



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.

APPROVED 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
<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 |
| 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@GOCOTECH.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 |