

ONE CALL COMPLAINT FORM
South Dakota Public Utilities Commission
500 East Capitol Avenue
Pierre, Sd 57501-5070

COMPLAINT

Allegation of Probable Violation(s) of South Dakota One Call Laws

Received On September 20, 2011 1:52 pm

I. ACTION REQUESTED BY:

COMPLAINT FILED BY: Company
PERSON FILING COMPLAINT: Carl V. Carlson
COMPANY: Carl V. Carlson Company
ADDRESS: 27278 Verhey Place, Tea, South Dakota, 57064
PHONE NUMBER: (605) 368-5800
EMAIL: ccarlson@cvccompany.net
DATE: September 20, 2011

II. ACTION REQUESTED AGAINST:

NAME OF EXCAVATOR/FACILITY OPERATOR: ELM Locating & Utility Services
PHONE NUMBER: (605) 338-0019
ADDRESS: trevor.janssen@elmlocating.com
WAS A LOCATED REQUESTED FROM SD ONE CALL? Yes
LOCATE TICKET#: 112220526
START DATE ON TICKET: August 12, 2011
DID EXCAVATOR WAIT UNTIL THE START DATE/TIME ON THE TICKET BEFORE COMMENCING EXCAVATION? Yes
WERE BURIED FACILITIES EXPOSED BY HAND OR NON-INVASIVE EQUIPMENT PRIOR TO EXCAVATION? No

III. FACILITY INVOLVED (IF ANY)

TYPE OF FACILITY INVOLVED: Qwest/Century Link 900 Pair Phone Line
OPERATOR OF FACILITY: Qwest Corp DBA Centurylink QC
OPERATOR ADDRESS: PO Box 2348, Seattle, WA, 98111 2348
PHONE NUMBER: (800) 321-4158
DEPTH OF COVER: 7"
PRESSURE: N/A
VOLTAGE: N/A
NUMBER OF CABLE REPAIRS: I do not know.

IV. MARKING

WERE FACILITIES MARKED? Yes

WAS THE MARKING COMPLETE PRIOR TO THE START TIME ON THE TICKET? Yes

DID EXCAVATOR PRE-MARK WITH WHITE PAINT? No

WAS THE FACILITY ACCURATELY MARKED (WITHIN 18 INCHES)? N/A

DID EXCAVATOR USE REASONABLE CARE TO MAINTAIN LOCATE MARKS FOR LIFE OF PROJECT? N/A

HAVE YOU DISCUSSED THE PREVIOUS STATEMENTS WITH THE OTHER PARTY? Yes

IS THERE AGREEMENT? No

IF NO, PLEASE EXPLAIN: I have contacted Trevor at ELM and received no response via email.

V. DAMAGE (IF ANY)

FATALITIES: 0

INJURIES: 0

LENGTH OF HOSPITALIZATION: n/a

ESTIMATED PROPERTY DAMAGE: \$4,100.00

NUMBER OF CUSTOMERS AFFECTED: 1

DAMAGED IN: Public

PHOTOS OF THE DAMAGED FACILITY: No

ADDITIONAL INFORMATION: I have also emailed the PUC and the One-Call executive director with all pertinent information and photos.

VI. PROBABLE VIOLATION

SPECIFIC STATUE(S) OR RULE(S) THAT WAS VIOLATED: The locates we were given were insufficient and not at all thorough. The locates received after the work was done were markedly different from those received before the work was performed. A quality locate could have prevented this.

ADDRESS/LOCATION OF PROBABLE VIOLATION: 2020 W. 10th, Sioux Falls, South Dakota

DATE/TIME OF PROBABLE VIOLATION: August 12, 2011 3:00 pm

HAVE YOU DISCUSSED THE PROBABLE VIOLATION WITH THE PARTY THE ACTION IS FILED AGAINST? True

IF YES, NAME THE PARTY WITH WHOM YOU DISCUSSED THE PROBABLE VIOLATION: Trevor Janssen at ELM Locating

DESCRIPTION OF PROBABLE VIOLATION: The locate was incomplete and haphazard. A subsequent locate on top of the pavement was thorough and frequent. I do not know why we did not get a good locate considering the potential harm to employees hitting a utility can cause.