



MD & DC SUBSCRIBERS COMMITTEE & BOD MEETING

Board of Directors

Scott Brown (Gas Representative & Chairman)
Brian Sahm (Government Representative & Co-Chair)
Angela Johnson (Communications Representative)
Marc Haines (Electric Representative)
David Wilkins (Water/Sewer Representative)

Kevin Woolbright (DPC Chairman)
Joe Shelton (Contractor Representative)
Juan Vogel (Locating Representative)
Mark Hamrick (DPC Co-Chair)
Susan Sullivan (Secretary)

Minutes of the Committee Meeting April 13, 2023
Hosted by Miss Utility Call Center – Hanover
Prepared by Secretary, Susan Sullivan

WELCOME AND INTRODUCTIONS OF ATTENDEES

The meeting was called to order by Chairman Scott Brown at 10:07 am. Customary attendee introductions were made.

A motion to approve the January 10, 2023, minutes was made by David Wilkins (WSSC) and seconded by Kevin Woolbright (DPC Chair). The motion carried by approval.

ATTENDANCE ROLL CALL

Susan Sullivan (Miss Utility) conducted a roll call of the MD/DC Board of Directors. A quorum was present. In attendance were BOD members: Scott Brown, Brian Sahm, Marc Haines, Angela Johnson, David Wilkins, Kevin Woolbright, Juan Vogel, Joe Shelton and Susan Sullivan were present. Attending members participated either in person or remotely. Mark Hamrick was unable to attend.

DPC CO-CHAIR INTRODUCTIONS

Kevin Woolbright (DPC Chairman) introduced the three (3) DPC Co-Chair nominees and gave each an opportunity to address meeting attendees. George Daffan (Utiliquest) and Ryan Reese (WGL) both spoke in person while Dominic Pope (Gaines and Company) spoke virtually. At the conclusion of this nominee introduction, Kevin noted the by-laws that allow him, as the DPC Chairman, to make the final nominee selection but that he would appreciate the feedback of Board Members before doing so. He also noted that he would make the Co-Chair announcement at the upcoming Damage Prevention Committee Meeting, April 25th.

OLD BUSINESS

Ticket Check, Critical Facility Reported by Scott Moore (Colonial Pipeline)
Scott confirmed that a second meeting will be scheduled in May to continue discussion and determine the best way to move forward with a status code all stakeholders can agree on as to a critical facility communication via Miss Utility's Ticket Check. Please consider a May 4th or May 11th meeting date.

MD/DC Guidebook Committee Reported by Susan Sullivan (Miss Utility)

The Spanish translated MD Guidebook has been forwarded to Washington Gas for their review and approval. Design and layout by MGH to follow. Once all editing is concluded, the

document will go into print production. It was also determined that the MD/DC Marking Guidelines will no longer be printed once the current allotment has been distributed. The pdf version will remain available on the Miss Utility website.

OCC User Group Video and Feedback

Board attendees provided positive feedback as to the 2022 OCC User Group Meeting held last September in Washington, D.C. Everyone agreed that the discussions surrounding shared experiences and challenges were positive as were the networking events. The event video (<http://www.occugmeeting.com/>) was shared as well.

This year's OCC User Group Meeting is scheduled for September 26-28, 2023, in Albuquerque, New Mexico at the Hotel Albuquerque.

National Conferences

- CGA | April 17-20, 2023 | Orlando, Florida
 - Attendees: Scott Brown | Kevin Woolbright | David Wilkins | Juan Vogel

- GESG Feedback
 - Scott Brown shared that the conference provided great information and networking opportunities and that there were good motivational speakers that focused on personal well-being. He concluded by saying that attendance at future national conferences may have to be reduced to one a year.

October Meeting at WISP

This year's October SUB/BOD Meeting will be held at the WISP resort in McHenry, MD. Miss Utility's Damage Prevention and Safety Committee will also host a Damage Prevention Training. Anyone interested in hotel accommodations the night prior to the meeting, should contact Susan with your request. Meeting and training details to follow.

Awards Criteria Update Reported by Kevin Woolbright, Awards Committee Chair

Meeting highlights:

- Next year's LAA requirements will negate limitations set by having *regions*. This will allow all qualifying contract locators the ability to be nominated.
- More guests will be considered for LAA banquet attendance.
- Feedback from utility owner members and contract locators is imperative for fairly qualifying and awarding nominated locators.
- For the upcoming DSA season, 'regional' awards will be done away with as this seems to limit the number of qualified nominations, i.e., there will no longer be just a Maryland or just a D.C. winner.
- If a company is eligible, they can be awarded. This provides for more transparency and balance.
- As with the LAA, input from various stakeholders is paramount to fairly qualify and award nominees.

