

wsdlsafetycommittee@gmail.com

From: sendmail@washington-ucc.org
Sent: Thursday, August 12, 2021 10:45 AM
To: wsdlsafetycommittee@gmail.com
Subject: Complaint Form

Complaint Form Request

Requester Information

Name: Melissa Zimmerman Keith Jellerson: 206-660-7177
Company: Millennium Landscape & Construction, Inc
Company Phone: (425)350-0054
Company Email: ap@millennium-lc.com
Company Address: 1429 Ave D, PMB 177, Snohomish, 98290
Ticket Requested: yes
Ticket Number: 21341720
Ticket Date: 07/28/2021

Violation Information

Violation RCW Code: Locate did not mark properly
Violation Section: Locate did not mark properly
Violation Description: Locate came out to the job site and marked "no gas/no power" when our crew began digging they ran into a gas line and power lines.
Violation Address: 14430 160th Ave NE Woodinville, WA 98072
Violation Date: 08/06/2021

Alleged Violator

Violator Name: ~~Millennium Landscape & Construction, Inc~~ Puget Sound Energy
Violator Phone Number: (425)806-9001
Violator Email: ap@millennium-lc.com
Violator Address: 1429 Ave D., PMB 177, Snohomish, 98290
Violator Employess On Site: William Pittman, Andrew Pitman

Other Information

Nirhmala Lucas Nirhmala.Lucas@pse.com
Puget Sound Energy
3130 S 38th St. 1
Tacoma, WA 98409

Case 21-039

Other Information: When locate went out the first time they marked the area "No Gas/No Power" our guys began digging and there was gas an power there.

Melissa Zimmerman
Office Manager
425-806-9001 (Office Line)
425-350-0054 (Personal Cell)
Millennium Landscape & Construction, Inc.
1429 Avenue D, PMB 177
Snohomish, WA 98290
www.millennium-lc.com

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On July 27, 2021, Millennium Landscaping called in locate request 21341720 for work to be done at 14330 160th Ave NE within an area marked with white paint for a stump removal. An ELM damage prevention technician closed the ticket on July 30 2021, determining there was no conflict with PSE gas or electric. On August 6, 2021, Millennium Landscaping called in a second locate ticket, 21360236 for the same location, but for the entire lot. The same ELM damage prevention technician arrived back on the site, and closed the ticket out on August 10, 2021, determining there was no conflict with PSE gas or electric.

On August 11, 2021, ELM was notified, through contact Millennium Landscaping made with PSE that they had exposed several wires which looked to be PSE electric in the north corner of the lot. At 4:59 pm, ELM's area manager reopened the locate ticket and sent an ELM supervisor to the site to correct the error and locate the lines in conflict with the work Millennium Landscaping was performing.

Response:

- **ELM marked that no gas & no electric was within the proposed dig site. How is PSE addressing the unmarked lines with the locating service provider?**

PSE initiated an audit of this event which led to an extensive root cause analysis and corrective action from ELM.

The PSE maps show the power north side of the property out of the white painted area. The neighboring power does cross to the south side of the property and goes into the work area, there was a handhold that was buried in the bushes and no way to locate or see the handhold. If the ELM technician would have hooked on to the neighboring service, he would have found the neighboring service crossed into the work area on the property where work was taking place. ELM did reopen the ticket and the locate was fixed and completed.

- **What measures is the locating service provider taking to ensure their employees have the proper training, tools and equipment to provide customers with accurate information before commencing digging operations?**

ELM has increased awareness of near miss events, informed employees of procedural steps that were not followed to cause this specific near miss event and created training documents to reduce/eliminate near miss events in the future.

- ELM improved communication between ELM, PSE, and the excavator on locates that present some type of difficulty, i.e. High Pressure/High Profile and Troubled Locates
 - Mobile Workforce Messaging on tablets/phones
 - Near Miss Messaging
 - Near Miss Review Board
 - Disqualify employees until audit is reviewed
 - Termination if necessary

- Newsletter for awareness monthly
- Training and refresher classes
 - ELM created 10 Steps to a Successful PSE Locate
 - PSE Marking Standards
 - PSE High Profile Procedures
- Quality Management Review
 - Routine Audits
 - Annual target audits with field reviews
- Standards
 - Annual OQ requalification/recertification

- Operating staffing model of additional trained damage prevention technicians to meet the unprecedented locate volume demands

Washington One Call

Ticket No: 21341720
2 FULL BUSINESS DAYS
Updated by: 21360236
Original Call Date: 07/27/21 02:27 pm
Work to Begin Date: 07/30/21 12:00 am
Expiration Date: 09/10/21 02:30 pm

CALLER INFORMATION

Company Name: MILLENNIUM LANDSCAPING/ CONST.

Type of Excavator:

Contact Name: KEITH JELLERSON

Phone: 206-660-7177

Alt. Contact: HEATHER - CELL

Phone: 206-617-0261

Fax Phone:

Caller Address: 1429 AVENUE D, PMB 177 SNOHOMISH, WA 98290

Email Address: keith@millennium-lc.com

DIG SITE INFORMATION

Type of Work: STUMP REMOVAL

Directional Drilling:

Type(s) of Excavation

Equipment:

Work Being Done For: LISA BRUMMEL

DIG SITE LOCATION

State: WA

County: KING

Place: WOODINVILLE

Address: 14330

Street: 160TH AVE NE

Intersecting Street: NE 143RD ST

Location of Work: EXCAVATION SITE IS ON THE E SIDE OF THE ROAD. MARK N PROP LINE AT ABV ADD

Remarks: AREA MARKED IN WHITE.

