

**Avista's Response to
Case 21-024
M&L vs Avista – Granite Lane**

Date of Incident: June 16, 2021

Location of Incident: 11730 Granite Lane Otis Orchards WA

Locate Ticket Number: 21262536

Alleged Law Violation: 192.122.030

Summary of Incident:

On the morning of June 16, 2021 (between 8:30 and 8:45am) Tyler from ELM, (Avista's and Inland Power's contract locating company) received a phone call from an M&L foreman expressing concern that M&L saw an electrical box (Inland Power's) near their dig area that did not have marks coming out of it. Tyler looked up the location request ticket and observed that: (1) the original locator had issues getting access to the gas meter across the street to direct connect and locate the two inch gas main by the driveway; and (2) the electric was outside of the dig area (as described below, this was due to confusion with a different locate request). Tyler from ELM sent a technician directly to the work site to get M&L locates (the tech left their previous ticket at 8:55am and got on site at Granite at 9:10am). ELM's tech completed the locate at 10:50 am after locating 200 feet of Avista gas main and 800 feet of Inland Power electric.

It was determined that the first tech had two locate requests in that area, 11730 Granite Lane (for M&L) ticket #21262536 and 11622 Granite Lane (for CID #19) ticket #21261549, and confused the type/location of work between them. This led to inaccurate documentation to extend the locate due to unlocatable facilities. The locate technician did use the OCC positive response feature and selected "Due Date Extended" so the excavator would know the date had been extended and the locate was not completed, nor was it clear of facilities. As far as contacting M&L by phone, the Due Date Extension log shows that Ashley at ELM left a message for Shane from CID #19 rather than contacting M&L Construction, see **Exhibit B**. The final locating technician, Robert, indicated that the white marks were confusing between the two tickets.

Exhibit A – Vicinity map showing where the ticket request is located along with the closest hook up point.



Exhibit B – Polygon area for each ticket as taken from the ticket on search and status.

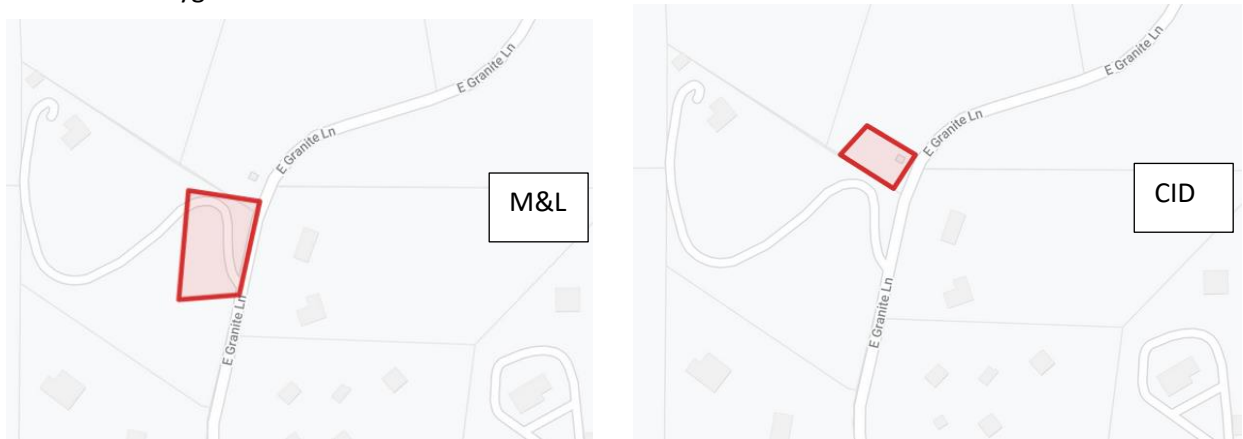



Exhibit C – Due Date Extension Log for both tickets. Ashley left Shane from CID #19 a message and somehow documented it in both tickets.

