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**From:** [donotreply@sdonecall.com](mailto:donotreply@sdonecall.com)[SMTP:[DONOTREPLY@SDONECALL.COM](mailto:DONOTREPLY@SDONECALL.COM)]

**Sent:** Wednesday, October 02, 2013 4:00:55 PM

**To:** PUC Docket Filings

**Subject:** New One Call Complaint Form

**Auto forwarded by a Rule**

### **1. Action Requested By:**

**Complaint filed on behalf of or by:** Crooks Municipal Utilities

**Contact Person:** Ginny Beck

**Phone:** 605-359-2371 **Ext:**

**Street Address or PO Box:** p o box 785

**City:** Crooks

**State:** SD

**Zip:** 57020

**Fax:** 605-359-2371

**Email Address:** [ginnybeck@juno.com](mailto:ginnybeck@juno.com)

**Date:** 10/2/2013

### **2. Action Requested Against:**

**Name of excavator / facility operator:** Thomas Powers

**Phone:** 605-370-8216 **Ext:**

**Street Address Or PO Box:** 47467 258th

**City:** Renner

**State:** SD

**Zip:** 57055

**Fax:** --

**Email Address:**

**Is this party aware of your allegations?:** No

**Provide detail including whom you spoke with:**

### **3. Basic Facts:**

**Street Address / location of alleged violation:** 47467 258th Street

**City:** Renner

**State:** SD

**Date of alleged violation:** 09/30/2013

**Time of alleged violation:** 4:00 p.m.

**Describe your allegation:** Mr. Powers came into the office of Crooks Municipal Utilities to establish a natural gas account as he is a new customer, on 9/30/2013. In conversation with him in regards to billing policies etc. he was handed paperwork in regards to the safety of natural gas and "call before you dig" information by the assistant finance officer. Mr. Powers became extremely agitated once he learned that he needed to call 2 business days prior to any excavation. The local post office had instructed him to relocate his mail box post to the right of way of 258th Street and he needed to do it immediately in order to continue mail delivery service. He indicated that he is a truck driver, cannot wait 2 days, and believed that the Post Office request was far more important than the 811 regulations. Both the finance officer and assistant finance officer, upon seeing his agitation, urged him to call 811. On October 1st I drove by to see the disposition of the mail box and it had been moved (no locate ticket). On Oct 2nd, I returned to the mail box post located both of the gas lines and took pictures. As you can see the plastic, 2inch 60psi line is right beside or under the mailbox post. Hitting this line would surely knock out 200 plus houses in the town of Renner. The City will have to continually monitor this line with leak equipment in the event it has been "knicked" The steel 400 psi line is 8 feet away.

**Do you believe the alleged violation to be intentional?:** Yes

**Why or why not?:** Absolutely! Mr. Powers was given written material about calling prior to excavation plus was verbally warned by 2 City Utility employees.

#### **4. Excavation / Locate Information:**

**Was a locate requested from SD One Call?:** No

**If a locate was requested:**

**Locate ticket #:**

**Start date and time on ticket:**

**Did the excavator wait until the start date / time on the ticket before commencing excavation?:**

**If no, when did excavation begin (date and time)?:**

**Did the excavator maintain a minimum horizontal clearance of 18 inches between a marked facility and mechanical equipment?:** NA

**Explain:**

**Were buried facilities exposed by hand or non-invasive equipment prior to excavation?:** NA

**Were facilities marked?:** No

**Was the marking complete prior to the start time on the ticket?:**

**Did the excavator pre-mark with white paint?:**

**Was the facility marked accurately (within 18 inches)?:**

**Did the excavator use reasonable care to maintain locate marks for the life of project?:**

**Type of facility involved:**

**Operator of facility (if known):** Crooks Municipal Utilities

**Operator address (Street or PO Box):** p o box 785

**City:** Crooks

**State:** SD

**Zip:** 57020

**Phone:** 605-543-5238

**Depth of Cover:** 3 feet

**Pressure:** 60 psi and 400 psi

**Voltage:**

**# of cable pairs:**

#### **5. Damages**

**Was the facility damaged?:** NA

**If yes, provide detail and an estimate of damage:** Not known as of yet. Will have to monitor with leak detection equipment

**Were damages on public right of way or private property?:** Public

**Was anyone injured as a result of facility damage?:** No

**If yes, provide detail:**

**Length of hospitalization:**

**Were there fatalities?:** No

**If yes, provide detail:**

**Was operator service affected?:** No

**If yes, provide detail (how many customers for how long):**

**Other information regarding injuries or damages:**

## **6. Statutory Violation**

**Specific statute(s) or rule(s) you believe were violated:**

**Other information to support your position:**