

## Crockford, Konrad S.

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**From:** tracy snyder <tools71@live.com>  
**Sent:** Monday, December 4, 2023 09:40  
**To:** Crockford, Konrad S.  
**Subject:** One call 23111415  
**Attachments:** Utility Incident - Verendrye.pdf

You don't often get email from tools71@live.com. [Learn why this is important](#)

**\*\*\*\*\* CAUTION:** This email originated from an outside source. Do not click links or open attachments unless you know they are safe. **\*\*\*\*\***

Konrad, let us know if there is any other information needed.

Thank you,

Tracy Snyder

12/2/23

Konrad Crockford

One call ticket # 23111415

The things that have happened this summer and previously with Verendrye and other utility companies have us more aware of what is happening with the disregard to our property. We have had a MDU employee try to pepper spray our dogs in their own yard. Utility companies driving multiple times in our yard and have had to replace dirt and grass to restore the area that was damaged. SRT resolved all issues by having Mr. Lochtowe come and discuss the issues.

Regarding this matter, we received a call from Verendrye to inform us of what they were planning to do since there have been previous problems in the previous year with Verendrye considering other houses that were built in this area. During that conversation an in-person visit had been decided. When they arrived at our property after about ½ hour of discussion it was agreed upon that one 2ft by 2ft hole would be needed to do their install of their new service.

At the time that it was being flagged. The woman with one call drove her car multiple feet into our lawn and parked there. I went to discuss with her to move her vehicle off our lawn and explained where she could park instead.

On the Monday that the utility companies arrived, CTI dug the hole that was agreed upon. I was in our shop working and observed that CTI was digging a second hole and at that point I went to them to discuss what was being done. The employee of CTI was not aware of any communication from Verendrye for this project. At that time all work was halted because there was no communication between the companies of the initial agreement. There was no more communication from Verendrye after that. As per the letter from Verendrye, the crews had the holes to finish the work needed. I was not contacted by Verendrye at that time to communicate this which would have solved this entire issue. A couple of days later they had reflagged to another area to complete their project and at that time we thought everything was good.

We received a letter from Verendrye with an invoice to pay for another homeowner to install his electrical. I called Verendrye to discuss the letter and invoice. When Tim returned my call and discussed the issue, he agreed that there was a lack of communication and that there had been a mistake made. At that point we thought the issue was resolved.

A month later we received a second invoice with a late charge. At that time, I called Randy at Verendrye, our office manager was present during this conversation. Randy was upset because he was told a different version of the story and was going to discuss it with his employee and scheduled a conference call later that day.

During the conference call Randy conversation changed after he realized that his employee was not telling the whole story. I explained to Randy that the utility companies have no respect for the homeowners by driving on their properties. At the time Randy had said I should have called the Sherriff's

office on his own employees. I would rather solve the issue civilly. Randy at time threatened to turn me in to the Public Service Commission for pulling the flags. The flags were pulled only after CTI had left the

area. There were also lines that were painted so we didn't think the flags were needed anymore since CTI had left. Which are still present to this day.

Photos that Verendrye provided show 2 different tire tracks within our lawn.

I feel that contacting the Public Service Commission was in retribution for this conflict.

If needed in this matter, we have obtained legal services from SW & L law firm in Fargo ND.

We are just wanting to stand up for ourselves as homeowners and other homeowners so utility companies respect and communicate with the homeowners when their services are being done.

We believe with proper communication this matter would have been resolved civilly.

As we were preparing this letter, we have received a letter and an updated invoice from Verendrye showing the faults of Verendrye. We have enclosed a copy for your records.

Tracy Snyder



Public Service Commission  
State of North Dakota

COMMISSIONERS

Randy Christmann  
Sheri Haugen-Hoffart  
Julie Fedorchak

**RESPONSE REQUIRED BY  
DECEMBER 15, 2023**

November 22, 2023

600 East Boulevard, Dept. 408  
Bismarck, North Dakota 58505-0480  
Web: [www.psc.nd.gov](http://www.psc.nd.gov)  
E-mail: [ndpsc@nd.gov](mailto:ndpsc@nd.gov)  
Phone: 701-328-2400  
ND Toll Free: 1-877-245-6685  
Fax: 701-328-2410  
TDD: 800-366-6888 or 711

Tracy Snyder  
1515 61st Street SW  
Minot ND 58701

Re: North Dakota Century Code Chapter 49-23: One-Call Excavation Notice System

Enclosed is a copy of the North Dakota One-Call Complaint against you received by the North Dakota Public Service Commission (Commission) on October 2, 2023, from Verendrye Electric Cooperative, Inc., Velva, North Dakota, Case Number DM-23-327. The location identified in the complaint is 1515 61st Street SW, Minot, North Dakota.