Ticket / ExtendedBy	Address / Contact Method	City / ExtensionType	Excavator / Current Due Date	Work Done For / New Due Date	Work Type / Contact Date	Contact Name	Contact Phone	Comments
21262536	19730 EAST GRANITE LANE & N CAMPBELL RD	SPOKANE	M&L CONSTRUCTION	LANDOWNER	UTILITY INSTALLATION			
Ashley Edwards	Left Message	Time Extension *	6/14/2021 11:59:00 PM	6/17/2021 11:54:00 PM	6/15/2021 11:54:00 AM	Shane	(509) 924 - 3655	Time extended
21261549	19622 GRANITE & CAMPBELL	OTIS ORCHARDS-EAST FARMS	CID #19	CID#19	INSTALL WATER SERVICE			
Patrick Monnin	Over Phone	Trouble Locate *	6/11/2021 11:59:00 PM	6/14/2021 11:31:00 PM	6/11/2021 6:31:00 PM	Cid # 19	(509) 934 - 4455	Project ticket
Ashley Edwards	Left Message	Unclear Locate Directions *	6/14/2021 11:31:00 PM	6/17/2021 8:50:00 PM	6/15/2021 11:50:00 AM	Shane	(509) 924 - 3655	Trouble finding location

Exhibit D – M&L ticket locating technician’s timeframe and comments.

 Export

TicketNumber	Rev	TicketType	StreetAddress	City	State	CompanyName	WorkDoneFor	Audit Result	SystemNumber
21262536	0	Regular Notice	19730 EAST GRANITE LANE	SPOKANE	WA	M&L CONSTRUCTION	LAND OWNER		210610A2339

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Date	Action
6/10/2021 9:42:48 AM	Ticket received (All Times MST/MDT)
6/11/2021 10:35:44 PM	Ticket released to tech
6/15/2021 12:01:07 PM	Ashley Edwards positively responded Due Date Extended for Avista-Gas (Timezone MDT/MST)
6/16/2021 11:50:07 AM	Robert Riske positively responded Marked, Complete for Avista-Gas (Timezone MDT/MST)

Ticket	Messages	Pictures	Map	Status	Data Collection	QA
Work Date: 6/12/2021						
Form Name: Ticket						
Comments:						
Work Date: 6/15/2021						
Form Name: Ticket						
Comments: AVISTA-G - Ash6.15 couldn't get a strong signal on 2"pe crossing granite.; INLAND - Ash6.15 no electric in dig area;						
Work Date: 6/16/2021						
Form Name: Ticket						
Comments: AVISTA-G - Ash6.15 couldn't get a strong signal on 2"pe crossing granite.; INLAND - Ash6.15 no electric in dig area; AVISTA-G - Located ava gas service thru dig area. Located ava gas 2" pe main thru dig area.; INLAND - Located ipl ele service thru dig area.;						

Exhibit E – CID #19 ticket locating technician’s timeframe and comments.

 Export

TicketNumber	Rev	TicketType	StreetAddress	City	State	CompanyName	WorkDoneFor	Audit Result	SystemNumber
21261549	0	Regular Notice	19622 GRANITE	OTIS ORCHARDS-EAST FARMS	WA	CID #19	CID#19		210609A8921

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Date	Action
6/9/2021 4:15:29 PM	Ticket received (All Times MST/MDT)
6/11/2021 12:00:11 AM	Ticket released to tech
6/11/2021 6:33:01 PM	Patrick Monnin positively responded Not Marked, Denied Access for Avista-Gas (Timezone MDT/MST)
6/16/2021 11:47:58 AM	Robert Riske positively responded Clear, No Conflict for Avista-Gas (Timezone MDT/MST)

[Ticket](#)
 [Messages](#)
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 [Pictures](#)
 [Map](#)
 [Status](#)
 Data Collection
 [QA](#)
 

Work Date: 6/11/2021

Form Name: Ticket

Comments: AVISTA-G - Signal weaklining up with cti.....pat;

Work Date: 6/12/2021

Form Name: Ticket

Comments: AVISTA-G - Signal weaklining up with cti.....pat;

Work Date: 6/15/2021

Form Name: Ticket

Comments: AVISTA-G - Signal weaklining up with cti.....pat;

Work Date: 6/16/2021

Form Name: Ticket

Comments: AVISTA-G - Signal weaklining up with cti.....pat; AVISTA-G - No ava gas service thru dig area.; INLAND - Located IPL ele thru dig area.;

Exhibit F – Photos of locate at bottom of Granite Lane showing locate marks. House across the street is the one that the locator was unable to gain access to the gas meter to hook up as shown on the vicinity map in Exhibit A.



Ticket: 21262536.0 Timestamp:6/16/2021 10:29:09 AM