



Public Service Commission

Sheri Haugen-Hoffart

Randy Christmann

Jill Kringstad

600 East Boulevard Ave
Dept. 408
Bismarck, ND 58505-0480
701-328-2400
ndpsc@nd.gov

RESPONSE REQUIRED BY
July 20, 2026

June 29, 2026

via electronic mail only

Alex Nisbet
Xcel Energy
2302 Great Northern Drive
Fargo ND 58102
alex.j.nisbet@xcelenergy.com

Corporation Service Company
Registered Agent for
Northern States Power Company
418 North 2nd Street
Bismarck ND 58501

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

Enclosed is a copy of the North Dakota One-Call Complaint against Xcel Energy received by the North Dakota Public Service Commission (Commission) on June 22, 2026, from SignPro, Case Number DM-26-232. The location is identified in the complaint.

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 July 20, 2026**, with your written account of the event, including the applicable One-Call locate ticket number(s) for work performed at the location identified in the complaint 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 Xcel Energy which may result in a civil penalty up to \$25,000 per violation in accordance with North Dakota Century Code Section 4907-01.1.

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 Complaint



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) SIGN PRO			
Contact Person JUSTIN BUCHHOLZ	Email Address justin@signprofargo.com	Telephone Number 701-461-7309	
Mailing Address 2220 2nd Ave. E	City West Fargo	State ND	Zip Code 58078
Complainant is willing and able to testify on the complaint if matter proceeds to a formal hearing.		☒ YES	☐ NO

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

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

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 6-22-26	Location (Address, City, State / Nearest Intersecting Streets / Lat & Long) 2215 2nd Ave E - West Fargo ND	One-Call Ticket Number 26062901
Underground Facility Affected ☐ Electric ☒ Gas ☐ Cable ☐ Communications ☐ Water ☐ Sewer/Storm Water ☐ Petroleum ☐ Other _____		
Material & Size of Underground Facility (Poly, Steel, Coated Pipe / Fiberoptic / 2 KW / 1.5 in, 2 in / etc.)		Operator(s) Affected Sign Pro
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). This ticket was put in 6-12-2026. As of 6-22-2026, XCEL has failed to mark locates. I've been told it'll be at least two more days. This has been a pattern through OLAMETER via XCEL for the last month or so. Tickets are taking a week or longer to complete. I'm not 100% sure on past tickets, when I login to ND One Call, it doesn't show the exact date they were finally closed out - but it's been multiple requests.		

SECTION V – SIGNATURE OF COMPLAINANT

Signature Justin Buchholz	Printed Name Justin Buchholz	Date 6-22-26
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Please email the completed form to ndpsc@nd.gov, fax to 701-328-2410, or mail to: Public Service Commission
600 E. Boulevard Ave. Dept 408
Bismarck, ND 58505-0480

Bauske, Shelly A.

From: Crockford, Konrad S.
Sent: Monday, June 29, 2026 10:05 AM
To: Bauske, Shelly A.
Subject: FW: ?

Please add this to DM-26-232 as additional information.

Konrad Crockford
Director, Compliance Division

*Weights & Measures • Railroad Safety • Pipeline Safety
Damage Prevention & Enforcement • Risk Management*

701.328.4097 • kcrockford@nd.gov • www.psc.nd.gov



From: Justin Buchholz - Sign Pro <justin@signprofargo.com>
Sent: Monday, June 29, 2026 8:48 AM
To: Crockford, Konrad S. <kcrockford@nd.gov>
Subject: RE: ?

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#26068324
#26068321



JUSTIN BUCHHOLZ
customer service | graphic design | partner

2220 2nd Ave E | West Fargo, ND 58078
701.461.7309
justin@signprofargo.com

From: Crockford, Konrad S. <kcrockford@nd.gov>
Sent: Monday, June 29, 2026 8:46 AM
To: Justin Buchholz - Sign Pro <justin@signprofargo.com>
Subject: RE: ?

Good morning, Justin

Yes, we received your complaint and have it in que. If there are further questions or you wish to file additional complaints, please feel free to send them to me.

Can you provide me with the additional ticket numbers that are past due?

Konrad Crockford

Director, Compliance Division

*Weights & Measures • Railroad Safety • Pipeline Safety
Damage Prevention & Enforcement • Risk Management*

701.328.4097 • kcrockford@nd.gov • www.psc.nd.gov



From: -Info-Public Service Commission <ndpsc@nd.gov>

Sent: Monday, June 29, 2026 8:29 AM

To: Crockford, Konrad S. <kcrockford@nd.gov>

Subject: FW: ?

From: Justin Buchholz - Sign Pro <justin@signprofargo.com>

Sent: Monday, June 29, 2026 8:17 AM

To: -Info-Public Service Commission <ndpsc@nd.gov>

Subject: ?

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Just reaching out to make sure you received my complaint against Xcel. I currently have two more open tickets that are considerably past due.

Sign Pro
signprofargo.com

JUSTIN BUCHHOLZ

customer service | graphic design | partner

2220 2nd Ave E | West Fargo, ND 58078

701.461.7309

justin@signprofargo.com

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