NEW BUSINESS

Jennifer Arroyo (Miss Utility) proposed discontinuing ITIC 2.0. After a brief discussion, Marc Haines (Board Member) made a motion to approve discontinuing ITIC 2.0 given a 30-day notice to current Legacy users. A quorum was present, and All were in favor. June 1 was agreed to as the cut-off date. Jennifer shared that in addition to a broadcast email going out, a notification pop-up would present itself to anyone clicking on the Legacy application letting them know about the discontinuance.

Jennifer also proposed that owner member ticket processors attend ITIC training prior to being given emergency ticketing access in an effort to increase ticket accuracy. Errors are being identified by iVerify, a newer OCC software platform designed to analyze the accuracy of every processed ticket. Educating emergency ticket processors on proper ITIC processing should increase ticket accuracy and therefore, worksite safety.

Jennifer reminded attendees that in addition to the afterhours phone call that can be subscribed to for emergency ticket notification there is an emergency text messaging option available as well.

Scott Brown (Board Chairman) initiated a discussion about damage notification tickets. Jennifer offered information about damage reporting practices from various OCC call centers. After some general thoughts about the proposal, Scott suggested a sub-committee be created to continue the discussion and entertain a possible pilot program. Subcommittee members to include: Scott Brown, Marc Haines, Juan Vogel, Joe Shelton, and David Wilkins. Scott recommended Kentucky call center members be invited to participate as well.

PUBLIC AWARENESS CAMPAIGNS

MGH | Reported by Gaby Lothamer

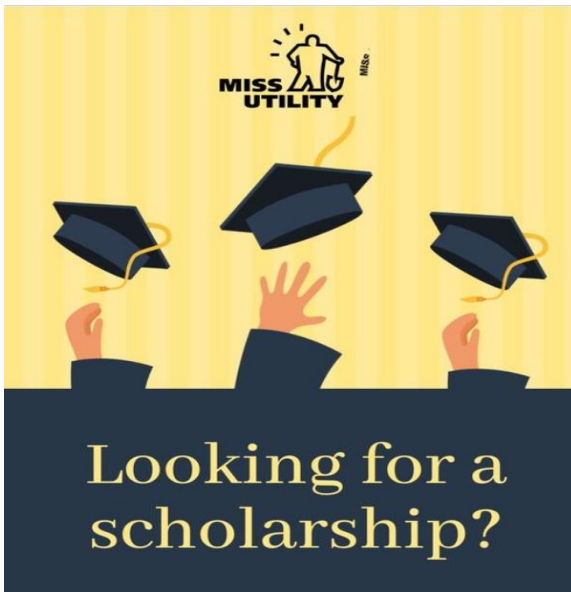
- Safe Digging Month
 - MGH issued a press release announcing Safe Digging Month and included data from CGA's most recent study.
 - Gov. Wes Moore issued a Safe Digging Month proclamation.
- Carvertise
 - This year, there are 7 cars on the road:
 - 2 in Montgomery County
 - 2 in Prince George County
 - 1 in Charles County
 - 1 in Frederick/Washington County
 - 1 in Washington D.C.
- Statewide radio Campaign: April & May
 - Reaching professionals and homeowners across MD & D.C.
 - Two D.C. stations will target Spanish speaking professionals and homeowners.
 - Endorsement by El Zol's DJ Chepe



- Spotify Digital Radio: April
 - Reaching professionals and homeowners across MD & D.C.
 - Targeting mobile Spotify users.
- Nextdoor Campaign: April, May & June
 - Three ads targeting homeowners across MD & D.C.
- Facebook Campaign
 - Ads will run in English and Spanish throughout peak dig season (June through August).
 - New this year: We can advertise Spanish-language trainings via Facebook events.
- Trade Shows
 - In Q1, Miss Utility participated in the Washington County Home Builders Home Show, Maryland Spring Home & Garden Show, Maryland Annual Paving Conference and the Allegany County Home Show.
 - This summer, Miss Utility will have a booth at MEMA (May 30-June 2), MML (June 12-15) and MACo (Aug. 17-20)

Miss Utility Facebook Awareness Reported by Susan Sullivan

Please visit www.facebook.com/missutilityofmd/ for dig safe posts, holiday announcements, call center notices/information and current events. Please like or share posts to show your support for Miss Utility and the dig safe message.



CALL CENTER REPORTS

Updates | Reported by Jennifer Arroyo, Miss Utility

Washington, D.C. ticketing update: Regression testing is underway to ensure a smooth transition when new ticket fields go live for the Washington D.C. service territory. New fields include: a

Start Date/Time and Anticipated Duration. There will also be changes to the notification period and response due by calculations for both new and update tickets. The 15-day ticket validity period begins on the date/time of ticket submission.

