

Crockford, Konrad S.

From: Chad Fishell <chad.fishell@nemont.coop>
Sent: Wednesday, September 7, 2022 15:54
To: Crockford, Konrad S.
Subject: RE: Case Number DM-22-324
Attachments: FW_ PMT Complaint-Ben Email 1.pdf; FW_ RE_ PMT Complaint Ben Email 2.pdf; FW_ RE_ ND One- Call Complaint Against Summit Utility- Ben Email 3.pdf; RE_ Locates-Don Email 1.pdf; RE_ PMT Locates - Don Email 2.pdf; RE_ Public Service Commission Complaint - Don Email 3.pdf; RE_ Public Service Commission Complaint - Don Email 4.pdf; FW_ RE_ PMT Complaint Ben Email 2.pdf

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Good Afternoon Konrad

Wanted to Thank you for the extension of time to respond to our case number. I have attached a series of back and forth emails between myself, Don Peters of Summit Utilities, and Ben Polis of PMT.

On or about July 8th, it was brought to my attention that PMT and Summit were having issues getting locates resolved on time. We rely on Summit as our contractor to ensure our network is located timely and according to ND State Dig Law. To my knowledge, we have not had an issue with Summit closing tickets on time, however I do not see all the locates that are submitted nor see when they are closed. I do see the invoicing that averages around \$15,000 per week so you can imagine the quantity of locates that are processed in Williston. Again as far as I have been made aware there were no known issues until PMT brought to my attention on or around the 8th of July.

In my attached emails you will find the dialogue that Don and I had concerning the locates not getting completed on time according to Ben. He assured me over a phone call that he had addressed the situation in July and the issues should go away. He mentioned a resource shortage and bringing in more staff to take care of the massive amount of locate tickets that are called in for the Williston area. He also mentioned that he was in direct contact with Ben if he couldn't get the locates done on time.

There were a few other emails that transpired in the month of August from Ben to me about locates getting missed, so I extended his contract days due to the lines not getting marked on time. I believe I asked Don one more time and he said he would look into the situation again. I didn't hear too much after that second time so I made the assumption that it was under control.

It wasn't until we received the formal complaint in a letter from your office that Missouri Valley Communications was turned in for failure to locate facilities on time. I did reach out immediately to Summit and gave him all the information from the complaint letter as he requested. I also reached out to Ben and asked why MVC was named in this issue. Back and forth conversations happened for me to understand why we were in this situation. Again the attached email conversations are included to explain why he turned us in.

In conclusion, I feel that I made every attempt to stay on top of this matter with Summit as our contractor to do what we hire them to do. Nemont has been caught up in a dispute between two contractors over what PMT is claiming financial losses from lost productivity due to Summit not locating on time. Summit is claiming they have either located on time or have been in contact with PMT when they could not locate on time. Nemont has offered extra days to PMT for contract days lost for unproductive work where they claim lost production because of Summit not doing their job. I can make the

statement that Nemont has been working with both parties and the emails from Ben's apology to Summit and Nemont should be enough to absolve Nemont from any wrong doing.

It is my hope that the commission will consider this information as statement of fact that Nemont acted in "good faith" to keep both contractors productive and accountable to what we hire them to do. I do not believe this had anything to do with Nemont but since we are the operator, we had to be named in this dispute. With Ben's ask to rescind the complaint, Nemont is asking that you grant his request and we can have our case number closed with no fines.

Please let me know if you need further documentation to support my response.

Sincerely,



Chad Fishell

Sr. Manager Engineering & Facilities

O: 406-783-2308

M:406-783-7975

E: chad.fishell@nemont.coop

www.nemont.com

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From: Crockford, Konrad S. <kcrockford@nd.gov>

Sent: Friday, September 2, 2022 1:05 PM

To: Chad Fishell <chad.fishell@nemont.coop>

Subject: RE: Case Number DM-22-324

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Good Afternoon Chad,

Thank you for reaching out, lest determine a fixed date that would work. for you. With next week being a holiday week, could you have your response to me no later then September 9, 2022?

