	Dora	RETIRED	443-695-2277	<a href="mailto:parks.dora29578@gmail.com">parks.dora29578@gmail.com</a>
Payne	Ken	Anchor Construction	202-821-7430	<a href="mailto:kpayne@anchorconst.com">kpayne@anchorconst.com</a>
Powis	Ian	Danella	610-639-9501	<a href="mailto:ipowis@danella.com">ipowis@danella.com</a>
Saduk	Rebecca	Easton Utilities	410-763-9495	<a href="mailto:rsaduk@eucomail.com">rsaduk@eucomail.com</a>
Stack	Wendy	W. Locco	302-856-9626	<a href="mailto:wendystack03@gmail.com">wendystack03@gmail.com</a>
Sullivan	Susan	Miss Utility	410-782-2030	<a href="mailto:ssullivan@missutility.net">ssullivan@missutility.net</a>
TARTT	DANIEL	DNREC	302-608-5385	<a href="mailto:DANIEL.TARTT@DELAWARE.GOV">DANIEL.TARTT@DELAWARE.GOV</a>
Welch	Richard	Town of Middletown	302-757-2481	<a href="mailto:gwelch@middletown.delaware.gov">gwelch@middletown.delaware.gov</a>
Werner	Wayne	Danella	610-304-8305	<a href="mailto:wwerner@danella.com">wwerner@danella.com</a>