TICKET TALK

Supporting Delaware Lottery Retailers | Issue 80 | delottery.com



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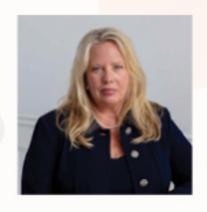
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A MESSAGE FROM DIRECTOR HELENE KEELEY

Happy New Year! I hope that each of you had a wonderful holiday season and that 2025 will bring much happiness and success for you, your employees, and families.

As we step into a new year, I want to express sincere gratitude for the dedication and customer service you provided to our players throughout the past year. Any strong, healthy relationship is, by nature, a growing relationship — one in which the partners derive their greatest benefits from mutually supportive activities. Those activities, in turn, help each partner grow independently. Minds that are open to new ideas, combined with the willingness to contribute and share information, are vital to the success and longevity of any business relationship.

The final figures for Fiscal Year 2024 underscore the vitality of the relationship between the Delaware Lottery and our Retailers. Traditional games revenue contributed \$251.4 million to the total ending revenue of \$891.1 million, resulting in a record year for total Lottery revenue. Revenue increased \$78.5 million (9.7%) over fiscal year 2023.

We are leaving last year with some positive accomplishments, such as the launch of Play 5 and a well-deserved increase in your retailer sales commission from 5% to 7%. At the conclusion of 2024, the Delaware Lottery team received accreditation and certification for the completion of the first level of the Responsible Gambling Verification Best Practices offered by the North American Association of State and Provincial Lotteries and the National Council of Problem Gambling (NASPL/NCPG). This accomplishment will require continued work and innovation to transition into the next level and we're hoping to have support and commitment from our retail partners to maintain the accreditation at all levels.

As we step into the new year with open minds, we will continue to look for opportunities to increase overall revenue for the Retailers and the state's general fund that benefits all Delawareans. We will also look forward to the anticipated celebration of the Lottery's 50th anniversary by kicking off our celebration with the launch of our first \$50 instant ticket in April, followed by a fantastic lineup of special events, promotions and new game developments.

Let's keep the spirit of the New Year alive, encouraging good work, responsible gaming, and fun!







TIPS FOR THE NEW YEAR

At the Delaware Lottery, our fiscal year runs from July 1 to June 30. So at the end of the calendar year, that is really our halfway point. However, we can still draw percentages based off of that data. When we do, we get some very interesting details.

Debit card sales are holding strong at 11.78% at the midpoint with the average transaction at \$23.13. Feel free to encourage your customers to swipe their cards. It doesn't cost you anything and it does increase sales.

Instant tickets are currently increasing in sales, and as a retailer, you can feel some of that increase to your bottom line. It might surprise you what the two bestselling instant ticket price points are. This is by the number of tickets going across the counter or being dispensed from self-serve machines. The bestselling ticket is the \$5 ticket, with 26.33% of the tickets being sold at that price point. Do you know what the second bestselling ticket is? At 22.21% of the tickets being sold, it is the \$1 price point. So, as you are ringing up your customer, ask them if they got their scratch offs today.

One more group of statistics you might find very interesting: Across the country, overall sales have been down in many markets. I know liquor stores and tobacco stores have been feeling it. Well, nationally, lottery sales have been down too. A lot of that is because the jackpot games haven't been high like they were last year. Lottery sales are down 11.02% in Delaware. Powerball is down 61.72% and Mega Millions is down 12.61% (thanks to the most recent jackpot run to end the calendar year)...these percentages are almost identical to the national averages for these games. But even with lottery sales down, the Delaware Lottery paid our retail partners 2.11% more in commission so far this year due to the changes in commissions.

