



**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.
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**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 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 30 feet of 4 inch PVC watermain. CRWD operator Tom Wilm 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 paralleling 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 1:30 AM NCS went home at 8:30 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 potholed every utility out there other then the water line. NCS has told use they are not going to pay the bills.		

**SECTION V – SIGNATURE OF COMPLAINANT**

Signature 	Printed Name Brent Brinkman	Date 7-11-2024
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Showing  
CRW Had  
Wilty Marked  
w/ flags  
+ failure of NCS  
TO Pothole

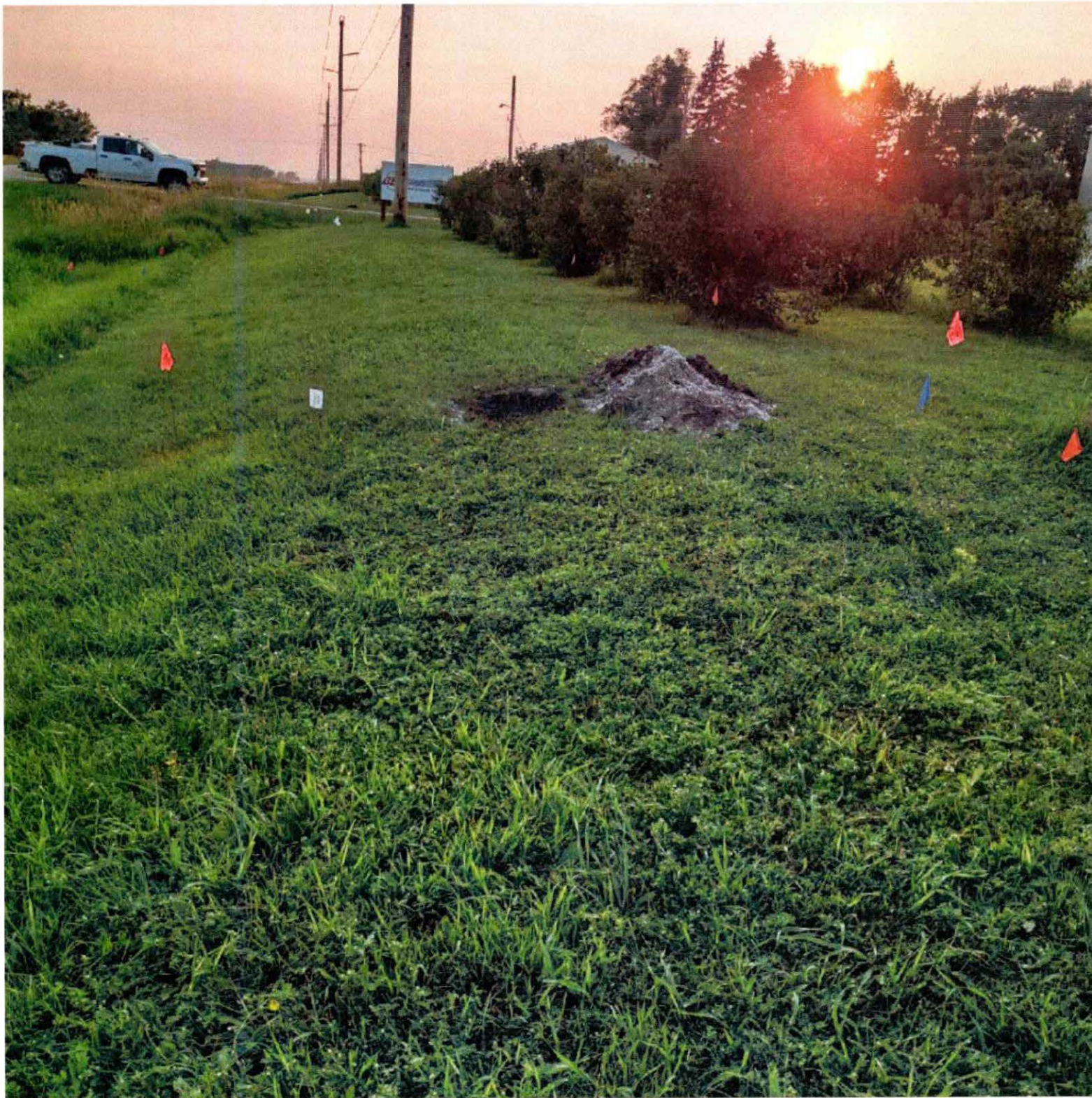


Crew Had Line  
Marked and  
No Evidence  
of potholing  
By NCS





Showing that  
NCS potholed  
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 black ink, appearing to read "Tom Wilm", is located in the center-right area of the page.



