

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

Submitted at 12/18/24 10:16 AM

**Complaint Docket
Number:**

OC24-25

**Reply filed on behalf of
(company name):**

Qwest Corporation dba CenturyLink QC (CenturyLink)

Contact Person:

Frank Patka

Phone Number:

(952) 314-9729

Ext:

Name or Company Name:

CenturyLink

Street Address or PO Box:

200 S 5TH ST
MINNEAPOLIS, MN 55402

Fax:

Email:

Frank.patka@lumen.com

Date:

Dec 18, 2024

**Were you previously
aware of these
allegations?:**

No

**Provide detail including
whom you spoke with.:**

**Do you believe the
statutes listed (if any) by
the complainant were
violated?:**

Yes

USIC reports the following facts:

Why or why not?:

On June 6, USIC received a Damage Notification form Dave's Construction for an unmarked Lumen line that was hit. USIC's technician suspected it to be an abandoned line and reached out to the local Lumen supervisor to get confirmation. USIC did, however, fail to contact the excavator to inform them we were requesting and awaiting an answer on this. USIC's failure to notify the excavator was addressed and corrected immediately. The line was abandoned.

These facts show an error on the part of an employee of USIC rather than an intentional violation.

Do you dispute the alleged violation of SD One Call statute or rule occurred?:

No

If yes, what specifically do you dispute?:

Do you dispute the complainant's statements regarding the intentional or unintentional nature of the alleged violation?:

Yes

If yes, please explain.:

See explanation above. USIC communicates with the complainant regularly A technician made a poor decision. This was not an intentional violation

Was a locate requested from SD One Call?:

Yes

Locate ticket #:

2415878296

Start date on ticket:

Jun 06, 2024

Start time on ticket:

10:45 PM

If no, please explain why no locate request was made.:

Did excavation begin before the start date / time on the ticket?: No

Was a minimum horizontal clearance of 18 inches maintained between a marked facility and mechanical equipment? : N/A

Were buried facilities exposed by hand or non-invasive equipment prior to excavation? : N/A

Were facilities marked? : N/A

Was the marking complete prior to the start time on the ticket?: No

Was the excavation site pre-marked with white paint?: N/A

Was the facility marked accurately (within 18 inches)?: N/A

Was there reasonable care to maintain locate marks for the life of project?: N/A

Did the complainant correctly describe the type of facility involved?: No

Provide details:

Facility was abandoned. Complaint expresses doubt as to whether that is the case.

Did the complainant correctly describe the damages that resulted from the alleged violation?:

Yes

Provide details:

Only alleged damage was to an abandoned copper facility.

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?:

No

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

Did the complainant correctly describe the damages that resulted

No

from the alleged violation?:

If no, provide details.:

The damaged facility was abandoned. The complaint expresses doubt as to whether that was the case.

Were damages on public right of way or private property?:

Public

Did complainant correctly describe how operator service was affected?:

No

Provide Details:

No services were affected.

Was anyone injured as a result of facility damage?:

No

If yes, provide details.:

Length of hospitalization:

Were there fatalities?:

No

If yes, provide details.:

Other information regarding injuries or damages:

Describe your plans and procedures to ensure compliance with SD One Call statutes and rules.:

USIC has met with its employee to train for correct procedures in emergency situations and to ensure communication with the excavator occurs within the required time period.

Has a complaint been filed against you in the past for SD One Call violations?:

Yes, I don't recall the date

If yes, when was it filed?:

Please provide any additional information to support your position.:

This unfortunate incident appears to be an issue isolated to one employee who made a bad decision. We have addressed that issue

Attachment Information:
File names should not include symbols. Example:(
\$, &, *, %,) etc.: