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OCT 31 2022

NORTH DAKOTA
PUBLIC SERVICE COMMISSION

October 25, 2022

Konrad Crockford
Director, Compliance Division
North Dakota Public Service Commission
600 East Boulevard Avenue Dept 408
Bismarck, ND 58505-0480

RE: Case Number DM-22-369, Northern Plains Distributing, 2308 Main Avenue West, West Fargo, ND 58078

Dear Mr. Crockford:

This is in reference to your letter dated October 11, 2022, regarding the Sparklight fiber service line cut by Merritt Landscaping Design on 9/15/22, at approximately 4:00pm.

Sparklight contracts out most of its requested locates to a locate contractor, Summit Utility Services. Summit accepts the obligation for locating our infrastructure and has an impeccable reputation for both timeliness and accuracy. Their number of completed locates vs incidents is around 10,000-to-1 for several of their client companies. Though, as with anything, there is the rare possibility for human error. In this particular case, the locator for Summit Utility missed locating one of the lines on the property that fed Sparklight HSD services to Northern Plains Distributing. Summit Utilities accepted responsibility for the error and paid Sparklight directly for repairing the damages.

Since Merritt Landscaping, nor any of its employees, were accused of being responsible, I'm rather confused at the complaint. The locator for Summit made the mistake by thinking he had everything correctly located, accepted responsibility, and paid Sparklight directly for the damages. To my knowledge Merritt Landscaping incurred no damage, responsibility or cost of repair concerning this incident.

We have contacted Merritt Landscaping to inform them that they will not be held responsible. We have also contacted Northern Plains to contact us concerning any disruption complaints.

4 DM-22-369 Filed 10/31/2022 Pages: 2
Response to North Dakota One-Call Complaint
Sparklight Internet
Brad Bixby, Tech. Operations Manager

03/10/2017

8800 1 6 700

If you have any more questions or if I can be of further help in anyway, please don't hesitate to reach out. Please forward any future correspondence directly to our corporate office via email (preferred) to Legal@CableOne.biz or via mail in care of the General Counsel's office at 210 E Earll Drive, Phoenix, AZ 85012.

Thank you for your time.

Regards,



Brad Bixby
Technical Operations Manager
Sparklight, Fargo ND
701-461-7041
Brad.Bixby@sparklight.biz