



The Scoop

A Quarterly Newsletter

Volume 4—Summer 2012

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Photos courtesy of Innovation and Technology Center, Delaware Technical Community College

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Photos by Lisa Smith. Used by permission of Delmarva Power and Tri-State Bird Rescue & Research

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President's Message



Dear Friends:

Miss Utility of Delmarva has several obligations under the Delaware state law. One of the most important is educating the public about calling before you dig and other safe digging practices. Although I have always had concerns about how well Miss Utility accomplishes this education task, we do reach out in numerous ways.

- We host monthly general membership meetings throughout our service area to disseminate pertinent safe dig information and provide a forum to resolve issues.
- We co-host the Greater Chesapeake Damage Prevention Training Conference each fall in Ocean City.

- We present safe digging information to jobsites and at company safety meetings.
- We staff a Miss Utility of Delmarva booth to provide handouts and answer the public's questions at many shows and festivals throughout the year.

As we talk to people, their answers can give us a feel for how our message is getting out. Sometimes people tell us they have called after they cut a phone line. Many people affirm that they need to call Miss Utility before they dig. Many others know about the 811 national phone number, now in operation for five years. This newsletter is another attempt to reach out, educate, and keep people focused on digging safely.

We recently finished a blitz campaign with Common Ground Alliance and all other one call centers to promote April as Safe Dig Month. In addition to appearances at various shows and Arbor Day venues, we offered Shore Birds promotions and received proclamations from governors Jack Markell and Martin O'Malley. We also reached out to fire departments, holding a contest to encourage them to put a safe dig message on their marquees.

In early May, the Odessa Fire Department called in an emergency locate request for a puppy caught in a culvert. This is the first fire-department-generated locate request I have seen! I believe this is an indication that the

message is getting out and our education program is working.

Also associated with April Safe Dig Month, Miss Utility of Delmarva held its Fourth Annual Locator Awards banquet at the Harrington Casino and Raceway Gold Room. All feedback indicated everyone had a good time honoring the twenty-two locators who completed a full year without any at fault cuts. An amazing accomplishment! See the story on page 3 in this newsletter and check out more details on our Web site.

I am pleased to announce that the 811 Bike built by Paul Jr Designs at the request of Tom Hoff of One Call Concepts will make a three-day appearance at the Delaware State Fair. You can view the bike on Thursday, July 26, through Saturday, July 28, at the Delaware Electric Cooperative booth in the air-conditioned exhibit hall. Check out this Web site for pictures of this remarkable bike: http://designbyjoyce.com/pauljr/811_bike.html.



Please spread the word about our "Call Before You Dig" message. Warm weather seems to get everyone engaged in outside projects. Be careful and excavate prudently. Know what's below!

Sincerely,

Safety First

Teen Workers by Frank Dobson

Summer is just around the corner, and it can be a dangerous time for teenagers who take on summer jobs. Each year 60 to 70 teens die from work-related injuries. About 200,000 young workers seek emergency medical treatment.

It doesn't have to be this way!

Always Think Safety!

Frank Dobson is president of Dobson Associates Human Performance/Safety Consultants. Visit his Web site at www.dobsonassociates.com.

Like all workers, teen workers have a right to be safe and healthy at work, and they have a responsibility to work safely. Employers can

take simple, practical steps to ensure that young workers know and follow safe work procedures. The teens who take the time to learn and follow safe work procedures will ensure that they will be around to build a better future for themselves long after summer is over.



Employer Responsibilities

- Provide a workplace that protects workers from injuries, illnesses, and fatalities.
- Know the law about working limits for teens, including the number of hours they can work and the kinds of jobs that can be performed.

- Emphasize the importance of safety.
- Make sure that young workers are trained properly.
- Teach workers to recognize hazards and use safe work practices.

Teen Worker Responsibilities

- Trust your instincts about dangerous situations.
- Follow all safety rules.
- Wear proper safety equipment.
- Ask questions about potentially dangerous situations or equipment.
- Tell your supervisor or parent if you suspect unsafe conditions.
- Work safely.
- Stay sober and drug-free.
- Know your workplace rights.

