

Case 22-042  
M&L Construction vs Avista  
Avista Narrative Response

This locating issue was the result of antiquated mapping processes, poor communication, and misunderstanding.

**Mapping Issue:** The original locate technician was using mapping data that had not been updated from the previous gas strike issue. ELM was using a form of “hard copy” files for mapping, requiring individual computers to be updated manually.

**Resulting Action:** We have since changed to server-based mapping that gets updated weekly versus two, to four, week intervals. This change has increased our and ELM’s ability to decrease these types of incidents. We are also discussing ways to get newly installed facilities mapped quicker.

**Poor Communication:** ELM local management spoke with the locator prior to performing the locate. It was discussed to “...make sure the gas service to the shop gets located. There was an issue there previously and we don’t want another one.” ELM local management was referring to the gas service to 23508 Shop. They were unaware of a new gas line installed to the 23516 property, the state of the property’s development, and did not know their instructions would be misinterpreted.

**Resulting Action:** ELM has used this scenario as a training mechanism to enhance communication between management and field personnel. They have improved their training to include standard nomenclature and revisit new/active construction site procedures.

**Misunderstanding:** The locator arrived on site to a newly installed gas service to the developing property (23516) and mistook that for “the line to the shop”. The locator matched the type of work on the request, “Backfill”, with the open trench for the newly installed gas line. This made sense to the locator that the work was being performed at the trench, not the SW corner of the property.

**Resulting Action:** This incident was address at a safety meeting. Technicians reviewed ELM/Avista policies on dig area descriptions, dig area confirmation, call center polygons, and marking standards. ELM has also deployed a “2<sup>nd</sup> Look” program that addresses tickets performed where a technician wants their work double checked by management.

This locate took place twenty-two (22) days after our meeting with M&L to work together while we address these issues. Avista and ELM have both taken large strides to address them since this was identified.

**Avista Response Documentation: Slide Directory**

Slide 2 – The locate request submitted by M&L Construction for 23516 Meadow River Ln.

Slide 3 – The one call center polygon for M&L’s original locate request.

Slide 4 – ELM’s time stamped photo of Avista mapping at the time of the original locate.

Slide 5 – Updated Avista mapping, to include the new gas service to 23516 and the corrected location of the gas service to 23508 Shop, compared to M&L’s original locate request polygon.

Slide 6 – The location of the open trench at 23516 assumed by the locator to be backfilled.

