
From: donotreply@sdonecall.com[SMTP:DONOTREPLY@SDONECALL.COM]

Sent: Monday, June 30, 2014 2:43:59 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: Centurylink

Contact Person: Merlin Smith

Phone: 605-339-5998 **Ext:** -

Street Address or PO Box: 312 S Cliff Ave

City: Sioux Falls

State: SD

Zip: 57103

Fax: 605-339-5475

Email Address: merlin.smith@centurylink.com

Date: 6/30/2014

2. Action Requested Against:

Name of excavator / facility operator: Action Electric

Phone: 605-334-8141 **Ext:** -

Street Address Or PO Box: 5200 W 9th St

City: Sioux Falls

State: SD

Zip: 57107

Fax: --

Email Address:

Is this party aware of your allegations?: Yes

Provide detail including whom you spoke with: digging before respot or relocate TICKET was valid.

3. Basic Facts:

Street Address / location of alleged violation: 41st Street and Sertoma Ave.

City: Sioux Falls

State: SD

Date of alleged violation: 06/03/2014

Time of alleged violation: 10:00 a.m.

Describe your allegation: They had a valid locate ticket 1413431751 that was located and marked before the intersection was tore up. They called for a respot ticket 1415443681 on 6/3/2014 at 8:09 AM. The damage to our cables happened at around 10:00AM on 6/3/2014. No locate marks were seen as the concrete intersection had been removed.

Do you believe the alleged violation to be intentional?: Not Sure

Why or why not?:

4. Excavation / Locate Information:

Was a locate requested from SD One Call?: Yes

If a locate was requested:

Locate ticket #: 1415443681

Start date and time on ticket: 06/05/2014 8:15 a.m.

Did the excavator wait until the start date / time on the ticket before commencing excavation?: No

If no, when did excavation begin (date and time)?: 06/03/2014 10:00 a.m.

Did the excavator maintain a minimum horizontal clearance of 18 inches between a marked facility and mechanical equipment?: No

Explain: damaged our cables.

Were buried facilities exposed by hand or non-invasive equipment prior to excavation?: No

Were facilities marked?: No

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

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

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

Did the excavator use reasonable care to maintain locate marks for the life of project?: No

Type of facility involved: Centurylink cables

Operator of facility (if known): Centurylink

Operator address (Street or PO Box): 312 S Cliff Ave

City: Sioux Falls

State: SD

Zip: 57103

Phone: 605-339-5998

Depth of Cover: 28 inches

Pressure: none

Voltage: 48 to 130

of cable pairs: 2700

5. Damages

Was the facility damaged?: Yes

If yes, provide detail and an estimate of damage: 900 pair cable tore apart. 1800 damaged and needed to repair 125 pair of it. also pulled fiber out of handhole and needed to be pulled back to handhole.

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?: Yes

If yes, provide detail (how many customers for how long): service was restored at.10AM 6/04/2014

Other information regarding injuries or damages:

6. Statutory Violation

Specific statute(s) or rule(s) you believe were violated: They dug before respot location was valid or locates done on ticket 1415443681

Other information to support your position: