



# The Scoop



Know what's below.  
Call before you dig.

A Quarterly Newsletter

Volume 5—Summer 2013

## Upgrades to Improve Service

Learn about the new voice-out system from One Call Concepts and planned ITIC overhaul. **Page 1**



Struck-By Hazard *Photo by Frank Dobson*

## Safety First

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Brad Ebaugh reflects on lessons learned from the award-winning locators honored at this year's locator awards banquet. **Page 2**

## Locator Awards

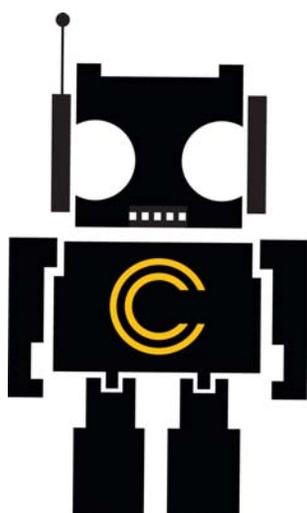
Find out which locators earned this year's prestigious annual award. **Page 3**

## Calendar

Read about upcoming conferences and events of interest to the professional excavator. **Page 4**

## Technical Upgrades Offer Enhanced Experience for Users

Change can be difficult to accept, but change is good when it improves service. Such will be the case with Miss Utility of Delmarva's new automated attendant function and its planned overhaul of the ITIC web interface.



### OTTO: Up and Running

Outside business hours, most members want to receive verbal notifications when emergency tickets are issued. In the past, human operators made those calls. Now OTTO, an automated voice-out system from One Call Concepts, delivers emergency follow-up calls with greater speed and efficiency than human operators.

Members using OTTO will still receive a transmitted copy of their emergency tickets.

When an emergency ticket is released, OTTO automatically calls all the appropriate utilities. Incorporating an

optional, customizable personal identification number (PIN) feature, OTTO helps ensure that an authorized agent receives the information and identifies the agent for record-keeping purposes.

After the person answering the phone enters the PIN, OTTO reads the basic ticket information and offers a list of numeric options that allow the facility operator to use the keypad to play back the location information. The facility operator can also use the keypad to ask OTTO to repeat information. Once the facility operator accepts the ticket, OTTO logs the ticket number, the telephone number called, the time of completion, and the PIN used (if that feature is chosen) to accept the information.

What sets OTTO apart from a human operator? First, OTTO can complete a call-out in a fraction of the time it takes a human operator. The person who receives OTTO's call has considerable control over what information OTTO provides and can direct OTTO to repeat this information as often as needed.

The biggest advantage OTTO has over a human operator is its ability to handle multiple calls at the same time. When an emergency locate is released, OTTO calls each utility simultaneously, a feat that would otherwise require several human operators. In this way, OTTO dispatches critical emergency locates promptly and consistently.

Although OTTO is now the primary tool for issuing emergency calls, if the robot cannot reach the utility for any reason, human operators are still available to convey the emergency notification.

### ITIC: Summer Rollout

If you use ITIC to submit your Miss Utility tickets, get ready for some big improvements that will make the process of entering tickets easier and faster than ever before. If you're not using ITIC, now is a great time to start.

*Technical Upgrades continues on page 3*

## President's Message



Dear Friends,

On April 25, I had the honor of participating in the fifth annual Miss Utility of Delmarva Locator Achievement Awards ceremony, which was held in the Gold Room at Harrington Racetrack & Casino. Twenty-six outstanding, safety-conscious locators had zero at-fault damages during the period from December 1, 2011, through November 30, 2012. They each

received a certificate, a cash award, and a personalized jacket.

The honored locators all said that good communication with the excavator is key to avoiding injuries and damages, particularly when there is a question about the area in which the excavation is proposed. Each winning locator said that he or she is always available to work with the excavator and is willing to re-mark locations when asked. They all said they do not leave a ticket site until they are certain the marks are correct.

If everyone involved demonstrated this level of professionalism, fewer people would get hurt and fewer underground facilities would be damaged. As we get into the season when many excavators and homeowners are working on digging projects, remember to contact the locator if you have any question about the marks. If you see evidence of utilities in your excavation zone, contact the utilities. They will immediately dispatch a locator to re-mark and identify utility locations.

The other part of this equation is to respect the marks.

Half the damages that members report to Miss Utility each month are attributable to the excavator hitting a marked line. If your crews are damaging underground utilities that have been marked, this should be a wake-up call to you. Someone is not communicating. The locators are "talking" to the excavators when they put down paint, telling them, "Here are the utilities. Don't dig here." Although excavators can hand-dig in the lined areas, they must respect the tolerance zones defined by Maryland and Delaware laws that restrict use of mechanized equipment. Save yourself time and money by listening to what the locators are saying.

Keep communicating and keep your employees safe.

