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Kent Blickensderfer  
State Legislative Affairs Director



January 2, 2018

Mr. Darrell Nitschke  
Executive Secretary  
North Dakota Public Service Commission  
600 East Boulevard Avenue, 12<sup>th</sup> Floor  
Bismarck, ND 58505-0480

**Re: Case No. PU-17-477**

Dear Mr. Nitschke:

CenturyLink submits this response to the ND One Call complaint filed on December 7, 2017. In response to the change in North Dakota law requiring a positive response be filed with the state, CenturyLink implemented a process to provide such responses, in addition to the responses that it already provides to all affected contractors. That process was in place August 1, and our ticketing system confirmed that positive responses were sent back to the ND One Call with each ticket. If such a response had not been submitted, CenturyLink's systems would have provided a notification indicating such a response had not been sent and the matter would have been investigated.

CenturyLink was first notified that a potential issue existed on October 24, 2017. We inquired with our vendor and understood the issue was resolved. As before, no alarms indicated that there were any issues with the positive responses being sent and CenturyLink believed the issue was resolved.

On November 27, 2017, Terry Vanwatermulen reached out to Ryan Schmaltz, Director of One Call Education and Public Relations, to confirm that positive responses were going through. Mr. Schmaltz spot checked the issue and did not see any on some tickets in the Fargo area. CenturyLink worked with Mr. Schmaltz on the issue for a period before this complaint was filed. After receiving the complaint, CenturyLink discovered that after sending an initial notice and receiving a "positive response had been successfully delivered" message, a second message was received approximately ten minutes later stating, "Error 16: Login ID does not have permission to status District Code."

CenturyLink investigated this issue with our vendor and discovered that an incorrect password was included in the system. Therefore, the positive responses we were sending were being rejected after the system initially indicated that a positive response had been successfully sent.

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CenturyLink understands that the issue has been resolved and spot checks of tickets have confirmed that positive responses have been successful from December 21 to the present. We believe that in every instance beforehand, contractors have received notice that we have completed our locates.

Please contact me if you need any additional information.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Blickensderfer". The signature is fluid and cursive, with the first name "Kent" and last name "Blickensderfer" clearly distinguishable.

Kent Blickensderfer  
State Legislative Affairs Director

KB/bardm

**CERTIFICATE OF SERVICE**

I hereby certify that on this 2nd day of January, 2018, the original and seven copies of the attached were served upon the following party:


Mr. Darrell Nitschke  
Executive Secretary  
North Dakota Public Service Commission  
600 East Boulevard Avenue, 12<sup>th</sup> Floor  
Bismarck, ND 58505-0480

and copies sent electronically, addressed to the following:

Kent P. Blickensderfer  
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Dianne Barthel  
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