Konrad Crockford

Director, Compliance Division

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From: Chad Fishell <chad.fishell@nemont.coop>
Sent: Friday, September 2, 2022 13:58
To: Crockford, Konrad S. <kcrockford@nd.gov>
Subject: Case Number DM-22-324

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Mr. Crockford

I am reaching out to you on this case number in hopes to have an extension to comment on this matter from PMT and our locating company. I received some emails this week that I haven't had a chance to compile the way I need to in hopes to explain what has happened in the case. Would you be able to grant the extension and I will try and get the response to you next week or even by this weekend? I have had other issues pop up this week preventing my full attention to the response.

Please let me know

Sincerely,



Chad Fishell

Sr. Manager Engineering & Facilities

O: 406-783-2308

M:406-783-7975

E: chad.fishell@nemont.coop

www.nemont.com

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From: ben.pollis@pmtservices.net
To: [Chad Fishell](#)
Cc: don.peters@summitutility.com
Subject: FW: PMT Complaint
Date: Friday, August 26, 2022 12:42:48 PM

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Gentleman,

As I have expressed recently, I apologize for the manner in which this situation has been handled. Although I am not held responsible for some decisions or tasks most of the time I am the hand that carries out the action. Chad, I can only imagine the workload and the stress you have daily. It's very hard to answer to people and not be responsible for what others do, if I was still a working hand, even this project would be smoother. You as a person, and a representative of your company have been more accommodating and quick to lend advice rather than treating me and my crew like we are just another issue in your daily routine. I appreciate when you have input because it's never to avoid the "greater good" as I call it.

Don, I apologize as well for being the person who really takes the brunt of it. Your team and the service you provide is 100% vital to not just my jobs but the industry as a whole. Like I said during our meeting the other day, I couldn't comfortably do the job you all do with the accuracy and confidence that you do. This extends to Colby and even more so Sabrina. Their attitudes have been nothing but pleasant the entire time I've known them. Although there were a few instances where someone fell short, you should be reminded that, if your employees made a mistake and followed through with the correction, that speaks a lot of how you treat them and how solid their character is.

This year has been hectic. Between the economy coming back from the pandemic, or not coming back yet, materials, and the job market being what it is. I'm grateful that we are all still able to say we have the jobs we do and I'm grateful for the people I get to deal with. I will not speak on behalf of anybody but myself but know that there is a solution for every problem and if I was fully responsible I'd be aiming for having lunch more than apologies, breaches, damages, and complaints. Please do not hold me to these things at its fullest extent.

I have not gotten a response from PSC yet but please review the email I sent yesterday.

Benjamin Pollis
Telecom Manager | **PMT Services**
[207-691-4911](tel:207-691-4911) | Ben.Pollis@PMTServices.Net

-----Original Message-----

From: "ben.pollis@pmtservices.net" <ben.pollis@pmtservices.net>
Sent: Thursday, August 25, 2022 2:45pm
To: "Crockford, Konrad S." <kcrockford@nd.gov>
Subject: PMT Complaint

Hello Konrad,

I was hoping to reach out to you and find out what path I need to take to rescind my complaint.

I didn't realize what the impacts would be and the end motive for the complaint wasn't under my guidance.

There is no issue between PMT Services, MVC/Nemont, and Summit Utilities that has not been discussed or resolved, and I would rather keep everybody in good standings and our professional relationships intact, than prove a point and accidentally diminish the reputations that either party has.

If it is more complicated than a simple say-so I will take the steps necessary to revoke all remarks.

Thank You,

Benjamin Pollis

Telecom Manager | [PMT Services](#)

[207-691-4911](tel:207-691-4911) | Ben.Pollis@PMTServices.Net

From: ben.pollis@pmtservices.net
To: [Chad Fishell](#)
Subject: FW: RE: ND One- Call Complaint Against Summit Utility
Date: Monday, August 22, 2022 2:27:50 PM

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Chad,

Here is the correspondence between Konrad and myself. You'll find that MVC/NEMONT wasn't mentioned until after he asked for a revision on the original complaint.

