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

**Sent:** Friday, March 06, 2015 8:41:10 AM

**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:** TrioTel Communications

**Contact Person:** Justin Norris

**Phone:** 605-425-2238 **Ext:**

**Street Address or PO Box:** 330 S Nebraska

**City:** Salem

**State:** SD

**Zip:** 57058

**Fax:** --

**Email Address:** [justinn@triotel.com](mailto:justinn@triotel.com)

**Date:** 3/6/2015

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

**Name of excavator / facility operator:** Twedt Construction

**Phone:** 605-363-5355 **Ext:**

**Street Address Or PO Box:** 25176 Valley Road

**City:** Montrose

**State:** SD

**Zip:** 57048

**Fax:** --

**Email Address:**

**Is this party aware of your allegations?:** Yes

**Provide detail including whom you spoke with:** We received an alarm form one of our Fiber Optic Termination Units at 3:28:00PM on 3/5/2015 that went missing-upon our arrival we notice that a excavating crew was there remove dirt for a foundation to addition onto the Customer Garage-NO Locate Marking visible.

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

**Street Address / location of alleged violation:** 630 E Essex Ave

**City:** Salem

**State:** SD

**Date of alleged violation:** 03/05/2015

**Time of alleged violation:** 3:28 p.m.

**Describe your allegation:** Twedt Construction Cut thru TrioTel Communications Fiber optic lines without calling in SD ONE

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

**Why or why not?:**

#### **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):**

**Operator address (Street or PO Box):**

**City:**

**State:**

**Zip:**

**Phone: --**

**Depth of Cover:**

**Pressure:**

**Voltage:**

**# of cable pairs:**

#### **5. Damages**

**Was the facility damaged?:** Yes

**If yes, provide detail and an estimate of damage:** Fiber Optic Line was damage Cost between \$1500 to \$4500-unknown as we will have to plow new line in this Spring

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

**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):** 1 Customer out of Service from 3:28PM to 6:00PM on 3-5-2015

**Other information regarding injuries or damages:**

**6. Statutory Violation**

**Specific statute(s) or rule(s) you believe were violated:** Not Known

**Other information to support your position:** N/A