

Revd 2/3/25

To South Dakota One Call Notification Board

In the matter of Complaint OC25-001 Filed by Otter Tail Power Company vs. Eframson Electric.

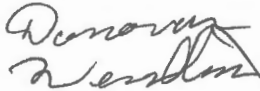
Regarding the new pole at the old tennis court/new ice rink in the City of Lake Norden. On behalf of Eframson Electric and our people, I want to give my deepest apologies for the lapse in judgement. Our people unfortunately did not follow the state law or our processes and procedures on any type of excavation. We do take this complaint very serious as the safe being for our people and the public is held at a very high standard, as well as the financial ramifications with an injury or damage to utilities that could burden our company.

I have spoken with Jeff Eframson and all persons who installed the pole and all agree that they did not follow our process and are at fault even if they feel they know the area well from past work done by them at that site or that they did use our locator to ascertain that nothing that the locator could/would find was at the drilling site. The city of Lake Norden was pushing hard to get it done for the children to use the ice rink and that their personnel were on-site before drilling and confirmed nothing was in the dig area. Even with all that reasoning it still goes against the state laws and our own process and was not good enough.

Going forward I have an all staff meeting in two weeks where I will reiterate the laws along with our process and why we must adhere to these.

Although we have had some unfortunate hits of utilities under locate tickets in the past, I believe we have a good reputation for making sure these are in order and for being upfront and honest when it does happen. I hope our reputation and our past reflect our common practice and expertise in our field and, since no damage occurred, we humbly ask that we be forgiven this lapse of judgment this time. We will continue to strive to be an example and with professionalism that is expected when running a smaller successful business.

Sincerely



Donovan Wendling

Integrator & Operations Manager

Eframson Electric Inc.

19295 438th Ave

Po Box 38

Bryant SD, 57221

Office: 877-876-3434

Cell: 605-520-9370

Web: www.eframsonelectric.com



Timely, Capable, Personable