I am sorry for the headache, extra work, and any negative perception that this may show on Nemont. I will remain diligent and see if Summit can be the only other party involved. If there is no direct route to hold Summit accountable I will try and rescind the complaint as a whole. The outcome of the complaint wouldn't result in a monetary amount that "some" were hoping for. Regardless, I apologize for the spiteful treatment that has been brought onto you.

Benjamin Pollis
Telecom Manager | PMT Services
[207-691-4911](tel:207-691-4911) | Ben.Pollis@PMTServices.Net

-----Original Message-----

From: "Crockford, Konrad S." <kcrockford@nd.gov>
Sent: Wednesday, August 10, 2022 12:27pm
To: "ben.pollis@pmtservices.net" <ben.pollis@pmtservices.net>
Subject: RE: ND One- Call Complaint Against Summit Utility

Ben,

We received your refiled ND One-Call Complaint on 08-08-2022. I wanted to relay to you some follow-up questions and thoughts prior to proceeding with the complaint.

1. In regards to the "no communication" issues, state law requires the 811 notification center to establish procedures to receive positive responses from operators when facilities are marked/cleared and convey that to the excavator. One way this is done is via the 811 system where you can look up your ticket number and see the status for each operator. There is no requirement within the law for the operator/locator to make direct notification to the excavator unless the facility cannot be located within the time period or there is some other extenuating circumstance.
1. In regards to facilities not accurately marked, state law requires the facilities to be marked with the approximate horizontal location. Approximate horizontal location is defined as "a strip of land two feet (60.96 centimeters) on either side of the underground facilities." Provided the facility is within this area, it is considered to be accurately located. If it is outside this area, then it has not been accurately located. For these types of complaints, Staff requires evidence to support the accusation. If you have pictures or other evidence to support the support that the operator failed to make the facility within 24 inches horizontally, please provide it.
1. I reviewed the ticket numbers you provided. I noted in the tracking history (supplied below for each ticket) there are comments from Missouri Valley Comm regarding conversations they had with the excavator notifying them of the delay and an agreed upon extended locate date. In the below situations, were you contacted by the locator to discuss an extension? If you were contacted, can you please identify which ones you spoke to the locator about?

Ticket	Date	Date Work	Date	Company	Status	Notes
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No.	Created	to Begin	Cleared/Marked			
22048346	06/08/2022	06/11/2022	06/19/2022	Missouri Valley Comm	06/10/2022 - Not Complete/In-Progress: Locator has spoken with the excavator and made arraignments.	Excavator Name: Ben Pollis Communication Date: 06-10-2022 14:00 Agreed Date: 06-16-2022 14:00 Excavator Contact: 404-348-7597 Locator Contact: 4062105423
22052451	06/14/2022	06/17/2022	NO DATE	Missouri Valley Comm	Not Complete/In-Progress: Locator has spoken with the excavator and made arrangements. (requires manhole access/2 ppl... will mark Saturday)	Excavator Name: ben Communication Date: 06-16-2022 13:00 Agreed Date: 06-19-2022 13:00 Excavator Contact: 207-691-4911 Locator Contact: 4062105423
22052461	06/14/2022	06/17/2022	06/19/2022	Missouri Valley Comm	06/16/2022 - Not Complete/In-Progress: Locator has spoken with the excavator and made arraignments.	Partially marked. Need to gain access to 2 fenced yards. Supposed to be available Friday afternoon. Excavator Name: Ben Pollis Communication Date: 06-16-2022 13:00 Agreed Date: 06-19-2022 13:00 Excavator Contact: 207-691-4911 Locator Contact: 4062105432
22071298	07/11/2022	07/14/2022	07-13-2022	Missouri Valley Comm		Could not get line from can to pole to locate. Notified nemont and contractor. Drawn according to print.
22055943	06/20/2022	06/23/2022	06/23/2022	Missouri Valley Comm	06/22/2022 - Not Complete/In-Progress: Locator has spoken with the excavator and made arrangements.	06/22/2023partially marked: will finish in morning Excavator Name: Ben Pollis Communication Date: 06-22-2022 13:00 Agreed Date: 06-25-2022 13:00 Excavator Contact: 207-691-4911 Locator