Meeting Minutes

March Highlights

1. Presentation: Safety Message

Dave Kertis of Delmarva Power discussed the impact on worker safety of the switch from standard time to daylight saving time. A study published in *The Journal of Applied Psychology* reports that 3.6 more injuries occur on the first workday after the beginning of daylight saving time and nearly 68 percent more work days are lost to injuries.

2. Presentation: DNREC Pilot Program

Bob Wenzlau of Terradex gave an overview of the proposed program from DNREC for excavating sites with contaminated soil. DNREC will work through the One Call Center and with Terradex to get the appropriate information to excavators, who could suffer long-term health effects if they come in contact with the contaminants in the soil. Members raised concerns about the need for training and the need to have the list of contaminants available.

3. Facility Owner Concerns

John Hughes described problems Verizon has experienced with a contractor based in Dover. The contractor's office personnel have not received training for calling in tickets. He will follow up with the company.

4. New Business

- Dave Kertis, Richard Cleveland, Thomas Match, and Brad Ebaugh attended Common Ground Alliance's Excavation Safety Conference. They noted that many states seem to be moving toward "white lining" and "spot locating," which both

mark a trend toward adoption of universal underground utility protection standards.

- The Alabama One Call Center was destroyed by a tornado last year. Although we cannot foresee when unexpected disasters will occur, we can prepare ourselves by video-documenting all office materials and equipment and checking insurance policies to ensure we have the appropriate coverage.

April Highlights

1. Presentation: DRWA

Rick Duncan, executive director of the Delaware Rural Water Association, spoke about the goals of this local subsidiary of the national organization: to protect water and wastewater resources in Delaware. DRWA also runs the only accredited backflow prevention training center in the state, which educates plumbers, irrigation workers, and municipal employees.

2. Facility Owner Concerns

Group discussed widespread belief among homeowners and contractors that they are not likely to hit an underground line and do not need to call in a ticket.

- One excavator told homeowners that it was their responsibility to call Miss Utility. This is not true; contractors must place calls.
- A contractor that cut an electric line thought he did not have to call Miss Utility because he was working in an open field. Brad Ebaugh described an incident when an excavation in an open field led to a large gas explosion.
- A sign company erected a For Sale sign and did not think it needed to contact

Miss Utility because the workers dug only 2 feet below the surface.

These incidents and others show importance of continuing group's education efforts in both professional and community venues.

3. Locator Concerns

The group discussed misunderstandings about the meaning of "white lining." Under Delaware law, if an operator determines that a proposed excavation (white-lined area) is planned within 5 feet of a utility line, then the operator will mark the location of the utility within 18 inches of the utility line. This means that the operator must locate 5 feet beyond the white-lined markings.

4. Public Awareness

Miss Utility participated in National Safe Dig Month through its involvement in many outreach and public awareness events in April.

- WMDT TV47 interviewed Brad Ebaugh, and several radio stations and print media covered Safe Dig Month. We also conducted an 811 awareness campaign on Spanish radio stations. Ace Hardware handed out public education materials, and we reached out to county building permit offices.
- Easton Utilities representatives attended the Chesapeake Home and Garden Show and distributed information about Miss Utility. Dave Kertis and Paul Elwood represented Miss Utility at the Earth Day celebration in Wilmington on April 20.
- Miss Utility will display the 811 Bike at the Delaware Electric Cooperative booth in the exhibition hall at the Delaware State Fair on July 26-28. "Safe Dig" education materials will be available at several booths throughout the fairgrounds.

Miss Utility of Delmarva 2012 Locator Awards Banquet

For the past several years, April has been designated as Safe Dig Month. We mark this month locally through proclamations from our governors and nationally through efforts by Common Ground Alliance. Thus, it was fitting that we held our fourth annual Locator Awards Banquet at Harrington Raceway and Casino on April 26, 2012, during Safe Dig Month. Each year, we recognize twenty-two locators for their outstanding on-the-job safety performance protecting utilities and enhancing public safety.

