

Formstack Submission For: [South Dakota One Call Complaint Form](#)

Submitted at 09/28/23 4:48 PM

Complaint filed on behalf of or by:	NORTHWESTERN ENERGY
Contact Person:	CHAD EGEBERG
Phone Number:	(605) 461-0064
Ext:	
Name or Company Name:	NORTHWESTERN ENERGY
Street Address or PO Box:	1232 22ND AVE S BROOKINGS, SD 57006
Fax:	
Email:	chad.egeberg@northwestern.com
Date:	Sep 26, 2023
Name of excavator / facility operator:	T & T UNDERGROUND
Phone:	(507) 360-6178
Ext:	
Name or Company Name:	T & T UNDERGROUND
Street Address or PO Box:	40504 440TH AVE WINDOM, MN 56101
Fax:	

Email: tandtunderground@gmail.com

Is this party aware of your allegations?: Yes

The South Dakota One Call Board expects communication to occur between both parties before filing complaints. Please provide details of who you spoke with, including the date and time, and what was discussed.:

Our district supervisor communicated with the onsite supervisor when they bored into our 2" plastic gas main. Date was 09/26/23 and the time was about 1:00 pm.

Statutory Violations: 49-7A-8

Other information to support your position:

The contractor was installing communication drops in the area. They had installed roughly 7 drops before they hit a 2" plastic gas main. While installing all of the drops they never exposed any other utilities that they were crossing.

Street Address / location of alleged violation: 1190 PELICAN POINT RD.
MADISON, SD

Date of alleged violation: Sep 26, 2023

Time of alleged violation: 01:00 PM

Describe your allegation:

The contractor was installing communication drops in the area. They had installed roughly 7 drops all crossing our 2" gas main and other utilities before they hit a 2" plastic gas main. While installing all of the drops they never exposed any other utilities that they were crossing. When the gas main was hit they were unaware until the service that they had installed filled up with gas and also filled up the garage to the residence where they were installing service.

Do you believe the alleged violation to be intentional?: Yes

Why or why not?: The contractor used a locator to get a relative depth of the gas main but they never exposed any of the crossing locations.

Was a locate requested from SD One Call?: Yes

Locate ticket #: 2326565212

Start Date on Ticket: Sep 26, 2023

Start time on ticket: 09:26 AM

Did the excavator wait until the start date / time on the ticket before commencing excavation?: Yes

If no or not sure, when did excavation begin (date)?:

If no or not sure, when did excavation begin (time)?:

Did the excavator maintain a minimum horizontal clearance of 18 inches between a marked facility and mechanical equipment?: No

Explain: The gas main or services were never exposed so they had no indication if they were within the 18 inches.

Were buried facilities exposed by hand or non-invasive equipment prior to excavation?: No

Were facilities marked?:	Yes
Was the marking complete prior to the start time on the ticket?:	Yes
Did the excavator pre-mark with white paint?:	N/A
Was the facility marked accurately (within 18 inches)?:	Yes
Did the excavator use reasonable care to maintain locate marks for the life of project?:	Yes
Type of facility involved:	2 INCH NATURAL GAS MAIN
Operator of facility (if known):	NORTHWESTERN ENERGY
Operator address (Street or PO Box):	1232 22ND AVE S BROOKINGS, SD 57006
Operator Phone:	(605) 353-7506
Depth of Cover (If unsure put N/A):	3 FEET
Pressure (If none, write none):	40 PSIG
Voltage (If none, write none):	NONE
# of cable pairs (If none, write none):	NONE
Was the facility damaged?:	Yes

If yes, provide detail and an estimate of damage.:	The contractor hit a 2" natural gas main which required us to replace about 2 feet of pipe. Estimated damage for material and labor is about \$430
Were damages on public right of way or private property?:	Public
Was anyone injured as a result of facility damage?:	No
If yes, provide detail.:	
Length of hospitalization:	
Were there fatalities?:	No
If yes, provide detail.:	
Was operator service affected? :	Yes
If yes, provide detail (how many customers for how long).:	We ended up having to relight about 5 customers
Was the one-call notification center immediately notified of the damage, dislocation, or disturbance?:	Yes
If No, why not?:	
Was the operator of the facility immediately notified of the damage, dislocation, or disturbance?:	Yes
If No, why not?:	

Was there an escape of any flammable, toxic, or corrosive gas or liquid?:

Yes and 911 was not called

If Yes, but if 911 was not called, or if you don't know, explain why.:

The contractor contacted NorthWestern Energy directly and they were informed to contact 911

Please provide a Fire Department or Emergency Services incident report, if available :

Not Available

Attachment:

Attachment Information: File names should not include symbols. Example:(\$, &, *, %,) etc. If submitting multiple files, please zip all files into one folder.:

[View File](#)