						Contact: 462105423
22058280	06/22/2022	06/25/2022	06/26/2022	Missouri Valley Comm	06/24/2022 - Not Complete/In Progress: Locator has spoken with the excavator and made arrangements.	06/24/2022 - Extended due to weather. Will mark Sunday. Excavator Name: Ben Pollis Communication Date: 06-24-2022 13:00 Agreed Date: 06-27-2022 13:00 Excavator Contact: 2076914911 Locator Contact: 4062105423

Thanks for your time,

Konrad Crockford

Director, Compliance Division

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From: Crockford, Konrad S.
Sent: Tuesday, August 2, 2022 15:19
To: ben.pollis@pmtservices.net
Subject: RE: ND One- Call Complaint Against Summit Utility

Ben,

Thank you for your understanding and resubmitting your complaint. I'll let you know when I receive it.

Konrad Crockford

Director, Compliance Division

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From: ben.pollis@pmtservices.net <ben.pollis@pmtservices.net>
Sent: Friday, July 29, 2022 10:41
To: Crockford, Konrad S. <kcrockford@nd.gov>
Subject: RE: ND One- Call Complaint Against Summit Utility

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Konrad,

In response to the 2 items you mentioned, firstly, I apologize, luckily I haven't had to fill out the form before now. I will submit that again with the Operators Name.

Secondly, once a Locate Ticket comes into effect I get notified and usually each individual facility will say "Cleared/Marked" or give an explanation of some sort. The Locator, on behalf of the Operator, will often write that they've have communicated with the Owner/Operator or Contractor/Excavator in some way. I mostly receive phone calls or texts if I am not on site. In regards to the tickets I listed, that communication never happened. Furthermore, there is one or two incidents of the Ticket being "Cleared/Marked" and abruptly we have found multiple lines either not accurately marked or not marked altogether. It takes away hours on a job in which we have a deadline and above all, could potentially be a danger to the public and workers alike.

When I submit my complaint again I will be sure to explain it as I have here along with references.

Thank you so much for your patience

Benjamin Pollis

Telecom Manager | PMT Services

207-691-4911 | Ben.Pollis@PMTServices.Net

-----Original Message-----

From: "Crockford, Konrad S." <kcrockford@nd.gov>

Sent: Thursday, July 28, 2022 1:53pm

To: "ben.pollis@pmtservices.net" <ben.pollis@pmtservices.net>

Subject: RE: ND One- Call Complaint Against Summit Utility

Ben,

Thank you for providing the information. Couple of things:

1. Summit is a locator contracted by an operator therefor an extension of the operator. Additionally, after reviewing some of the ticket nos. you provided I think I may know which utilities were located by Summit, however, I'm, not positive. With this in mind, please resubmit the one-call complaint with the operators name listed under respondent.
1. When you state "Contractor not spoken to" I am not fully grasping what the issue is. Do operators or companies typically speak to the contractor (excavator) what would you expect this conversation to consist of? Just need additional details.

Once I get the above, I can continue reviewing the situation. Thanks for your time and understanding.

