

August 3, 2005

## Olson Digging Service

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25220 482nd Ave  
Garretson, SD 57030  
605-594-3118

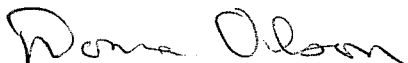
To South Dakota One Call Notification Board

I am writing in reference to your letter dated July 22, 2005 in reference to the complaint filed by the Crooks Municipal Utilities. On July 18, our equipment operator went to the job site at 101 South Eric Ave to prepare lot to dig a basement. When he arrived the lot had markings and flags there so he thought the locations on been called in and began work. Normally Brian Olson would call in the locates on a job he had bid, but our operator Doug also does locates. There was evidently a lack of communication within our company resulting in the locate not being done. This is not a normal occurrence for our company. We have been in business for 23 years and have never had a complaint filed against us for not getting a locate. We take pride in the work that we do and always have made sure that locates are called in. There was no damage caused by this occurrence and we did call in locates before we proceeded with the utility (water and sewer) work.

We do take this seriously and will take steps to improve our process to make sure that locates are called in. Brian and our employees do usually attend your one call meetings every year so they can stay on top of any changes or updates in the One Call System.

We apologize for any inconvenience this may have caused and assure you that this will not happen again.

Thank you.



Donna Olson  
Owner/Secretary