So just remember when your customer is in the store, ask for the sale. Teach your staff how to suggestive sell. It has a direct effect to your bottom line. 11.78%
DEBIT CARD SALES
AT MIDPOINT

26.33% \$5 TICKET SALES

2.11%
INCREASE IN RETAIL PARTNER COMMISSION





HAPPY RETIREMENT DON CAHALL



After 20-plus years, Don Cahall is starting a new chapter and retiring from the Delaware Lottery. Don started with us in 2001 as a Lottery Field Representative, servicing retailers throughout the state. When the Lottery decided to launch KENO, he was selected to manage the program. He was responsible for building a KENO retailer base and promoting KENO at retail locations and various events. Once that was established, Don was then promoted to field services supervisor, making him responsible for the southern half of the state. Don has always been a force of positivity, helping his team exceed expectations with his can-do energy. He will be greatly missed by all of us at the Lottery, but we wish him all the best in his retirement.

Thanks for everything, Don!



DELAWARE LOTTERY

4 NNIVERSART

CELEBRATING OUR 50TH ANNIVERSARY

As many of you know, the Delaware
Lottery will be turning 50 on
October 30, 2025. To get players
excited for the occasion, we'll
be rolling out our first \$50 Instant
Game ticket and accompanying
promotional campaign in April.
We'll provide more information
soon, but in the meantime, it's
never too early to get your
customers excited for 2025 as
we celebrate a half century of
the Delaware Lottery!

IN-STORE PARTIES BROUGHT THE FUN IN 2024

All year long, Retailers across the state discovered what a boost in sales in-store parties can bring. Throwing a KENO® or Sports Pick party invites new customers to check out your location, and the fun games and giveaways are a great incentive to return. Many thanks to everyone that reached out to our team and hosted a party in 2024.

If you'd like to kick off 2025 with a KENO® or Sports Pick party of your own, contact your field representative and they'll be happy to help.











RESPONSIBLE GAMBLING

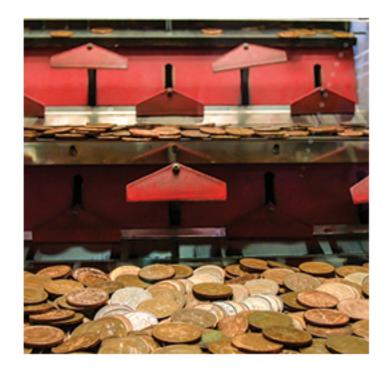
In December 2024, the Delaware Lottery earned certification as an NASPL Responsible Gambling Lottery, joining 29 other states with this important distinction. This certification demonstrates our commitment to fostering a culture of responsible play while minimizing the negative impacts of gambling across all our operations. It also underscores our efforts to raise awareness about problem gambling.

Starting with the next issue of *Ticket Talk*, we will be sharing helpful tips and resources to support you in promoting responsible play at your location. With your partnership, we can educate customers on how to reduce the risk of gambling-related harm and connect them with the resources if they need them.

If you have any tips or success stories about promoting responsible gambling at your location, we'd love to hear from you! Please send them to delaware.lottery@delaware.gov, and you may see them featured in a future issue of *Ticket Talk*.

REMINDER: COIN PUSHER MACHINES ARE ILLEGAL

Back in July of 2024, the Delaware Lottery sent a message to all licensed retailers concerning the appearance of coin pusher machines in some locations. Out of an abundance of caution, we would like to remind you again: These machines are ILLEGAL in the state of Delaware. If a vendor representative visits your location to convince you to install one, DO NOT DO IT. They may even claim they have permission to operate in the state, but they do not. If any of these machines are found in your location, the machine will be confiscated, and you will be fined by the Delaware Division of Gaming Enforcement (DGE). You also risk losing your Lottery license if DGE makes a request after a hearing. Please don't take the risk.



