

PSE Complaint

Requestor:

Erika Hunter
Damage Prevention Program Manager
Puget Sound Energy
PO Box 97034, EST-4
Bellevue, WA 98009-9734

Alleged Violator:

Dan Wilson
Concrete Services Inc.
6423 Pacific Highway E
Fife, WA 98424
WA UBI 601 334 103
253-922-1444

Violation(s):

Complaint #1: 76th Ave W and 212th Street, Edmonds WA (12/05/2017)

- Excavating without locates; Digging before the required two business days [RCW 19.122.030(2)]

Complaint #2: 99th Ave NE, Lake Stevens WA, Eagle Glen Development (01/12/2018)

- Excavating without locates; Digging before the required two business days [RCW 19.122.030(2)]

Complaint #3: 96th Ave S, Kent WA, Bandon Development (02/07/2018)

- Excavating without locates; Digging before the required two business days [RCW 19.122.030(2)]

History Summation:

PSE's Damage Prevention Field Reps have initiated contact with Concrete Services Inc. (CSI) on 4 separate occasions. Three of those contacts were in the field where Concrete Services Inc. employees were observed doing work without a valid locate ticket in the right of way. Our first attempt at initiating contact was on 01/06/2017. Roger Arrington called the owner, Dan Wilson, in an attempt to educate him about RCW 19.122. He left a voicemail and did not receive a return call. On 12/05/2017, Bob Douglas encountered a crew installing sidewalks curbs and gutters. The employees refused to give their names but did give Bob contact information for the owner. Bob followed up and left a message but did not receive a call back. On 01/12/2018, Roger Arrington again observed CSI doing work without locates. He spoke to the Foreman on the site, also named Roger, who was very cooperative and stopped the excavation work being done by 6 employees and gave Roger Arrington a card. Roger Arrington then called and spoke to a dispatcher for CSI who was very upset that the crew had been asked to stop work because they do a lot of city and state work. He was concerned that the city of Graham and Federal Way would be calling him to complain. Roger again reiterated the need to call for locates and encouraged the dispatcher to give his number to anyone that had questions. On 02/07/2018, Bob Douglas encountered CSI again digging without locates. The crew did stop when asked but insisted that the general contractor was responsible for locates. He called the office and left a message for the foreman Keith and did not receive a call back. To date, CSI has not called in a locate ticket at any of the sites we have observed them working at or any other address.



Shelley Cornelius <wsdlsafetycommittee@gmail.com>

Complaint Form

sendmail@washington-ucc.org <sendmail@washington-ucc.org>
To: wsdlsafetycommittee@gmail.com

Wed, Mar 14, 2018 at 10:17 AM

Complaint Form Request

PSE Complaint #1

Requester Information

Name: Erika Hunter
Company: Puget Sound Energy
Company Phone: (425)456-2854
Company Email: erika.hunter@pse.com
Company Address: PO Box 97034, EST-4, Bellevue, 98009
Ticket Requested: no

Violation Information

Violation RCW: RCW 19.122.030
Violation Section: Excavating without locates; Digging before the required two business days [RCW 19.122.030(2)]
Violation Description: 1. On 12/05/2017 PSE's Damage Prevention Representative, Bob Douglas, observed a Concrete Services Inc. work crew excavating by installing curbs in a public right of way which required them to drive stakes into the ground for their concrete forms at the above listed address. 2. PSE's Damage Prevention Representative checked Washington One Call's Managetickets site and found no valid locate ticket for the location involved with this complaint. 3. The action taken by PSE's Damage Prevention Representative: a. Requested that the excavator stop work until the company called for and received locates. b. Talked with the company employees, who refused to give their names and explained why the current situation was in violation of the law. c. Followed up with a voicemail to the owner Dan Wilson but did not receive a call back. 4. According to www.managetickets.com no ticket, as of 03/13/2018, has ever been called in at this address for Concrete Services Inc.
Violation Address: 76th Ave W and 212th Street, Edmonds WA
Violation Date: 12/05/2017

Alleged Violator

Violator Name: Concrete Services INC
Violator Phone Number: (253)922-1444
Violator Email: unknown@unknown.com
Violator Address: [6423 Pacific Highway E, Fife , 98424](#)
Violator Employess On Site: Dan Wilson

