



Miss Utility of Delmarva

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



GENERAL MEMBERSHIP MEETING MINUTES

JONATHAN'S LANDING GOLF COURSE
1309 PONDEROSA DRIVE MAGNOLIA, DE 19962

HYBRID MEETING

September 21, 2023

Prepared by Jesse Sapp (Board 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.

APPROVED COPY

CALL TO ORDER, WELCOME AND INTRODUCTIONS

- President Lyon called the meeting to order at 9:05 AM.
- The Miss Utility of Delmarva, Mission Statement was reviewed by the President.
- The meeting agenda was presented.
- A quick point was made about the One Call Concepts Training Video for Delaware and Maryland. The classes are free and self-paced. They are educational and could be used as a disciplinary measure when a damage occurs.
- The attendees viewed 30 second commercial about Calling 811 and Safe Digging from the Public Service Commission. The ad is broadcasted online. [CCTemp Delaware Public Service Commission 2308.mp4 | Powered by Box](#)
Meeting attendance included 32 participates in person and virtually.
- Introductions were made by all attendees. Virtual attendees were asked to enter name, company name, & contact information in the Teams chat.
- A motion to approve the meeting minutes dated August 17, 2023 was made by R. Lewis and seconded by B. Ebaugh, motion carried.

ITICnxt – DIGITAL TICKET PROCESSING (PROFESSIONAL EXCAVATORS)

S. Sullivan gave presentation/overview. Miss Utility provides monthly ITICnxt virtual trainings. S. Sullivan provided dates for upcoming virtual trainings opportunities (10/4, 11/2 & 12/2 at 2:00). 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. Online resources are available 24/7. The Delmarva territory is already over 83% of ITICnxt use. Reach out to S. Sullivan via email (ssullivan@missutility.net) with questions.

EXCAVATOR/MEMBER/LOCATING CONCERNS

G. Collison (Damage Prevention Coordinator for Delmarva Power) brought up the noticeable uptick in 48-hour delay tickets. Concerns with contractors being able to perform the work for customers when there are so many delays. They understand there is more work going on and therefore more tickets, but they need to be able to get their work done too. They need communication with the locators to find out when the locates will be performed. J. Lyon suggested to keep in constant communication with the locate companies in their area. The locators should also be communicating with the contractors and utility owners if there are going to be delays to try to work efficiently together. S. Keyser and R. Riley suggested having pre-construction meetings before starting large projects so there aren't unnecessary tickets being called in which take up more of the locators' time. P. Wiltshire from GloFiber suggested incorporating complex project locates which would require a meeting. J. Lyon mentioned that the Board of Miss Utility of Delmarva is trying to update the wording in the law and could work to add complex projects. There was additional discussion about locator turnover and traveling locators needing time to understand the lay of the land in new areas.

J. Lyon brought up issues that contractors may hit lines where they aren't aware that new facilities are in the area. This issue is problematic with municipalities and with large DeIDOT projects where new facilities get installed by contractors (who would technically be responsible for the facilities) but have not been transferred to DeIDOT or the municipality yet (when they would become responsible for locating those facilities). There is a lag in transfer of ownership where the risk could be high for excavation damages. B. Martine from Kleinfelder suggested having a project polygon for a construction company so they understand what other work is happening in the area near the project with an expiration date on when ownership would be transferred. J. Lyon also mentioned looking into this during the law change discussion. R. Lewis mentioned bringing this topic up at the One Call Center User's Group RoundTable.

DAMAGE REPORT – July 2023

R. Lewis presented on the reports.

Percentage Reporting by Membership;

DE = 19.75% MD = 18.11%

Percentage of Reporting Transmitted Tickets;

DE = 32.42% MD = 31.30%

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	11/25	7	16	3	10	0
MD	6/12	3	10	4	1	0

Please contact R. Lewis to learn more about damage and non-damage data reporting or for report questions, rlewis@centuryeng.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 – August 2023

Reported by OCC

Incoming Delmarva = 25,041 tickets	2022-2023 YTD % change = 16.598%
Outgoing Delmarva = 129,952 tickets	2022-2023 YTD % change = 6.822%