Konrad Crockford

Director, Compliance Division

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From: ben.pollis@pmtservices.net <ben.pollis@pmtservices.net>
Sent: Wednesday, July 27, 2022 16:14
To: Crockford, Konrad S. <kcrockford@nd.gov>
Subject: RE: ND One- Call Complaint Against Summit Utility

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Hi Konrad,

Thank you for reaching out. Below you will find the ticket numbers from numerous instances. All in all, the lack of reliability from Summit has resulted in either a loss or stop in production. The total count is 14 working days, caused by Summit exclusively. The following tickets are the one that have directly impacted our work. I did reach out to Summit's management and no conclusion was ever communicated. As I expressed to Summit, it seems as if we are purposefully put low on the priority list, even before any complaints were brought up.

The working days that were affected are: 6/9-6/11 6/13-6/17 6/20-6/24 7/5-7/7

ND Ticket 22048346 - Contractor was not spoken to.

ND Ticket 22052451 - Contractor was not spoken to. Ticket finally cleared 4 days later

ND Ticket 22052461 - Contractor was not spoken to. Ticket finally cleared 4 days later, consecutive delay.

ND Ticket 22071298 - Neither Nemont or Contractor was notified. Multiple lines not located.

ND Ticket 22055943 - Ticket delayed, Contractor not notified.

ND Ticket 22058280 - Ticket delayed.

Please let me know if I can provide any more information.

Thank you

Benjamin Pollis

Telecom Manager | PMT Services

207-691-4911 | Ben.Pollis@PMTServices.Net

-----Original Message-----

From: "Crockford, Konrad S." <kcrockford@nd.gov>

Sent: Tuesday, July 26, 2022 10:16am

To: "ben.pollis@PMTServices.net" <ben.pollis@PMTServices.net>

Subject: ND One- Call Complaint Against Summit Utility

Good Morning Ben,

This email is a follow-up to the voicemail I left on our cell phone along with the office number. I received your ND One-Call Complaint against Summit Utility Services, Inc. I understand your concern, however, at this point, there isn't a lot of information on the form to assist in the investigation. If you could provide me with specific details, dates, ticket numbers and any other information you may have, I would appreciate it. Please feel free to respond to my email or give me a call at my office number listed below.

Konrad Crockford

Director, Compliance Division

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Benjamin Pollis
Telecom Manager | PMT Services
207-691-4911 | Ben.Pollis@PMTServices.Net

From: ben.pollis@pmtservices.net
To: [Chad Fishell](#)
Subject: FW: RE: PMT Complaint
Date: Monday, August 29, 2022 10:55:23 AM

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-----Original Message-----

From: "Crockford, Konrad S." <krockford@nd.gov>
Sent: Monday, August 29, 2022 9:30am
To: "ben.pollis@pmtservices.net" <ben.pollis@pmtservices.net>
Subject: RE: PMT Complaint

Ben,

Thank you for your email. At this point, I have sent out the complaint for a response from Missouri Valley Communications. My plan is to wait until I receive and review their response before determining what direction to go.

Thank you,

Konrad Crockford

Director, Compliance Division

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From: ben.pollis@pmtservices.net <ben.pollis@pmtservices.net>
Sent: Thursday, August 25, 2022 13:46
To: Crockford, Konrad S. <krockford@nd.gov>
Subject: PMT Complaint

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Hello Konrad,

I was hoping to reach out to you and find out what path I need to take to rescind my complaint.

I didn't realize what the impacts would be and the end motive for the complaint wasn't under my guidance.

There is no issue between PMT Services, MVC/Nemont, and Summit Utilities that has not been discussed or resolved, and I would rather keep everybody in good standings and our professional relationships intact, than prove a point and accidentally diminish the reputations that either party has.

If it is more complicated than a simple say-so I will take the steps necessary to revoke all remarks.