NASCAR POWERBALL PLAYOFF

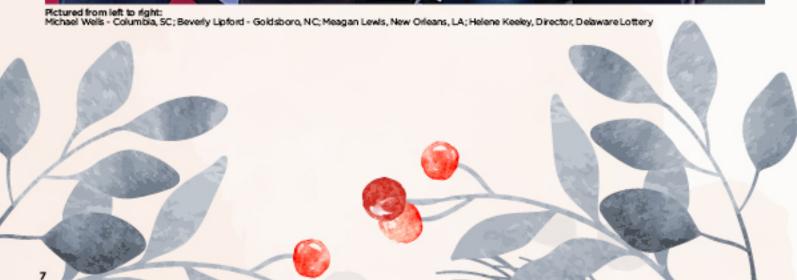
In the last issue of *Ticket Talk* we introduced you to Players Club member Anthony Lawrence, one of 8 national semifinalists in the 2024 NASCAR Powerball® Playoff. Since then, Powerball® announced Anthony as one of 4 finalists to win a VIP trip for two to the NASCAR Cup Series Championship Weekend™ in Phoenix, AZ and a chance to win \$1,000,000 during a live broadcast from the NASCAR Cup Series race. Unfortunately, his name was not drawn for the \$1,000,000 prize but Anthony still won \$10,000! Meagan Lewis, from Louisiana, was declared the \$1,000,000 winner.

The NASCAR Powerball® Playoff will be back for a third installment in 2025! Stay tuned for entry dates.



Pictured from left to right: Helene Keeley, Director of Delaware Lottery and Anthony Lawerence





UPCOMING LOTTERY EVENTS

2025 will be another big year for our promotional team, as we head to events across the state to showcase all the excitement the Delaware Lottery has to offer.

Shine A Light

Saturday, March 1st at The Queen

34th Annual St. Paddy's Loop

Saturday, March 8th in Wilmington

Wilmington Women's Expo

Sunday, March 23rd at The Waterfall

Lewes Women's Expo

Saturday, March 29th at Nassau Valley Vineyards

UD Basketball

Season Sponsor

50th Anniversary Kickoff

Friday, April 4th

Bug and Bud Festival

Saturday April 26th in Milford





BIG WINS ACROSS THE STATE

Check out some big wins our Retailers celebrated with customers in recent months. Remember that a big win is great for the ticket buyer, but it's also great publicity for your store. So be a part of the moment, give your big winners a shout out, and display the news proudly!











RETAILER ANNIVERSARIES

We'd like to thank each of the following Retailers for their continued dedication to excellent customer service, year after year.

Name	Business City	Years
7-ELEVEN - FOULK ROAD (#11282)	WILMINGTON	40
7-ELEVEN - BEAR (#16354)	BEAR	40
7-ELEVEN - MARYLAND AVE (#11305)	WILMINGTON	40
7-ELEVEN - CENTERVILLE (#11298)	WILMINGTON	40
SUPER G #385 - BEAR	BEAR	30
ROYAL FARMS #109 * BRID GEVILLE	BRIDGEVILLE	20
COUNTRY TOBACCO - NEWARK	WILMINGTON	20
UNITED CHECK CASHING - DOVER	DOVER	20
SHORE STOP #277 - MOT IN TOWN	MIDDLETOWN	20
SILVIEWLIQUORS	WILMINGTON	20
ROYAL FARMS #119 * CHESWOLD	DOVER	20
EASTSIDE PACKAGE	DOVER	20
FIRST STOP	LAUREL	20
SUPER G #388 - MIDDLETOWN	MIDDLETOWN	20
SHORE STOP #271 - SUMMIT BRIDG	MIDDLETOWN	20
STOP & SHOP - DEWEY BEACH	DEWEYBEACH	20
DELAWARE CITY CITGO	DELAWARE CITY	20
ROYAL FARMS #316 * DAGSBORO	DAGSBORO	20
TOBACCO TIME	BEAR	20
7-ELEVEN-DUPONTHWY. #36876H	DOVER	10
BACK BAY TOBACCO	MILLSBORO	10
LIBERTY FOOD MARKET	WILMINGTON	10
ROUTE 8 LIQUORS	DOVER	10
UNIVERSAL LIQUORS	DOVER	10
O'NEILL'S LIQUORS	MILFORD	10
EXPRESS FOOD MARKET	BEAR	10
GEO'S LIQUORS	FELTON	10
ROYAL FARMS #196 * KIRKWOOD	WILMINGTON	10
REDNER'S MARKET #18-GEORGETOWN	GEORGETOWN	10
MARKET PLACE	MILFORD	10
ROYAL FARMS #176 * OCEAN VIEW	OCEAN VIEW	10
JOE'S TOB. SUPERSTORE-NEWARK	NEWARK	10
HI SPIRITS LIQUORS	WILMINGTON	10
EAST COAST LIQUORS	MILLSBORO	10
SPEEDWAY #2812 - DOVER	DOVER	10
SPEEDWAY #2813 - KIRKWOOD	WILMINGTON	10
SPEEDWAY #2814 - NEW CASTLE	NEW CASTLE	10
FRANKLIN LIQUORS	WILMINGTON	10
KENT LIQUOR MART	DOVER	10
RT. 9 LIQUORS	GEORGETOWN	10



