

Formstack Submission For: [South Dakota One Call Complaint Form](#)

Submitted at 09/01/21 2:23 PM

Complaint filed on behalf of or by: NorthWestern Energy

Contact Person: Cassandra Russell

Phone Number: (605) 354-5002

Ext:

Name or Company Name: NorthWestern Energy

Street Address or PO Box: 600 Market St W
Huron, SD 57350

Fax:

Email: cassandra.russell@northwestern.com

Date: Sep 01, 2021

Name of excavator / facility operator: MP Nexlevel LLC

Phone: (612) 390-6834

Ext:

Name or Company Name: MP Nexlevel LLC

Street Address or PO Box: 500 County Road 37 East
Maple Lake, MN 55358

Fax:	
Email:	paul.speakman@mpnexlevel.us
Is this party aware of your allegations?:	Yes
The South Dakota One Call Board expects communication to occur between both parties before filing complaints. Please provide details of who you spoke with, including the date and time, and what was discussed.:	Evan Gruenwald with MP Nexlevel LLC called me on 08/24/2021 at 8:50am to advise he did not open up the trench enough when digging by the house and cut the gas line.
Statutory Violations:	49-7A-10: MP Nexlevel LLC is not performing work in a manner which prevents these natural gas hits from occurring.
Other information to support your position:	
Street Address / location of alleged violation:	602 N 3rd St Groton, SD
Date of alleged violation:	Aug 24, 2021
Time of alleged violation:	08:50 AM
Describe your allegation:	MP Nexlevel LLC is not taking enough precaution when digging around natural gas, leading to hit on service lines.
Do you believe the alleged violation to be intentional?:	No
Why or why not?:	I do not believe the damage to be intentional, just careless excavating practices.

Was a locate requested from SD One Call?:	Yes
Locate ticket #:	2123073893
Start Date on Ticket:	Aug 20, 2021
Start time on ticket:	09:00 PM
Did the excavator wait until the start date / time on the ticket before commencing excavation?:	Yes
If no or not sure, when did excavation begin (date)?:	
If no or not sure, when did excavation begin (time)?:	
Did the excavator maintain a minimum horizontal clearance of 18 inches between a marked facility and mechanical equipment?:	No
Explain:	MP Nexlevel LLC hit gas service with plow blade, so they are not maintaining 18" clearance.
Were buried facilities exposed by hand or non-invasive equipment prior to excavation?:	Yes
Were facilities marked?:	Yes
Was the marking complete prior to the start time on the ticket?:	Yes
Did the excavator pre-mark with white paint?:	No

Was the facility marked accurately (within 18 inches)?:	Yes
Did the excavator use reasonable care to maintain locate marks for the life of project?:	Yes
Type of facility involved:	1/2" natural gas service line
Operator of facility (if known):	NorthWestern Energy
Operator address (Street or PO Box):	600 Market St W Huron, SD 57350
Operator Phone:	(800) 245-6977
Depth of Cover (If unsure put N/A):	18"
Pressure (If none, write none):	35 psi
Voltage (If none, write none):	none
# of cable pairs (If none, write none):	none
Was the facility damaged?:	Yes
If yes, provide detail and an estimate of damage.:	\$420
Were damages on public right of way or private property?:	Private
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).:	One customer was out of service for approximately an hour.
Was the one-call notification center immediately notified of the damage, dislocation, or disturbance?:	Yes
If No, why not?:	
Was the operator of the facility immediately notified of the damage, dislocation, or disturbance?:	Yes
If No, why not?:	
Was there an escape of any flammable, toxic, or corrosive gas or liquid?:	Yes and 911 was contacted by an Excavator
If Yes, but if 911 was not called, or if you don't know, explain why.:	
Please provide a Fire Department or Emergency Services incident report, if available :	Not Available
Attachment:	

Attachment Information: File names should not include symbols. Example:(\$, &, *, %.) etc.:

[View File](#)

Copyright © 2021 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038