

Dane Brewer

From: ticketsender@elmlocating.com
Sent: Sunday, January 24, 2016 5:00 AM
To: ELMTicketing
Cc: ELMTicketing
Subject: ELM Seq: 0001 PIE 1602479054.000 Jan 24 2016 4:00AM

South Dakota One Call SEQUENCE NUMBER 1 CDC = PIE

Type: Emergency Emergency

Transmit: 2016/01/24 04:54:54.190

Prepared: 2016/01/24 04:54:54.190 By: Voice

Ticket No.: 1602479054

Operators Notified:

U15 =/CTLQL-CenturyLink/PIE =/City Of Pierre/

MC3 =/Midcontinent Communications/MT2 =/Montana-Dakota Utilities Company/ SDN =/Sdn Communications Llc/

Excavator Information:

Caller: SCOTT SZUGGAR Phone: 6052229276

Excavator: City Of Pierre

Address: 222 E Dakota Ave

City: Pierre, SD 57501

Phone: 6057737448 Fax:

Email:

Contact: SCOTT SUGAR Phone: 6052229276

Alt. Contact: Alt. Phone: (605) 222-9176

Location Information:

County: HUGHES City/Village: PIERRE

Map Ref: (TBD) Grids: (TBD)

Exc. Site Address: POPLAR

Nearest Intersection: 3RD ST

Type of Work : EMER- WATER BREAK

Work Being Done For: City Of Pierre

Depth: 8FT Explosives: false Tunnel/Bore: false

Start date: 2016/01/24 09:00:00.000 Duration: 6 HRS

Meeting Required: false Best Time to Contact: not provided

Meet Date/Time:

Exc. Site (Marking Instr.): (TBD)

GPS Lat/Long: 44.377045 -100.35632

GPS Secondary Lat/Long: 44.377811 -100.355553

GPS Lat/Long Caller Supplied: false Additional Locates: not provided

Remarks and Driving Directions:

EMER- WATER BREAK. CREW EN ROUTE. CUST W/OUT SVC. WATER IS VISIBLE. WORKING AT INTER, PLEASE MARK 30FT RADIUS OF ORANGE CONES.

Utilities must respond within 2 hours M-F and within 4 hours after working hours.

Grids: not provided

TRSQ:

End Ticket

Internal transform: LP-V2.0

This is Scott Szuggar of the city of Pierre Water Dept. On the morning of the 24th of January we had an emergency water break that needed to be repaired and also had 2 blocks of people off water. I called the locate in at 5:00am and USIC never responded or called me. They had until 9:00am and never showed. We had to start excavating without knowing what was underground because we had customers out of service and it also puts us at risk for damaging lines or persons. I'd like to file a formal complaint against them because we've had problems with them in the past and have tried to resolve the issues without a complaint but nothing has changed.

Thanks

Signature 

Date 1-28-16

(Scott Szuggar)