40 YEARS 7-ELEVEN - FOULK ROAD (#11282)



40 YEARS 7-ELEVEN - BEAR (#1635.4)



40 YEARS 7-ELEVEN - MARYL AND AVE (#11305)



40 YEARS 7-ELEVEN - CENTERVILLE (#11298)



30 YEARS SUPER G #385



20 YEARS COUNTRY TOBACCO



20 YEARS FIRST STOP



20 YEARS SHORE STOP #271



20 YEARS SHORE STOP #277



20 YEARS SILVIEW LIQUORS



20 YEARS DELAWARE CITY CITGO



20 YEARS STOP & SHOP - DEWEY BEACH



20 YEARS EASTSIDE PACKAGE



20 YEARS ROYAL FARMS #109



20 YEARS SUPER G #388



20 YEARS TOBACCO TIME

RETAILER ANNIVERSARIES (CONTINUED)



20 YEARS ROYAL FARMS #316



10 YEARS REDNER'S MARKET #18



10 YEARS ROYAL FARMS #196



10 YEARS LIBERTY FOOD MARKET



20 YEARS UNITED CHECK CASHING



10 YEARS ROUTE 8 LIQUORS



10 YEARS 7-ELEVEN-DUPONT HWY. #36876H



10 YEARS MARKET PLACE



20 YEARS ROYAL FARMS #119



10 YEARS ROYAL FARMS #176



10 YEARS O'NEILL'S LIQUORS



10 YEARS SPEEDWAY #2814



10 YEARS SPEEDWAY #2812



10 YEARS FRANKLIN LIQUORS



10 YEARS GEO'S LIQUORS



10 YEARS SPEEDWAY #2813



10 YEARS HISPIRITS LIQUORS



10 YEARS EAST COAST LIQUORS



10 YEARS UNIVERSAL LIQUORS



10 YEARS EXPRESS FOOD MARKET



10 YEARS JOE'S TOBACCO SUPERSTORE



10 YEARS BACKBAY TOBACCO



10 YEARS KENT LIQUOR MART

JOB WELL DONE KEEPING 'EM FULL!

Out of 492 Instant Ticket-Selling Stores, 419 were awarded prizes for having their instant ticket dispensers properly loaded and ready to sell. That is a whopping 85.16% of retailers. The Lottery awarded a total of 833 prizes to the folks hard at work keeping those bins full. Keep up the great work and keep on selling.



























































































CONGRATS TO OUR HOLIDAY GIFT CARD WINNERS

We gave away \$10,000 in VISA gift cards to celebrate the season.



