



Public Service Commission
State of North Dakota

COMMISSIONERS

Randy Christmann
Sheri Haugen-Hoffart
Julie Fedorchak

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

**RESPONSE REQUIRED BY
AUGUST 23, 2024**

July 30, 2024

Corporation Service Company
Registered Agent for North Central
Service, Inc. (dba Central Service Incorporated)
418 N 2nd St
Bismarck ND 58501

Brian Lundborg
Donnie Coyle
North Central Service, Inc.
PO Box 310
Bemidji MN 56619-0310

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

Enclosed is a copy of the North Dakota One-Call Complaints against North Central Service, Inc. received by the North Dakota Public Service Commission (Commission) from June 26, 2024 – July 11, 2024, from Cass Rural Water District, Kindred, North Dakota, Case Numbers DM-24-262, DM-24-263, DM-24-292, and DM-24-293. The locations are identified in the complaints.

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 August 23, 2024**, 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 North Central Service, Inc. which may result in a civil 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 with any questions regarding this correspondence.

Sincerely,

Konrad Crockford
Director, Compliance Division

Enclosure: North Dakota One-Call Complaints

2 DM-24-262 Filed 07/30/2024 Pages: 26
Letter Enclosing North Dakota One-Call Complaint
Public Service Commission

2 DM-24-292 Filed 07/30/2024 Pages: 26
Letter Enclosing North Dakota One-Call Complaint
Public Service Commission

2 DM-24-263 Filed 07/30/2024 Pages: 26
Letter Enclosing North Dakota One-Call Complaint
Public Service Commission

2 DM-24-293 Filed 07/30/2024 Pages: 26
Letter Enclosing North Dakota One-Call Complaint
Public Service Commission



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

OPERATOR – A person or entity who owns or operates an underground facility (i.e.: natural gas, electric, sewer, etc.).

<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.
--	--

EXCAVATOR – A person or entity who conducts excavation (i.e.: homeowner, property owner, company, etc.).

<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.

OTHER – May be issue/concern with One-Call Center or other alleged violation that is not listed under operator or excavator.

Write Issue/Concern: _____

SECTION IV – DESCRIPTION/DAMAGE

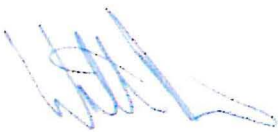
Date and Time of Event 5-28-2024	Location (Address, City, State / Nearest Intersecting Streets / Lat & Long) Howes Township section 14 southwest quarter	One-Call Ticket Number 24046290
Underground Facility Affected <input type="checkbox"/> Electric <input type="checkbox"/> Gas <input type="checkbox"/> 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 5	
Estimated Value of Damage \$4,631.36	Injuries (List Number, If Any) Fatalities _____ Injuries _____ Hospitalizations _____	Number of Customers Affected 8
Description of the alleged violation/concern. If more space is required, attach additional page(s). On 5-28-24 NCS INC bored through our 1.5 water main. CRWD operator Lucas Ott had a locate request and located the water line with a follow up phone call explained to the contractor that our line is located to the best of our ability (based on 1978 asbuilts)and they will have to pothole to determine exact location or stay at 42 inches so they don't hit us. NCS confirmed to lucas and willie that they didn't attempt to look for the water main and kept the depth at 42 inches over the top of the water line flags and then dove down to 7 feet 15 ft away from the flags to go under another phone line and then hit the water main. Due to the hit line we had coustomers out of water for 6 hrs and 5 operators that had to work until 9:00 PM to get the water back on.		

SECTION V – SIGNATURE OF COMPLAINANT

Signature 	Printed Name Brent Brinkman	Date 6-26-24
---------------	--------------------------------	-----------------

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 though 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.



Bauske, Shelly A.

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](#)

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

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 then 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*



Please consider the environment before printing this email.



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

OPERATOR – A person or entity who owns or operates an underground facility (i.e.: natural gas, electric, sewer, etc.).			
<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.		
EXCAVATOR – A person or entity who conducts excavation (i.e.: homeowner, property owner, company, etc.).			
<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.		
OTHER – May be issue/concern with One-Call Center or other alleged violation that is not listed under operator or excavator.			
<input type="checkbox"/> Write Issue/Concern: _____			

SECTION IV – DESCRIPTION/DAMAGE

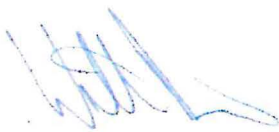
Date and Time of Event 6-5-2024	Location (Address, City, State / Nearest Intersecting Streets / Lat & Long) Howes Township section 17 northwest quarter	One-Call Ticket Number 24046273
Underground Facility Affected <input type="checkbox"/> Electric <input type="checkbox"/> Gas <input type="checkbox"/> 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 customers 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
---------------	--------------------------------	-----------------

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 though 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.



Bauske, Shelly A.

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](#)

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

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 then 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



Please consider the environment before printing this email.



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 Services Inc			
Contact Person Donnie Coyle	Email Address d111.coyle1987@gmail.com	Telephone Number 612-741-8241	
Mailing Address 5487 Hart Lane NW	City Bimidji	State MN	Zip Code 56601

SECTION III – ALLEGED VIOLATION

OPERATOR – A person or entity who owns or operates an underground facility (i.e.: natural gas, electric, sewer, etc.).	
<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.
EXCAVATOR – A person or entity who conducts excavation (i.e.: homeowner, property owner, company, etc.).	
<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.
OTHER – May be issue/concern with One-Call Center or other alleged violation that is not listed under operator or excavator.	
<input type="checkbox"/> Write Issue/Concern: _____	

SECTION IV – DESCRIPTION/DAMAGE

Date and Time of Event July 8, 2024	Location (Address, City, State / Nearest Intersecting Streets / Lat & Long) SE corner of williams st & 5th st in wheatland	One-Call Ticket Number 24066560
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 2 inch	Operator(s) Affected Crew of three guys	
Estimated Value of Damage 2461.36	Injuries (List Number, If Any) Fatalities _____ Injuries _____ Hospitalizations _____	Number of Customers Affected 9 houses
Description of the alleged violation/concern If more space is required, attach additional page(s). On July 8, 2024 North Central Services bored through our 2 inch pvc waterline at 8 ft of depth in the southeast corner of williams st and 5th st in wheatland ND. Our waterline was marked with blue locate flags and was located to the best of our ability off of our 1980 as-builts. The flages where 11 ft off from where they hit the waterline NCS had a Backhoe on site but they would not look for the water line and proceeded to bore without verifying our water line location or depth. Where the water line was damaged NCS was boring at a depth of 8 feet. As a result, CRWD had 9 people out of water for a total of 4 hrs until the repair was completed. Abill was sent to NCS for \$2461.36		

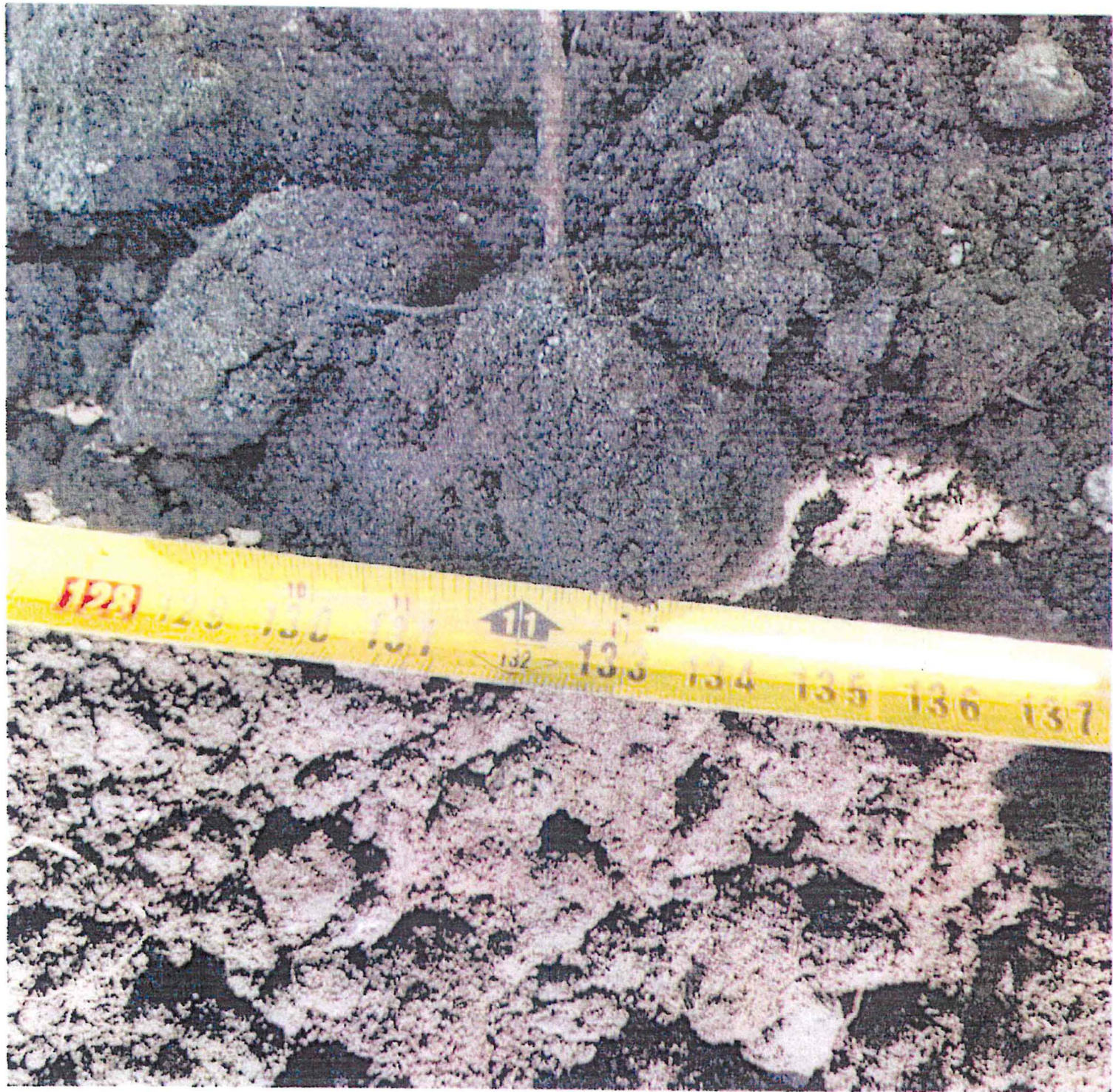
SECTION V – SIGNATURE OF COMPLAINANT

Signature 	Printed Name Brent Brinkman	Date 7-10-2024
---------------	--------------------------------	-------------------









On July 8, 2024 North Central Services bored through our 2" pvc watermain in the southeast corner of Willams St and 5th St in Wheatland ND. Our waterline was marked with blue locate flags and was located to the best of our ability using as-builts from 1978. NCS had a backhoe on site and did not look for our line and proceeded to bore without verifying our water line location or depth. Where the water line was damaged NCS was boring at a depth of 8'. As a result, CRW had 9 people out of water for a total of 4 hours until the repair was completed. A bill was sent to NCS for \$2461.36.

A handwritten signature in black ink, appearing to be "W. H. H.", is located in the lower right quadrant of the page.

Bauske, Shelly A.

From: Brent Brinkman <brent.brinkman@cassruralwaterdistrict.com>
Sent: Wednesday, July 10, 2024 12:48 PM
To: -Info-Public Service Commission
Cc: William Reis
Subject: Hit Water line
Attachments: img20240710_12350126.pdf

You don't often get email from brent.brinkman@cassruralwaterdistrict.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. *******

Cass Rural Water District has had problems with a project of BEK communications installing fiber line this will be the 4th time we have been hit on this project and the contractor refuses to look for our waterline and they have told use the will not be paying the bills for repairs to the water lines they have hit. I have summited this complaint along with two others to the PSC. I have never went through this prosses before just wondering what the standard protocol is.

Thanks for your time

Brent Brinkman
Assistant Manager
701-428-3139



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 Services INC.			
Contact Person Donnie Coyle	Email Address d111.coyle1987@gmail.com	Telephone Number 612-741-8241	
Mailing Address 5487 Hart Lane NW	City Bemidji	State MN	Zip Code 56601

SECTION III – ALLEGED VIOLATION

OPERATOR – A person or entity who owns or operates an underground facility (i.e.: natural gas, electric, sewer, etc.).			
<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.		
EXCAVATOR – A person or entity who conducts excavation (i.e.: homeowner, property owner, company, etc.).			
<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.		
OTHER – May be issue/concern with One-Call Center or other alleged violation that is not listed under operator or excavator.			
<input type="checkbox"/> Write Issue/Concern: _____			

