



44926 State HWY 92

CLEARBROOK, MN 56634

Mr. Victor Shock

At the river crossing on Co. Rd 8 and 72ave. NC3 was directional boring across the river. Walsh County water dept. Located line approx. 10-15 feet away of our construction path. Our Operator noticed water coming from the ground. At that time, he stopped and contacted Walsh Water dept. After realizing that we had hit the water line, NC3 shut down our plow crew and brought a backhoe to assist on the water line hit. With the existing flow of water trying to repair the line in the river was not possible with our backhoe. We offered to re bore the line so we would not have to excavate in the flow of the main river and save costs. Walsh Water dept. Decided to have their own contractor repair the line.

After the water line was hit Walsh water had told us that the line was not locatable. As well as under the current rules we were to find the line before excavation. I looked on the dig ticket and we did not see any notes that this was so nor did we receive any phone calls stating that the line was unlocatable. Had Nc3 Been notified we would have contacted Walsh water dept. and spent some time locating and vacing. So we could avoid this problem. As we understand that this is a cost to the water district it is also a cost to NC3. We shut down two crews and spend most part of the day and afternoon trying to fix the problem. Had this been brought to our attention we could have focused our efforts on finding this and saved both the water dept. and NC3 significant costs. It is not to our best interest to have any hit. It costs us as much or more in labor and time to deal with this type of situation. We have hydro vacs on all boring crews and have a no hit policy. Nc3 takes a lot of pride in the quality of work we do. And want to continue to keep this standard going forward.

Sincerely,

Gary Ubert

- 6 PU-20-96 Filed 09/16/2020 Pages: 1
Response to North Dakota One-Call Complaint
NC3, LLC
Gary Ubert
- 6 PU-20-95 Filed 09/16/2020 Pages: 1
Response to North Dakota One-Call Complaint
NC3, LLC
Gary Ubert