Sincerely,

## Safety First

### OSHA's Top Four Construction Hazards

by Frank Dobson

*Safety experts continually remind construction workers about four areas of major concern at construction sites. Falls, struck-by injuries, caught-in/caught-between injuries, and electrocutions have been the focus of OSHA inspectors for many years due to the high number of citations issued to companies that have experienced serious injuries and/or fatalities.*



Fall Hazard

Photo by Frank Dobson

OSHA refers to these concerns as the "Focus Four Inspection" items. Although it is critical for workers to focus on all four areas, the National Safety Council notes that falls—particularly to lower levels—represent the single most dangerous injury event in the construction industry, accounting for 34 percent of all fatalities and 23 percent of nonfatal falls (see [www.nsc.org/Documents/Injury\\_Facts/Injury\\_Facts\\_2011\\_w.pdf](http://www.nsc.org/Documents/Injury_Facts/Injury_Facts_2011_w.pdf)).

To prevent accidents, injuries, and fatalities and to maintain safe operations on our construction sites, we all should cultivate awareness of these four hazards.

#### Prevent Falls

- Wear and use personal fall arrest equipment.
- Install and maintain perimeter protection.
- Cover and secure floor openings and label floor opening covers.
- Use ladders and scaffolds safely.

#### Prevent Struck-By Injuries

- Never position yourself between moving and fixed objects.
- Wear high-visibility clothing near equipment/vehicles.

#### Prevent Caught-In/Caught-Between Injuries

- Never enter an unprotected trench or excavation 5 feet deep or deeper without an adequate protective system in place. Some trenches less than 5 feet deep may also need such a system.

- Make sure that the trench or excavation is protected either by sloping, shoring, benching, or trench-shielding systems.

#### Prevent Electrocutions

- Locate and identify utilities before starting to work.
- Look for overhead power lines when operating equipment.
- Maintain a safe distance away from power lines; learn the safe distance requirements.
- Do not operate portable electric tools unless they are grounded or double insulated.
- Use ground-fault circuit interrupters for protection.
- Be alert to electrical hazards when working with ladders, scaffolds, or other platforms.

The most effective way to prevent Focus Four injuries is to teach workers to recognize and avoid the hazards, to know and follow safe work practices, and to operate equipment safely.

Remember: You Only Need a Few Minutes More to Do the Job Safely—and Your Life Is Worth Every Minute.

### Always Think Safety!

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

## Miss Utility of Delmarva Locator Awards

On April 25, Miss Utility of Delmarva wrapped up Safe Dig Month with the fifth annual Locator Achievement Awards banquet. This year we honored twenty-six locators for outstanding on-the-job safety performance at a ceremony held in the Gold Room at Harrington Racetrack & Casino.

Award-winning locators met rigorous criteria, including having zero at-fault damages during the period from December 1, 2011, through November 30, 2012. Four of this year's winners—John DiMaio, Thomas Matich, Chris Petrucci, and Tom Preller—have won the locator award four years in a row.

This year's speakers represented the Delaware Electric Cooperative. J. William Andrew, president and chief executive officer, and Layton Wheeler, vice president of member services, stressed the importance of safety and praised locators for the important role they play in protecting utilities and enhancing public safety. After dinner and the keynote presentations, the award winners each received a certificate, a cash award, and a personalized jacket.

### List of Winners

Tyrone Ashley, Premier Utility Services  
Eugene Austin, Town of Middletown  
Jonathan Carrington, Chesapeake Utilities  
Kyle Cephas, Danella Construction  
Barry Daniels, Town of Middletown

John DiMaio, Artesian Water  
Clinton Durham, Premier Utility Services  
Aaron Elrod, Danella Construction  
Mark Gemmill, Tidewater Utilities  
Craig Hillhouse, Premier Utility Services  
Scott Hoffman, Premier Utility Services  
Tim Hoyer, Danella Construction  
Greg Krysiak, Skyline  
Thomas Matich, City of Milford  
Adam Moore, Artesian Water  
Phil Morris, Delmarva Power

Hector Osorio, STS/Utiliquest  
Mike Petro, Artesian Water  
Chris Petrucci, Artesian Water  
Tom Preller, Danella Construction  
Charlie Russell, Skyline  
Kenneth Brian Smith, W Locco  
Lavant Stambro, Premier Utility Services  
Randy Testerman, Delmarva Power  
Daniel Torres, Danella Construction  
Polly Weber, Elkton Gas



Composite photo courtesy of Brad Ebaugh

### Technical Upgrades continued from page 1

Here are just some of the changes that Miss Utility will introduce this summer:

- **No more Java!** Many users have experienced frustration trying to download and maintain Java as part of ITIC use. We're happy to say that with this upgrade, Java is no longer an essential component of ITIC.
- **Profiles, profiles, profiles.** Ever wish that ITIC knew more about you and could help you fill out your tickets? That wish will come true with this upgrade. Users will be able to create unique profiles for frequently used types of work. If you find yourself doing the same kind of work at different locations, all with the same marking instructions, you'll be able to create a unique profile that will automatically load this information into the ticket. The only thing you'll have to do is enter the information that varies from ticket to ticket. Plus, you can create as many of these templates as you need.
- **Easy-to-use interface.** The new user interface makes it easier for you to get going and find the things you need.