GLORIA GOMMER \$500 NAAMAN'S BEVERAGE





LINDA \$500 SHORE STOP - GREENWOOD



SAHIL \$500/\$250 BOXWOOD BOOKS & TOBACCO



COUNTRY CORNER MKTS #7



FALGUN \$500 CONTINENTAL LIQUOR



NICOLE WHEEL AND \$50 GIANT #2351 MILL SBORO



BRYNN \$250 ACME MARKETS FOX RUN



KRISHNA DESAI \$250 THE RIGHT BOTTLE



RAKEDA \$500 ROYAL FARMS 151 W. DOVER

TODD ROMANO \$250 COCHRAN LIQUORS



CHRIS GROFF \$250 SMYRNA NEWS/TOBACCO



JAMIE MCDINE \$250 GROTTO PIZZA MIDDLETOWN



MOHAMMED \$250 MARKET PLACE



LISA \$250/\$50 AMERICAN LEGION POST 28





MIKE \$100 HIGHS WOODSIDE



SAIKIRAN BATTULA \$100 JOEY'S LIQUORS



SABRINA \$100 SHORE STOP RISING SUN



ISMAIL ALABAREA \$100 7ELEVEN MARYLAND AVE



SHARON \$100 7-11 S. GERALD



DAWN WILEY \$50 ELSMERE SPEEDWAY



BRENT EADY \$100 BIG LIQUOR



MARGARET \$50 ACME PIKE CREEK SHOP



MICHELLE SEVEIGNY \$100 QASIS TRAVEL PLAZA



VIPULGHUI PATEL \$100 LIQUOR LAND INC



HAKEEM \$50 BEAR SHELL



STEPHANIE \$50 SAFEWAY # 4030 NEWARK



SOHEL\$50 FIRST STATE EXXON



SIBGHA \$50 7ELEVEN SEAFORD



SENEHAL \$50 SUNSET DELI & MKT



MEGAN \$50 DELAWARE CITY CITGO



DAWN \$50 ACMEREHOBOTH



SHARON \$50 COASTAL WINE & SPIRITS



SHELLIE MCKINNEY \$50 MIL FORD SHELL



JAYESH PATEL \$50 COURT STREET LIQUORS





WILFRED \$50 RENEE ERRICO \$50 ROYAL FARMS SOUTH DOVER ROYAL FARMS W. DOVER



ALPCE PATEL \$50 MAISHU PATEL \$50 MARYDELLIQUOR & TOBACCO SEAFORD LIQUOR





KATHLEEN STANTON \$50 HICKMAN'S PACKAGE STORE



JUANITA WILLIAMS \$50 DOT DISCOUNT W DOVER



PARIN PATEL\$50 THE DEPOT



AUDREE \$50 ROYAL FARMS #125BLADES



AMANDA WOOTEN \$50 DOT CIGARETTE SEL BY VILLE

\$500

ALYSIA JACKSON **BRIAN LITWA** DIKSHA SHARMA JASON MUSENYA SUBODH MODI TAIRE WHITE

\$250

DARLENE JOHNSON DIAMOND WILLIAMS MUSAMMAD GHUMMAN NEENA SHARMA RESHAD GALLOWAY ZAH KOSHLAP

Not pictured \$100

ELIZABETHVITALE JASON SWEENEY KAILASH SAYAL MACKENZI E SPEED MI CHAEL SMITH

\$50

ABRAHAM KEYS BRUCE STRAUSS CAROL WILSON DESTINEE NORWOOD DIANEJOHNSTON GEORGE CLAY JANICE HAYES LORRIE BRADY MONIV CHOWDOOY

MYA HASTINGS PAULA DEPTULA PURVI PATEL SHELBY SINGER SHERITA JONES SHELA REED WILLIAMBRITTINGHAM WILLIAMHACKINS YASHIKA PALMER

TOP 10 TRADITIONAL RETAILERS

Draw Games

New Castle County

Tobacco Time Bear Fairfax News Wilmington New Castle Shell New Castle Claymont News and Gifts Claymont Books & News Newark Boxwood Books, News & Tobacco Wilmington Airport News New Castle Shiva Grocery Wilmington State Line Cigarette Outlet-NC New Castle New Castle Hank's House of Liquors

