MISS UTILITY OF DELMARVA

The Scoop

A Quarterly Newsletter

Fall 2014

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Photo provided by Brad Ebaugh.

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Easton Utilities Celebrates 100 Years of Service

by Jim Crowley

More than 400 people helped Easton Utilities celebrate its Centennial at the Community Open House with food, music, games and displays on May 10.

The Maryland State Legislature authorized the establishment of the Easton Utilities Commission in 1914, "to operate, manage and maintain the municipal sewerage system and water works and all or any other revenue producing utilities which are now owned or may be hereafter constructed or acquired by the town."

Today, Easton Utilities offers electric, gas, water, wastewater, cable TV, high-speed Internet, digital voice calling and IT Professional Services making it unique among American utility companies.

As part of the utility theme based games, a "call before you dig" sand box was constructed for children. In order to play, the child needed to call 811 on a mock phone and ask permission to dig in the sand box. The child then received a plastic hard hat and shovel. Buried in the sand were Miss Utility of Delmarva informational pencils, magnets, air fresheners and key chains as well as colored wires to represent buried utilities. Parents also received a small bag containing additional information on Miss Utility. "We believe that the Call Before You Dig message must start at an early age", said Jim Crowley, Easton Utilities Gas Department Manager and Treasurer of Miss Utility of Delmarva. "Calling 811 before you dig needs to become as instilled in peoples minds as calling 911 is for an emergency. By the way, no citations were issued for unlawful excavation!"

Safe digging is a choice and the law.

The Greater Chesapeake Damage Prevention Training Conference Returns for its Sixth Year

Miss Utility of Delmarva, Miss Utility of Maryland, and District One Call will once again bring you the Greater Chesapeake Damage Prevention Training Conference (GCDPTC). The 2014 GCDPTC will be returning for its sixth year, starting Tuesday evening, October 28, through Friday, October 31, at the Clarion Resort Fontainebleau Hotel in Ocean City, Maryland.

Returning to the conference this year:

Free Cornhole Tournament, sponsored by B. Frank Joy, which will be held Tuesday night as a fun networking and entertainment option. The winning team and one other lucky participant will go home with their own sets of cornhole boards, provided by Rhino Marking & Protection Systems.

Welcome Reception, sponsored by Premier Utility Services – Network with the region's damage prevention community while visiting exhibitors and enjoying hors d'oeuvres and drinks.

An appearance by the 811 Bike, which will be displayed in the exhibit hall.

We have many **returning attendee favorites**, including OSHA/MOSH Update and U.S. Department of Transportation/PHMSA Update.

New this year:

Call Center Technology/Enhanced Positive Response Pilot Program, which highlights the success of enhanced positive response, a pilot program developed by the MD/DC Miss Utility Subscribers Committee.

Contractor Case Studies, of strategically planned processes to prevent damage to buried utility lines and documenting safe excavation practice to be prepared for any claims that may arise from their job sites.

How to Prepare for Court – This session will focus on the steps all organizations should take to avoid court litigation through effective settlement negotiations and how to be prepared in the event an issue goes to a court trial.

The GCDPTC has provided facility operators, locators, excavators, regulators, engineers and other professionals working near underground facilities with a comprehensive training session schedule, as well as returning favorites.

Please, mark your calendars for this upcoming event. You will not want to miss it!

A list of training sessions offered and to register for the 2014 GCDPTC can be found at www.missutilityconference.com .

President's Message

Dear Friends,

It is difficult to believe that summer is over and all those people that excavated and erected castles on our beaches without a Miss Utility ticket have headed back to school!

During this summer, Miss Utility members stayed in contact with the public in our continuing effort to inform people on the need to have a cleared ticket prior to digging. We co-hosted a booth at the Association of Maryland Counties conference in Ocean City this past month and talked with officials about safeguarding underground facilities and keeping people safe. On August 11, employees of several of our facility owners formed giant 811 photo shoots while wearing bright yellow or pink 811 t-shirts to publicize 811 day. Pictures are available on our Facebook and web site.

Our public awareness committee has been hard at work distributing our new homeowner brochure. It contains safe dig information in an easy to digest format all homeowners can understand. Just like professional excavators, homeowners must contact Miss Utility prior to digging. You do not know where that underground gas main or electric cable is without a Miss Utility mark-out.

We just received a new batch of bumper stickers containing the "Know what's below. Call before you dig. It's the law" message. Several utilities have placed them on all their fleet vehicles. This is an inexpensive way to get the "Call Before You Dig" message out that may help protect our underground lines. Contact me if you would like any bumper stickers.

Now a shameless plug for the Greater Chesapeake Damage Prevention and Training Conference. It will be held again at the Clarion Fontainebleau Hotel in Ocean City from Oct 28 to 31. This conference is every bit as informative as the international Common Ground Alliance Damage Prevention Conference but at a fraction of the cost and it is right in our back yard. Minimal travel costs, very affordable – even if you only go for one day.

