

wsdlsafetycommittee@gmail.com

From: sendmail@washington-ucc.org
Sent: Wednesday, May 12, 2021 10:26 AM
To: wsdlsafetycommittee@gmail.com
Subject: Complaint Form

Complaint Form Request

Requester Information

Name: Jennifer Frunz
Company: homeowner
Company Phone: (360)870-6111
Company Email: jennifercournyer@yahoo.com
Company Address: 14309 Knowles Rd SE, Tenino, 98589
Ticket Requested: no

Violation Information

Violation RCW: RCW 19.122.030
Violation Section: unknown
Violation Description: I put in a dig ticket online on 5-6-2021. I noticed that Comcast wasn't listed, so I called comcast. It took hours to reach someone and they said someone would call me before 8pm Friday. Nobody called me. I called the dig hotline and they updated my ticket adding comcast to the list. I was told by comcast they would be out on 5-9-21 between 8 am -8pm. We changed our Mothers Day plans and stayed home all day. Nobody showed up or called. I called comcast again, took forever to get a person. They stated they would send someone out. I informed them I would be working and they would need a gate code to get in. They could call me on their way and I would give it to them. So comcast showed up, and left because they couldn't get in. They didn't call so I could give them the code, they called when they were in the driveway stated they couldn't get in and were closing the ticket. I had no call back number to give them the code or reschedule. So now I am on my third ticket placed and comcast has still not shown up. Our project starts tmrw. 5-13-21
Violation Address: 14309 Knowles Rd SE
Violation Date: 05/10/21

Alleged Violator

Violator Name: Comcast
Violator Phone Number: (800)934-6489
Violator Email: jennifercournyer@yahoo.com

Case 21-015

Violator Address: 2915 Harrison Ave NW Ste. 200, olympia, 98502

Violator Employess On Site: nobody has shown up

Other Information

Other Information: feel free to contact me with any questions

Jennifer Frunz

14309 Knowles RD SE

Tenino, WA 98589

Thursday May 6, 2021

Submitted dig request online. Ticket number 21202497. Once I got the confirmation email, I noticed Comcast was not on the list of providers. So, I called Comcast to try to set up an evaluation. I was told that a request was placed and someone from Comcast would call me Friday.

Friday May 7, 2021

Nobody from Comcast calls me.

Saturday May 8, 2021

My husband and I both called Comcast numerous times Saturday morning. We were hung up on, given incorrect phone numbers, and transferred to the wrong departments. We were not getting anywhere so I called the dig hotline explained the situation they edited my ticket to include Comcast. Ticket number 221204516. They stated somebody would be out on Sunday between the hours of eight and eight.

Because Sunday was Mother's Day my husband also called Comcast to make sure that indeed somebody was coming out, they confirmed this, so we changed our Mother's Day plans stayed home all day.

Sunday May 9, 2021

Nobody called and nobody showed up.

Monday May 10, 2021

Called Comcast before work was transferred multiple times. Finally reached a human (Craig) who stated he placed a Comcast ticket for the work to be done. Ticket number 052667607. Job number 684232. I talked to Comcast 7 times that day while I should have been working. I let them know multiple times they have to call before they arrive to my house to get the gate code. I stated I was at work, I may not be able to answer right away, but I would call back within 5 minutes. Later that day I got one quick voicemail from (Bill) Comcast that stated somebody was at my house and that they did not have the gate code so they left and closed my ticket. There was no callback number or information how to reach them. I then call Comcast back, while I should be working, they state I need to issue yet again another ticket. I explained to them I should not have to put in another ticket however I let them know I would be working from home all day on Tuesday and they could come by anytime. At this point I'm getting nervous because our job is supposed to start Wednesday so I decided I would call 811 let them know the story. I call 811, spent 26 minutes on the phone with them explaining the situation I let them know I would be

Case 21-015

working from home all day Tuesday. I explained that we have a gate and a code is needed. They issued a new ticket. Ticket number 21207235

Tuesday May 11, 2021

nobody shows up

nobody calls

Our project was supposed to start Wednesday morning, so we postponed the project until Thursday.