# Case 22-042

M&L Construction vs. Avista Utilities  
23516 N Meadow River Ln. Chattaroy Wa

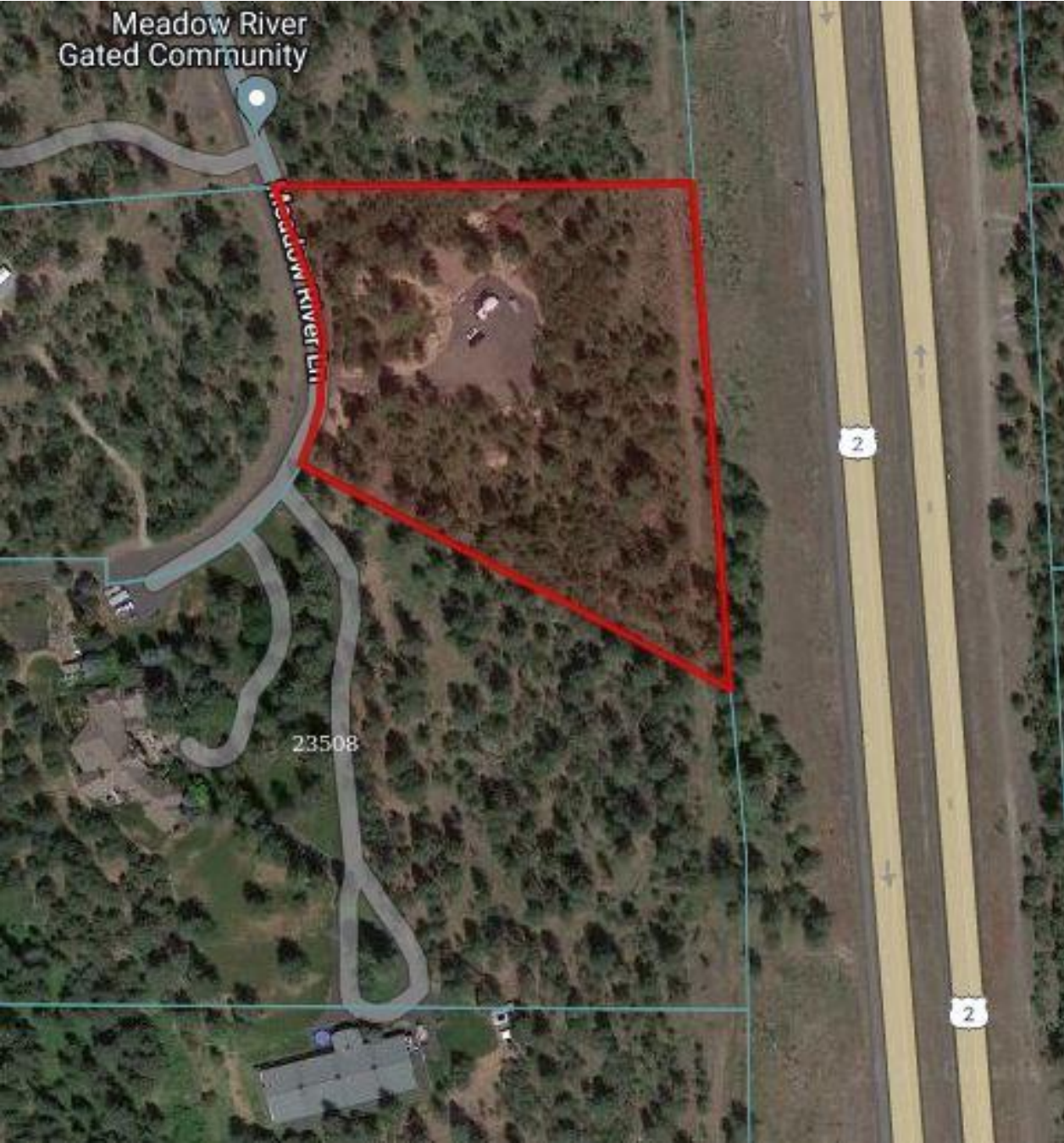
Avista Response Documentation

# Locate Request – Backfill Work

The request encompassed the entire property, five (5) acres and included the roadway (for backfill work), catching the gas service connection to the main for 23508 at the SW corner of the property.

