



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	Michael O'Neil	Email Address	michael.g.oneil@yahoo.com	Telephone Number	425-301-5242		
Mailing Address	814 42nd St E. #210	City	Williston	State	ND	Zip Code	58801
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)				Hardscapes Plus			
Contact Person	Jessica Wooscer	Email Address	sales@hardscapesplus.net	Telephone Number	701-651-6615		
Mailing Address	PO Box 7088	City	Williston	State	ND	Zip Code	58803

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	7/15/26 12:16 PM	Location (Address, City, State / Nearest Intersecting Streets / Lat & Long)	1404 4th Ave W Williston, ND 58801	One-Call Ticket Number	26014253		
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			
Unknown				Mon-Dak Utilities			
Estimated Value of Damage	\$200,000	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).							
(Hardscapes Employee) was using auger attachment on skidsteer + struck gas line. A 27 yr old woman & resident of the home in the basement. The home exploded. Female was airlifted to burn center in St. Paul, MN.							

SECTION V – SIGNATURE OF COMPLAINANT

Signature		Printed Name	Michael O'Neil	Date	7/21/26
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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

She has sustained 3rd degree burns to 75% of her body + 15%

2nd degree burns. She will have permanent loss of mobility in her left hand and left leg.

She may lose parts of both ears. She is currently intubated at the burn center in St. Paul. The company Hardscapes Plus was operating on the assumption that ticket number 26014253 lasts forever. It expired on 4/30/26 and was never renewed, so utilities had not been notified prior to excavation since the beginning of April & there were no markings

MOU placed an emergency one call 30 minutes after the explosion to repair the struck gas line, ~~but~~ so property is marked now, but there were no visible markings during their excavation. I've spoken to the employee who placed the one-call in April and informed her that she did not have a valid one-call in the ~~area~~ area. She told me that the one-call center never told her tickets expire and by law the one-call center is required to. I know that's false. Everyone knows 21 days.