



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 9-24-26	Location (Address, City, State / Nearest Intersecting Streets / Lat & Long) 2215 2nd Ave E - West Fargo ND	One-Call Ticket Number 26128404
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). Ticket 26128404 was called in 9-17-26 at 10:10am. As of 9-24-26 at 9:07am, Xcel has still not located it. This has been a constant pattern all summer. Olameter / Xcel Energy have been late to the game each time.		

SECTION V – SIGNATURE OF COMPLAINANT

Signature Justin Buchholz	Printed Name Justin Buchholz	Date 9-24-26
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