I am sending you this information so that you are aware of the complaint and may respond with information concerning the complaint. **Please respond to Executive Secretary, North Dakota Public Service Commission, 600 East Boulevard Avenue, Dept 408, Bismarck, ND 58505-0480 by December 15, 2023**, with your written account of the event, including the applicable One-Call locate ticket number(s) for work performed at the location indicated above and in connection with the enclosed complaint.

Your response and the North Dakota One-Call Complaint will be reviewed to determine whether there may be a violation of the One-Call Excavation Notice System law.

If I do not receive a response by the date noted, I will determine whether there was a violation, without your side of the story, based on the facts contained in this complaint. If I conclude a violation did occur, I will file with the Commission a formal complaint against you, which may result in a penalty up to \$25,000 per violation in accordance with North Dakota Century Code Section 49-07-01.1.

Please contact me at 701-328-4097 or [kcrockford@nd.gov](mailto:kcrockford@nd.gov) with any questions regarding this correspondence.

Sincerely,

*Konrad Crockford /s/c*

Konrad Crockford  
Director, Compliance Division

Enc: North Dakota One-Call Complaint

c: Tim Krumwiede



**ONE-CALL COMPLAINT**  
**PUBLIC SERVICE COMMISSION**  
 SFN 59067 (08/2022)

**INSTRUCTIONS:** To allege a violation of the One-Call Excavation Notice System (N.D.C.C. Chapter 49-23), complete this form in its entirety.

**SECTION I – COMPLAINANT (Individual/entity completing form)**

Company/Entity Name (if applicable) Verendrye Electric Cooperative Inc			
Contact Person Tim Krumwiede	Email Address timrk@verendrye.com	Telephone Number 701-338-2855	
Mailing Address 615 Hwy 52 W	City Velva	State ND	Zip Code 58790
Complainant is willing and able to testify on the complaint if matter proceeds to a formal hearing.			<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO

**SECTION II – RESPONDENT (Individual/entity who allegedly violated the One-Call law)**

Company/Entity Name (if applicable) Tracy Snyder			
Contact Person Tracy Snyder	Email Address tools71@live.com	Telephone Number 701-721-1255	
Mailing Address 1515 61st St SW	City Minot	State ND	Zip Code 58701

**SECTION III – ALLEGED VIOLATION**

<b>OPERATOR – A person or entity who owns or operates an underground facility (i.e.: natural gas, electric, sewer, etc.).</b>	
<input type="checkbox"/> Operator failed to mark or clear underground facility within locate period.	<input type="checkbox"/> Operator failed to mark underground facility within 24 inches horizontally.
<b>EXCAVATOR – A person or entity who conducts excavation (i.e.: homeowner, property owner, company, etc.).</b>	
<input type="checkbox"/> Excavation started prior to underground facility locate.	<input type="checkbox"/> Excavator failed to provide locate notice prior to beginning excavation.
<input type="checkbox"/> Excavator failed to conduct the excavation in a careful and prudent manner.	<input type="checkbox"/> Excavator failed to renew locate request prior to expiration of the 21-day period.
<b>OTHER – May be issue/concern with One-Call Center or other alleged violation that is not listed under operator or excavator.</b>	
<input checked="" type="checkbox"/> Write Issue/Concern: <u>porperty owner removed utility marking flags</u>	

**SECTION IV – DESCRIPTION/DAMAGE**

Date and Time of Event 09/18/2023 0930	Location (Address, City, State / Nearest Intersecting Streets / Lat & Long) 1515 61st St SW	One-Call Ticket Number 23111415
Underground Facility Affected <input checked="" type="checkbox"/> Electric <input checked="" type="checkbox"/> Gas <input checked="" type="checkbox"/> Cable <input checked="" type="checkbox"/> Communications <input checked="" type="checkbox"/> Water <input type="checkbox"/> Sewer/Storm Water <input checked="" type="checkbox"/> Petroleum <input type="checkbox"/> Other _____		
Material & Size of Underground Facility (Poly, Steel, Coated Pipe / Fiberoptic / 2 KW / 1.5 in, 2 in / etc.) NA	Operator(s) Affected NA	
Estimated Value of Damage NA	Injuries (List Number, If Any) Fatalities _____ Injuries _____ Hospitalizations _____	Number of Customers Affected NA
Description of the alleged violation/concern. If more space is required, attach additional page(s). Mr Snyder is difficult to deal with.		