Award-winning locators met rigorous criteria, including having zero at-fault damages during the period from December 1, 2010, through November 30, 2011. Seven of this year's winners—Antwine Bowman, Staci Dickerson, John DiMaio, Richard Maloof, Thomas Match, Chris Petrucci, and Tom Preller—have won the locator award three years in a row.

Chad Reed of Teal Construction set the tone for the evening with his keynote address about the importance of locators to the excavators. He also discussed why communication and working together are

important tools for protecting utility underground lines and public safety. After dinner and the keynote presentation, the award winners received a jacket embroidered with their name, \$50 cash, and a framed certificate. Some winners also received a gift card door prize from one of the generous companies helping with the event.

Congratulations to this year's exemplary locators.

- Artesian Water: John DiMaio, Adam Moore, Mike Petro, and Chris Petrucci
- Danella Construction: James Adkins, Mark Akers, and Tom Preller
- Delaware Electric Cooperative: Antwine Bowman and Brooke Nichols
- Delmarva Power & Light: Phil Morris and Randy Testerman
- Elkton Gas: Polly Weber
- City of Milford: Thomas Match
- City of Newark: Phil Bishop
- Premier Utility Services: Tyrone Ashley, Staci Dickerson, Clinton Durham, Jonathan Hickman, Richard Maloof Jr., Lavant Stambro, and Shawn Welch
- W Locco: Robert Wayne Diamond

Minutes, continued from page 2

May Highlights

1. Presentation: Safe Excavation

Mark Stillman presented an interactive, web-based program designed to help excavators work safely in the field. His presentation covered important statistics, procedures, and regulations about excavation projects; the three types of soil, their characteristics, and hazards; and safe excavation techniques. Presently, nearly 1,000 injuries and 70 fatalities occur each year from excavation projects.

2. Public Awareness

Thomas Match recapped events held during Safe Dig Month. The firehouses that posted the Safe Dig message on their marquees each received a \$50 thank you gift. Brad Ebaugh and Thomas Match will man the Miss Utility booth at the Camden Safe Summer Days event on June 30. Miss Utility will also have representatives at the Maryland Municipal League Convention in Ocean City and the Delmarva Chicken Festival in Salisbury. Thomas Match will send out a list of events scheduled for the second half of 2012, and he asked for volunteers to man the Miss Utility booths.

3. One Call Concepts

- Dora Parks announced that the keynote speaker for the Greater Chesapeake Damage Prevention Training Conference scheduled for November 7 through 9 will be Cliff Meidl, who almost lost his legs due to an electrical accident. Discounted tickets are available for Early Bird registrants (May 21–September 1). Attendees will also have the option to sign up for an all-inclusive golf package.
- During April, 84 percent of tickets requested were handled within the required threshold. The average speed of answer was 14 seconds. The percentage of requests placed over the Internet was 63 percent, 2 percent less than 2011.
- Kappa Maps is close to finalizing the new grid map system. One Call Concepts is encouraging all utility owners to convert to the new system, so the conversion to the new system can happen for all companies at the same time.

Relocating an Osprey Nest

It's not always about locating and repairing underground utility lines. Sometimes Miss Utility members take time to lend Mother Nature a hand.

In early May, a Delmarva Power crew helped move an osprey nest from an Maryland platform that had become a safety hazard. Sticks from the nest kept falling onto the transformers below, shorting out service to local residents. Cristina Frank, a senior environmental scientist with Pepco Holdings (PHI), initiated the effort after repeated attempts to cover the transformers proved unsuccessful. Frank said, "We aim to address avian issues before they become a problem—either to the bird or to power delivery."



Photo by Lisa Smith

After receiving a permit from APHIS, the Animal and Plant Health Inspection Service of the U.S. Department of Agriculture, Delmarva Power installed a new pole and platform about 10 feet from the old one. The crew removed one egg from the nest, moved the nest, took down the old platform, and then put the egg in the relocated nest.

