

wsdlsafetycommittee@gmail.com

From: sendmail@washington-ucc.org
Sent: Wednesday, May 13, 2020 7:44 AM
To: wsdlsafetycommittee@gmail.com
Subject: Complaint Form

Complaint Form Request

Requester Information

Name: Linda
Company: Avista Corporation
Company Phone: (509)495-4423
Company Email: linda.burger@avistacorp.com
Company Address: 1411 E. Mission Ave, Spokane, 99202
Ticket Requested: yes
Ticket Number: 20148862
Ticket Date: 04/23/2020

Violation Information

Violation RCW: RCW 19.122.030
Violation Section: 19.122.030 (2) Failed to wait the 2 business days before excavating
Violation Description: Neighborhood Fence failed to wait the 2 business days before excavating. They called in for locates on 4/23/20 and dug on 4/24/20 damaging a natural gas pipeline. The ticket was not valid for excavation until 4/28.
Violation Address: 4015 S. Crestline Spokane, WA
Violation Date: 04/24/2020

Alleged Violator

Violator Name: Neighborhood Fence
Violator Phone Number: (509)624-0416
Violator Email: raylspies@gmail.com
Violator Address: 11619 E Cooper Rd, Mead, 99021
Violator Employess On Site: There were no employees on-site when Avista arrived. Ray Spies called in the damage to Avista.

Other Information

Other Information: On 4/24/20 Ray Spies of Neighborhood Fence called Avista about a damage to Avista's ¾" plastic pipe at 4015 S Crestline. When Avista's serviceman arrived on site he found that Neighborhood Fence had gouged Avista's ¾" plastic pipe with a digging bar while digging a post hole for the installation of a fence. The serviceman did not see any locate marks on the ground and determined that Neighborhood Fence did not wait the two business days required by 19.122.030 (2) of Chapter 19.122 RCW Underground Utilities. There was no one from Neighborhood Fence on-site when Avista's serviceman arrived. Neighborhood Fence put in a locate ticket on Thursday 4/23/20, ticket number 20148862 at the address of 4015 S. Crestline in Spokane that was not valid to start work until Tuesday 4/28/20 which is 2 full business days. The fence crew started digging for post holes on Friday 4/24/20 prior to Avista's locating technician arriving to locate. Supporting documentation sent separately.

Washington One Call

Ticket No: 20148862
2 FULL BUSINESS DAYS
Original Call Date: 04/23/20 05:25 pm
Work to Begin Date: 04/28/20 12:00 am
Expiration Date: 06/07/20 05:30 pm

CALLER INFORMATION

Company Name: NEIGHBORHOOD FENCE
Contact Name: RAY SPIES
Phone: 509-624-0416
Alt. Contact: RANDY/CELL - CALL 1ST
Phone: 509-216-9145

Fax Phone:
Caller Address: 11619 E COOPER RD MEAD,WA 99021
Email Address: raylspies@gmail.com

DIG SITE INFORMATION

Type of Work: INSTALL FENCE
Work Being Done For: NEIGHBORHOOD FENCE

DIG SITE LOCATION

State: WA
County: SPOKANE
Place: SPOKANE
Address: 4015
Street: S CRESTLINE ST
Intersecting Street: E 40TH AVE
Location of Work: ADD IS APX 100 FT S FROM ABV INTER MARK BOTH SIDES OF PROP
AND BACK YARD FROM THE FRONT OF THE HOUSE BACK AT ABV ADD
Remarks: READ THE AREA MARKED IN WHITE STATEMENT CUSTOMER GAVE
TOWNSHIP, RANGE, SECTION INFO
Caller Twp: 25N
Rng: 43E
Sect-Qtr: 33
Map Coord NW Lat: 47.6181267
Lon: -117.3794550
SE Lat: 47.6175247
Lon: -117.3783319