**SECTION V – SIGNATURE OF COMPLAINANT**

Signature 	Printed Name Tim Krumwiede	Date 10/26/23
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Please email the completed form to ndpsc@nd.gov, fax to 701-328-2410, or mail to: Public Service Commission  
 600 E. Boulevard Ave. Dept 408  
 Bismarck, ND 58505-0480



615 Highway 52 W. ■ Velva, ND 58790-7417 701-338-2855  
1225 Highway 2 Bypass E. ■ Minot, ND 58701-7927 701-852-0406  
Fax 701-624-0353 ■ WATS 1-800-472-2141  
E-mail: rec@verendrye.com ■ Website: www.verendrye.com

10/2/2023

Public Service commission

Re: Utility Marking flag removal locate # 23111415

On September 6<sup>th</sup> a Verendrye staking engineer and myself were out at Mr. Snyder's property to discuss the project of putting a new electrical service into his neighbor's property. Mr. Snyder is tough to deal with, he wanted an in-person discussion on the project. The plan was to access an existing transformer bore across the road and continue to the proposed new service. I explained that we would be hydrovacing into the transformer, the size of the hole would be dependent on the locates and the number of utilities in the front of the transformer. (The pictures that I have included do not have all of the locations completed. They are indicating location of Verendrye power and SRT fiber lines. MDU gas ran in the ditch in front of the transformer as well as a Cenex pipeline ran adjacent to our transformer but would need to be crossed but had not been located). After explaining the project to Mr. Snyder, he was happy that we were hydrovacing and boring and not mechanically digging up his ditch and he agreed to the install of the new service as planned. •

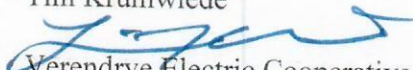
On September 18<sup>th</sup> Verendrye electric, SRT and CTI were out to install this new service. We started hydrovacing to expose the utilities and Mr. Snyder came out to the location and ran everyone off the job site, he then proceeded to pull out all of the utility marking flags that were on his property. Which created a dangerous work environment for the crews. Crews had an idea where the utilities were at that we needed to cross but they had not all been hydrovaced before the flags were removed. We shut the job down and planned a different more expensive route and installed the service at a later date.

I visited with Ryan Schmaltz at ND1 call, and he recommended that I report this to the PSC as there is nothing really that can be legally done for the flag removal.

Per the attached one call ticket you can see that through the ticket check process that the utilities had been marked. Not all the utilities were located with flags and paint, the Cenex pipeline was only located with flags. The removal of these flags could have been very tragic for all involved if we had not seen him remove the flags.

Your attention to this matter would be greatly appreciated.

Tim Krumwiede

  
Verendrye Electric Cooperative  
Operations Manager

# North Dakota One Call

**Ticket No:** 23111415  
**Original Call Date:** 09/07/23 01:25 pm  
**Op:** webusr5  
**Work to Begin Date:** 09/12/23 12:01 am  
**Op:** webusr5  
**Expiration Date:** 10/03/23 12:01 am

## CALLER INFORMATION

**Company Name:** CENTRAL TRENCHING INC  
**Contact Name:** CINDY KLEIN  
**Phone:** 701-837-8378  
**Alt Contact:** TRAVIS HAMILTON  
**Alt. Phone:** 701-720-8220  
**Caller Address:** 500 5TH ST MINOT, ND 58701  
**Email Address:** cklein@centraltrenching.com

## DIG SITE INFORMATION

**Type of Work:** INSTALL ELECTRICAL PRIMARY  
**Work Being Done For:** VEC  
**Depth:** 8FT  
**Explosives:** N  
**Tunneling/Boring:** Y  
**White Lining/Site Identification:** PROJECT STAKING

## DIG SITE LOCATION

**County:** WARD  
**Place:** HARRISON TWP  
**City Limits:** N  
**Address:** 6100  
**Street:** 16TH AVE SW  
**Intersecting Street:** 62ND ST SW