Wednesday May 12, 2021

nobody shows up

nobody calls

Thursday May 13th 2021

I received an email stating that our ticket was all clear. We began our project. We dug up our Comcast line in two places. There were no markings anywhere near where we were digging. At this point I am beyond upset. I called Comcast, again while I should have been working and demanded to speak to a supervisor. I was then told they would have to call me back. I gave them all of my contact information I was assured somebody would call me after 4:00 o'clock. I did not receive a phone call. I later called Comcast again when I was off work. I again demanded to speak to a supervisor. I was told somebody would call me within 10 minutes. Nobody called me!

wsdlsafetycommittee@gmail.com

From: Jon Cornelius <jonc.wa811@gmail.com>
Sent: Monday, October 18, 2021 2:54 PM
To: Shelley Cornelius
Subject: Fwd: Fw: Ticket: 21202497

----- Forwarded message -----

From: jennifer courneyer <jennifercourneyer@yahoo.com>
Date: Sat, May 15, 2021 at 5:58 AM
Subject: Fw: Ticket: 21202497
To: jonc.wa811@gmail.com <jonc.wa811@gmail.com>

----- Forwarded Message -----

From: wa@occinc.com <wa@occinc.com>
To: "jennifercourneyer@yahoo.com" <jennifercourneyer@yahoo.com>
Sent: Thursday, May 6, 2021, 7:29:02 PM PDT
Subject: Ticket: 21202497

WASHINGTON UTILITY NOTIFICATION CENTER

DO NOT REPLY TO THIS EMAIL

This ticket is valid for 45 days from the legal start date and time. The expiration date and time is 06/20/2021 7:30 PM .

Washington Ticket#:	21202497	2 FULL BUSINESS DAYS	
Transmit Date:	5/06/21	Time:	7:29 PM
Original Call Date:	5/06/21	Time:	7:19 PM
Work to Begin Date:	5/11/21	Time:	12:00 AM

Caller Information

Company:	JENNIFER FRUNZ	Type:	HOMEOWNER
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Case 21-015

Contact Name: JENNIFER FRUNZ **Phone:** (360) 870-6111
Alt. Contact: JOSH FRUNZ **Phone:** (360) 951-5015
Best Time: **Fax:**
Address: 14309 KNOWLES; TENINO, WA
Caller Email: Jennifercourneyer@yahoo.com
Dig Site Information
Type of Work: TRENCH FOR SPRINKLER
Work Being Done For: JENNIFER FRUNZ
Dig Site Location
County: THURSTON **State:** WA
Place: TENINO
Address / Street: 14309 KNOWLES
Nearest Intersection: 143

Location of Work:

SPRINKLER SYSTEM

Remarks:

GATE CODE WILL BE NEEDED CAN GIVE YOU THAT INFO OVER PHONE

Type of Excavator: OCCUPANT (HOMEOWNER)

Directional Drilling: NO

Type(s) of Excavation Equipment: TRENCHER

Map Twp: 16N **Rng:** 2W **Sect-Qtr:** 13,12-SW-SE
Excavation Coordinates for # Polygons: 1
Poly 1: NW Lat: 46.8815228 **Lon:** -122.8787338 **SE Lat:** 46.8704132 **Lon:** -122.8748583

Members Notified

District	Company	Marking Concerns	Customer Service	Repair
PUGE10	PUGET SOUND ENERGY, ELECTRIC	(888)728-9343	(888)225-5773	(888)225-5773
PUGG10	PUGET SOUND ENERGY GAS	(888)728-9343	(888)225-5773	(888)225-5773
TCSSW01	THURSTON CO STORMWATER UTILITY	(360)790-9677	(360)867-2067	(360)972-4875
TENEL01	TENINO TELEPHONE CO	(360)264-2915	(360)264-2915	(360)264-5151
THURS01	THURSTON CO PUD #1	(360)357-8783	(360)357-8783	(360)357-8783

Excavator Responsibilities

Case 21-015

- * Please click on the following link to verify and confirm that the area covered represents the correct and complete work site area.
[Link To Map for C EMAIL](#)
- * If the area covered is incomplete or inaccurate, it is your responsibility to notify the center immediately to update and correct the locate. Failure to do so could result in a delay or an incomplete utility locate.
- * Any other utilities or notification centers not listed, you will need to contact separately.

wsdlsafetycommittee@gmail.com

From: Jon Cornelius <jonc.wa811@gmail.com>
Sent: Monday, October 18, 2021 2:54 PM
To: Shelley Cornelius
Subject: Fwd: Fw: Ticket-21204516

----- Forwarded message -----

From: **jennifer courneyer** <jennifercourneyer@yahoo.com>
Date: Sat, May 15, 2021 at 5:56 AM
Subject: Fw: Ticket-21204516
To: jonc.wa811@gmail.com <jonc.wa811@gmail.com>