Instant Games

New Castle County

Tobacco Time Bear Boxwood Books, News & Tobacco Wilmington Books & News Newark Claymont News and Gifts Claymont Elsmere Sunoco A-Plus - Elsmere Wawa #870-Wrangle Hill Bear Fairfax News Wilmington Wawa #873-Christiana Rd. Newark Speedy Mart-Wilmington Wilmington Wawa #854-Claymont Phil. Pike Claymont

Kent County

Mike's Food Mart	Dover
One Stop - Dover	Dover
Milford Plaza Cigarette Outlet	Milford
Food Lion #1426 - Smyrna	Smyrna
Shore Stop #255 - Greentree	Dover
Smyrna News & Tobacco	Smyrna
Harrington Raceway and Casino	Harrington
Wawa #853-Smyrna (S)	Smyrna
Larry's Liquors	Dover
Stop & Shop - White Oak	Dover

Kent County

Wawa #853-Smyrna (S) Smyrna Camden Wawa #876-Camden Royal Farms #139 * S. Dover Dover Mike's Food Mart Dover Cigar Cigarette & More Smyrna Royal Farms #13 * Felton Felton Dover Shore Stop #231 - Rising Sun Royal Farms #117 * Hartly Hartly Hvlton's Market Camden Wawa #845-Dover Rt. 10 Dover

Sussex County

Lewes Daily Market	Lewes
Super Soda Center II-Stein Hwy.	Seaford
Sweet Mart	Milford
Milton De-Lux	Milton
General Store	Lewes
Super G #389 - Millville	Millville
Back Bay Tobacco	Millsboro
Super G #387 - Rehoboth	Rehoboth
Goose Creek - Fenwick Island	Selbyville
Redner's Market #91-Lewes	Lewes
7	

Sussex County

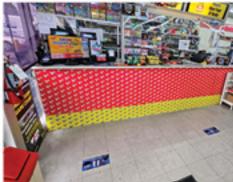
Lewes Daily Market	Lewes
Royal Farms #123 * Oak Orchard	Millsboro
Royal Farms #295 * Millsboro	Millsboro
Wawa #837-Millsboro Rt. 113	Millsboro
Royal Farms #296 * Harbeson	Harbeson
Uncle Willie's - Lewes	Lewes
Wawa #834-Lewes	Lewes
Wawa #865-Long Neck	Millsboro
Royal Farms #226 * RB Rt. 24	Rehoboth
Wawa #849-Rehoboth (N)	Rehoboth

RETAILER MAKEOVERS

We continued to help Retailers revamp their Lottery sales areas over the past few months. Thanks for going the extra mile and creating welcoming spaces for customers to play their favorite Delaware Lottery games. If you'd like to upgrade your display, reach out to your field representatives for details.



COUNTRY CUPBOARD



MAGIC 7 CONVENIENCE



MILTON DE-LUX



NORTH DOVERTIGER MART



SHORE STOP RODNEY VILLAGE



STATELINE CIGARETTE



US GAS



VALERO DOVER



SHAWNEE COUNTRY STORE

WELCOME NEW TRADITIONAL AND KENO RETAILERS

Smoke Break-Wilmington Harrington Cigarette Outlet-Harrington Plaza Exxon-Newark

Players awarded more than \$1.3 million in KENO® payouts from October - December 2024

KENO° RETAILERS

New Castle County

Tobacco Time Bear Books & News Newark Stanley's Tavern Wilmington Books & Tobacco Wilmington State Line Cigarette Outlet-NC New Castle McGlynns-People's Plaza-KENO Newark Boyd's Corner Liquors Middletown New Castle Airport News Newark McGlynns-Polly Drummond-KENO Sunoco A-Plus - Elsmere Elsmere