615 Highway 52 West  
 Velva, ND 58790-7417  
 Phone: 701-338-2855  
 800-472-2141

**INVOICE: 71556**

Invoice Date: 09/29/2023  
 Terms: DUE 30 DAYS  
 Due Date: 10/29/2023  
 Amount Due: \$ 6,677.74

TRACY SNYDER  
 WENDY SNYDER  
 1515 61ST ST SW  
 MINOT ND 58701-3038

Account: 44775  
 Description: WORK ORDER EXTRA CHARGES DUE TO FORCED REROUTE OF PROJECT FOR BRENDEN HOWE  
 Page 1 of 1

DESCRIPTION	QUANTITY	UOM	UNIT PRICE	AMOUNT	TAX
PROJECT REROUTE CHARGES	1.000	EA	6,677.7400	6,677.74	

MESSAGES		
THIS INVOICE IS A SEPARATE BILLING AND NOT INCLUDED IN YOUR MONTHLY ELECTRIC BILL. IF NOT PAID WITHIN 30 DAYS A PENALTY OF 1.5% OF THE BALANCE WILL BE ASSESSED.  THIS COOPERATIVE IS AN EQUAL OPPORTUNITY PROVIDER AND EMPLOYER.	Subtotal:	\$ 6,677.74
	Tax:	\$ 0.00
	Total:	\$ 6,677.74
	Amount Paid:	\$ 0.00
	Amount Due:	\$ 6,677.74

RETURN BOTTOM PORTION WITH PAYMENT



615 Highway 52 West  
 Velva, ND 58790-7417  
 Phone: 701-338-2855  
 800-472-2141

Account:	44775
Invoice:	71556
Due Date:	10/29/2023
Amount Due:	\$ 6,677.74
Amount Of Payment:	_____

Remit To:

VERENDRYE ELECTRIC COOPERATIVE  
 615 HIGHWAY 52 WEST  
 VELVA ND 58790

TRACY SNYDER  
 WENDY SNYDER  
 1515 61ST ST SW  
 MINOT ND 58701-3038



615 Highway 52 West  
Velva, ND 58790-7417

Phone: 701-338-2855  
800-472-2141

**STATEMENT: 56903**

Statement Date: 10/31/2023

TRACY SNYDER  
WENDY SNYDER  
1515 61ST ST SW  
MINOT ND 58701-3038

<b>Total Due:</b>	6,777.91
Current Due:	0.00
<b>1 - 29 Past Due:</b>	<b>6,777.91</b>
30 - 59 Past Due:	0.00
60 - 89 Past Due:	0.00
90 & Over Past Due:	0.00

Account: 44775

Page 1 of 1

Date	Invoice	Description	Amount	Balance	Amount
09/29/2023	71556	WORK ORDER EXTRA CHARGES DUE TO FORCED REROUTE OF PROJECT FOR BRENDEN HOWE <b>Due Date: 10/29/2023</b>	6,677.74		6,777.91
10/31/2023		Penalty		100.17	
			<b>Total Due:</b>		<b>6,777.91</b>

**PAST DUE**

Messages

THIS STATEMENT IS NOT A BILL. IT IS FOR INVOICES THAT WERE BILLED SEPARATELY AND NOT INCLUDED IN YOUR MONTHLY ELECTRIC BILLING. IF NOT PAID WITHIN 30 DAYS OF INVOICE DATE, A PENALTY OF 1.5% OF THE BALANCE WILL BE ASSESSED.

THIS INSTITUTION IS AN EQUAL OPPORTUNITY PROVIDER AND EMPLOYER.

RETURN BOTTOM PORTION WITH PAYMENT



615 Highway 52 West  
Velva, ND 58790-7417

Phone: 701-338-2855  
800-472-2141

Statement Date:	10/31/2023	<b>Total Due:</b>	6,777.91
Statement:	56903	Amount	<input type="text"/>
Account:	44775	Enclosed:	<input type="text"/>

TRACY SNYDER  
WENDY SNYDER  
1515 61ST ST SW  
MINOT ND 58701-3038

Remit To:  
VERENDRYE ELECTRIC COOPERATIVE  
615 HIGHWAY 52 WEST  
VELVA ND 58790



615 Highway 52 W. ■ Velva, ND 58790-7417 701-338-2855  
1225 Highway 2 Bypass E. ■ Minot, ND 58701-7927 701-852-0406  
Fax 701-624-0353 ■ WATS 1-800-472-2141  
E-mail: rec@verendrye.com ■ Website: www.verendrye.com

9/27/2023

Tracy Snyder  
1515 61<sup>st</sup> St Sw  
Minot ND 58701-3038

Dear Tracy,

Please find enclosed an invoice for the additional cost Verendrye incurred to provide electrical service to Brenden Howe due to a forced reroute of the service installation.