----- Forwarded Message -----

From: waitic@occinc.com <waitic@occinc.com>
To: jennifercourneyer@yahoo.com <jennifercourneyer@yahoo.com>
Sent: Monday, May 10, 2021, 3:06:09 PM PDT
Subject: Ticket-21204516

Washington One Call

Ticket No: 21204516
Original Call Date: 05/08/21 10:22 am
Work to Begin Date: 05/13/21 12:00 am

2 FULL BUSINESS DAYS

Caller Information

Company Name: JENNIFER FRUNZ
Contact Name: JENNIFER FRUNZ
Alt. Contact: JOSH FRUNZ

Best Time:
Phone: (360)870-6111
Phone: (360)951-5015
Fax Phone:

Case 21-015

Email Address: Jennifercounyer@yahoo.com

Dig Site Information

Type of Work: TRENCH FOR SPRINKLER

Work Being Done For: JENNIFER FRUNZ

Dig Site Location

State: WA **County:** THURSTON

Place: TENINO

Address: 14309

Street: KNOWLES RD SE

Intersecting Street: 143RD AVE SE

Location of Work:

MARK ENTIRE PROP AT ABV ADD

Remarks:

GATE CODE WILL BE NEEDED CAN GIVE YOU THAT INFO OVER PHONE

Caller Twp:

Rng:

Sect-Qtr:

Map Twp: 16N

Rng: 2W

Sect-Qtr: 13-NW-NE,12-SW-SE

Map Coord NW Lat: 46.8797095

Lon: -122.8798808

SE Lat: 46.8770432

Lon: -122.8757345

MEMBERS NOTIFIED:

District	Company Name	Phone Number	Status
CC7711	COMCAST CABLE	(800)762-0592	Clear, No Utility Owned Facility in Excavation Area
PUGE10	PUGET SOUND ENERGY, ELECTRIC	(888)728-9343	Not yet responded
PUGG10	PUGET SOUND ENERGY GAS	(888)728-9343	Not yet responded
TCSSW01	THURSTON CO STORMWATER UTILITY	(360)790-9677	Does not report
TENEL01	TENINO TELEPHONE CO	(360)264-2915	Does not report

wsdlsafetycommittee@gmail.com

From: Jon Cornelius <jonc.wa811@gmail.com>
Sent: Monday, October 18, 2021 2:54 PM
To: Shelley Cornelius
Subject: Fwd: Fw: ALL CLEAR TCSSW01 21204516

----- Forwarded message -----

From: jennifer courneyer <jennifercourneyer@yahoo.com>
Date: Sat, May 15, 2021 at 5:57 AM
Subject: Fw: ALL CLEAR TCSSW01 21204516
To: jonc.wa811@gmail.com <jonc.wa811@gmail.com>

----- Forwarded Message -----

From: tcsw01@co.thurston.wa.us <tcsw01@co.thurston.wa.us>
To: "jennifercourneyer@yahoo.com" <jennifercourneyer@yahoo.com>
Sent: Monday, May 10, 2021, 9:16:38 AM PDT
Subject: ALL CLEAR TCSSW01 21204516

The described locate area for ticket #21204516 located at 14309 KNOWLES RD SE is CLEAR of any known Thurston County stormwater facilities.

Thurston County Public Works
Water Resources ♦ Stormwater Utility
9605 Tilley Rd S, Ste. B
Olympia, WA 98512
(Main: 360.754.4681
(Direct: 360.490.9650
TCSSW01@co.thurston.wa.us
www.thurstoncountywa.gov/sw

wsdlsafetycommittee@gmail.com

From: Jon Cornelius <jonc.wa811@gmail.com>
Sent: Monday, October 18, 2021 2:54 PM
To: Shelley Cornelius
Subject: Fwd: Fw: Ticket: 21207235

----- Forwarded message -----

From: **jennifer courneyer** <jennifercourneyer@yahoo.com>
Date: Sat, May 15, 2021 at 5:56 AM
Subject: Fw: Ticket: 21207235
To: jonc.wa811@gmail.com <jonc.wa811@gmail.com>

----- Forwarded Message -----

From: wa@occinc.com <wa@occinc.com>
To: "jennifercourneyer@yahoo.com" <jennifercourneyer@yahoo.com>
Sent: Monday, May 10, 2021, 4:18:29 PM PDT
Subject: Ticket: 21207235

WASHINGTON UTILITY NOTIFICATION CENTER

DO NOT REPLY TO THIS EMAIL

This ticket is valid for 45 days from the legal start date and time. The expiration date and time is 06/24/2021 4:15 PM .