You'll have an opportunity to try these and other new features before they are activated. Watch your e-mail for your invitation to check out the new ITIC system before it goes online.

If you have any questions about either of these new products, please contact the Miss Utility Help Desk at 410.712.0056. Thanks for using Miss Utility of Delmarva and helping keep the greater Chesapeake region a safe place to work and live.

### Where Are the Minutes?

With all the important information we wanted to share regarding the new voice-out system from One Call Concepts, the planned ITIC overhaul, and the locators awards, we ran out of room!

You can always find the complete text of meeting minutes on our Web site:

[www.missutilitydelmarva.com/Monthly-Meeting-Minutes/](http://www.missutilitydelmarva.com/Monthly-Meeting-Minutes/)

Even better: Please come to the meetings to meet your colleagues, share ideas, and learn about our industry's best practices. In March, you would have heard a valuable presentation from Gary Cripps of the Delaware Electric Cooperative on how using a checklist helps avoid problems in any type of project. In April, Glenn Gillespie, deputy director of the Delaware Emergency Management Agency, discussed the vital partnership between utilities and fire protection services. Come see what you've been missing.

# Calendar of Events

*If you know of an event that would benefit Miss Utility members, please contact **Thomas Matich** at [tmatich@milford-de.gov](mailto:tmatich@milford-de.gov), and we will include it on our quarterly calendar of events schedule. Provide the dates, location, and any contact or registration information.*

**Miss Utility Meetings**

**Thursday, June 20**

Delmarva Power  
Conference Center  
4100 South Wakefield Drive  
Newark, DE 19702

**Thursday, July 18**

Delaware Electric Cooperative  
14198 Sussex Highway  
Greenwood, DE 19950

**Thursday, August 15**

City of Newark  
440 Phillips Avenue  
Newark, DE 19711

**Thursday, September 19**

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

**Thursday, October 17**

Easton Utilities  
201 North Washington Street  
Easton, MD 21601

**Other Events**

**Saturday, August 3**

Wyoming Peach Festival  
9 a.m. to 3 p.m.  
Wyoming, DE 19934

**Saturday, August 17**

Middletown Peach Festival  
9 a.m. to 4 p.m.  
Main Street, Middletown, DE

**Other Events, continued**

**Friday, September 27**

Delaware Rural Water's Water & Wastewater Operator Expo  
9 a.m. to 4 p.m.  
Milford Elks Lodge  
18951 Elks Lodge Road  
Milford, DE 19963

**Wednesday-Friday**

**October 23-25**

Greater Chesapeake Damage Prevention Training Conference  
Clarion Resort Fontainebleau  
10100 Coastal Highway  
Ocean City, Maryland 21842

	February	March	April
Damages	23	42	33
Tickets	66,832	77,479	96,375
Percentage (damages/tickets)	0.034%	0.054%	0.034%

*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

*How can I keep up-to-date on the latest news, events, and happenings with Miss Utility of Delmarva?*

Our Web site, [www.missutilitydelmarva.com](http://www.missutilitydelmarva.com), is your direct, online resource for all information related to Miss Utility of Delmarva.

From our Web site, you can request or search the status of a Miss Utility ticket, review the Maryland and Delaware "One-Call" laws, or read up on the Common Ground Alliance's Best Practices. You can view safety videos on our YouTube channel and "like" our Facebook page, or view our event calendar to see a listing of upcoming shows and meetings. If you are concerned that someone is not following the Miss Utility law, you can fill out an online incident report or contact the Maryland Underground Facilities Damage Authority. Facility owners can also fill out and send in monthly damage reports online.

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 promotion of the One Call System. The Miss Utility Web site helps us all to stay informed and keep the lines of communication open.

**Do you have a question for Miss Utility?**

**Send it to Thomas Matich at [tmatich@milford-de.gov](mailto:tmatich@milford-de.gov).**

## Editorial Staff

**Thomas Matich—Vice President and Chair, Public Awareness Committee**

**Loretta S. Carlson—Editor**

**Bradley C. Ebaugh—President**

**James Crowley—Treasurer**

**Jason A. Lyon—Secretary**

**Frank Dobson—Safety Consultant**

**Contributing Writers:** Loretta Carlson, Brian Casey, Frank Dobson, Bradley Ebaugh, and Thomas Matich

## 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](mailto:tmatich@milford-de.gov)



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