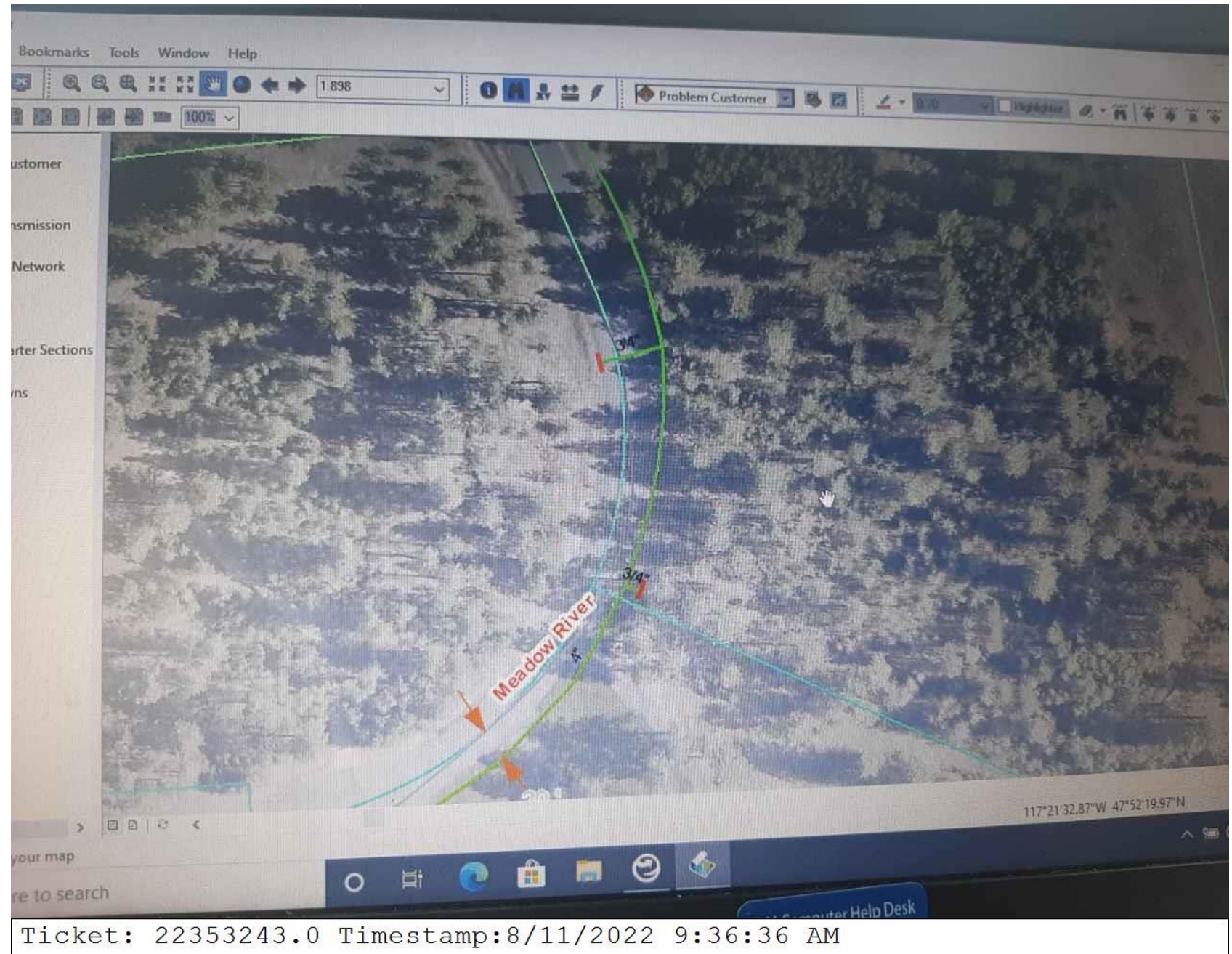
Washington One Call	
<b>Ticket No:</b> 22353243	2 FULL BUSINESS DAYS
<b>Original Call Date:</b> 08/09/22 02:10 pm	
<b>Work to Begin Date:</b> 08/12/22 12:00 am	
<b>Expiration Date:</b> 09/23/22 02:15 pm	
<b>TICKET ACTIONS</b>	
<b>CALLER INFORMATION</b>	
<b>Company Name:</b> M&L CONSTRUCTION	<b>Type of Excavator:</b> CONTRACTOR
<b>Contact Name:</b> WILL WYKES	<b>Phone:</b> 509-993-0548
<b>Alt. Contact:</b> RAY HATTENBURG	<b>Phone:</b> 509-939-8942
	<b>Fax Phone:</b> 509-482-1764
<b>Caller Address:</b> 4103 DALKE AVE SPOKANE, WA 99217	
<b>Email Address:</b> will@mandlconstruction.net	
<b>DIG SITE INFORMATION</b>	
<b>Type of Work:</b> BACKFILL	<b>Directional Drilling:</b> NO
<b>Type(s) of Excavation Equipment:</b> BACKHOE / TRACKHOE, BULLDOZER	
<b>Work Being Done For:</b> OWNER	
<b>DIG SITE LOCATION</b>	
<b>State:</b> WA	<b>County:</b> SPOKANE
<b>Place:</b> GREEN BLUFF	<b>Address:</b> 23516
<b>Street:</b> MEADOW RIVER LN	
<b>Intersecting Street:</b> N RIVER BRANCH LN	
<b>Location of Work:</b> MARK ENTIRE PROPERTY INCLUDE ROAD AND RIGHT OF WAY	
	FROM THE INTERSECTION OF MEADOW RIVER LN AND N RIVER BRANCH LN, HEAD WEST ON MEADOW RIVER LN FOR 0.271 MI TO THE SITE ON THE E SIDE OF THE STREET.
<b>Remarks:</b> AREA MARKED IN WHITE PAINT. GATE CODE #9963	
<b>Map Coord NW Lat:</b> 47.8727672	<b>Lon:</b> -117.3599230
<b>SE Lat:</b> 47.8711372	<b>Lon:</b> -117.3577290