Washington Ticket#:	21207235	2 FULL BUSINESS DAYS	UPDATE
Update Of Tkt No:	21204516		
Transmit Date:	5/10/21	Time:	4:18 PM
Original Call Date:	5/10/21	Time:	4:13 PM
Work to Begin Date:	5/13/21	Time:	12:00 AM

Caller Information

Case 21-015

Company: JENNIFER FRUNZ **Type:** HOMEOWNER
Contact Name: JENNIFER FRUNZ **Phone:** (360) 870-6111
Alt. Contact: JOSH FRUNZ **Phone:** (360) 951-5015
Best Time: **Fax:**
Address: 14309 KNOWLES; TENINO, WA
Caller Email: Jennifercournyer@yahoo.com

Dig Site Information

Type of Work: TRENCH FOR SPRINKLER
Work Being Done For: JENNIFER FRUNZ

Dig Site Location

County: THURSTON **State:** WA
Place: TENINO
Address / Street: 14309 KNOWLES RD SE
Nearest Intersection: 143RD AVE SE

Location of Work:

MARK ENTIRE PROP AT ABV ADD

+THERE IS A GATE CODE NEEDED FOR ACCESS TO PROP, CALL JENNIFER AT 360-870-6111 FOR ACCESS+NO GUAR++
+CALLER STATES SHE WILL BE WORKING FROM HOME TUESDAY, 5/11, AND AVAILABLE TO PROVIDE ACCESS+

Remarks:

GATE CODE WILL BE NEEDED CAN GIVE YOU THAT INFO OVER PHONE : UPDATE - CALLER NEEDING COMCAST TO COME BACK OUT AND MARK, WILL NEED TO CALL : JENNIFER TO GET THE GATE CODE.

Type of Excavator: OCCUPANT (HOMEOWNER)

Directional Drilling: NO

Type(s) of Excavation Equipment: TRENCHER

Map Twp: 16N **Rng:** 2W **Sect-Qtr:** 13-NW-NE,12-SW-SE
Excavation Coordinates for # Polygons: 1
Poly 1: NW Lat: 46.8798689 **Lon:** -122.8793466 **SE Lat:** 46.8777000 **Lon:** -122.8761584

Members Notified

District	Company	Marking Concerns	Customer Service	Repair
CC7711	COMCAST CABLE	(800)762-0592	(800)934-6489	(855)537-6296

Case 21-015

PUGE10	PUGET SOUND ENERGY, ELECTRIC	(888)728-9343	(888)225-5773	(888)225-5773
PUGG10	PUGET SOUND ENERGY GAS	(888)728-9343	(888)225-5773	(888)225-5773
TCSSW01	THURSTON CO STORMWATER UTILITY	(360)790-9677	(360)867-2067	(360)972-4875
TENTEL01	TENINO TELEPHONE CO	(360)264-2915	(360)264-2915	(360)264-5151

Excavator Responsibilities

- * Please click on the following link to verify and confirm that the area covered represents the correct and complete work site area.
[Link To Map for C EMAIL](#)
- * If the area covered is incomplete or inaccurate, it is your responsibility to notify the center immediately to update and correct the locate. Failure to do so could result in a delay or an incomplete utility locate.
- * Any other utilities or notification centers not listed, you will need to contact separately.

Did you know that you can submit your tickets online?

- Eliminate hold times.
- * - Immediately receive a ticket number.
- View, Search, Update, Duplicate, and Print tickets.

Click the link below to Register for ITIC and start submitting your tickets on line today!

[Washington ITIC](#)

wsdlsafetycommittee@gmail.com

From: Jon Cornelius <jonc.wa811@gmail.com>
Sent: Monday, October 18, 2021 2:54 PM
To: Shelley Cornelius
Subject: Fwd: Fw: ALL CLEAR TCSSW01 21207235

----- Forwarded message -----

From: jennifer courneyer <jennifercourneyer@yahoo.com>
Date: Sat, May 15, 2021 at 5:54 AM
Subject: Fw: ALL CLEAR TCSSW01 21207235
To: jonc.wa811@gmail.com <jonc.wa811@gmail.com>

----- Forwarded Message -----

From: tcsw01@co.thurston.wa.us <tcsw01@co.thurston.wa.us>
To: "jennifercourneyer@yahoo.com" <jennifercourneyer@yahoo.com>
Sent: Tuesday, May 11, 2021, 8:58:39 AM PDT
Subject: ALL CLEAR TCSSW01 21207235

The described locate area for ticket #21207235 located at 14309 KNOWLES RD SE is CLEAR of any known Thurston County stormwater facilities.