"I was very impressed with the entire operation," says Lisa Smith, executive director of Tri-State Bird Rescue & Research. "About five minutes after the crew left, the female came flying back in, hovered over the new platform, and finally landed on the new platform and started adjusting the nesting materials."

According to Frank, this type of work is an extension of Delmarva Power's Avian Protection Plan, a comprehensive strategy to identify, address, and prevent avian electrocution and collision. PHI, a holding company that includes Delmarva Power, Atlantic City Electric, and Pepco, maintains a well-developed Avian Protection Program for each of its companies. Its goal is to comply with the legal requirements to protect birds, while improving distribution system reliability and reducing the effects of bird interactions with power lines.

This is not the first time a Miss Utility member aided ospreys. Crews from Delaware Electric Cooperative have installed artificial osprey nests at Prime Hook National Wildlife Refuge and other locations throughout Sussex County for many years.

Calendar of Events

If you know of an event that would benefit Miss Utility members, please contact **Brad Ebaugh** at BEbaugh@decoop.com, and we will include it on our quarterly calendar of events schedule. Provide the dates, location, and any contact or registration information.

Monthly Miss Utility Meetings

Thursday, June 21

Tidewater Utilities
1100 South Little Creek Road
Dover, DE 19901-4727

Thursday, July 19

Easton Utilities
201 N. Washington Street
Easton, MD 21601

Thursday, August 16

Delaware Electric Cooperative
14198 Sussex Highway
Greenwood, DE 19950

Thursday, September 20

One Call Concepts, Inc.
Bear Trap Dunes Clubhouse
7 Clubhouse Drive
Ocean View, DE 19970

Other Events

June 25-27: Maryland Municipal League Convention, Ocean City

June 30: Safe Summer Days, Brecknock Park, Camden

July 19-28: Delaware State Fair, Harrington

August 4: Wyoming Peach Festival

Events, continued

August 15-17: Maryland Association of Counties, Ocean City

August 18: Middletown Peach Festival

September 16: Newark Community Day

	February	March	April
Damages	44	45	34
Tickets	60,102	80,506	88,497
Percentage (damages / tickets)	0.073%	0.056%	0.038%

Are you reporting your damages? If not, why not? It is easy to do. Just go to our Web site and click report damages. Fill in the information, submit, and you are done. Even if you have no damages, please file a report. This helps improve our statistics.

Ask Miss Utility

I have a digging project. How do I get my information to Miss Utility?

You have several ways to contact Miss Utility's call center and make your excavation request known. You can dial the national 811 number, dial the more direct local numbers, or use the Internet.

Nationwide, anyone may use the 811 number to reach a local Miss Utility call center. Although this number is easy to remember, the call may take more time. Operators must first ensure you have not dialed 811 in error when you intended to dial 911 for a police, fire, or medical emergency.

You also can relay your request directly to the local call center representatives. In Delaware, dial 1.800.282.8555; in Maryland, dial 1.800.441.8355. They will ask you a series of questions about your location, contact information, and where and when you intend to dig. They will go step-by-step through these questions and provide help along the way. They want to provide the most accurate information about your excavation request to the various utilities that will mark out your excavation area.

Finally, you may submit your dig request information over the Internet at <http://www.missutilitydelmarva.com/>. This option provides a fast and easy way for homeowners and other one-time callers to generate locate requests. Most professional excavators that routinely submit locate requests also take advantage of this tool.

In fact, many people are moving toward the Internet options because they are easy to use and allow you to log on and complete the locate request on your own schedule. The Internet system also reduces the cost per ticket to the utilities because it increases efficiency and does not involve call center representatives.

Do you have a question for Miss Utility?

*Send it to Brad Ebaugh at
BEbaugh@decoop.com.*

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Comments?

This is *your* newsletter. Do you like what you see? Do you have an idea for a topic that you think we should cover in upcoming issues? Please send your comments, questions, and suggestions to Brad Ebaugh at BEbaugh@decoop.com

