



**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.).**

Operator failed to mark or clear underground facility within locate period.       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.).**

Excavation started prior to underground facility locate.       Excavator failed to provide locate notice prior to beginning excavation.

Excavator failed to conduct the excavation in a careful and prudent manner.       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 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		

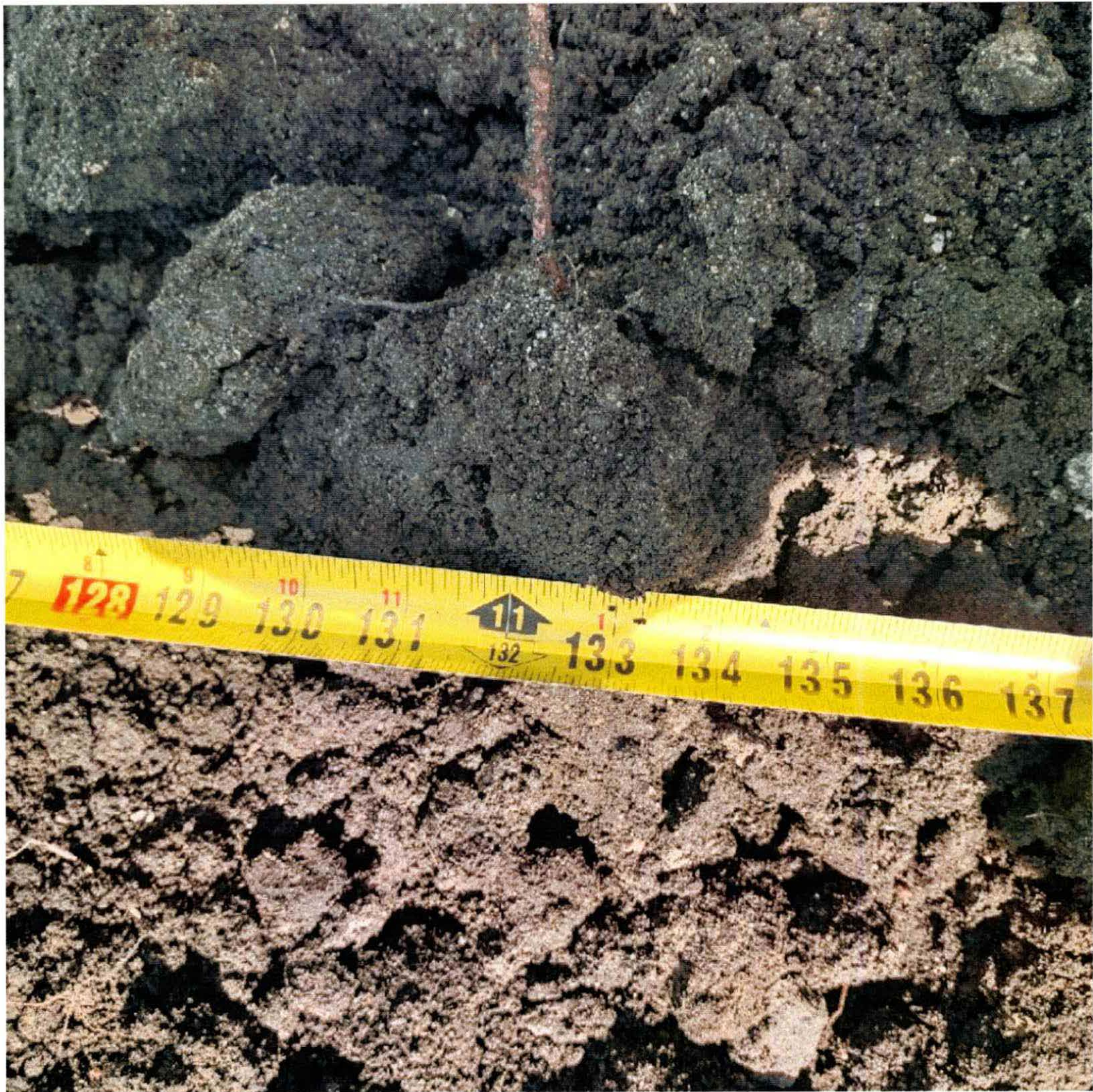
**SECTION V – SIGNATURE OF COMPLAINANT**

Signature 	Printed Name Brent Brinkman	Date 7-10-2024
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On July 8, 2024 North Central Services bored through our 2" pvc watermain in the southeast corner of Willams St and 5<sup>th</sup> 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 a stylized name or set of initials, located in the lower right quadrant of the page.

## Bauske, Shelly A.

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**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 4<sup>th</sup> 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