Thurston County Public Works
Water Resources ♦ Stormwater Utility
9605 Tilley Rd S, Ste. B
Olympia, WA 98512
(Main: 360.754.4681
(Direct: 360.490.9650
TCSSW01@co.thurston.wa.us
www.thurstoncountywa.gov/sw

wsdlsafetycommittee@gmail.com

From: Jon Cornelius <jonc.wa811@gmail.com>
Sent: Monday, October 18, 2021 2:52 PM
To: Shelley Cornelius
Subject: Fwd: Fw: Ticket Check Status for WA Ticket 21207235

----- Forwarded message -----

From: **jennifer cournyer** <jennifercournyer@yahoo.com>
Date: Sat, May 15, 2021 at 5:54 AM
Subject: Fw: Ticket Check Status for WA Ticket 21207235
To: jonc.wa811@gmail.com <jonc.wa811@gmail.com>

----- Forwarded Message -----

From: "wa@occinc.com" <wa@occinc.com>
To: "jennifercournyer@yahoo.com" <jennifercournyer@yahoo.com>
Sent: Thursday, May 13, 2021, 12:02:54 AM PDT
Subject: Ticket Check Status for WA Ticket 21207235

Ticket Number: 21207235
Location: 14309 KNOWLES RD SE TENINO, WA

As of 5/13/21 0:02 PDT, participating facility owners have responded to Ticket Check as follows:

District Code	Status
COMCAST CABLE	Clear, No Utility Owned Facility in Excavation Area
PUGET SOUND ENERGY, ELECTRIC	Marked, Complete
PUGET SOUND ENERGY GAS	Clear, No Utility Owned Facility in Excavation Area
THURSTON CO STORMWATER UTILITY	Does not report
TENINO TELEPHONE CO	Does not report

Case 21-015

Does not report: This member does not post their positive response status back to this system. It does not mean that they were not notified of the request to excavate.

To review this ticket in its entirety, visit Search and Status on www.managetickets.com.

wsdlsafetycommittee@gmail.com

From: Jon Cornelius <jonc.wa811@gmail.com>
Sent: Monday, October 18, 2021 2:54 PM
To: Shelley Cornelius
Subject: Fwd: pics of first spot

----- Forwarded message -----

From: **Jennifer** <jennifercournyer@yahoo.com>
Date: Wed, May 19, 2021 at 11:25 AM
Subject: Re: pics of first spot
To: Jon Cornelius <jonc.wa811@gmail.com>

wsdlsafetycommittee@gmail.com

From: Jon Cornelius <jonc.wa811@gmail.com>
Sent: Monday, October 18, 2021 2:52 PM
To: Shelley Cornelius
Subject: Fwd: Fw: Ticket Check Status for WA Ticket 21207235

----- Forwarded message -----

From: **jennifer cournyer** <jennifercournyer@yahoo.com>
Date: Sat, May 15, 2021 at 5:54 AM
Subject: Fw: Ticket Check Status for WA Ticket 21207235
To: jonc.wa811@gmail.com <jonc.wa811@gmail.com>

----- Forwarded Message -----

From: "wa@occinc.com" <wa@occinc.com>
To: "jennifercournyer@yahoo.com" <jennifercournyer@yahoo.com>
Sent: Thursday, May 13, 2021, 12:02:54 AM PDT
Subject: Ticket Check Status for WA Ticket 21207235

Ticket Number: 21207235
Location: 14309 KNOWLES RD SE TENINO, WA

As of 5/13/21 0:02 PDT, participating facility owners have responded to Ticket Check as follows:

District Code	Status
COMCAST CABLE	Clear, No Utility Owned Facility in Excavation Area
PUGET SOUND ENERGY, ELECTRIC	Marked, Complete
PUGET SOUND ENERGY GAS	Clear, No Utility Owned Facility in Excavation Area
THURSTON CO STORMWATER UTILITY	Does not report
TENINO TELEPHONE CO	Does not report

Case 21-015

Does not report: This member does not post their positive response status back to this system. It does not mean that they were not notified of the request to excavate.

To review this ticket in its entirety, visit Search and Status on www.managetickets.com.

Case 21-015



Sent from my iPhone

Case 21-015

Here are pictures of the second spot. The white markings are



ours.









Sent from my iPhone