
From: donotreply@sdonecall.com[SMTP:DONOTREPLY@SDONECALL.COM]
Sent: Wednesday, April 02, 2014 3:49:01 PM
To: PUC Docket Filings
Subject: One Call Reply Form
Auto forwarded by a Rule

1. Complaint Docket Number: OC14-004

2. Respondent Information

Complaint filed on behalf of (company name): CenturyLink

Contact Person: Jason Topp

Phone: 651-312-5364 **Ext:**

Street Address or PO Box: 200 South 5th Street, Room 2200

City: Minneapolis **State:** MN **Zip:** 55402

Fax: 612-672-8911

Email Address: jason.topp@centurylink.com

Date: 4/2/2014

Were you previously aware of these allegations: No

Provide detail including whom you spoke with:

3. Basic Facts

Do you dispute the alleged violation of SD One Call statute or rule occurred?: No

If yes, what specifically do you dispute?:

Do you dispute the complainant's statements regarding the intentional or unintentional nature of the alleged violation?: Yes

If yes, please explain: The violation was not intentional. The Technician responded immediately with multiple attempts to the Excavator's number listed on the ticket. The Technician was able to contact the Excavator at another number at 15:20. The eventual number was not listed on the locate ticket. The Technician provide an estimated time of arrival to the scene at that time.

4. Excavation / Locate Information:

Was a locate requested from SD One Call?: Yes

If a locate was requested:

Locate ticket #: 140310053

Start date and time on ticket: 01/31/2014 2:39 p.m.

Did excavation begin before the start date / time on the ticket?: No
Was a minimum horizontal clearance of 18 inches maintained between a marked facility and mechanical equipment?: NA
Were buried facilities exposed by hand or non-invasive equipment prior to excavation?: NA
Were facilities marked?: Yes
Was the marking complete prior to the start time on the ticket?: No
Was the excavation site pre-marked with white paint?: NA
Was the facility marked accurately (within 18 inches)?: Yes
Was there reasonable care to maintain locate marks for the life of project?: NA
Did the complainant correctly describe the type of facility involved?: Yes
If not, provide detail:

5. Damages:

Did the complainant correctly describe the damages that resulted from the alleged violation?: No
If no, provide detail: No damage was indicated in the complaint.
Were damages in public right of way or private property?:
Did complainant correctly describe how operator service was affected?: No
If no, provide detail: The complaint states only that customers were without water service. It does not include how many customers or how long as requested on the complaint form.
Was anyone injured as a result of facility damage?: No
If yes, provide detail:
Length of hospitalization:
Were there any fatalities?: No
If yes, explain:
Other information regarding injuries or damages:

6. Statutory Violation

Do you believe the statutes listed (if any) by the complainant were violated?: Yes
Why or why not?: Due to the Technician's location at the time of ticket notification, he could not safely arrive in the two hour window. He was in Huron at the time; distance and road conditions prevented him from being at the incident location within the time limit. He did arrive at 17:59 and marked the location. The marking was completed at 18:30, and an explanation of the site was provided to Mr. Athey at the site. CenturyLink understands that this locate was declared an emergency and our objective would be to respond within the 2 hour time frame. However, we also understand the digging was postponed until 9:00 a.m. the next day. If the emergency was declared, we are curious why the delay until the next morning. It is presumed that the delay in digging was due to the dark. If the locate technician did arrive within the two hour window, it would have been dark by the time they finished the marking anyway.

Future Compliance:

Describe your plans and procedures to ensure compliance with SD One Call statutes and rules: USIC has added staff in Watertown, Arlington/Volga, and Colman/Flandreau/Madison that can respond to emergency locates such as the Big Stone City request that occurred in January. Additionally, we are instituting a plan that includes utilizing CenturyLink employees in the event a USIC technician is unable to respond on site within the 2 hour emergency requirement. In the Big Stone City area CenturyLink has an employee in Milbank that can assist if the need occurs in the future. This procedure will be available throughout South Dakota.

Past Violations:

Has a complaint been filed against you in the past for SD One Call violations?: Yes

If yes, when was it filed?: 07/23/2013

Other Information:

Please provide any additional information to support your position: In 2013, CenturyLink engaged USIC as its contractor to provide location services in South Dakota. CenturyLink has been working diligently with USIC to improve staffing and performance to meet South Dakota One Call requirements. A “Get Well” plan was developed and implemented. An additional Supervisor and employees were hired. Extra training meetings were conducted. USIC has indicated they now will have 36 locators in South Dakota that have completed training. This is a 28% increase over last year. CenturyLink is closely monitoring their 2014 staffing as USIC prepares for the upcoming construction season.