



UTILITIES CO.

A Division of MDU Resources Group, Inc.

1130 20th Avenue SW  
Minot, ND 58701-6449

RECEIVED  
APR 26 2021

NORTH DAKOTA  
PUBLIC SERVICE COMMISSION

April 22, 2021

Mr. Victor Schock  
Public Utilities Division  
North Dakota Public Service Commission  
600 E Boulevard Ave, Dept 408  
Bismarck, ND 58505-0480

Re: ND One-Call Excavation Notice: North Dakota Century Code Chapter 49-23 (PU-21-135)

Dear Victor,

This letter is in response to the ND One-Call Complaint against Montana-Dakota Utilities Co. (MDU) filed April 7, 2021, by Central Trenching Inc. of Minot ND (CTI), Case Number PU-21-135. My incident review has found the damage occurred as a result of a service line not being retired completely back to the main. A service line at this location was retired late last fall and MDU's employee left a small portion of the service line attached to the active main. MDU's procedure is to retire service lines at the main. By following procedure and retiring the service line at the main, the remaining portion left behind and active after a retirement does not extend outside of the 24" tolerance zone. CTI was in the process of exposing its directional bore head that was stuck right above MDU's main. The main had been properly located, however the damaged service line that remained after the retirement was not located. The damage appears to have happened within the 24" soft dig only zone per N.D.C.C. § 49-23-01(3)(a), and taking precautions while digging in the 24" zone may have prevented this damage. However, without the stub being located, CTI could not have known that pipe was there. Upon being notified of the damage, MDU promptly responded by causing crews to immediately secure the area to repair the damaged line. MDU repaired the facilities at no cost to CTI.

MDU takes its responsibility to locate its facilities very seriously. It has reviewed this situation and is using it as part of its continual improvement process of learning from situations such as this and adjusting these processes as necessary. MDU has followed up with its employees by reinforcing the proper procedure for the retirement of service lines to eliminate future occurrences of this type.

If you should have any additional questions, please feel free to contact me at 701-857-9901.

Sincerely

Curt Olson  
District Manager

4 **PU-21-135** Filed: 4/26/2021 Pages: 1  
Response to North Dakota One-Call Complaint

Montana-Dakota Utilities Co.

Curt Olson