The Maryland service territory will also undergo ticketing field updates. Once updates go live, Maryland tickets will have a required Start Work Date/Time field. Response due by and expiration dates will calculate based on selected Start Work Date/Time. The 12-day ticket validity period begins on the Start Work Date/Time.

OCC Call Center Volume 2023 Q1 Report reported by Jennifer Arroyo

- WSMD incoming ticket volume shows a year-to-date decrease of 5.06%
- DC incoming ticket volume shows a year-to-date increase of 22.03%

ITICnxt Reported by Susan Sullivan

- Virtual trainings are held monthly. Training dates and preregistration links can be found on the Miss Utility website under the Calendar Events tab at <https://www.missutility.net/calendar-events/>.
- Upcoming 2:00 PM ITICnxt Trainings: May 4 | June 8 | July 6
- Percentage of users as of 12/31/2022: 71%
- ITICnxt ticket processing resources are available at <http://missutility.tryitic.com/>.
- A high level ITICnxt demonstration was given on selecting a Self-Select Start Date.
- Contact Susan Sullivan at ssullivan@missutility.net with ITICnxt questions or comments.

Ticket Dashboard

- Ticket volume for the month of March 2023
 - Inbound ticket volume: 87,010 a monthly decrease of 3.016% compared to 2022
 - Outbound volume: 458,390 a year-to-date decrease of 1.658% compared to 2022
- ITIC Percentages for the month of March 2023
 - Professional excavators: 90%
 - Homeowner's ITIC Lite: 47%

Damage Reporting for February 2023

- Transmitted tickets: 361,192
- Reported damages: 105
 - No call or ticket: 24
 - Hit a marked line: 36
 - Line marked wrong: 23
 - Other: 22

The committee reviewed the Schedule of Advertising report and budgetary items.

MARYLAND AUTHORITY Reported by Jim Barron | Maryland Authority

- There was an Authority meeting April 12, 2023.
 - The Authority voted to resume Formal Hearings at the July 12th Meeting and approved two Formal Hearings.

- There are currently eleven (11) NPV's to investigate and review, three (3) will be sent back for more information. Three have not yet been logged in.
- The Authority investigated and reviewed 4 NPV's.
- The Authority voted to send two warning letters.
- The Authority will be attending and have a booth at the MML and MACo Conferences this summer.
- The \$4,701.00 PHMSA Grant will be used to develop a Homeowner's Awareness Program.
- Susan Stroud is working on the 2022 PHMSA Evaluation which is due on May 27th.
- The Authority voted to donate \$6,000.00 to the Construction Angels fund to help the families of the six (6) people killed in the construction site on 695.
- Several Authority members will be attending the Locator Achievement Awards.
- The Authority gave Recognition Awards to Kelly Ruddo (One Call), Michael Jewell (subscriber) and Derek Shreves (MML) who will be leaving the Authority once the Governor Appointment Office complete the appointment of the three new members, Jennifer Arroyo (One Call), David Wilkins (Subscriber) and Michael Beall (MML).
- The Subscriber's 2019 Grant has \$2,800 remaining in it. The Board approved a 2023 \$10,000 grant to supplement the fund.
- Jim to get approval from the MD Authority to appropriate a \$20,000 grant to the MD/DC Subscriber's Radio outreach fund.
- The next Authority meeting will be a Zoom Closed Executive Session on May 10, 2023.

COMMITTEE REPORTS

2023 Greater Chesapeake Damage Prevention Training Conference (GCDPTC)

Matt Ruddo, Committee Chairman

- Conference Dates: October 24-27, 2023
- Conference Venue: Ashore Resort and Beach Club
- Keynote Speaker: Mike Mullane, former NASA Astronaut
- Three networking events will include: Cornhole (with monies raised going to the local chapter of Construction Angels), the annual Golf Tournament and Paint and Sip.
- Save the Date Contest is up and running. Register for updates by emailing 2023gcdptc@gmail.com for your chance to win a two-night package to the 2023 Conference.
- Registration starts next week, April 17th for returning attendees.