Internet Ticket Processing

ITIC = 87%

ITIC Lite = 28%

PUBLIC AWARENESS COMMITTEE REPORT

Reported by CJ Myers and R. Lewis

- The Scoop - No current update.
- 9/16 UD Football Game at the Fan Zone the previous weekend with Eric Cimo and his family – they passed out dog bowls and coloring books.
- E. Cimo planning to attend on 9/23 UD game also (if weather permits).
- Middletown Peach Festival was 8/19/23. We gave away every single item they had that day. It was very well attended.
- Carvertise campaign – There are 13 vehicles in the territory with Miss Utility wrap on car.
- Utility Defenders – Marketing campaign focusing on children. Each utility has a superhero with powers related to their facilities. By marketing to children, info is passed onto kids. There is an opportunity to have a class for Girl Scouts sponsored by One Call Concepts.
- R. Cleveland grabbed dog bowls and coloring books for the Golden Jubilee.
- 14th Annual Greater Chesapeake Damage Prevention Training Conference - 10/14-10/27, 2023. The exhibit hall is sold out and there are already roughly 300 attendees registered. Miss Utility of Delmarva is a title sponsor of the GCDPTC which is held at the newly named, Ashore Resort and Beach Club (formerly, the Fontainebleau Resort) in Ocean City, MD. Hotel is not a part of the package, so attendees can stay at another hotel if they want.
- Electric Car Show in Wilmington.
- Sponsoring Golf Hole in an event for a fallen Police Officer.
- Veterans Day event at Diamond Motorsports in Camden, DE. MUOD sponsored movie tickets as giveaways.
- Suggestion made to partner or sponsor a table at local job fairs.

OLD BUSINESS

None

NEW BUSINESS

None

There being no other business brought before the board or committee, a motion was made to adjourn the meeting by S. Keyser, seconded by R. Lewis, motion carried and meeting adjourned at 9:58 AM.

The next hybrid General Membership meeting date is planned for October 19, 2023 at 9:00 AM.

Ditch Witch of Virginia
182 Kent Drive
Seaford, DE 19973

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.

SEPTEMBER 21ST, 2023

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

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
AMALFITANO	MIKE	SERV. REQ. COORD	NEW CASTLE COUNTY	302-395-5357	MAMALFITANO@WCDE.ORG	x
ARROYO	JENN	GENERAL MANAGER	OCC	410-712-0056	JENNIFER@OCCINC.COM	x
BEAVERS	NATHANIEL	UTILITY TECH	NEW CASTLE	302-299-3881	NATHANIELBEAVERS@NEWCASTLE.DE.GOV	x
CARTER	MATT	T2 ENGINEER	DELAWARE T2 CENTER	302-831-7236	MATHEU@UDEL.EDU	x
CIMO	ERIC	BOARD TREASURER	DELDOT	302-760-2642	ERIC.CIMO@DELAWARE.GOV	x
COLLISON	GALEN	DAMAGE INVESTIGATOR	DELMARVA POWER	403-786-5033	GALEN.COLLISON@EXELON.COM	x
EBAUGH	BRAD	BOARD PAST PRESIDENT	RETIRED		BEBAUGH75@COMCAST.NET	x
ELLSWORTH	DAWN	OP ASST II	CHESAPEAKE UTILITIES	302-592-9010	DELLSWORTH@CHPK.COM	x
FLORENZO	DAN	PRESIDENT	ONE CALL CONCEPTS			x
KEYSER	STEVEN	BOARD MEMBER	DELMARVA POWER	302-465-2407	SKYSER9@GMAIL.COM	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
MARTINE	BRET	VP - TRAFFIC & UTILITY	KLEINFELDER ENGINEERING	302-734-9189	BMARTINE@KLEINFELDER.COM	x
MASONE	SHELLY	BUSINESS DEVELOPMENT	ECOTECH HYDRO EX/LOC	443-534-6276	SHELLY@GOFECOTECH.COM	x
MCELWEE	MICKEY	BOARD MEMBER	CITY OF WILMINGTON	302-420-0343	FMCELWEE@WILMINGTONDE.GOV	x
MURCHISON	IRA	INVESTIGATOR	GLOFIBER		IRA.MURCHISON@EMP.SHENTEL.COM	x
MYERS	CJ	BOARD CO-VP	DEC	302-270-3554	CMYERS@DELAWARE.COOP	x
ORRELL	BRANDON	OWNER	TUCKAHOE UNDERGROUND	410-479-4900	BORRELL.TUCKAHOE@GMAIL.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
POND	SHELLY		WILLEY & CO.	302-629-3327	SHELLY@WILLEYCO.COM	x
POWIS	IAN	LOCATE SUPERVISOR	DANELLA	610-639-9501	IPOWIS@DANELLA.COM	x
RILEY	ROB	LOCATE SUPERVISOR	CHESAPEAKE UTILITIES	302-222-1461	BRILEY@CHPK.COM	x
ROSS	RICHARD	SAFETY & COMPLIANCE	ESNG	302-270-7665	ROSS@ESNG.COM	x
RUDDO	MATT	DIRECTOR, CLIENT RELATIONS	ONE CALL CONCEPTS	410-782-2025	MATT@MISSUTILITY.NET	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
SAPP	JESSE	BOARD SECRETARY	CHESAPEAKE UTILITIES	302-382-2415	JSAPP@CHPK.COM	x
SULLIVAN	SUSAN	DAMAGE PREVENTION LIASON	MISS UTILITY	410-782-2030	SSULLIVAN@MISSUTILITY.NET	x
WELCH	RICHARD		TOWN OF MIDDLETOWN	302-757-2481	GWELCH@MIDDLETOWN.DELAWARE.GOV	x
WILTSHIRE	PATRICK	MANAGER	GLOFIBER	540-773-1241	PATRICK.WILTSHIRE@EMP.SHENTEL.COM	x