# Cass Rural Water Users District

BOX 98 • 131 MAPLE STREET  
 KINDRED, NORTH DAKOTA 58051  
 PHONE: 701-428-3139 • TOLL FREE: 800-922-2798  
 FAX: 701-428-3130  
 www.cassruralwater.com

Job Name: Line Hit Wheatland Twp S 20sw

Date: 7/11/2024

ITEM	BILLING UNITS	QUANTITY	UNIT PRICE	EXTENSION	SUBTOTAL
<b>Mobilization</b>	<b>Lump Sum</b>				\$500.00
<b><u>EQUIPMENT</u></b>					
78 Komatsu	Hours	7.0	\$205.00	\$1,435.00	
78 Komatsu/Braker	Hours		\$230.00	\$0.00	
Skid Loader	Hours		\$115.00	\$0.00	
Skid loader/Harley Rake	Hours		\$165.00	\$0.00	
Trencher	Feet		\$7.00	\$0.00	
hydro vac	Hours		\$105.00	\$0.00	
<b>Equipment Subtotal</b>					\$1,435.00
<b><u>MATERIAL / OTHER</u></b>					
Sand/ Gravel	Yard				\$0.00
Pipe and Fittings	Lump Sum			\$813.64	\$813.64
Taps	Lump Sum				\$0.00
Valves / Hydrants	Lump Sum				\$0.00
Boring	Feet		\$12.00		\$0.00
<b><u>LABOR</u></b>					
4 guys	Hrs	21.0	\$90.00		\$1,890.00
<b>Subtotal Labor</b>					
<b>GRAND TOTAL</b>					<b>\$4,638.64</b>

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# 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

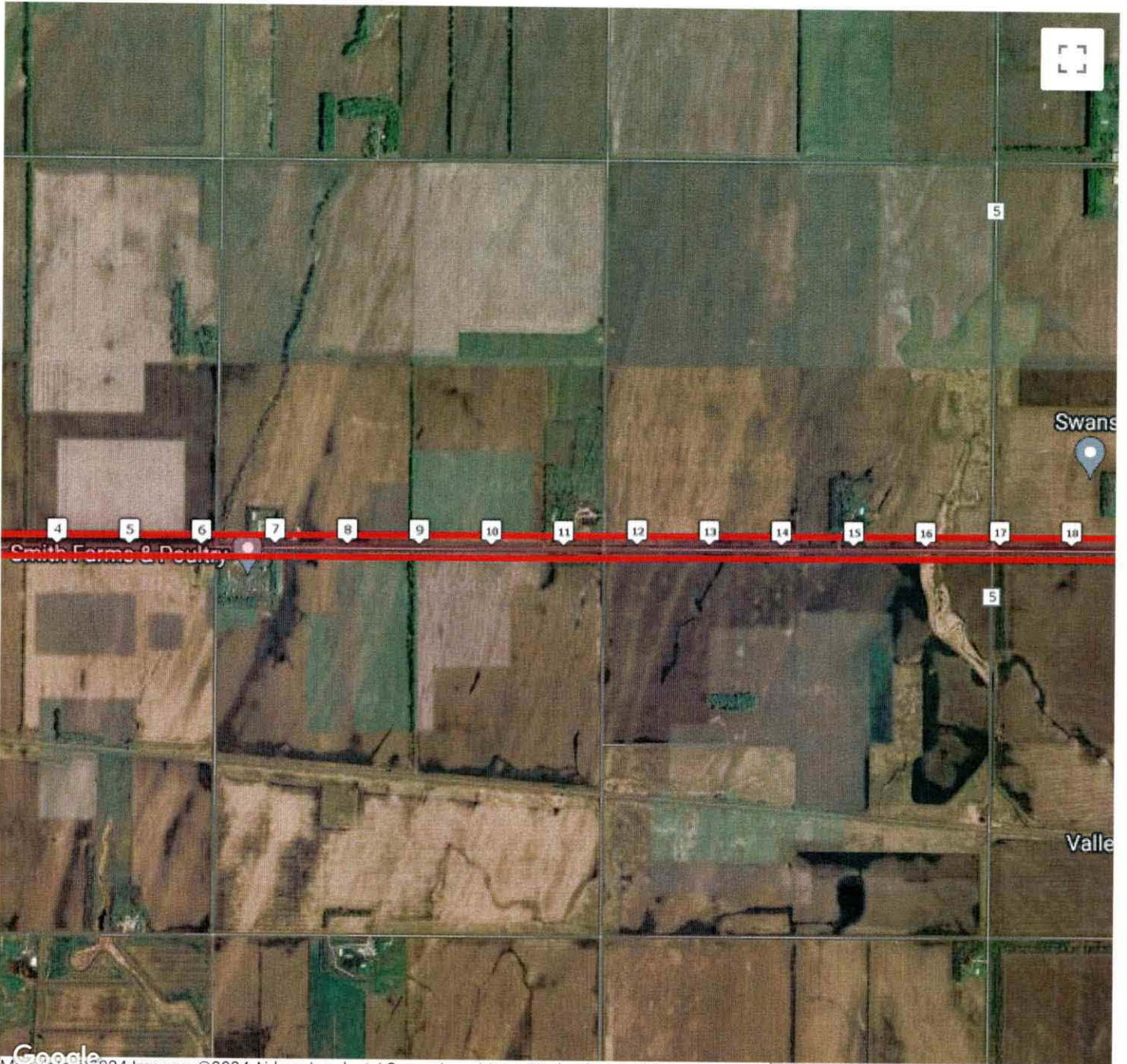
**County:** CASS  
**Place:** WHEATLAND TWP  
**City Limits:** N  
**Address:**  
**Street:** 34TH ST SE  
**Intersecting Street:** 145TH AVE SE  
**Location of Work:** MARKING INSTRUCTIONS: MARK 150 FT EITHER SIDE OF THE FLAGGED ROUTE - MARK 150 FEET EITHER SIDE OF WHITE FLAGGED ROUTE. MARK FOLLOWING 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



## Bauske, Shelly A.

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**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 4<sup>th</sup> 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