# Ticket 22353243 Dig Area Polygon



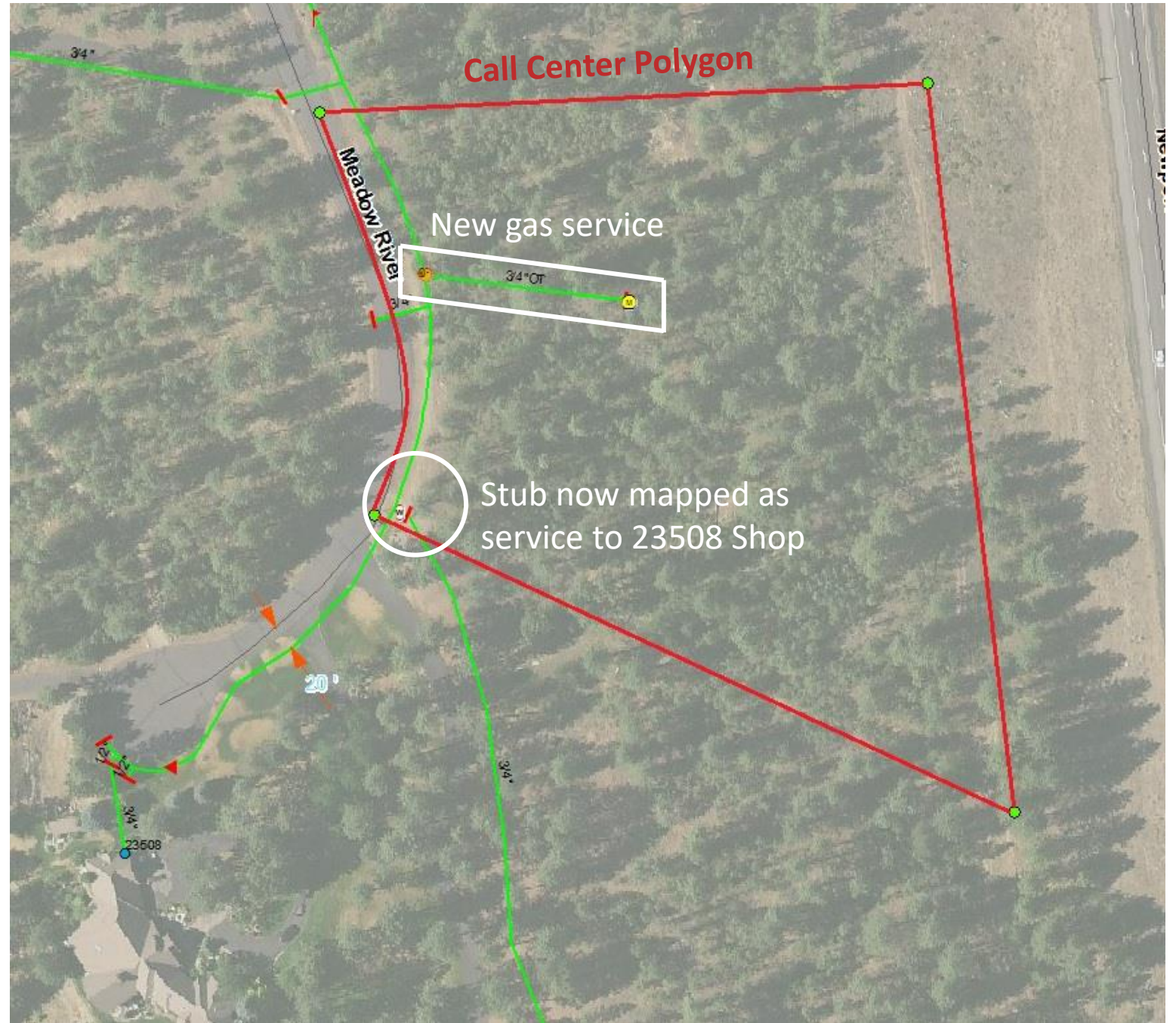


# Mapping Used by ELM on Original Locate





# Polygon with Correct Avista Mapping





# Backfill Area