îReese at concrete
svcs emial address
reese.csi@comcast.net

Other Information

Other Information: Complaint 1 of 3

Complaint #1**Date:** 12/05/2017**Location:** 76th Ave W and 212th Street, Edmonds WA**Damage Prevention Representative:** Bob Douglas**Locate Ticket Number Associated with Address:** None**Summary:**

1. On 12/05/2017 PSE's Damage Prevention Representative, Bob Douglas, observed a Concrete Services Inc. work crew excavating by installing curbs in a public right of way which required them to drive stakes into the ground for their concrete forms at the above listed address.
2. PSE's Damage Prevention Representative checked Washington One Call's *Managetickets* site and found no valid locate ticket for the location involved with this complaint.
3. The action taken by PSE's Damage Prevention Representative:
 - a. Requested that the excavator stop work until the company called for and received locates.
 - b. Talked with the company employees, who refused to give their names and explained why the current situation was in violation of the law.
 - c. Followed up with a voicemail to the owner Dan Wilson but did not receive a call back.
4. According to www.managetickets.com no ticket, as of 03/13/2018, has ever been called in at this address for Concrete Services Inc.

Pictures and Other Evidence:

The screenshot shows the Managetickets website interface. At the top, there is a navigation bar with 'SEARCH & STATUS' and 'ONE CALL CONCEPTS' logos, along with links for 'Home', 'Contact', 'Help', and 'Chat'. Below the navigation bar, there is a search area with 'Login', 'Choose State', and 'Search' buttons. A red error message states 'No tickets found' with a note 'Will accept partial entry.' The 'Ticket Information' section includes fields for 'Ticket Number', 'Start Date' (02/13/2017), and 'End Date' (03/13/2018). There are also dropdown menus for 'Header' and 'Ticket Type'. The 'Transmission Type' section has checkboxes for various methods: Phone, Web, XML, Fax, IVR, Mobile, DLR, DIR, All, Cancellations, Corrections, Updates, Remarks, Home Owner, and Default. The 'Caller Information' section includes fields for 'Contact Name', 'Caller Phone', 'Caller ID', 'Company' (Concrete Services Inc), and 'Fax'.



Shelley Cornelius <wsdlsafetycommittee@gmail.com>

Complaint Form

sendmail@washington-ucc.org <sendmail@washington-ucc.org>
To: wsdlsafetycommittee@gmail.com

Wed, Mar 14, 2018 at 10:20 AM

Complaint Form Request

PSE Complaint #2

Requester Information

Name: Erika Hunter
Company: Puget Sound Energy
Company Phone: (425)456-2854
Company Email: erika.hunter@pse.com
Company Address: PO Box 97034, EST-4, Bellevue, 98009
Ticket Requested: no

Violation Information

Violation RCW: RCW 19.122.030

Violation Section: Excavating without locates; Digging before the required two business days [RCW 19.122.030(2)]

Violation Description: 1. On 01/12/2018 PSE's Damage Prevention Representative, Roger Arrington, observed a Concrete Services Inc. work crew excavating by installing curbs in a public right of way which required them to drive stakes into the ground for their concrete forms at the above listed address. 2. PSE's Damage Prevention Representative checked Washington One Call's Managetickets site and found no valid locate ticket for the location involved with this complaint. 3. The action taken by PSE's Damage Prevention Representative: a. Requested, via the foreman Roger, that the excavator stop work until the company called for and received locates and they did stop b. Talked with the company foreman about the need to comply with 19.122 c. Placed a call to the contact number the foreman gave and spoke to a company dispatcher regarding the need to call 811 for locates. The dispatcher was very upset because he said CSI does a lot of city and state work and he felt that the City of Graham and Federal Way would be calling him about the other work they were doing. Roger reiterated that 19.122 was a state law and they needed to call for locates if any excavation was being performed, including staking the ground and encourage him to give anyone that had questions his number. d. Documented the work by taking pictures. 4. According to www.managetickets.com no ticket, as of 03/13/2018, has ever been called in at this address for Concrete Services Inc.