Damage Prevention & Safety; Training, Shows and Presentations

Susan Sullivan, Training Administrator

- Completed DPTs:
 - January 27: ODPT @ Miss Utility
 - February 1: ODPT in Charles County
 - February 8: Flippo
 - February 10 & 24: P Flanigan
 - February 16: Gray & Son
 - March 1: MD Society of Surveyors
 - March 2: Gray & Son
 - March 7: Comer Construction

- March 8: Comer Construction
- March 17: Virtual Spanish
- March 17: Luna Concrete
- March 31: Virtual DPT
- April 4 & 11: Pepco
- Upcoming Virtual ITICnxt:
 - April 28: ODPT @ Miss Utility
 - April 29: Jimmy Richards & Sons
 - May 2: Pepco
 - May 9: Pepco
 - May 12: Pepco
 - May 16: Pepco
 - June 2: VDPT
 - June 5: Cecil County School of Tech
 - June 7: JJB DC, Inc
 - June 29: PGPCS

MD/DC LAA Awards Kevin Woolbright Chair | Mark Hamrick Co-Chair

- 52 Award Winners
- LAA Banquet May 19th
- Save the Date was sent to Board Members April 5, 2023.

Scholarship Committee Scott Brown, Chair

- Scholarship amount: \$1,008.11
- Deadline: May 26, 2023
- Eligibility: Applicants must be on track to graduate from a Maryland or Washington, D.C., high school in spring 2023 and intend to enroll in an accredited two-year or four-year college, university or technical school beginning in fall 2023.

CONSTRUCTION ANGELS Reported by Kevin Woolbright | MD/DC Director

The Board voted to approve a \$5,000.00 sponsorship donation towards this year's CA/Miss Utility Golf Tournament.

Save the Date: The Tournament is scheduled for October 13, 2023.

Reminder: CA Scholarship Applications are available and due by July 14, 2023.

OPEN DISCUSSION

Matt Ruddo (OCC) explained that the Subscriber ITIC discount of 8 cents will be reduced to 4 cents as of July 1, 2023, and then eliminated January 1, 2024.

Bob Kern (Potomac Edison) is retiring July of this year. He also thanked the MD Authority for the warning letter sent to Comcast.

Joe Shelton (BF Joy) thanked the Board for the gift and condolences after the recent loss of his father.

There being no further business brought before the MD/DC Subscriber Committee and BOD, the meeting adjourned at 12:43 PM.

2023 quarterly hybrid MD/DC Subscriber Committee and Board meetings are planned for:

- July 13 | October 12

Meeting Attendees (O: onsite V: virtual)

AT&T	Angela Johnson BOD, Communications Rep	(571) 218-9458	aj1731@att.com	O
Baltimore County	Brian Sahn BOD, Government	(410) 887-1480	bsahn@baltimorecountymd.gov	O
BF JOY	Joe Shelton BOD, Contractor Rep	(240) 417-0200	jshelton@bfjoy.com	O
BGE	Marc Haines BOD, Electric Rep	(443) 324-0371	marc.haines@bge.com	O
Colonial Pipeline Co.	Scott Moore Right of Way	(443) 821-1797	smoore@colpipe.com	O
Columbia Gas	Michael Jewell Leader Operations/ Support Specialist	(614) 307-5304	mjewell@nisource.com	O
Construction Angels	Kevin Woolbright DPC Chairman CA Board Representative for MD/DC	(301) 806-8745	bright.67@verizon.net	O
Gaines and Company	Dominic Pope Safety Director	(443) 386-1383	dpope@gainesandco.com	V
MGH	Gaby Lothamer PR & Marketing Senior Account Executive	(410) 902-5025	glothamer@mghus.com	V
MGH	Chris McMurry Account Management/PR Director	(410) 504-8312	cmcmurry@mghus.com	O
MUFDPA	Jim Barron Executive Director	(410) 782-2102	jim.barron@mddpa.org	O
One Call Concepts/ Miss Utility	Susan Sullivan DPC Secretary DP Liaison	(410) 782-2030	ssullivan@missutility.net	O
One Call Concepts/ Miss Utility	Jennifer Arroyo General Manager	(410) 782- 2101	jennifer@occinc.com	O
One Call Concepts/ Miss Utility	Matt Ruddo Director, Client Relations	(410) 782-2025	mruddo@missutility.net	O
Potomac Edison / First Energy Corp	Bob Kern Distribution Tech II Plan and Protection	(301) 790-6322	rkern@firstenergycorp.com	V

Utiliquest	Juan Vogel BOD, Locator Rep	(703) 929-9710	juan.vogel@utiliquest.com	O
Utiliquest	George Daffan Operations Manager	(301) 399-7975	george.daffan@utiliquest.com	O
WGL	Ryan Reese Supervisor, Damage Prevention	(571) 512-0537	RR Reese@washgas.com	O
WGL	Scott Brown BOD Chairman, Gas Rep	(703) 750-4388	ssbrown@washgas.com	O
WSSC	David Wilkins BOD, Water/Sewer Rep	(301) 648-6953	david.wilkins@wsscwater.com	O