

wsdlsafetycommittee@gmail.com

From: sendmail@washington-ucc.org
Sent: Tuesday, June 11, 2019 3:00 PM
To: wsdlsafetycommittee@gmail.com
Subject: Complaint Form

Complaint Form Request

Requester Information

Name: Austin Bougie
Company: Austin's Lend-A-Hand Corporation
Company Phone: (425)923-6510
Company Email: abougie@frontier.com
Company Address: PO# Box 186, Stanwood, 98292
Ticket Requested: yes
Ticket Number: 18536674
Ticket Date: 12/20/2018

Violation Information

Violation RCW: RCW 19.122.030
Violation Section: Facility operator is held accountable for delivering locates accurately and on time.
Violation Description: When we arrived at 7AM 12/27/18, there were no marks, and at 9:18 (when I sent them photos) there were still no marks after having called in the problem. We had equipment, labor, and delay costs as a result. Photos of the site were sent to USIC at the time to prove there were no marks.
Violation Address: 832 New Morning Road, Camano Island
Violation Date: 12/27/2018

Alleged Violator

Violator Name: Frontier
Violator Phone Number: (425)999-0182
Violator Email: chuck.roberts@ftr.com
Violator Address: NA
Violator Employess On Site:

tom Novotney
425-387-7435 wk cell
Novotney, Thomas
<thomas.novotney@ftr.com>

Duaine Birkhofer
Local Manager
Arlington, Marysville, Stanwood
Granite Falls, Lake Stevens, Camano
Island
Frontier Communications
Email: Duaine.h.birkhofer@ftr.com
Cell: 425-409-8004

Other Information

Case 19-061 (1 of 2) Austin's vs. Frontier Communications

Other Information: This delay has been billed to USIC since the incident happened, the regional director asked us not to be too hard on his locator, and that it would be an "easy fix" to get the delay costs paid. Since then, USIC has ignored or denied the invoice for delay costs.

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From: sendmail@washington-ucc.org
Sent: Thursday, July 11, 2019 10:15 AM
To: wsdlsafetycommittee@gmail.com
Subject: Complaint Form

Complaint Form Request

Requester Information

Name: Austin Bougie
Company: Austin's Lend-A-Hand Corporation
Company Phone: (360)387-1442
Company Email: abougie@frontier.com
Company Address: PO Box 186, Stanwood, 98292
Ticket Requested: yes
Ticket Number: 19235521
Ticket Date: 06/05/2019

Violation Information

Violation RCW: RCW 19.122.030
Violation Section: Marks not made within 2 business days.
Violation Description: Marks were to be for entire width of property south from the pavement into the lot, in newly cleared area. There were NO Frontier or PUD marks at all, where clearly there was service per the photos and should have been marks on the ground within the white painted delineations.
Violation Address: 495 Tillicum Way, Camano Island
Violation Date: 06/10/2019

Alleged Violator

Violator Name: Frontier Communications
Violator Phone Number: (425)999-0182
Violator Email: Chuck.roberts@ftr.com

Violator Address: 1NA
Violator Employess On Site:

Other Information

Case 19-062 (2 of 2) Austin's vs. Frontier Communications

Other Information: This complaint is due to an incomplete locate. "No PUD, No Frontier" was painted in the street on the west end of the lot at the westernmost white marks. The rest of the lot (all of it) to the east along the pavement and into the lot were unmarked. The locate person, when he did arrive, said the reason he hadn't marked any more was that he couldn't tell if the white marks were new or old ones, even though the white marks were also marked with the date I had marked them, when I had called for a locate 5 days prior. I am requesting reimbursement for job delay of the cost of the two machines that would have been running during the two hours we had to wait for the marks to be completed. The amount of the invoice is \$550 plus Island County sales tax of \$47.85.