Thank You,

Benjamin Pollis

Telecom Manager | [PMT Services](#)

207-691-4911 | Ben.Pollis@PMTServices.Net

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From: ben.pollis@pmtservices.net
To: [Chad Fishell](#)
Subject: FW: RE: PMT Complaint
Date: Monday, August 29, 2022 10:55:23 AM

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-----Original Message-----

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Sent: Monday, August 29, 2022 9:30am
To: "ben.pollis@pmtservices.net" <ben.pollis@pmtservices.net>
Subject: RE: PMT Complaint

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Konrad Crockford

Director, Compliance Division

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From: ben.pollis@pmtservices.net <ben.pollis@pmtservices.net>
Sent: Thursday, August 25, 2022 13:46
To: Crockford, Konrad S. <kcrockford@nd.gov>
Subject: PMT Complaint

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Hello Konrad,

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Thank You,

Benjamin Pollis

Telecom Manager | [PMT Services](#)

207-691-4911 | Ben.Pollis@PMTServices.Net

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From: don.peters@summitutility.com
To: [Chad Fishell](#)
Cc: [Wes Slade](#); [Albert Keyser](#)
Subject: RE: Locates
Date: Friday, July 8, 2022 10:14:08 AM
Attachments: [image001.png](#)

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Chad,

We will have those tickets done this morning. Going forward PMT tickets will be done on time regardless of any issues. This will eliminate us from being the scapegoat for PMT'S own failures. We've had a good relationship with them over the past two seasons but, that has obviously changed with their being behind.

We have stopped them from digging early on a ticket where there was phone and gas.

They have called in tickets wrong and blamed us for not marking.

We will document all issues going forward and provide to you as they arise.

Again, I have informed my people to prioritize all Nemont work to be done on time.

Thanks

Don Peters
Director of Western Operations MT/ID
Summit Utility Services
406-274-4149
don.peters@summitutility.com

----- Original Message -----

Subject: Locates

From: Chad Fishell <chad.fishell@nemont.coop>

Date: Fri, July 08, 2022 8:04 am

To: "don.peters@summitutility.com" <don.peters@summitutility.com>

Cc: Wes Slade <wes.slade@nemont.coop>, Albert Keyser <a.keyser@finleyusa.com>

Don

We are hearing issues with your locators getting locates done on time in Williston. Ben Pollis from PMT is working on a mainline upgrade in the town of Williston and they are under contract and claiming your company has held them up multiple times. There is an instance again this week where your company called and made arrangements to extend the locate timeline. I have had to give them an extra day due to locates not being completed. This affects their production and profits when this happens plus extends timeline for us to have the project turned over to Nemont before winter. Do you have an explanation on Ticket Numbers 22066515, 22066516?

Thank you,



Chad Fishell

Sr. Manager Engineering & Facilities

O: 406-783-2308

M:406-783-7975

E: chad.fishell@nemont.coop

www.nemont.com

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From: don.peters@summitutility.com
To: ben.pollis@pmtservices.net
Cc: [Chad Fishell](#); [Albert Keyser](#)
Subject: RE: PMT Locates
Date: Tuesday, July 12, 2022 3:20:56 PM

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Provide your ticket number

Don Peters
Director of Western Operations MT/ID
Summit Utility Services
406-274-4149
don.peters@summitutility.com

----- Original Message -----

Subject: PMT Locates
From: "ben.pollis@pmtservices.net" <ben.pollis@pmtservices.net>
Date: Tue, July 12, 2022 2:24 pm
To: don.peters@summitutility.com
Cc: "Chad Fishell" <chad.fishell@nemont.coop>, "Albert Keyser" <a.keyser@finleyusa.com>

Hi Don,

It's unfortunate to reach out for this reason however, many of my locates tickets lately have been falling to the wayside. I do realize that nemont has a lot in their facilities and there is a lot of work going on within the area you cover but it seems the more reasonable or lenient I have become, the less dependable my tickets have become. The most recent is the ticket I have attached that was supposed to be clear 7/8. Both Summit and MIDCO say the route is marked but there is a considerable amount of pedestals in the area. Regardless if the lines are dead my entire week could be affected by hitting numerous lines as you know.

Do you have any insight as to the lack of markings?