MEMBERS NOTIFIED

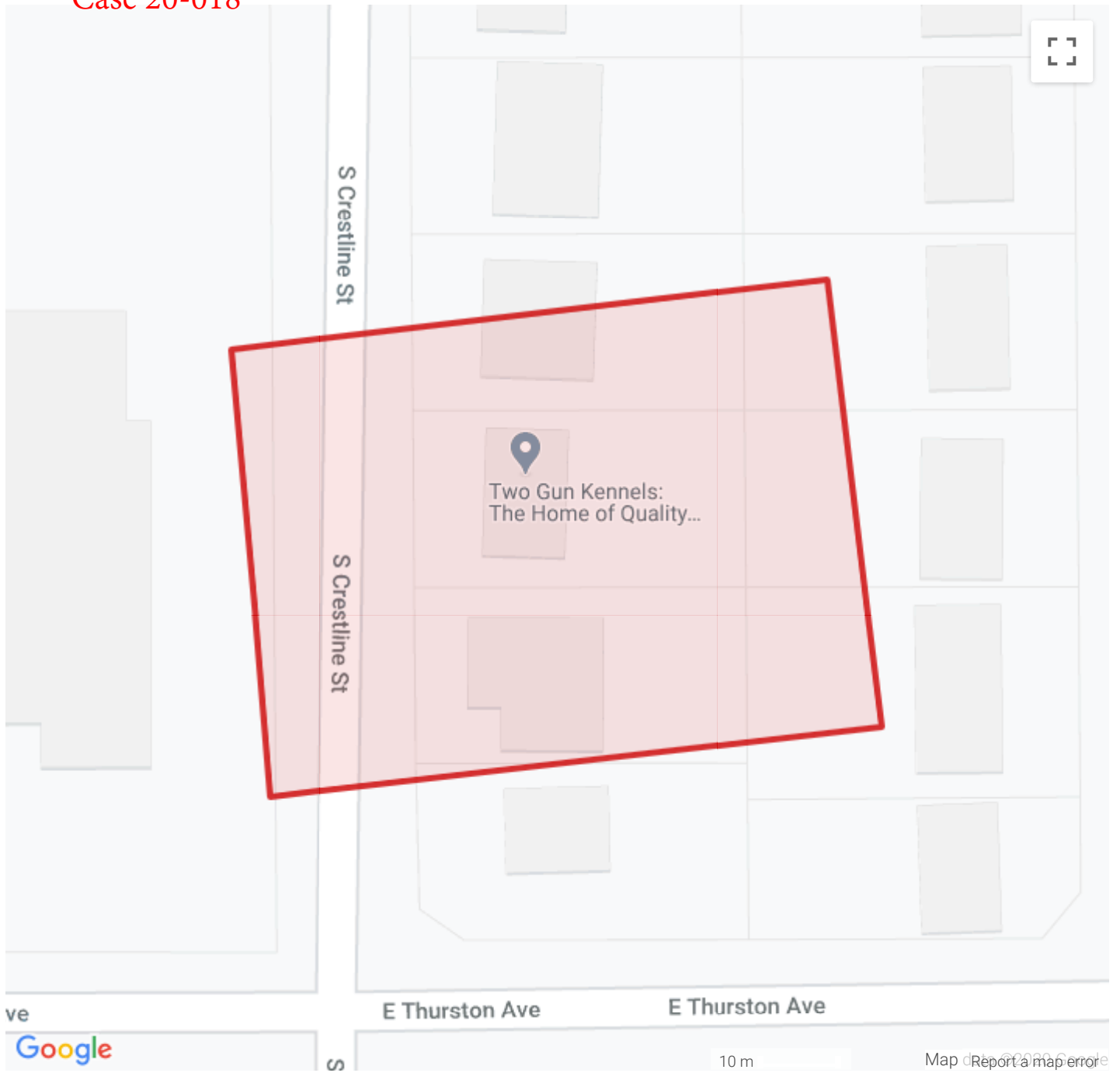
District	Company Name	Marking Concerns	Customer Service	Repair	Status
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District	Company Name	Marking Concerns	Customer Service	Repair	Status
AVSP101	AVISTA	888-728-9343	800-227-9187	800-227-9187	Clear, No Utility Owned Facility in Excavation Area
AVSP201	AVISTA	888-728-9343	800-227-9187	800-227-9187	Marked, Complete
QLNWA32	CTLQL-CENTURYLINK	800-778-9140	800-244-1111	800-573-1311	Not yet responded
SPOKAN02	CITY OF SPOKANE WATER DEPT	509-625-7800	509-625-7800	509-625-7800	Does not report

Legend:  Locate Polygon

Lat/Lon



**Supporting Documentation
Avista vs Neighborhood Fence Complaint
May 13, 2020**

Date of Violation: April 24, 2020

Excavator Information: Neighborhood Fence, 11619 E Cooper Rd, Mead, WA 99021
(Ray Spies, raylspies@gmail.com, (509) 624-0416 information on locate ticket) onsite: no one on-site when Avista arrived

Location of Damage: 4015 S Crestline Spokane, WA 99

Locate Ticket Number: 20148862

Alleged Violation: 19.122.030 (2) An excavator must provide the notice required by subsection (1) not less than 2 business days before the scheduled date for commencement of excavation...

