



**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) Cass Rural Water District			
Contact Person Brent Brinkman	Email Address brent.brinkman@cassruralwaterdistrict.com	Telephone Number 701-428-3139	
Mailing Address 131 maple st	City Kindred	State ND	Zip Code 58051
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) North Central Service INC.			
Contact Person Brian Lundborg	Email Address lundborgbrian@yahoo.com	Telephone Number 320-372-0744	
Mailing Address 5487 Hart Lane NW	City Bemidji	State mn	Zip Code 56601

**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 checked="" 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 type="checkbox"/> Write Issue/Concern: _____			

**SECTION IV – DESCRIPTION/DAMAGE**

Date and Time of Event 6-5-2024	Location (Address, City, State / Nearest Intersecting Streets / Lat & Long) Howes Township section 17 northwest quarter	One-Call Ticket Number 24046273
Underground Facility Affected <input type="checkbox"/> Electric <input type="checkbox"/> Gas <input type="checkbox"/> Cable <input type="checkbox"/> Communications <input checked="" type="checkbox"/> Water <input type="checkbox"/> Sewer/Storm Water <input 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.) pvc 1.5 inch	Operator(s) Affected 4	
Estimated Value of Damage \$13,248.69	Injuries (List Number, If Any) ____ Fatalities ____ Injuries ____ Hospitalizations	Number of Customers Affected 7
Description of the alleged violation/concern. If more space is required, attach additional page(s). On 6-5-24 NCS INC bored through and with our 1.5 water main for 430 ft. CRWD operator Lucas Ott had a locate request and located the water line with a follow up on site meeting explained to the contractor that our line is located to the best of our ability (based on 1978 asbuilts)and offered to help them pothole to determine exact location or stay at 42 inches so they don't hit us. NCS did not have a backhoe on site and didn't plan to pothole the water line and then bored the fiber line in at 7 ft deep. We could not fix the hit line that night so we temp a new line above ground for the night and then bored a new line in on 6-6-24. NCS inc confirmed to lucas that they didn't attempt to look for the water line because the flags were 20 ft away and bored their fiber in at 7 ft deep and hit the water main. Due to the hit line we had coustomers out of water for 6 hrs and 4 operators that had to work until 8:00 PM to get the water back on.		

**SECTION V – SIGNATURE OF COMPLAINANT**

Signature 	Printed Name Brent Brinkman	Date 6-26-24
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On May 28, 2024, NCS bored through our 1 ½” water main in Howes township in the southwest quarter of section 14. Cass Rural Water operator Lucas Ott explained to the contractor that our line is located to the best of our ability and will need to be potholed to determine exact location. The line was installed in 1978 and is protected under ND One Call Law. NCS confirmed to Lucas and Willie that they did not attempt to look for the water main and bored anyway. Due to the line hit we had customers out of water for a total of 7 hours until the repair was completed. Where the line was damaged NCS was boring at a depth of 7’. A bill was sent to NCS for \$4,631.36 to repair the water main.

On June 5, 2024, NCS bored through 430’ of 1 ½” watermain in Howes township in the northwest quarter of section 17. Once again, they did not attempt to pothole our watermain to find its exact location and were boring at a depth of 7’. Cass Rural Water operator Lucas Ott met with the contractor and explained that NCS will have to find exact location before boring and offered to help. They did not have a backhoe on site and admitted that they did not look for the watermain because they were far enough away from the flags. Cass Rural Water had to run a temporary line above ground to provide water to the customers that were affected. Cass Rural Water customers were without water for 6 hours until the repair was made. On June 6, 2024, Cass Rural Water had to bore in a new section of watermain for 430’ to repair the damaged pipe. Willie Reis talked to Brian Lundborg from NCS on June 6, 2024, and was told if we want our line found we should come out in front of them and locate it for them. Willie explained that it is their responsibility to find the watermain. A bill was sent to NCS on June 7, 2024, for \$13,248.69.

A handwritten signature in blue ink, appearing to be 'Willie Reis', is located at the bottom left of the page.

## Bauske, Shelly A.

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**From:** Brent Brinkman <brent.brinkman@cassruralwaterdistrict.com>  
**Sent:** Wednesday, June 26, 2024 1:44 PM  
**To:** -Info-Public Service Commission  
**Subject:** water line hits  
**Attachments:** NCS two water line hits.pdf

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

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### One-call Complaint

BEK communications has a contractor North Central Service INC installing fiber line for them and they have struck our water line twice in a short period of time. I have contacted BEK and NCS about the struck lines and the unpaid bill. They have stated that they are not going to pay the bill because the water line flags where more than two feet off. I visited with both companies about the section in the ND one call Handbook 49-23-04 Excavation #6-C.

Thanks

***Brent Brinkman***  
***Assistant Manager***  
***Cass Rural Water District***  
***(701) 428-3139***



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