Map Coord NW Lat: 47.7309794

Lon: -122.1271478

SE Lat: 47.7288885

Lon: -122.1242769

MEMBERS NOTIFIED

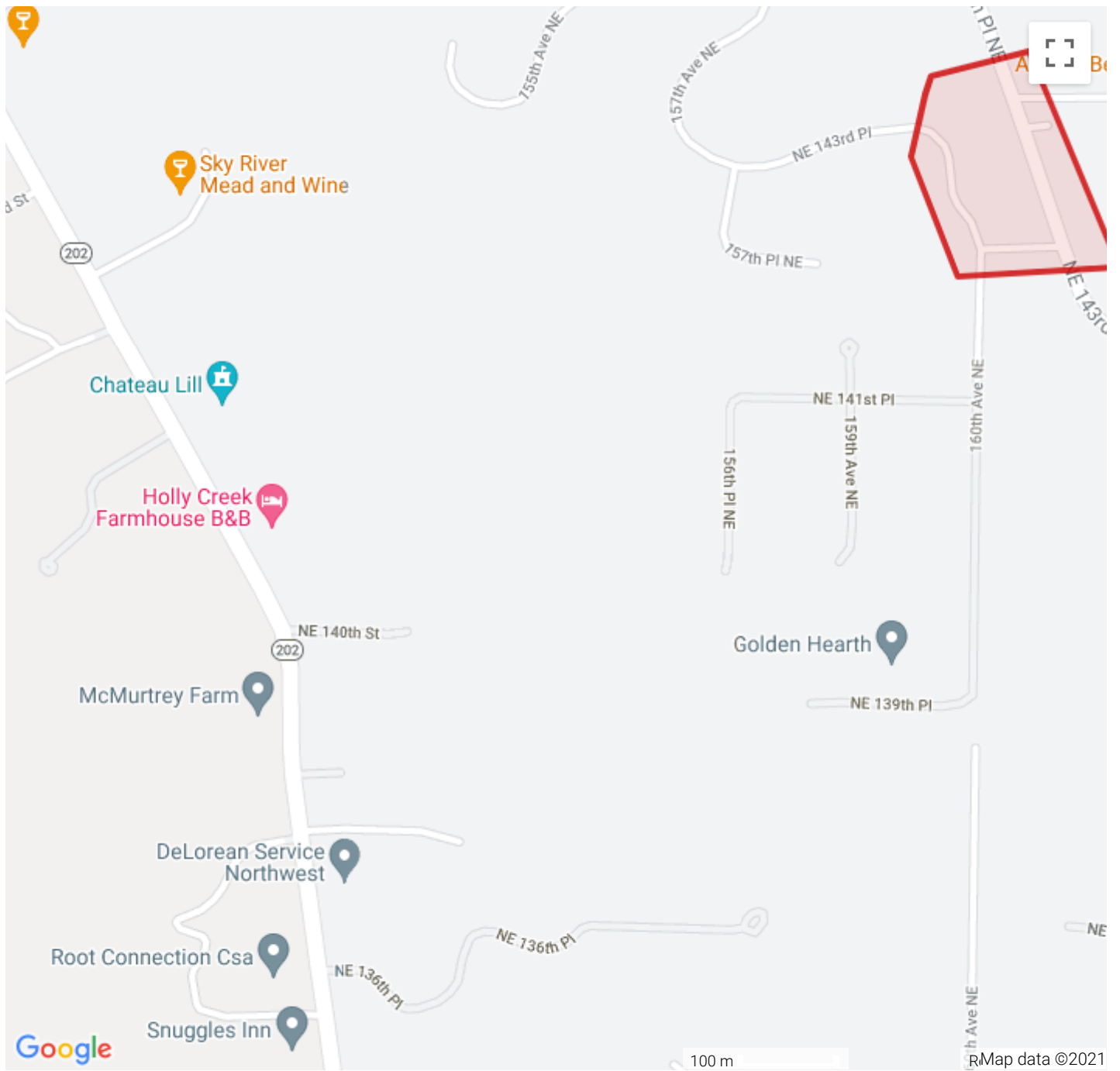
District	Company Name	Marking Concerns	Customer Service	Repair	Status
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District	Company Name	Marking Concerns	Customer Service	Repair	Status
CCWAU01	COMCAST CABLE	800-778-9140	800-934-6489	503-617-1212	Not yet responded
GTE01	ZIPLY FIBER	800-778-9140	866-699-4759	866-669-4759	Clear, No Utility Owned Facility in Excavation Area
KCDPW03	KING COUNTY D.O.T.	206-477-3340	206-477-8100	206-477-2302	Does not report
PUGE03	PUGET SOUND ENERGY ELECTRIC	888-728-9343	888-225-5773	888-225-5773	Clear, No Utility Owned Facility in Excavation Area
PUGG03	PUGET SOUND ENERGY GAS	888-728-9343	888-225-5773	888-225-5773	Clear, No Utility Owned Facility in Excavation Area
SEAH2002	SEATTLE PUBLIC UTILITIES-WATER	206-684-3933	206-684-3933	206-684-3933	Does not report
WODH2001	WOODINVILLE WATER DISTRICT	425-487-4100	425-487-4100	425-487-4100	Does not report

Legend: Locate Polygon

Lat/Lon

47.731116 -122.136038



Washington One Call

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Work to Begin Date: 08/11/21 12:00 am
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Type of Excavator:
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Remarks: AREA MARKED IN WHITE.
UPDATED PER CALLER FOR REMARKS
Map Coord NW Lat: 47.7311409
Lon: -122.1274713
SE Lat: 47.7288273
Lon: -122.1244252

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