

**Hamre, John G.**

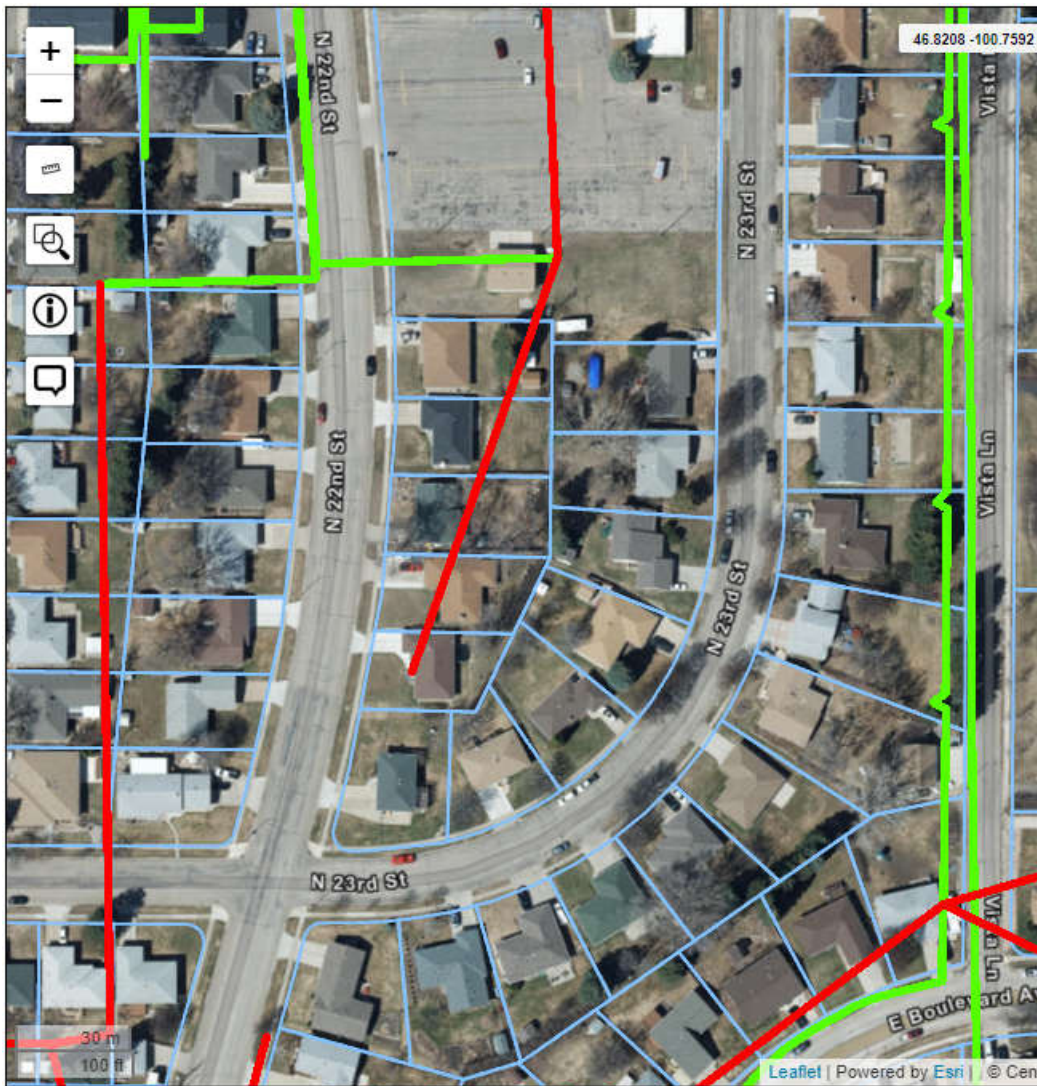
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**From:** Schriener, Andrew <Andrew.Schriener@lumen.com>  
**Sent:** Wednesday, November 16, 2022 1:54 PM  
**To:** Crockford, Konrad S.  
**Subject:** Case No. DM-22-325

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Mr. Crockford, this email responds to yours below in reference to the one call complaint submitted by Mr. Larson concerning the location of CenturyLink facilities along his property.

This particular facility was initially identified as aerial in our systems and that would not require a utility locate. In the picture below the facilities marked in green were shown as underground but the facilities marked in red were shown as aerial. Thus a ticket that did not include CenturyLink facilities was issued due to this information. As a result of Mr. Larson's inquiry CenturyLink conducted further investigation and review of the site including an onsite review. At that time it was noted that the facility was buried and not aerial. Subsequently, maps have been updated to reflect this information.



**From:** Crockford, Konrad S. <[kcrockford@nd.gov](mailto:kcrockford@nd.gov)>

**Sent:** Wednesday, October 26, 2022 3:06 PM

**To:** Schriener, Andrew <[Andrew.Schriener@lumen.com](mailto:Andrew.Schriener@lumen.com)>

**Cc:** Giles, Brad <[Brad.Giles@lumen.com](mailto:Brad.Giles@lumen.com)>; Stainback, Andrea J <[Andrea.J.Stainback@lumen.com](mailto:Andrea.J.Stainback@lumen.com)>; Barthel, Dianne <[Dianne.Barthel@lumen.com](mailto:Dianne.Barthel@lumen.com)>

**Subject:** RE: Case No. DM-22-325

Mr. Schriener,

I reviewed CenturyLink's response to the ND One-Call Complaint and I do have a follow-up question.

I understand that CenturyLink was not identified as an operator on the first ticket submitted by Mr. Larson (#22064543). With that being said, it was only at the request of Mr. Larson that the ND One Call Operations Center (NDOC) added CenturyLink to the second ticket (#22069524) and it was this subsequent addition that was the impetus for CenturyLink to go out and mark the facilities. Staff confirmed with Mr. Larson that CenturyLink did locate a facility within the excavation notification area.

Additionally, I reached out to NDOC to discuss why CenturyLink was not automatically identified on the first ticket. If you look at the attached screenshot/map provided by NDOC, you will see a yellow polygon which is around Mr. Larson's residential address. This is the excavation notification area that was created with the first ticket Mr. Larson submitted. The blue is what NDOC currently has in the one-call database for CenturyLink's utility notification area. As you can see, the two areas (yellow and blue) do not touch or intersect. If they did, this would prompt the NDOC system to add CenturyLink to the ticket.

Please address why CenturyLink's NDOC utility notification area does not include areas where CenturyLink has facilities?

I look forward to hearing from you no later than November 9, 2022.

Thank you,

**Konrad Crockford**  
**Director, Compliance Division**

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Auction Licensing • Risk Management • Damage Prevention*

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