

From: no-reply@sd811.com [mailto:no-reply@sd811.com]

Sent: Friday, March 04, 2016 10:42 AM

To: Complaints <Complaints@sd811.com>

Subject: SOUTH DAKOTA ONE CALL REPLY FORM [#6]

1. COMPLAINT DOCKET NUMBER: OC16-003

2. RESPONDENT INFORMATION

Reply filed on behalf of (company name):CenturyLink

Contact Person: Kevin Ansell

Phone: (605) 339-5195

Ext: 0

Address or PO Box: 125 S Dakota Ave
Sioux Falls, South Dakota 57104
United States

Fax: 6053395390

Email: kevin.anscell@centurylink.com

Date: Mar 04, 2016

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?: No

If yes, please explain:

4. EXCAVATION / LOCATE INFORMATION: if applicable

Was a locate requested from SD One Call?: Yes

Locate ticket #: 1534173671

Start date on ticket: Dec 07, 2015

Start time on ticket: 09:00 PM

IMPORTANT: IF A LOCATE TICKET IS TO BE CONSIDERED AS EVIDENCE, A COPY OF THE LOCATE TICKET MUST BE ATTACHED WHEN SUBMITTING THIS FORM.

Did excavation begin before the start date / time on the ticket?: NA

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?: NA

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

Was the excavation site pre-marked with white paint?: NA

Was the facility marked accurately (within 18 inches)?: No

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: (Please provide pictures)

Did the complainant correctly describe the damages that resulted from the alleged violation?: NA

If no, provide detail:

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

Did complainant correctly describe how operator service was affected?: Yes

If no, provide detail:

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:

Other information regarding injuries or damages:

6. STATUTORY VIOLATION (if known):

Do you believe the statutes listed (if any) by the complainant were violated?: Yes

Why or why not?: We failed to respond to a locate request

7. FUTURE COMPLIANCE:

Describe your plans and procedures to ensure compliance with SD One Call statutes and rules: This complaint; OC16-003 is no different than OC16-001 (December 20, 2015) and OC16-002 (January 24, 2016) and predates them (December 7, 2015). When it was brought to our attention in late January by way of mailed complaint OC16-001 and OC16-002, that USIC was experiencing issues with an after-hours callout in the For Pierre area, a close examination of the events revealed that our contractor did not respond as expected.

They did not respond physically and did not communicate with the contact on the South Dakota One Call Emergency Ticket that the dig area was clear. This was taken very seriously and a subsequent investigation was initiated the following day. We quickly identified more than one issue with the individual contractor and it was determined that this individual was making decisions that were not fulfilling our expectations of a damage prevention role.

The employee was terminated shortly there after. This event was utilized as a coaching opportunity with USIC South Dakota Operation. In addition we have reminded our contractor USIC that Century Link is positioned to assist in the event USIC cannot meet the 2 hour or 4 hour requirement.

Unfortunately the individual contractor did not make an attempt to communicate with the City of Fort Pierre or Century Link and the backup plan was not exercised.

CenturyLink takes the SD One Call statues and programs seriously. We sponsor many of the safety meetings across the state and our employees and contractor USIC attend a majority of the meetings. We also hold safety rodeos annually each winter in all our major garages where we go through the SD One Call handbook with our employees.

8. PAST VIOLATIONS:

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

If yes, when was it filed?: Mar 27, 2016

9. OTHER INFORMATION:

Please provide any additional information to support your position:

LOCATE TICKETS, PHOTOS, WITNESS STATEMENTS AND ANY OTHER DOCUMENTATION TO SUPPORT YOUR ARGUMENT MUST BE ATTACHED WHEN SUBMITTING THIS FORM.

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