



# The Scoop

A Quarterly Newsletter

Volume 2—Winter 2010



Photo courtesy Frank Dobson

### President's Message

Dave Kertis reflects on 2010 and looks ahead to 2011.

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Learn how to avoid injuries when working during cold weather.

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### Meeting Minutes

Missed the meetings? Catch up with key issues from September, October, and November member meetings. Pages 2 and 3



Photo courtesy Rick Giammaria

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Read about upcoming conferences and events of interest to the professional excavator.

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## President's Message



Dear Friends:

I hope everyone had a safe and productive year in 2010. It was certainly a very positive year for Miss Utility. We set high goals for ourselves, and I am happy to list just four of our most significant successes:

- In April, we held our second annual awards program to recognize outstanding locators. Khrysanne Kerr from Common Ground Alliance (CGA) was the guest speaker.
- Also during April, we supported CGA's Safe Digging Month by doing a live news

piece on WBOC-TV16 and a radio segment on WDEL-1150. We had articles published in twelve newspapers and sponsored many activities in the City of Wilmington. At our urging, Delaware Governor Jack Markell issued an official proclamation designating April as Safe Digging Month.

- Throughout the year, we advertised information about Miss Utility and 811 services in Ace Hardware stores.
- In October, we held the second annual Greater Chesapeake Damage Prevention Training Conference. Building on the success of 2009, we welcomed more than 300 participants. They had the opportunity to attend industry training sessions and visit more than thirty different exhibitors.

We are not content to rest on past successes, however. Below I have listed some of our plans for next year:

- We have scheduled the ceremony for the Third Annual Locator Awards in April at Dover Downs.
- We have already begun planning the third annual Greater Chesapeake Damage Prevention Training Conference for the fall of 2011. Please look for details to follow as the year moves forward.

- We will continue our work updating provisions to the Underground Utility Damage Prevention and Safety Act and the accompanying handbooks.
- We plan to offer more educational opportunities to excavators, locators, facility owners, and others in the excavating community.
- We plan to bring together a diverse group of people from the excavating community in Delaware to develop consensus on a new law that will help prevent and reduce damage during excavating projects.

I am very excited about what we accomplished this year and what we have planned for 2011. We look forward to working with the excavating community and building stronger relationships as we make Delmarva a safer place to work.

I wish you and your families a SAFE and joyous holiday.

Sincerely,

*David Kertis*

## Safety First

### OSHA Guidelines: Protection from Cold Weather Injuries by Frank Dobson

During the upcoming winter months, we can expect some very cold weather in our region. Our employees need to know how to protect themselves and how to survive the bitterly cold temperatures and wind-chill factors that create the potential for serious weather-related injuries and illnesses.

Frank Dobson is president of Dobson Associates Human Performance/Safety Consultants. Visit his Web site at [www.dobsonassociates.com](http://www.dobsonassociates.com).

#### How to Survive

- Learn the signs and symptoms that lead to cold-induced illnesses and injuries.
- Train the workforce on how to select the proper clothing for cold, wet, and windy conditions.
- Layer clothing to adjust to changing temperatures, wear a hat and gloves, and choose underwear that keeps water away from the skin.
- Perform work during the warmest part of the day.
- Avoid exhaustion or fatigue, because energy is needed to keep muscles warm.
- Use the buddy system (work in pairs).
- Drink warm, sweet beverages (sugar water and sports drinks). Avoid alcohol and caffeine (coffee, tea, or hot chocolate).

Workers are at increased risk if they

- Have cardiovascular disease, diabetes, and hypertension.



- Take certain medications. They should check with their doctors and ask if any of their medications will affect them while working in the cold weather.
- Are in poor physical condition, have a poor diet, or are older.

#### Hypothermia

*What Happens to the Body*

Normal body temperature (98.6 degrees F) drops to or below 95 degrees F. Workers may experience fatigue or drowsiness, uncontrolled shivering, cool bluish skin, slurred speech, clumsy movements, and irritable, irrational, or confused behavior.

*What Should Be Done*

- Call for emergency help (ambulance or 911).
- Move the person to a warm dry area.
- Don't leave the person alone.
- Remove any wet clothing and replace with warm dry clothing, or wrap the person in blankets.
- Offer warm, sweet drinks (sugar water or sports drinks) if the person is alert. Do not give drinks with caffeine (coffee, tea, or hot chocolate).

- Have the person move his or her arms and legs to create muscle heat if able to do so. Otherwise, place warm bottles or hot packs in the armpits, groin, neck, and head areas. DO NOT rub the person's body or place him or her in a warm-water bath. This may stop the heart.

#### Frostbite

*What Happens to the Body*

The deep layers of skin and tissue freeze. The skin turns a pale waxy-white and becomes hard and numb. Frostbite usually affects the fingers, hands, toes, feet, ears, and nose.

