



South Dakota One Call Notification Board
c/o Public Utilities Commission
500 East Capitol Avenue
Pierre, SD
REF: Complaint OC13-010

July 22nd, 2013

CenturyLink hereby responds to the Complaint OC13-010 filed by NorthWestern Energy Company concerning locate ticket #131760092. The Complaint alleges that CenturyLink did not locate ticket # 131760092 in the time frame required by South Dakota One Call. CenturyLink admits that the locate in question was not completed on time. However, CenturyLink disagrees with NorthWestern Energy Company's assertion that this violation was intentional. Further, CenturyLink did not intentionally attempt to mislead NorthWestern Energy Company by sending an inaccurate confirmation email. The email referenced in Northwest Energy's complaint was auto generated and should not have been sent. CenturyLink regrets this confusion.

CenturyLink began using USIC as its locating vendor in March 2013 and admits that there have been staffing issues during this transition period that have contributed to late locates. An unusually late spring added to the workload and exacerbated the staffing situation. CenturyLink has addressed the issue of this late ticket with USIC internally and USIC is being monitored for their performance weekly. CenturyLink believes that the necessary steps on USIC's part have been taken.

NorthWestern Energy Company has made reference to additional allegedly late locates in their complaint. These locate tickets are separate incidents, with varying circumstances, and dates, and should not be considered as part of complaint OC13-101

CenturyLink has always had the safety of North Western employees, contractors and public in mind and feel assured that the referenced allegation has been addressed.

Best regards,

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