I am sending this invoice to you per our "in-person" discussion that we had at your address on the afternoon of September 6<sup>th</sup>, 2023, where you made the comment that you would be happy to pay the difference to reroute so that we would remain off your property. Myself and VEC staking engineer were present. We discussed the project and you agreed to let us install it as planned. — 2' Square Box

You also made the same comment on September 18<sup>th</sup>, 2023, to the Verendrye, CTI and SRT crews when we were attempting to perform the job. This is also the day that you run the crews off and pulled out all the locate flags which forced us off the job. We then decided to honor your request and plan a different route.

Thank you,

Tim Krumwiede

Operations Manager  
Verendrye Electric Cooperative Inc.



615 Highway 52 West  
 Velva, ND 58790-7417  
 Phone: 701-338-2855  
 800-472-2141

**INVOICE: 71556**

Invoice Date: 09/29/2023  
 Terms: DUE 30 DAYS  
 Due Date: 10/29/2023  
 Amount Due: \$ 3,338.87

TRACY SNYDER  
 WENDY SNYDER  
 1515 61ST ST SW  
 MINOT ND 58701-3038

Account: 44775  
 Description: WORK ORDER EXTRA CHARGES DUE TO FORCED REROUTE OF PROJECT FOR  
 BRENDEN HOWE Page 1 of 1

DESCRIPTION	QUANTITY	UOM	UNIT PRICE	AMOUNT	TAX
PROJECT REROUTE CHARGES	1.000	EA	3,338.8700	3,338.87	

**MESSAGES**

THIS INVOICE IS A SEPARATE BILLING AND NOT INCLUDED IN YOUR MONTHLY ELECTRIC BILL. IF NOT PAID WITHIN 30 DAYS A PENALTY OF 1.5% OF THE BALANCE WILL BE ASSESSED.

THIS COOPERATIVE IS AN EQUAL OPPORTUNITY PROVIDER AND EMPLOYER.

Subtotal: \$ 3,338.87  
 Tax: \$ 0.00  
 Total: \$ 3,338.87  
 Amount Paid: \$ 0.00  
 Amount Due: \$ 3,338.87

RETURN BOTTOM PORTION WITH PAYMENT



615 Highway 52 West  
 Velva, ND 58790-7417  
 Phone: 701-338-2855  
 800-472-2141

Account:	44775
Invoice:	71556
Due Date:	10/29/2023
Amount Due:	\$ 3,338.87
Amount Of Payment:	_____

Remit To:

VERENDRYE ELECTRIC COOPERATIVE  
 615 HIGHWAY 52 WEST  
 VELVA ND 58790

TRACY SNYDER  
 WENDY SNYDER  
 1515 61ST ST SW  
 MINOT ND 58701-3038



615 Highway 52 W. ■ Velva, ND 58790-7417 701-338-2855  
1225 Highway 2 Bypass E. ■ Minot, ND 58701-7927 701-852-0406  
Fax 701-624-0353 ■ WATS 1-800-472-2141  
E-mail: rec@verendrye.com ■ Website: www.verendrye.com

11/27/2023

Tracy Snyder  
1515 61<sup>st</sup> St Sw  
Minot ND 58701-3038

Dear Tracy,

Please find enclosed an updated invoice, Verendrye has decided to absorb half of the extra charges that were incurred while providing electrical service to Brenden Howe. Due to the forced reroute of the service installation. Hopefully we can put this matter behind us.

You have your recordings of the conversation. I have my coworkers, CTI and SRT, that were witness to the issues leading up to the reroute. Apparently, the right questions were not asked, they were not answered correctly, or something was not understood.

Verendrye will take responsibility for half of the extra expense incurred in the reroute.

Thank you,

Tim Krumwiede

A handwritten signature in blue ink, appearing to read "Tim Krumwiede", is written over the typed name.

Operations Manager  
Verendrye Electric Cooperative Inc.