*What Should Be Done*

- Move the person to a warm, dry area.
- Don't leave the person alone.
- Remove any wet or tight clothing that may cut off blood flow to the affected area.
- DO NOT rub the affected area, because rubbing causes damage to the skin and tissue.
- Gently place the affected area in a warm-water bath and monitor the water temperature to slowly warm the tissue. Warming takes 25 to 40 minutes.

After the affected area has been warmed, it may become puffy and blister. The area may have a burning feeling or numbness. When normal feeling, movement, and skin color have returned, the affected area should be dried and wrapped to keep it warm.

Seek medical attention as soon as possible.

*Photo courtesy Frank Dobson*

## Meeting Minutes

### September Highlights

#### 1. Safe Lifting Presentation

Diana Burns of Pro-Physical Therapy discussed key concepts for safe lifting practices. She reviewed the most important considerations to remember when lifting in the field: repetitive motion, awkward posture, weight, vibration, and extreme temperatures. For the office, she described how best to sit at a desk and set up computer keyboards and monitors. Finally, she discussed the importance of stretching before lifting and described safe stretching techniques.

#### 2. Facility Owner Concerns

Facility owners are concerned about contractors abusing the privilege of calling in short notice tickets. Horizon and Royal Cable

also identify too many of their operations as needing emergency tickets. Brad Leto agreed to speak to Royal Cable regarding its short notice tickets. Maryland law makes no provision for short/insufficient notice. Meeting attendees discussed possibility of dropping this option from the Delaware One Call Center.

#### 3. Public Awareness

Mark Stillman reported that the Middletown Peach Festival was a success. Members of the committee plan to attend the Delaware Home Show, October 16 and 17, in Wilmington. The appropriate government agencies have been notified of the problem with signs being put into the ground without calling in a ticket.

#### 4. One Call Concepts

Dora Parks reported that 13,086 tickets were requested during August. The Internet Ticket (ITIC) report showed that 65 percent came

through the Internet. For "less than 48 hour" tickets, the 1,178 tickets represented 9 percent of the total ticket volume.

#### 5. Law Enforcement Committee

Jason Lyon reported that committee members are currently soliciting lobbyists, politicians, contractors, and others to sponsor the new Delaware law. The committee would like USPCD to create a large law change group.

### October Highlights

*Due to a technical glitch, October meeting minutes are not available.*

### November Highlights

#### 1. GIS Presentation

In anticipation of the adoption of the Geospatial Information System (GIS) by One Call Concepts, Ben Mearns, University of Delaware, and Daniel Falcone,

*Minutes continued on page 3*

## Greater Chesapeake Conference Scores a Major Success

The 2010 Greater Chesapeake Damage Prevention Training Conference was held October 20–22 in Ocean City, Maryland, at the Clarion Resort Fontainebleau Hotel. The second-year industry conference for the region, presented by Miss Utility of Delmarva, Miss Utility of Maryland, District One Call, and more than a dozen additional sponsors, brought together 324 participants who share a focus on working together to prevent underground utility damages.



Ralph Schieferstein, Chesapeake Utilities

Participants at the three-day conference had the opportunity to attend industry training sessions and visit more than thirty different exhibitors. The training sessions focused on best practices for effective underground utility damage prevention and featured discussions on new law changes in Maryland and potential law changes in Delaware. The following training sessions were offered at this year's conference:

- Damage Prevention 2020: The Future of Damage Prevention
- Federal Damage Prevention Initiatives
- Keys to Getting a Better Locate
- Advancements in Call Center Operations: Mapping You to the Excavation Site
- Regional Benefits of National Common Ground Alliance Initiatives
- Beyond Just Dollars: The Human Cost of a Damage

- Update 2010: New Damage Prevention Legislation and Regulation in Maryland
- Delaware Law Change Roundtable

Session presentations can be found at the following address: [www.missutility.net/gcdptc/sessiondetails.asp](http://www.missutility.net/gcdptc/sessiondetails.asp).

In addition to the training sessions, the conference included two keynote speakers: Mr. Tom Hoff, president and founder of One Call Concepts, Inc., and Mr. Jerry Johnson, general manager of the Washington Suburban Sanitary Commission (WSSC).

At the Thursday morning breakfast, Mr. Hoff spoke about the origins of Miss Utility in the region and the technological progressions that have brought us through the last several decades to where we are today. His presentation served as a perfect segue to the Damage Prevention 2020 panel, which forecasted the next ten years of damage prevention.

On Friday, Mr. Johnson highlighted the importance of partnership and communication in damage prevention and used recent major incidents involving WSSC's underground facilities as examples of the steps they are taking to eliminate damages.