Sussex County

Crab Barn Restaurant Millsbook
Nicola Pizza Lewes
Fox's Pizza Den-KENO Millville
Lewes Daily Market Lewes
Fox's Pizza Restaurant and Bar Selbyv
Jeff's Tap Room Bridge
Harpoon Hanna's Fenwick
R & R Grill Laurel
Stockley Tavern George
General Store Lewes

Millsboro
Lewes
Millville
Lewes
Selbyville
Bridgeville
Fenwick Island
Laurel
Georgetown

Kent County

Milford Market Place Milford Plaza Cigarette Outlet Milford Smyrna News & Tobacco Smyrna Mike's Food Mart Dover Cigar Cigarette & More Smyrna Touchdown Restaurant Dover Village Package Store Dover Harrington Raceway and Casino Harrington Hylton's Market Camden The Greene Turtle - Dover Dover





TRIVIA WINNERS



REBECCA HINSON

Shore Stop #282



TONYA CHANCE

Shore Stop #227

Instant Game prizes awarded totaled over \$18 million from October - December 2024

NEW INSTANT GAMES





PRIZE PRIZE BLOCK-O (450)







20X THE CASH (460)

WIN UP TO \$20,000!

INSTANT GAMES EXPIRING SOON

5XTHE CASH (458)

Expiring January 28, 2025

50X CASH SPLASH (373) 10X CASH SPLASH (371) ICE \$ CREAM (366) \$50,000 FORTUNE (355) BABY IT'S SPRING OUTSIDE (353) HANG TEN (347) 5X THE PRIZE (343) BONUS PLAY (313) CA\$H DASH (303)

Expiring March 3, 2025

20X CASH SPLASH (372) \$100 GRAND BLOWOUT (362) SCRATCH AND MATCH (350) HOT & SIZZLING (340) MAKE MY DAY (333)

Expiring March 31, 2025

HOLIDAY CA\$H (389) \$15,000 BACK SCRATCH (369) BONUS CARD BINGO (368) NOTHING BUT CASH! (365) 7.11.21 (358) PLU\$ 7 (349) LUCKY 777 (348)

Expiring April 28, 2025

CASH WHEEL (382) EXTRA CASHWORD (377) 5X CASH SPLASH (370) SUPER WIN IT ALL (367) WHY DID THE CHICKEN CROSS THE ROAD (364) CASH BONANZA (363) DOUBLE MATCH (359)



EXCITING CHANGES ARE COMING TO MEGA MILLIONS IN APRIL

Beginning in April, MEGA MILLIONS* will offer bigger jackpots, better odds, and increased prizes at every level. Players will benefit from several new and improved benefits, including:

- Higher starting and faster growing jackpots
- · Improved odds to win the jackpot
- More frequent big jackpot
- Built-in multipliers on every play that automatically improve non-jackpot wins by 2X, 3X, 4X, 5X or 10X - up to \$10 million for matching the five white balls
- No breakeven prizes, so winning tickets will always pay out more than the cost of the ticket

When these enhancements go into effect on April 5th, MEGA MILLIONS* will cost \$5 to play. This price increase is only the game's second since being launched over 20 years ago. Training tools and updated signage will be coming soon.



52 48 70 64 12 MB05 43 56 23 14 42 MB 18 68 57 46 21 02 MB22 70 65 45 24 29 MB07 42 64 17 55 23 MB13



SCAN. PLAY. WIN.

Put your Delaware Lottery knowledge to the test for a chance to win a prize.

How it works:

1. Scan the QR code

Use your smartphone to scan the QR code and you'll be directed to a Delaware Lottery trivia question.

2. Answer the trivia question

Test your knowledge with our Delaware Lottery trivia question, fill out the form, and submit your answer.

3. Win a prize

If you answer correctly, you'll be automatically entered to win a prize. Winners will be announced in the next issue of *Ticket Talk*.

Good luck!





Scan this code to answer trivia question.

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