



September 24, 2020

Mr. Steven Kahl
Executive Secretary
North Dakota Public Service Commission
600 East Boulevard Avenue, 12th Floor
Bismarck, ND 58505-0480

Re: One Call Complaint

Dear Mr. Kahl,

The following is my response to Mr. Schriners' statements in the letter "Damage Complaint against CenturyLink Case No PU-20-386:"

As for Mr. Schriners' allegations this dispute was filed in regards to an issue in 2018 is completely false. I did reference the past issue with the Summit Utility agent Mike Perez last week when we spoke...only to make him aware of why I have been doing due-diligence on keeping up with our locate tickets since then, to make sure it doesn't happen again; with any company. I believe my words were mistaken or misconstrued.

There have been on-going issues with CenturyLink locate tickets being marked in a timely matter for years. I have personally made numerous attempts to contact both CenturyLink and their Utility locate company (Summit) in the past. I am told by the CenturyLink Representatives that it's an issue with the locate people, and the locate people tell me it's an issue with CenturyLink. I really don't care where the issue lies...but I feel like the issue had gone on long enough...and there were already 2 locates at the start of this year (for us) which were not marked in a timely fashion; this is why I decided to make this complaint.

Re: History

Let me set the record straight, the ticket from 2018 referenced was not complete on-time according to what we can view in the ND One Call system. It shows the work was to begin on 9/11/2018 at 12:01AM and the ticket was not status as complete until 12:02pm on 9/11/2018. This has no regard on this complaint filed.

Re: Ticket 20109587

First, we have no problem with CenturyLink needing to take longer to mark a location. I have had one other utility company get behind and call me, which was no problem. However, neither CenturyLink nor a Summit representative ever contacted us. Second, we do not mark things with white flags...because to be honest, we are working on a whole section of land most of the time and that would be ridiculous to mark the whole section. I do not put in my locate request that it will be marked with white flags...this is an option I could select...but do not.

Re: Ticket 20118001

I unfortunately cannot see the system CenturyLink (Summit) references when they say the ticket was complete on 8/26/20. What I can see is in the ND One Call system and that is all we have to go by. The ticket as of this letter is still not marked complete in the system (see below). I was not notified the work was actually complete until I spoke with Mike Perez of Summit Utility company last week on 9/15/20. He told me it showed in his system, but he confirmed it was not in the One Call System. This ticket was supposed to be completed by 8/27/2020. I would not call being notified more than 2 weeks later "in a timely manner."

The screenshot shows a web browser window displaying a ticket management interface. The browser's address bar shows the URL: `nd.itic.occinc.com/excavatorTicketView?msgNo=20118001&revNo=1&state=ND`. The page is divided into several sections:

- Navigation Sidebar:** Includes links for 'User settings', 'Messages', 'Help and support', and 'Log out'.
- Ticket Information:**
 - Ticket number: 20118001
 - Original call date: 08/24/20 04:29 pm
 - Work to begin date: 08/27/20 12:01 am
 - Expiration date: 09/17/20 11:58 pm
 - Type: LORQ ROUTINE IX
- Location Information:**
 - State: ND
 - County: WALSH
 - City/place: FOREST RIVER
 - City limits: N
 - Street name: 60TH ST NE
 - Nearest intersecting street: CARPENTER AVE W
 - Location description: STARTING AT THE NE INTERSECTION OF 5-155N-53W OR 6...
- Map:** A Google Map showing a yellow 'Locate polygon' on a street grid. The polygon is located between 60th St NE and 61st St NE, and between Carpenter Ave W and 145th Ave. The map includes a search bar and navigation controls.
- Members notified:** A table listing companies and their status regarding the ticket.

Company name	District	Marking concerns	Status
CTLQL-CENTURYLINK	CTLND01	800-283-4237	Not yet responded
NODAK ELECTRIC COOPERATIVE	NODAK01	701-746-4461	Marked (Done 8-25-20)
- Footer:** Powered by ONE CALL CONCEPTS. Copyright © 2020 One Call Concepts.

Conclusion

We actually do not intend for CenturyLink to be fined, rather to be held accountable and made aware in the future to get their locates completed or be in contact with the excavator before the completion date; I felt this was the only way to accomplish that. There was another company I was actually going to complain about also, but they have made efforts after contacting them to mark their tickets and have now been good. Also, another utility company was late this year as referenced above, but they called me before the morning of work to say they would be taking longer. We also believe we should all work together cooperatively, but feel CenturyLink has not made any attempts to do so. A simple phone call goes a long way; had there been communication from CenturyLink prior to the complaint, it would not have been filed.

Thank you for your time and attention!

Sincerely,



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