Summary of Violation:

On 4/24/20 Ray Spies of Neighborhood Fence called Avista about a damage to Avista's ¾" plastic pipe at 4015 S Crestline. When Avista's serviceman arrived on site he found that Neighborhood Fence had gouged Avista's ¾" plastic pipe with a digging bar while digging a post hole for the installation of a fence. The serviceman did not see any locate marks on the ground and determined that Neighborhood Fence did not wait the two business days required by 19.122.030 (2) of Chapter 19.122 RCW Underground Utilities. There was no one from Neighborhood Fence on-site when Avista's serviceman arrived.

Neighborhood Fence put in a locate ticket on Thursday 4/23/20, ticket number 20148862 at the address of 4015 S. Crestline in Spokane that was not valid to start work until Tuesday 4/28/20 which is 2 full business days. The fence crew started digging for post holes on Friday 4/24/20 prior to Avista's locating technician arriving to locate. **Exhibit #1** is vicinity map showing the damage location and **Exhibit #2** is copy of locate ticket 20148862.

Exhibit #3 shows the locating technician's ticket comments indicating that Neighborhood Fence had already started digging post holes prior to their arrival. **Exhibits #4 – #7** are photos of the damaged pipe and the locating technician's pictures.

Exhibit #1 – Vicinity map showing location of damaged pipe in red circle. This 3/4" pipe is a split service that feeds both 4007 and 4015 S Crestline.



Exhibit #2 - Copy of locate ticket that indicates that the ticket was not valid for digging until 4/28/20.

Washington One Call	
Ticket No: 20148862 Original Call Date: 04/23/20 05:25 pm Work to Begin Date: 04/28/20 12:00 am Expiration Date: 06/07/20 03:30 pm	2 FULL BUSINESS DAYS
TICKET ACTIONS	
CALLER INFORMATION	
Company Name: NEIGHBORHOOD FENCE Contact Name: RAY SPIES Alt. Contact: RANDY/CELL - CALL 1ST Caller Address: 11619 E COOPER RD MEAD,WA 99021 Email Address: raylspies@gmail.com	Phone: 509-624-0416 Phone: 509-216-9145 Fax Phone:
DIG SITE INFORMATION	
Type of Work: INSTALL FENCE Work Being Done For: NEIGHBORHOOD FENCE	
DIG SITE LOCATION	
State: WA Place: SPOKANE Street: S CRESTLINE ST Intersecting Street: E 40TH AVE Location of Work: ADD IS APX 100 FT S FROM ABV INTER MARK BOTH SIDES OF PROP AND BACK YARD FROM THE FRONT OF THE HOUSE BACK AT ABV ADD Remarks: READ THE AREA MARKED IN WHITE STATEMENT CUSTOMER GAVE TOWNSHIP, RANGE, SECTION INFO Caller Typ: 25N Rng: 45E Sect-Qtr: 33 Map Coord NW Lat: 47.6181267 SE Lat: 47.6175247	County: SPOKANE Address: 4015 Lon: -117.3794550 Lon: -117.3783319
MEMBERS NOTIFIED	

Status History Ticket No: 20148862

Date: Mon Apr 27 10:01:51 CDT 2020

Date	Type	District	Company	Status	Notes
04/23/20 17:26:44	Ticket Check Response Added	QLNWA32	CTLQL-CENTURYLINK	Not yet responded	
04/23/20 17:26:44	Ticket Check Response Added	AVSP101	AVISTA	Not yet responded	
04/23/20 17:26:44	Ticket Check Response Added	AVSP201	AVISTA	Not yet responded	
04/23/20 17:26:44	Ticket Created			null	

Exhibit #3 - Locate technicians comments from ELM's ticket management system indicate that holes were already dug upon his arrival.

Ticket	Messages	Pictures	Map	Status	Data Collection	QA
Work Date: 4/24/2020 Form Name: Ticket Comments:						
Work Date: 4/27/2020 Form Name: Ticket Comments: AVISTA-E - Ash4.27 no electric in dig area verified overhead electric; AVISTA-G - Ash4.27 verified 4007 was in flower bed next to driveway. Located service 4015 to flower bed next to driveway. Holes dug for posts, gas line exposed near driveway and flower bed for 4015.;						

Exhibit #4 - Photo taken on 4/24 by Avista's serviceman showing the location of the damaged pipe and no evidence of locate marks.



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Exhibit #5 - Photo shows gouge damage to the plastic pipe by digging bar, photo taken by Avista serviceman on 4/24.



Exhibit #6 - Photos from locate technician when they arrived on 4/27/20. Shows damaged pipe location (bucket over pipe) when locate technician showed up to locate Avista's pipe for ticket 20148862.



Ticket: 20148862.0 Timestamp: 4/27/2020 8:06:15 AM

Exhibit #7 – Photo by locating technician showing repaired pipe in open post hole upon their arrival on 4/27.



Ticket: 20148862.0 Timestamp:4/27/2020 8:06:26 AM