

-Info-Public Service Commission

From: Schock, Victor F.
Sent: Thursday, August 27, 2020 2:51 PM
To: -Info-Public Service Commission
Subject: FW: Fiber Cut at 9455 W Ridge Road Hankinson

Please file as response in case PU-20-363.

Thanks,

Victor Schock

From: Jesse Soper <jesse@NORTHWESTEXC.COM>
Sent: Thursday, August 27, 2020 12:18 PM
To: Schock, Victor F. <vschock@nd.gov>
Subject: Fiber Cut at 9455 W Ridge Road Hankinson

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Victor, My name is Jesse Soper and I am writing this email regarding a complaint that was filed against us. I talked to my operator and I had him read the letter From Matt Ihland. He did not dispute that he told Matt that it wasn't the first time he had hit a marked cable and it wouldn't be the last. In my opinion he could have chosen his words better or not said anything at all other than he had accidentally hit the cable. I'm sure Matt was already frustrated due to the fact he had to get called in for the repair because it was Thursday before the 4th of July weekend and according to what he told my operator he wasn't supposed to be working that day. That being said we don't deny hitting the cable and more caution should have been taken. I found out during this incident that our locate ticket was no longer valid because it had expired. I knew it was going to expire along with a few other tickets we had out at the time so approximately 5 days before July 2nd I told my office manager to update this one and the others that were about to expire. Some how there was some miscommunication between I and my office employee and this site did not get updated. I did not know that when we arrived on site because there were fresh locates done and things were clearly marked. Someone else must have also located this site prior to our arrival because of the recent locates. I was aware of the data line location prior to our trip on July 2nd because we had already had locates done earlier and had dug the foundation for the dwelling. After the foundation got poured the contractor wanted us to tap into the rural water line (which was within 5' of the data line locates) and run into dwelling. Because of all the previous construction our previous locate flags were destroyed and I told him I need to relocate before I could do this work. That is when I told or I thought I told our office employee to relocate this property due to the additional work that was asked of us. So when we got there to do this work and saw fresh locates I never knew that they were not ours. Bottom line is we should have been more cautious when we were aware of data line location and could have been more courteous to the repair technician. Thanks for consideration on this matter.



Jesse Soper
Cell: (701) 850-7083
Fax: (701) 512-3021

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