We will announce the Safe Dig Award winner at the conference after breakfast on the 31st. I am excited about announcing the winner because I enjoy honoring a company that follows safe dig practices and has a damage prevention program that helps keep people safe and our underground infrastructure in tact!

See you there!

Safety First

OSHA's Portable Generator Safety Recommendations

In recent months the east coast experienced quite a few power outages related to a hurricane and other major thunderstorms in our region.

When we lose power in our homes and workplaces we turn to portable generators to temporarily supply us the power we need to protect our work operations and our home food supply.

Portable generators are internal combustion engines that are used to generate electricity and are commonly used in disaster response. Portable generators can be dangerous if used incorrectly.

Major Causes of Injuries and Fatalities

- Shocks and electrocution from improper use of power or accidentally energizing other electrical systems.
- Carbon monoxide poisoning from the generator's exhaust.
- Fires from improperly refueling the generator or inappropriately storing fuel.

Safe Work Practices

- Inspect portable generators for damage or loose fuel lines that may have occurred during transportation and / or handling.
- Keep the generator dry.
- Maintain and operate generators in accordance with the manufacturer's use and safety instructions.
- Never attach a generator directly to the electrical system of a structure (home, office, or trailer) unless the generator has a properly installed transfer switch because this creates a risk of electrocution for utility workers.
- Always plug electrical appliances directly into the generator using the manufacturer's supplied cords. Use undamaged heavy-duty extension cords that are grounded (3-pronged).
- Use ground fault circuit interrupters (GFCIs) as per the manufacturer's instructions.
- Before refueling, shut down the generator. Never store fuel indoors.

Carbon Monoxide Poisoning

- Carbon monoxide poisoning (CO) is a colorless, odorless, toxic gas. Many people have died from CO poisoning because their generator was not adequately ventilated.
- Never use a generator indoors.
- Never place a generator outdoors near doors, windows, or vents.
- If you or others show symptoms of CO poisoning—dizziness, headaches, nausea, tiredness---get to fresh air immediately and seek medical attention.

One Call Center Renovation

Don't you just get excited to come to work when your work space has that new fresh paint smell? Well, that's just what happened to the dedicated employees that work for the One Call Center. Our Miss Utility of Delmarva One Call Center added more space in each work environment making it more functional. Fresh paint, new flooring, carpet and office equipment, down to the head gear utilized by the guys and girls on the telephone lines, were also added. Additional space for new employees was also included. While the renovations to the interior of the building are exciting, the entire external atmosphere changed to a fresh new look as well. Fresh flowers, bushes, new mulch greet visitors to the facility.

Our One Call Center is one of the first companies to provide turnkey one call center management. The One Call Center provides ticket processing for utility safety and damage prevention.

Our Industry challenges the One Call Center each day, and we place emphasis on making new investments in technology and

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system innovations that meet changing industry needs and increase efficiency for clients, contractors and homeowners. Each day employees here advance their mission to serve the contractor and homeowner communities to promote safety for all types of construction. So, let's all get excited with their new work environment change by following the law and calling "811" before you dig. Remember, the One Call Center is not the locating company, they are the Customer Service Representatives that collect information about your project needs and submit your locate requests to member facility owners/ operators quickly and efficiently. The Miss Utility One Call Center for Delmarva is set up to work for you, but only if you make the contact.

Ask Miss Utility

I'm a contractor, and heard of a new pamphlet for homeowners and would like to review the contents for my own knowledge. What type of information does it provide?

Your question is important to us, so we have provided the Pamphlet for your viewing in this news letter. If, you would like to obtain copies for distribution, please contact Thomas Matich at tmatich@milford-de.gov.

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 Thomas Matich at **tmatich@milford-de.gov.**

	May 2014	June 2014	July 2014
Reported Damages	36	37	37
Tickets	100,087	94,855	101,249
Percentage	0.036%	0.039%	0.037%

Calendar of Events

Miss Utility Meetings

Thursday, September 18, 2014
Hosted by One Call Concepts, Inc.
Bear Trap Dunes Clubhouse
7 Clubhouse Dr., Ocean View DE 19970

Thursday, October 16, 2014
Delaware Electric Cooperative, Inc.
14198 Sussex Hwy, Greenwood DE 19950

Thursday, November 20, 2014
Easton Utilities
201 N. Washington St, Easton MD 21601

Thursday, December 18, 2014
Artesian Water
644 Churchmans Rd, Newark DE 19702

Other Events

Friday, September 26
9 a.m.–4 p.m.
Water & Wastewater Expo
Delaware Rural Water Assn.
Milford Elks Lodge
18951 Elks Lodge Road
Milford, DE 19963

Tuesday – Wednesday
October 14-15
Delaware Onsite Wastewater Recycling Association
18th Annual DOWRA Conference & Exhibition
Harrington Raceway & Casino
Harrington, DE 19952

Tuesday–Friday
October 28–31
Greater Chesapeake Damage Prevention Training Conference
Clarion Resort Fontainebleau
Ocean City, MD 21842

811 Know what's below. Call before you dig.