From: don.peters@summitutility.com
To: [Chad Fishell](#)
Cc: [Scott Paul](#)
Subject: RE: Public Service Commission Complaint
Date: Monday, August 22, 2022 8:02:43 PM
Attachments: [image001.png](#)

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Chad,

I will need to see the complaint details. There is nothing attached to review.

Thanks

Don Peters
Director of Western Operations MT/ID
Summit Utility Services
406-274-4149
don.peters@summitutility.com

----- Original Message -----

Subject: Public Service Commission Complaint
From: Chad Fishell <chad.fishell@nemont.coop>
Date: Mon, August 22, 2022 5:10 pm
To: "don.peters@summitutility.com" <don.peters@summitutility.com>
Cc: Scott Paul <scott.paul@nemont.coop>

Don

Not sure you are aware, but PMT has turned MVC in to the North Dakota Public Service Commission for utility locates that Summit has not responded to on time or mis-located lines on the Phase 2 job in Williston ND. Since you are a locator contracted by Nemont, you are an extension of Nemont as the "operator". The PSC doesn't care that you are the one in charge of making sure our locates are done on time, therefore Missouri Valley Communications has to take on the PSC on this complaint from PMT from what they are calling errors by Summit.

This is the explanation the PSC uses in regards to who the complaint gets filed on:
"Summit is a locator contracted by an operator therefor an extension of the operator. Additionally, after reviewing some of the ticket nos. you provided I think I may know which utilities were located by Summit, however, I'm, not positive. With this in mind, please resubmit the one-call complaint with the operators name listed under respondent."

The last time we spoke about this issue, you mentioned it was taken care of and

would be handled. Not sure if this filing was from previous issues you were having with PMT or something more recent. I ask for your assistance in this matter clearing this up with the PSC of North Dakota. We have until 9-2-2022 to reply to their office. I await your response of what you know what this is about and to what detail you would like to provide to this complaint.

Sincerely,



Chad Fishell

Sr. Manager Engineering & Facilities

O: 406-783-2308

M:406-783-7975

E: chad.fishell@nemont.coop

www.nemont.com

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From: don.peters@summitutility.com
To: [Chad Fishell](#)
Cc: [Scott Paul](#); [Troy Holzworth](#)
Subject: RE: Public Service Commission Complaint
Date: Friday, August 26, 2022 5:42:07 AM
Attachments: [image001.png](#)

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Chad,

Here is Summit's response to PMT complaint. I will provide info to you ticket by ticket listed on the information you provided.

22048346- complaint was no contact
Due 6-11-22 and completed 6-19-22. Contact was made with Ben Pollis and permission was granted to do this ticket later as they were not going to be there for at least another week. The contact sheet required by ND was filled out.

22052451- complaint no contact 4 days late
due 6-17-22 Marked on 6-23 -22. Contact was made with Ben Pollis who gave us permission to mark Later. Contact sheet filled out

22052461- Complaint no contact 4 days late
Due 6-17-22 marked 6-19-22. Access issues to 2 yards. contact made with Ben Pollis and contact form filled out

22071298-Complaint no notification lines not located.
Due 7-14-22 marked 7-13-22 there was a line on print that ended up being abandoned and a line we had difficulty locating.

22055943- complaint no notification
due 6-23-22 marked partially on 6-22-22 and 6-23-22 was completed by 10:30 am contact sheet was filled out as permission was granted by Ben Pollis

22058280- complaint delayed
due 6-25-22 completed 6-26-22 Raining heavily water pooling. contact made with Ben Pollis and contact sheet filled out.

Throughout this project we had and are having close contact with Ben Pollis of PMT. He was made aware of all issues and gave us permission to extend the due dates on all these tickets.

If you need ant additional info let me know.

Additionally, I had a meeting with Ben on 8-25-2022. He told me at this meeting that the complaint should not have been filled and he would see if he could get the process stopped.

Thanks

Don Peters
Director of Western Operations MT/ID
Summit Utility Services
406-274-4149
don.peters@summitutility.com

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Chad Fishell

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