

August 1<sup>st</sup>, 2013

To Whom It May Concern,

On July 10<sup>th</sup>, 2013, I called SD One Call for a locate. I spoke with Diaungelia. I asked her if it was possible to get the locate completed quickly because the start date changed for our job unexpectedly. She advised me that the only way to do that was to list it as an emergency locate. She read me the definition of what is constituted as an emergency. She and I discussed the situation and she couldn't clearly tell me if this situation would qualify as an emergency as she didn't understand the verbage either. Our job was starting July 11<sup>th</sup>, and I was concerned that my guys might get hurt if the locate wasn't completed so I made the judgment call to have her enter it as an emergency so no one got hurt.

I had no intention of falsely reporting an emergency. I have made hundreds of calls to SD One Call for locates prior to this one and have made quite a few since then. This is the one and only time I have requested an emergency locate. I apologize to anyone that had to go out of their way to complete this locate, it was not my intention to cause any issues or misuse the system of SD One Call. I was merely trying to ensure the safety of my crew guys that were set to dig on site.

After reading the booklet that was sent with the notice of complaint, I now understand more clearly what constitutes as an emergency and I assure you that I will not make this mistake again. It was a misunderstanding of the language that was read to me and again I do apologize.

Sincerely,

Brenda Hyde  
Cleary Building Branch Secretary