

ARROW ROUSTABOUT SERVICE, INC.

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9/24/2024

North Dakota Public Service Commission
Executive Secretary
600 East Boulevard Ave Dept 408
Bismarck ND 58505-0480

RE: North Dakota One-Call Complaint Response

Mr. Crockford,


This letter is Arrow Roustabout Service, Inc's response to the June 13th complaint by the North Dakota Pipeline Company LLC.


At the time of the complaint, Cobra Oil and Gas was not using the services of contractors to perform their work. They started the excavation process and when they ran into frost in the ground, contacted Farden Construction and Arrow Roustabout for assistance. Cobra Oil and Gas told Arrow Roustabout there was a line break and wanted to dig back on the line to look for good pipe to tie on to.

Larry of Enbridge contacted Arrow Roustabout, told us there was no one call and then contacted Cobra Oil and Gas's maintenance supervisor who showed up on site. The Cobra Oil and Gas maintenance supervisor stated to Larry this incident was their responsibility. Then Larry stated this was not a big deal since their line was abandoned, cut, and capped on both ends.

Arrow Roustabout service knows and understands the North Dakota One-Call procedures. We are a small family run business who takes immense pride in the work we do in the state of North Dakota. We incorrectly assumed the area was cleared by a one call as excavation and the job was started prior to us being asked to work there. We have since updated our operating procedures to ensure we always place a one call before digging. And we will be including North Dakota One-Call policies and procedures at our annual all-employee safety meetings.

Sincerely,


Scott Thompson
President


Tyler Thompson