



# Miss Utility of Delmarva

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



## GENERAL MEMBERSHIP MEETING MINUTES

Choptank Electric Cooperative  
24820 Meeting House Rd.  
Denton, MD 21629

**February 15th, 2024**

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.***

### UNAPPROVED COPY

#### CALL TO ORDER, WELCOME AND INTRODUCTIONS

- President Lyon called the meeting to order at 9:07 AM.
- The Miss Utility of Delmarva's Mission Statement was reviewed by the President.
- 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 30 participants in person and virtually.
- A motion to approve the meeting minutes dated January 18th, 2024 was made by R. Lewis. The motion was seconded by B. Ebaugh. The 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 (3/7, 4/4 and 5/2 at 2:00 PM). Excavators are encouraged to use online system. Visit [www.missutilitydelmarva.com](http://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 87.5% of ITICnxt use. Reach out to S. Sullivan via email ([ssullivan@missutility.net](mailto:ssullivan@missutility.net)) with questions.
- Susan also reminded everyone about how to correctly identify/notate the Extent of Work (EOW) when submitting a locate ticket.

#### EXCAVATOR/MEMBER/LOCATING CONCERNS

G. Bryan from Shore Utilities brought up a problem with locators not fully following the instructions in the description of the submitted ticket. He mentions having to put in discrepancies

and is losing money waiting for the locates to come in correctly. R. Lewis made comments on how to support on the locating side with their instructions and if he could identify the locating company, the Board could help address the situation. J Arroyo talked about having updated mapping added quickly and working on Sussex County, DE due to the large growth. B. Ellingsworth requested for excavators to add the lot number and address in the description of the ticket to make it easier for locators.

- R. Lewis brought up that Kleinfelder was awarded a contract but the ticket load for this year has been higher than expected, leaving them currently understaffed. R. Lewis is looking to hire 3-4 new locators by March, but said if there is a critical locate need, to call him to help get the locate expedited.

### **DAMAGE REPORT – January 2024**

R. Lewis presented on the reports.

Percentage Reporting by Membership;

DE = 18.79% MD = 12.74%

Percentage of Reporting Transmitted Tickets;

DE = 13% MD = 24.48%

Root Causes;

	Mains/Services	No Call/Tkt	Hit Marked Line	Locate Issue	Other	Unknown
DE	5/19	8	10	4	2	0
MD	1/6	0	3	4	0	0

Please contact R. Lewis to learn more about damage and non-damage data reporting or for report questions, [rilewis@kleinfelder.com](mailto: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 – January 2024**

Reported by J. Arroyo from OCC

Incoming Delmarva = 20,685 tickets	2023-2024 YTD % change = 4.285%
Outgoing Delmarva = 112,079 tickets	2023-2024 YTD % change = 8.750%

Internet Ticket Processing

ITIC = 90%

ITIC Lite = 31%

### **PUBLIC AWARENESS COMMITTEE REPORT**

Reported by CJ Myers

- The UD Basketball Game sponsorship has begun. CJ Myers and J. Sapp attended the game on 1/18/24 which is sponsored by MUOD.

- Utility Defenders – Marketing campaign focusing on children. Each utility has a superhero with powers related to their facilities.
- Carvertise – The Board recently approved a new sponsorship package for year-round coverage.

#### **OTHER COMMITTEE REPORTS**

- Locator Achievement Awards – Asking for Gift Cards from companies involved. The gift cards should be no more than \$25 per card.

#### **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 B. Ebaugh, seconded by E. Cimo, motion carried and meeting adjourned at 10:26 AM.

The next hybrid General Membership meeting date is planned for March 21, 2024 at 9:00 AM.

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

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!

