

Hander Inc. Plumbing & Heating

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AUG 20 2008

**SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION**

08/18/08

South Dakota One Call Notification Board
c/o Public Utilities Commission
500 E. Capitol Ave.
Pierre, SD 57501

Re: Notice of Complaint

Gentlemen:

In response to your letter dated August 8th, 2008 regarding a failure to provide notification of proposed excavation and failure to report damage to an underground facility, the following should be noted. On May 14, 2008 at 4:38 PM I placed a call to South Dakota One Call, ticket # 081350756, with the work to start May 19, 2008 at 7:00 AM. This work was completed within three weeks of said locate. I believe the complaint was for ticket # 081900357, which was called into South Dakota One Call on July 8, 2008 at 12:45 PM with a start date of July 14, 2008 at 8:00 AM. Please note that we also have had relocates called in on August 4th, 2008, ticket # 082170048 at 8:30 AM, and August 7th, 2008 ticket # 082200509 at 4:50 PM.

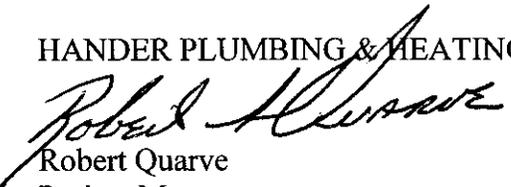
I was informed by the general contractor at the Avera McKennan Hospital Site on July 25, 2008 that our wheel loader, while loading rock into a rock box, had slid in the mud up against the curb of Cliff Ave. and a conduit had been damaged. The general contractor called the city, which sent a crew out to the site and stated that I needed to repair the conduit. I contacted the electrical contractor on site and had them repair the conduit. Within a couple of hours, the work was completed. The conduit in question was 16 inches below the finished grade and not 36 inches as stated in the complaint. Also, the conduit was 12 feet east of the center line of our excavation.

There was no threat to the public safety or any inconvenience caused to the public. As a company, we have had no history of previous violations. We have always abided by the law of South Dakota One Call. We continue to update our company employees to any and all changes to the South Dakota One Call, job conditions, and safety on a regular basis.

If you have any questions, please feel free to contact me at any time. My direct cell number is 605-360-1400.

Sincerely,

HANDER PLUMBING & HEATING



Robert Quarve
Project Manager

RQ/KJ