



6/19/20

## Response to ND One Call Complaint Case Number PU-20-210

To: **Executive Secretary**  
North Dakota Public Service Commission  
600 East Boulevard Avenue, Dept. 408  
Bismarck, ND 58505

**cc. Mr. Victor Schock**

From: **Rick Thompson**  
Director of HSE and Training  
B&G Oilfield Services  
4814 Sunset Blvd.  
Williston, ND 58801

Mr. Secretary & Mr. Schock,

Thank you for the opportunity to respond to the complaint filed by Kinder/Morgan regarding a hydro excavation and the associated One Call ticket.

As I relayed to you in earlier communications, we were shocked to learn that this complaint had been filed with your office. In B&G's 54-year history in the industry, we believe this is the first time a complaint like this has been filed against our company. We initiated an exhaustive investigation the same day we were made aware of the complaint.

We collected all of the associated One Call tickets and other documentation from the project where the alleged violation occurred. In addition, we spoke with personnel from B&G, Kinder/Morgan and Continental Resources.

We have concluded our investigation and are confident that this issue can be explained as a misunderstanding of the One Call notification requirements and/or a failure to explain these requirements to all interested parties. As I will outline, B&G personnel did follow the guidelines set forth by the State.

The following facts are not disputed by Kinder/Morgan, Continental or B&G personnel.

1. A One Call ticket was submitted requesting clearance to hydrovac a small hole to verify the location of a Continental Resources line (One Call ticket no: 20038127)
2. Drew Zielke, Midstream Services Superintendent for B&G, spoke with Guy Aman of Continental and James Hartshorn of Kinder/Morgan to get their verbal approval to begin the hydrovac. Both men gave their consent.

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3. The hydrovac crew accidentally exposed a Kinder/Morgan line which was in close proximity to the Continental line.
4. The hydrovac operator immediately stopped work when he exposed the line and notified Drew (B&G's Midstream Services Superintendent) that he exposed the line.
5. Drew immediately called both James Hartshorn and Guy Aman and explained that our hydrovac operator had accidentally exposed the nearby Kinder/Morgan line instead of the intended Continental line. He invited both of them to come to the location and observe the backfilling of the small hole. James agreed to witness, Guy declined to come to the site and expressed confidence that B&G could easily backfill the hole and proceed to expose the nearby Continental line.
6. With James Hartshorn present, the small hole above the Kinder/Morgan line was backfilled. James indicated to Drew that he was satisfied.
7. A short time later the Continental line was exposed by the hydrovac crew per the original One Call ticket.
8. At the end of the day James Hartshorn submitted a report to his superior, Ryan Farmer, which explained the events of the day. James said he is required to note all events of the day on his daily reports, did not intend this to be a complaint, and that he was very satisfied with how B&G handled the situation and communicated proactively to all involved.

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In closing, B&G has had a productive working relationship with both Kinder/Morgan and Continental Resources for years. Both of these companies have high expectations for their contractors, and both provide continuous oversight on their projects. Regarding this specific incident, we believe we did our due diligence in clearing the One Call tickets and following process. Drew had direct conversations with Kinder Morgan's James Hartshorn and was completely transparent about every detail of the situation. James has been our point of contact throughout this project and we value his oversight and direction. We have continuous communication with James, and we believe that when James gives his approval on clearing a One Call ticket, he is speaking on behalf of Kinder/Morgan.

We are at your disposal for any corrective action or any improvement that you could advise our organization. Our goal, as it has been for the last 54 years is to do our work safely every day and strive to learn from every incident as a part of our continuous improvement mindset.

Please don't hesitate to reach out to me for any additional information or to answer any questions you may have.

Thank you.

Sincerely,



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Rick Thompson

Director of HSE and Training

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