*Below is the list of meeting attendees.*

FEBRUARY 15TH, 2024

**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
ARROYO	JENN	GENERAL MANAGER	OCC	410-712-0056	<a href="mailto:JENNIFER@OCCINC.COM">JENNIFER@OCCINC.COM</a>	X
BALLARD	SCOTT	OUTSIDE PLANT	TALKIE FIBER	302-535-6843	<a href="mailto:SCOTT.BALLARD@TALKIEFIBER.COM">SCOTT.BALLARD@TALKIEFIBER.COM</a>	X
BESS	DOROTHY	CONSTRUCTION PROJECT MANAGER	COMCAST			x
BROWN	JEFF	SUPER. SYS. CTRL.	CHOPTANK ELECTRIC	410-479-8582	<a href="mailto:JEFFB@CHOPTANKELECTRIC.COOP">JEFFB@CHOPTANKELECTRIC.COOP</a>	X
BRYAN	GREG		SHORE UTILITIES	410-463-1426	<a href="mailto:GREG@SHOREUTILITIES.COM">GREG@SHOREUTILITIES.COM</a>	X
BULLOCK	TUCKER	MANAGER, GAS & METER	EASTON UTILITIES	410-819-3425	<a href="mailto:TBULLOCK@EUCMAIL.COM">TBULLOCK@EUCMAIL.COM</a>	X
CAHALL	BEN	INFRASTRUCTURE LOCATOR II	EASTON UTILITIES	410-200-8274	<a href="mailto:BCAHALL@EUCMAIL.COM">BCAHALL@EUCMAIL.COM</a>	X
CAMPBELL	MIKE	JOB PLANNER	ULCS	302-358-4240	<a href="mailto:MCAMBELL5@ASPLUNDH.COM">MCAMBELL5@ASPLUNDH.COM</a>	X
CARTER	MATT	T2 ENGINEER	DELAWARE T2 CENTER	302-831-7236	<a href="mailto:MATHEU@UDEL.EDU">MATHEU@UDEL.EDU</a>	X
CIMO	ERIC	BOARD TREASURER	DELDOT	302-760-2642	<a href="mailto:ERIC.CIMO@DELAWARE.GOV">ERIC.CIMO@DELAWARE.GOV</a>	X
EBAUGH	BRAD	BOARD PAST PRESIDENT	RETIRED		<a href="mailto:BEBAUGH75@COMCAST.NET">BEBAUGH75@COMCAST.NET</a>	X
ELLINGSWORTH	BETSY		SPECTRUM	302-727-2465	<a href="mailto:ELIZABETH.ELLINGSWORTH@SPECTRUM-1.COM">ELIZABETH.ELLINGSWORTH@SPECTRUM-1.COM</a>	X
JUMP	ROBERT	SYSTEM OPERATOR	CHOPTANK ELECTRIC	410-479-8648	<a href="mailto:ROBJ@CHOPTANKELECTRIC.COOP">ROBJ@CHOPTANKELECTRIC.COOP</a>	X
KEYSER	STEVEN	BOARD MEMBER	DELMARVA POWER	302-465-2407	<a href="mailto:SKYSER9@GMAIL.COM">SKYSER9@GMAIL.COM</a>	X
LEWIS	RICHARD	BOARD CO-VP	KLEINFELDER ENGINEERING	302-423-2586	<a href="mailto:RLEWIS@KLEINFELDER.COM">RLEWIS@KLEINFELDER.COM</a>	X
LYON	JASON	BOARD PRESIDENT	CITY OF DOVER	302-736-7025	<a href="mailto:JLYON@DOVER.DE.US">JLYON@DOVER.DE.US</a>	X
MASONE	SHELLY	BUSINESS DEVELOPMENT	ECOTECH HYDRO EX/LOC	443-534-6276	<a href="mailto:SHELLY@GECOTECH.COM">SHELLY@GECOTECH.COM</a>	X
MASSET	FRANK		DELDOT	320-992-4880	<a href="mailto:FRANK.MASSET@STATE.DE.US">FRANK.MASSET@STATE.DE.US</a>	X
MCCELWEE	MICKEY	BOARD MEMBER	CITY OF WILMINGTON	302-420-0343	<a href="mailto:FMCELWEE@WILMINGTONDE.GOV">FMCELWEE@WILMINGTONDE.GOV</a>	X
MEREDITH	JIM	DAMAGE PREVENTION	VERIZON			X
MYERS	CJ	BOARD CO-VP	DEC	302-270-3554	<a href="mailto:CMYERS@DELAWARE.COOP">CMYERS@DELAWARE.COOP</a>	X
ORRELL	BRANDON	OWNER	TUCKAHOE UNDERGROUND	410-479-4900	<a href="mailto:BORRELL.TUCKAHOE@GMAIL.COM">BORRELL.TUCKAHOE@GMAIL.COM</a>	X
PARRISH	WYATT	ENGINEER	COMCAST	484-368-4391	<a href="mailto:WYATT_PARRISH@CABLE.COMCAST.COM">WYATT_PARRISH@CABLE.COMCAST.COM</a>	X
PAYNE	KEN	BOARD MEMBER	ANCHOR CONSTRUCTION	202-821-7430	<a href="mailto:KPAYNE@ANCHORCONST.COM">KPAYNE@ANCHORCONST.COM</a>	X
PETRO	MIKE		ARTESIAN WATER	302-420-7969	<a href="mailto:MPETRO@ARTESIANWATER.COM">MPETRO@ARTESIANWATER.COM</a>	X
ROSS	RICHARD	SAFETY & COMPLIANCE	ESNG	302-270-7665	<a href="mailto:ROSS@ESNG.COM">ROSS@ESNG.COM</a>	X
RUDDO	MATT	DIRECTOR, CLIENT RELATIONS	ONE CALL CONCEPTS	410-782-2025	<a href="mailto:MATT@MISSUTILITY.NET">MATT@MISSUTILITY.NET</a>	X
SADUK	REBECCA	BOARD MEMBER	EASTON UTILITIES	410-763-9495	<a href="mailto:RSADUK@EUCMAIL.COM">RSADUK@EUCMAIL.COM</a>	X
SAPP	JESSE	BOARD SECRETARY	CHESAPEAKE UTILITIES	302-382-2415	<a href="mailto:JSAPP@CHPK.COM">JSAPP@CHPK.COM</a>	X
SULLIVAN	SUSAN	DAMAGE PREVENTION LIASON	MISS UTILITY	410-782-2030	<a href="mailto:SSULLIVAN@MISSUTILITY.NET">SSULLIVAN@MISSUTILITY.NET</a>	X