"On behalf of the entire 2010 Greater Chesapeake Damage Prevention Training Conference Committee, I'd like to thank our sponsors, exhibitors and attendees for making this year's event even better than our first event in 2009," said Matt



USPCD Board of Directors

Ruddo, committee chairman. "Seeing so many stakeholders in one building over three days, all with the same goal of enhancing damage prevention in this region, is a credit to the damage prevention community everyone has had a hand in creating over the last several decades." Complete information about the conference can be found at [www.missutility.net/gcdptc](http://www.missutility.net/gcdptc).

*Photos courtesy Rick Giammaria, PEPCO Holdings, Inc.*

## November Highlights (continued)

Pepeco Holdings, reviewed the general capabilities of GIS, which provides a central location for a large amount of data. GIS can track maintenance, customer information, and engineering analyses as well as information on the weather. Crews will have mobile units that allow them to update the information from the field in real time.

### 2. Facility Owner Concerns

Anne-Marie Crossan from the University of Delaware asked who was responsible for maintaining marks at an ongoing construction project. Brad Ebaugh explained that the excavator is responsible for maintaining the marks and must call in an update ticket.

### 3. Excavator/Operator Relations

Brad Leto described problems with a large road construction company that called in sixteen miles of road for a project involving five road signs. He contacted the contractor to explain proper guidelines for determining how best to safeguard workers on road construction projects.

### 4. Locator Recognition

Brad Ebaugh announced that nomination forms for this year's locator awards would go out on December 1. The award ceremony will take place on April 28 at Dover Downs. He requested photographs of all nominees.

### 5. Miscellaneous Items

- Charlie Russell noted that Kentucky Data Linking Incorporated applied for membership. The company has fiber in Maryland.
- New pamphlets will include inserts of the new Maryland law. The Delaware Utility & Transportation Contractors Association (DUTCA) and the Delaware Contractors Association (DCA) are both interested in helping with the new Delaware law.
- Dave Kertis is working with Delaware.net to provide training on updating and adding photographs to the Miss Utility Web site.
- The Public Service Commission announced that Delaware received federal grants to fund public service announcements and other ventures for educating the public about Miss Utility.

# Calendar of Events

*If you know of an event that would benefit members of the USPCD, please contact **Brad Ebaugh** at [BEbaugh@decoop.com](mailto: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.*

## USPCD Meetings

### Thursday, December 16

City of Newark  
406 Phillips Avenue  
Newark, Delaware

### Thursday, January 20

Maple Dale Country Club  
Dover, Delaware

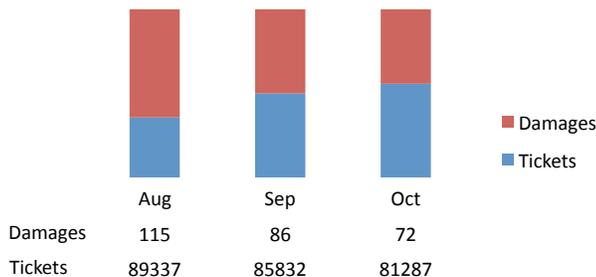
### Thursday, February 17

Location TBD

### Thursday, March 17

Location TBD

## Ticket Statistics & Reported Damages -2010



*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'm going to dig, and I heard I have to call someone before I do so. Whom do I contact and how?*

You heard correctly. Laws in Delaware and Maryland require you to contact Miss Utility and have the utility companies locate their underground infrastructure before you dig. You can accomplish this task in several ways.

Call 811. (You will be asked to confirm that you are NOT calling 911 with an emergency.) The call center representative will take your information and dispatch it to those who will mark the underground utility cables, pipes, and lines. A more direct number in Delaware is 1.800.282.8555; in Maryland, it is 1.800.441.8355. Dialing 811 gets you to the same people but takes a few moments longer.

Computer-savvy excavators can save time and use the Internet to place their excavation requests any time using the Internet Ticket (ITIC) system. The Utilities Service Protection Center of Delmarva (USPCD) Web site ([www.missutilitydelmarva.com](http://www.missutilitydelmarva.com)) has a link to take you to the ITIC site. You may also go directly to [www.missutility.net](http://www.missutility.net).

The Miss Utility system is free to the excavator and funded by the utilities. Private utilities and "owner's wire" do not fall within the scope of this system, meaning you need to contact a private locating firm. Private locating firms that are members of the USPCD are listed on the [www.missutilitydelmarva.com](http://www.missutilitydelmarva.com) Web site.

Select Member List on the left column and then Private Locator Contractor Members on the gray fly-out menu.

*Do you have a question for Miss Utility?*

*Send it to Brad Ebaugh at [BEbaugh@decoop.com](mailto:BEbaugh@decoop.com).*

## Editorial Staff

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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](mailto:BEbaugh@decoop.com)



Know what's below.  
Call before you dig.