

## Hamre, John G.

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**From:** Schock, Victor F.  
**Sent:** Friday, June 11, 2021 8:17 AM  
**To:** Hamre, John G.  
**Subject:** FW: Response to Complaint re: ticket 20106473

John,

Please file as response in case PU-20-421.

Thanks,

Victor Schock

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**From:** Bennett, Cody <Cody.Bennett@kniferiver.com>  
**Sent:** Wednesday, June 9, 2021 10:40 AM  
**To:** Schock, Victor F. <vschock@nd.gov>  
**Subject:** Response to Complaint re: ticket 20106473

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Dear Mr. Schock,

Thank you for taking the time to speak with me last week regarding the complaint from Kevin Satermo.

Based upon Mr. Satermo's complaint, there appear to be two contentions: 1) Flags in and around his property were still in place after Knife River finished work in the area. 2) Mr. Satermo feels as though his phone calls to our office were unresolved.

In responding the first complaint: I've reviewed the project documents, photos, and interviewed staff working on the project. Based upon my findings, I'm confident flags were removed from our work zone. However, it is impossible to determine whether these flags were those Mr. Satermo viewed, if they were associated with our locates, or to what magnitude they were removed. I do know there was work being performed in and around the area in previous years, and subsequently.

To the second complaint: I spoke with our office staff and no one recalls anyone calling our office with respect to locate flag disposal. It's not to say that Mr. Satermo didn't call, it is to say that staff does not remember someone calling with this specific complaint. Usually complaints of most any kind are routed to me.

Once more, thank you for reaching out. Should you have further questions regarding the matter please feel free to contact me at any of the numbers below.

Kind regards,

## Cody Bennett

Construction Operations Manager

Knife River-North Dakota Division

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Williston, ND 58801

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