



**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)			
Contact Person	Email Address	Telephone Number	
Mailing Address	City	State	Zip Code
Complainant is willing and able to testify on the complaint if matter proceeds to a formal hearing.		<input type="checkbox"/> YES	<input type="checkbox"/> NO

**SECTION II – RESPONDENT (Individual/entity who allegedly violated the One-Call law)**

Company/Entity Name (if applicable)			
Contact Person	Email Address	Telephone Number	
Mailing Address	City	State	Zip Code

**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 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	Location (Address, City, State / Nearest Intersecting Streets / Lat & Long)	One-Call Ticket Number
Underground Facility Affected <input type="checkbox"/> Electric <input type="checkbox"/> Gas <input type="checkbox"/> Cable <input type="checkbox"/> Communications <input 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.)		Operator(s) Affected
Estimated Value of Damage	Injuries (List Number, If Any) ___ Fatalities ___ Injuries ___ Hospitalizations	Number of Customers Affected
Description of the alleged violation/concern. If more space is required, attach additional page(s).		

**SECTION V – SIGNATURE OF COMPLAINANT**

Signature	Printed Name	Date
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ONEOK  
**WARNING  
NATURAL  
GAS  
PIPELINE**  
CASE OF EMERGENCY CALL  
1-800-778-7824

## Bauske, Shelly A.

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**From:** VanDiepen, Jennifer L. <Jennifer.Shea@oneok.com>  
**Sent:** Monday, March 24, 2025 3:27 PM  
**To:** Crockford, Konrad S.  
**Cc:** Bauske, Shelly A.  
**Subject:** FW: (External) RE: One Call Violation-ONEOK Rockies Midstream  
**Attachments:** ND-one-call-complaint-3.14.25 Corrected.pdf; ND3.24.25(2).jpeg; ND3.24.25.jpeg

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

See the responses [below](#).

Jennifer

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**From:** Crockford, Konrad S. <kcrockford@nd.gov>  
**Sent:** Monday, March 24, 2025 1:55 PM  
**To:** VanDiepen, Jennifer L. <Jennifer.Shea@oneok.com>  
**Cc:** Bauske, Shelly A. <sbauske@nd.gov>  
**Subject:** (External) RE: One Call Violation-ONEOK Rockies Midstream

Jennifer,

I am confirming we are using the attached one-call complaint submitted by ONEOK today. This was the second one which was sent. [Correct, apologies for that confusion](#)

Additionally, I reviewed the complaint form and noted that it mentioned a line strike and I have a few follow up/clarifying questions:

1. The location intersection listed, 1st St. SW & 93rd Ave NW, is outside of the excavation location for both locate ticket numbers. Is this location accurate?
2. Was the line struck by the excavator? If so, Could you please provide some additional details about the strike such as:
  - a. Did this cause an outage? [No](#)
  - b. Did this affect any customers, if so, how many? [No](#)
  - c. What was the estimated value of the damage caused, did the excavator pay for the damage? [Unknown](#)
  - d. Was the excavator installing power poles or an underground power line? [Installing anchors for power poles](#)
  - e. Location of the damage [47.3866714,-102.514967](#)
  - f. How was the line damaged? Powered auger, boring, etc? [auger](#)
  - g. How did ONEOK find out about the damage? [Pipeline operator patrolling row](#)
  - h. Any additional details you wish to provide. [Photos attached](#)

Thank you,

**Konrad Crockford**  
**Director, Compliance Division**

[Weights & Measures](#) • [Railroad Safety](#) • [Pipeline Safety](#)



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**From:** -Info-Public Service Commission <[ndpsc@nd.gov](mailto:ndpsc@nd.gov)>  
**Sent:** Monday, March 24, 2025 11:49  
**To:** Crockford, Konrad S. <[kcrockford@nd.gov](mailto:kcrockford@nd.gov)>  
**Cc:** Bauske, Shelly A. <[sbauske@nd.gov](mailto:sbauske@nd.gov)>  
**Subject:** One Call Violation-ONEOK Rockies Midstream  
**Importance:** High

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**From:** VanDiepen, Jennifer L. <[Jennifer.Shea@oneok.com](mailto:Jennifer.Shea@oneok.com)>  
**Sent:** Monday, March 24, 2025 10:49 AM  
**To:** -Info-Public Service Commission <[ndpsc@nd.gov](mailto:ndpsc@nd.gov)>  
**Subject:** RE: One Call Violation-ONEOK Rockies Midstream  
**Importance:** High

You don't often get email from [jennifer.shea@oneok.com](mailto:jennifer.shea@oneok.com). [Learn why this is important \[aka.ms\]](#)

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

Please disregard the original submittal, corrected violation form is attached.

Jennifer

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**From:** VanDiepen, Jennifer L.  
**Sent:** Monday, March 24, 2025 10:00 AM  
**To:** [ndpsc@nd.gov](mailto:ndpsc@nd.gov)  
**Subject:** One Call Violation-ONEOK Rockies Midstream

To whom it may concern,  
Attached is a one call complaint form submitted on behalf of ONEOK Rockies Midstream.

If you have further questions, please let me know.

Thanks,



Jennifer Shea (VanDiepen)  
Damage Prevention Specialist II  
Damage Prevention/Public Awareness  
100 W. Fifth Street  
Tulsa, Okla. 74103  
Phone: 918-732-1337 | Mobile: 918-409-6883

SharePoint: [Damage Prevention](#)

[[oneok.sharepoint.com](http://oneok.sharepoint.com)]



[[call811.com](http://call811.com)]

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