SECTION IV – DESCRIPTION/DAMAGE

Date and Time of Event July 10, 2024	Location (Address, City, State / Nearest Intersecting Streets / Lat & Long) wheatland twp section20 sw qtr north side of 34th st	One-Call Ticket Number 24073034
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.) 4 inch pvc	Operator(s) Affected 5 CRWD operators	
Estimated Value of Damage \$4,638.64	Injuries (List Number, If Any) Fatalities _____ Injuries _____ Hospitalizations _____	Number of Customers Affected 66 house holds out of water
Description of the alleged violation/concern. If more space is required, attach additional page(s). On 7-10-2024 NCS bored through 39 feet of 4 inch PVC watermain. CRWD operator Tom Wilke was notified by a customer with low Pressure so he went out to investigate on his travels he seen NCS boring machine so he stopped and asked the equipment operator if he hit a water line and he said he did about 45 minutes ago so Tom asked him why he didn't call it in and his response was he doesn't have time to NCS failed to notify CRWD that they hit the watermain. NCS was paralyzing the watermain and hit it at a depth of 7 feet. They were installing fiber for BEK communications. The watermain was located to the best of CRWD ability using as-builts from 1979 watermain was about 10 ft off the mark. NCS failed to locate the watermain to determine the exact location and depth. Due to the damage that occurred CRWD had 66 customers out of water for 7 hrs until the repair was completed at 1:39 AM NCS went home at 8:29 pm after they hit the line. A bill has been sent to NCS for \$4,638.64 for the damages occurred. As you can see in the pictures they protected every utility out there other then the water line. NCS has told me they are not going to pay the bills		

SECTION V – SIGNATURE OF COMPLAINANT

Signature 	Printed Name Brent Brinkman	Date 7-11-2024
---------------	--------------------------------	-------------------



Showing
CRU mud
with Muck
W/ flags
+ feature of MS
TO photo

Clear road line
Marked and
no evidence
of potting
By NCS





Showing that
NES protected
communications
line



Pothole
From finding
other utilities

On July 10, 2024 NCS bored through 30' of 4" PVC watermain. The operator Tom Wilm was notified by a customer with low pressure. NCS failed to notify CRWD that they had hit the line. NCS was paralleling the watermain and hit it at a depth of 7'. They were installing fiber for BEK communications. The watermain was located to the best of CRW ability using as-builts from 1979. NCS failed to locate the watermain to determine the exact location and depth. Due to the damage that occurred CRW had 66 customers out of water for 7 hrs until the repair was completed. A bill has been sent to NCS for \$4,638.64 for the damages occurred.

A handwritten signature in dark ink, appearing to read "Tom Wilm", is located in the lower right quadrant of the page.

North Dakota One Call

Ticket No: 24073034
LORQ ROUTINE
Original Call Date: 06/26/24 01:49 pm
Op: webusr12
Work to Begin Date: 06/29/24 12:01 am
Op: webusr12
Expiration Date: 07/20/24 12:01 am

CALLER INFORMATION

Company Name: NORTH CENTRAL SERVICES
Contact Name: DONNIE COYLE
Phone: 612-741-8241
Alt Contact: BRIAN
Alt. Phone: 320-372-0744
Caller Address: 5487 HART LN BEMIDJI, MN 56601
Email Address: d111.coyle1987@gmail.com

DIG SITE INFORMATION

Type of Work: MAIN LINE FIBER
Work Being Done For: BEK TELEPHONE
Depth: 8FT
Explosives: N
Tunneling/Boring: Y
White Lining/Site Identification: WHITE MARKING

DIG SITE LOCATION

County: CASS
Place: WHEATLAND TWP
City Limits: N
Address:
Street: 34TH ST SE
Intersecting Street: 145TH AVE SE
Location of Work:

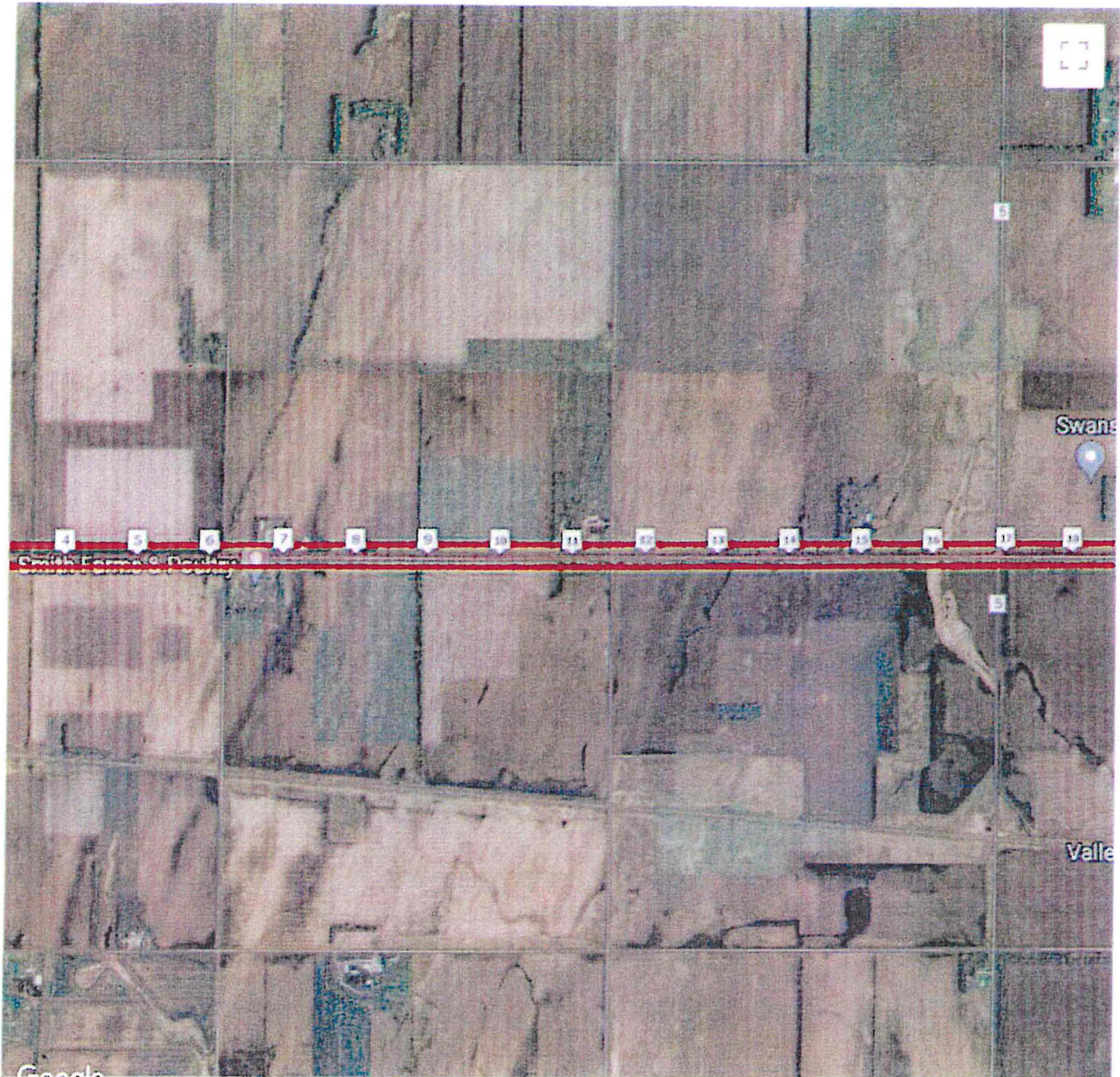
MARKING INSTRUCTIONS: MARK 150 FT EITHER SIDE OF THE FLAGGED ROUTE - MARK 150 FEET EITHER SIDE OF WHITE FLAGGED ROUTE. MARK FOLLOWING THE ROUTE E FOR 3.75 MILES.

GOOGLE DRIVING DIRECTIONS:

FROM THE INTERSECTION OF 34TH ST SE AND 145TH AVE SE. HEAD NORTH ON 145TH AVE SE FOR 22 FT HEAD E FOR 9 FT TO THE BEGINNING OF THE ROUTE.

Remarks: ADDITIONAL TRSQ: T-140N R-53W S-19SE, T-140N R-53W S-19SW, T-140N R-53W S-20SE, T-140N R-53W S-20SW, T-140N R-53W S-21SE, T-140N R-53W S-21SW, T-140N R-53W S-22SE, T-140N R-53W S-27NE, T-140N R-53W S-27NW, T-140N R-53W S-28NE, T-140N R-53W S-28NW, T-140N R-53W S-29NE, T-140N R-53W S-29NW, T-140N R-53W S-30NE, T-140N R-53W S-30NW, T-140N R-54W S-24SE, T-140N R-54W S-25NE

Caller Twp: 140N
Rng: 53W



Swane

Valle

Google

Map data ©2024 Imagery ©2024 Airbus, Landsat / Copernicus, Maxar Technologies, USDA/FPAC/GEO 500 m

[Report a map error](#)

Bauske, Shelly A.

From: Brent Brinkman <brent.brinkman@cassruralwaterdistrict.com>
Sent: Thursday, July 11, 2024 1:21 PM
To: -Info-Public Service Commission
Cc: William Reis
Subject: water line hit
Attachments: july10th hit line.pdf

You don't often get email from brent.brinkman@cassruralwaterdistrict.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. *******

Public Service Commission

Cass Rural Water District got hit by NCS on July 10 at 7:00 pm it took us a while to find it because they didn't call it in after they hit the main. This is NCS's 4th hit this summer second this week with the same customers out of water both times. CRWD office and Board members have taken a lot of angry calls from people out of water and rusty water from the strikes.

Thanks

Brent Brinkman
Assistant Manager