Violation Address: 99th Ave NE, Lake Stevens, WA, Eagle Glen Development

Violation Date: 01/12/2018

Alleged Violator

Violator Name: Concrete Services INC
Violator Phone Number: (253)922-1444
Violator Email: unknown@unknown.com
Violator Address: 6423 Pacific Highway E, Fife , 98424
Violator Employess On Site: Roger (CSI Foreman)

Other Information

Other Information: Complaint 2 of 3

Complaint #2**Date:** 01/12/2018**Location:** 99th Ave NE, Lake Stevens, WA, Eagle Glen Development**Damage Prevention Representative:** Roger Arrington**Locate Ticket Number Associated with Address:** None**Summary:**

1. On 01/12/2018 PSE's Damage Prevention Representative, Roger Arrington, observed a Concrete Services Inc. work crew excavating by installing curbs in a public right of way which required them to drive stakes into the ground for their concrete forms at the above listed address.
2. PSE's Damage Prevention Representative checked Washington One Call's *Managetickets* site and found no valid locate ticket for the location involved with this complaint.
3. The action taken by PSE's Damage Prevention Representative:
 - a. Requested, via the foreman Roger, that the excavator stop work until the company called for and received locates and they did stop
 - b. Talked with the company foreman about the need to comply with 19.122
 - c. Placed a call to the contact number the foreman gave and spoke to a company dispatcher regarding the need to call 811 for locates. The dispatcher was very upset because he said CSI does a lot of city and state work and he felt that the City of Graham and Federal Way would be calling him about the other work they were doing. Roger reiterated that 19.122 was a state law and they needed to call for locates if any excavation was being performed, including staking the ground and encourage him to give anyone that had questions his number.
 - d. Documented the work by taking pictures.
4. According to www.managetickets.com no ticket, as of 03/13/2018, has ever been called in at this address for Concrete Services Inc.

Pictures and Other Evidence:

Evidence of Excavation work without locates:



- Sidewalk installation with stakes



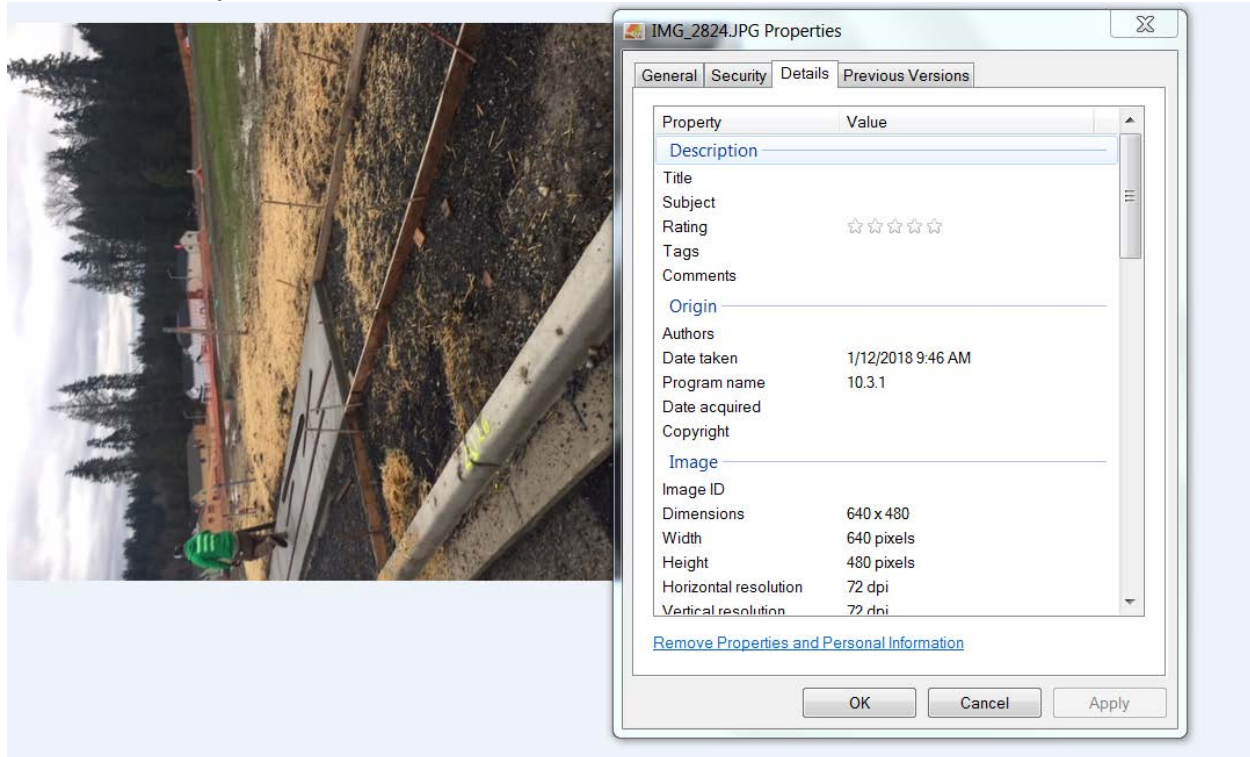








Evidence of date photo was taken:



- Time/Date stamp for photos

From: sendmail@washington-ucc.org
Sent: Wednesday, March 14, 2018 10:23 AM
To: wsdlssafetycommittee@gmail.com
Subject: Complaint Form

Complaint Form Request

PSE Complaint #3

Requester Information

Name: Erika Hunter
Company: Puget Sound Energy
Company Phone: ~~(425)456-2854~~
Company Email: erika.hunter@pse.com
Company Address: PO Box 97034, EST-4, Bellevue, 98009
Ticket Requested: no

Violation Information

Violation RCW: RCW 19.122.030

Violation Section: Excavating without locates; Digging before the required two business days [RCW 19.122.030(2)]

Violation Description: 1. On 02/07/2018 PSE's Damage Prevention Representative, Bob Douglas, observed a Concrete Services Inc. work crew excavating by installing curbs in a public right of way which required them to drive stakes into the ground for their concrete forms at the above listed address. 2. PSE's Damage Prevention Representative checked Washington One Call's Managetickets site and found no valid locate ticket for the location involved with this complaint. 3. The action taken by PSE's Damage Prevention Representative: a. Requested that the excavator stop work until the company called for and received locates and they did stop b. Talked with the crew about the need to comply with 19.122 c. Placed a call to the contact number the crew provided for their foreman Keith, where he left a message but did not receive a call back d. Documented the work by taking pictures. 4. According to www.managetickets.com no ticket, as of 03/13/2018, has ever been called in at this address for Concrete Services Inc.

Violation Address: 96th Ave S, Kent WA, Bandon Development

Violation Date: 02/07/2018

Alleged Violator

Violator Name: Concrete Services INC
Violator Phone Number: (253)922-1444
Violator Email: unknown@unknown.com
Violator Address: 6423 Pacific Highway E, Fife, 98424
Violator Employess On Site: Keith (Foreman)

Other Information

Other Information: This is complaint 3 of 3

Complaint #3**Date:** 02/07/2018**Location:** 96th Ave S, Kent WA, Bandon Development**Damage Prevention Representative:** Bob Douglas**Locate Ticket Number Associated with Address:** None**Summary:**

1. On 02/07/2018 PSE's Damage Prevention Representative, Bob Douglas, observed a Concrete Services Inc. work crew excavating by installing curbs in a public right of way which required them to drive stakes into the ground for their concrete forms at the above listed address.
2. PSE's Damage Prevention Representative checked Washington One Call's *Managetickets* site and found no valid locate ticket for the location involved with this complaint.
3. The action taken by PSE's Damage Prevention Representative:
 - a. Requested that the excavator stop work until the company called for and received locates and they did stop
 - b. Talked with the crew about the need to comply with 19.122
 - c. Placed a call to the contact number the crew provided for their foreman Keith, where he left a message but did not receive a call back
 - d. Documented the work by taking pictures.
4. According to www.managetickets.com no ticket, as of 03/13/2018, has ever been called in at this address for Concrete Services Inc.

Photos and Other Evidence:

Evidence of Excavation without locates



- Concrete forms and stakes in the ground



- Closer view of concrete forms and stakes

Evidence of Date and Time photo was taken:

