

wsdlsafetycommittee@gmail.com

From: sendmail@washington-ucc.org
Sent: Friday, May 28, 2021 12:01 PM
To: wsdlsafetycommittee@gmail.com
Subject: Complaint Form

Complaint Form Request

Requester Information

Name: Robert Sturdivant
Company: NA
Company Phone: (336)202-2191
Company Email: sturdimals1@aol.com
Company Address: 30732 15TH AVE NE, Stanwood, 98292
Ticket Requested: yes
Ticket Number: 21136366
Ticket Date: 04/02/2021

Violation Information

Violation RCW: RCW 19.122.030
Violation Section: Damage to underground buried cable (d) (e) (f)
Violation Description: No marking of underground services and dug anyway for fence post holes and damaged cable and telephone lines! Contacted 8-11 and they informed us an area search for tickets was done and nothing was called in on the dug property since Jan 2021 Took about 6 weeks to resolve with Ziplly Fiber and get reconnected after crew came into bury a new cable!
Violation Address: 30724 15th Ave NE Stanwood WA 98292
Violation Date: 03/24/2021

Alleged Violator

Violator Name: Countywide Fence Center 17793 SR 536 Mt Vernon WA, 98273
Violator Phone Number: (360)428-4223
Violator Email: countrywidefencecenter@yahoo.com
Violator Address: 17793 SR 536 , Mt Vernon, WA, 98273
Violator Employess On Site: Charlie Olmsted, Michael Tijerina-King

Other Information

Other Information: Numerous violations IMHO. No call to locator, nothing marked and total disregard to us as homeowners. Lied to my face regarding the "call" they made to 8-11. Spoke to Don Evans up here in Snohomish County (425) 766-3412 and he suggested to contact you!

9/15/21, 1:36 PM

Search and Status

Washington One Call

Ticket No: 21136366
Original Call Date: 04/02/21 10:48 am
Work to Begin Date: 04/02/21 11:00 am
Expiration Date: 05/17/21 11:00 am

CALLER INFORMATION

Company Name: HOMEOWNER
Type of Excavator:
Contact Name: BOB STURDIVANT
Phone: 360-202-2191
Alt. Contact:
Phone:
Fax Phone:
Caller Address: 30732 15TH AVE NE STANWOOD, WA 98292
Email Address: sturdimals1@aol.com

DIG SITE INFORMATION

Type of Work: DAMAGE - COMMUNICATION LINE
Directional Drilling:
Type(s) of Excavation
Equipment:
Work Being Done For: BRIAN JOUBERT

DIG SITE LOCATION

State: WA
County: SNOHOMISH
Place: STANWOOD
Address:
Street: 15TH AVE NE
Intersecting Street: 300TH ST
Location of Work: EXCAVATION SITE IS ON THE W SIDE OF THE ROAD. ABV STE IS 0.5 MI N FROM ABV INTER
Remarks: DAMAGED COMMUNICATION LINES BOTH TELEPHONE AND INTERNET
 READ THE AREA MARKED IN WHITE STATEMENT
 ++CUSTOMER REQUESTS AREA MARKED A.S.A.P++
Map Coord NW Lat: 48.2792922
Lon: -122.2176252
SE Lat: 48.2671378
Lon: -122.2092779

MEMBERS NOTIFIED

District	Company Name	Marking Concerns	Customer Service	Repair	Status
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Case 21-018

9/15/21, 1:36 PM

Search and Status

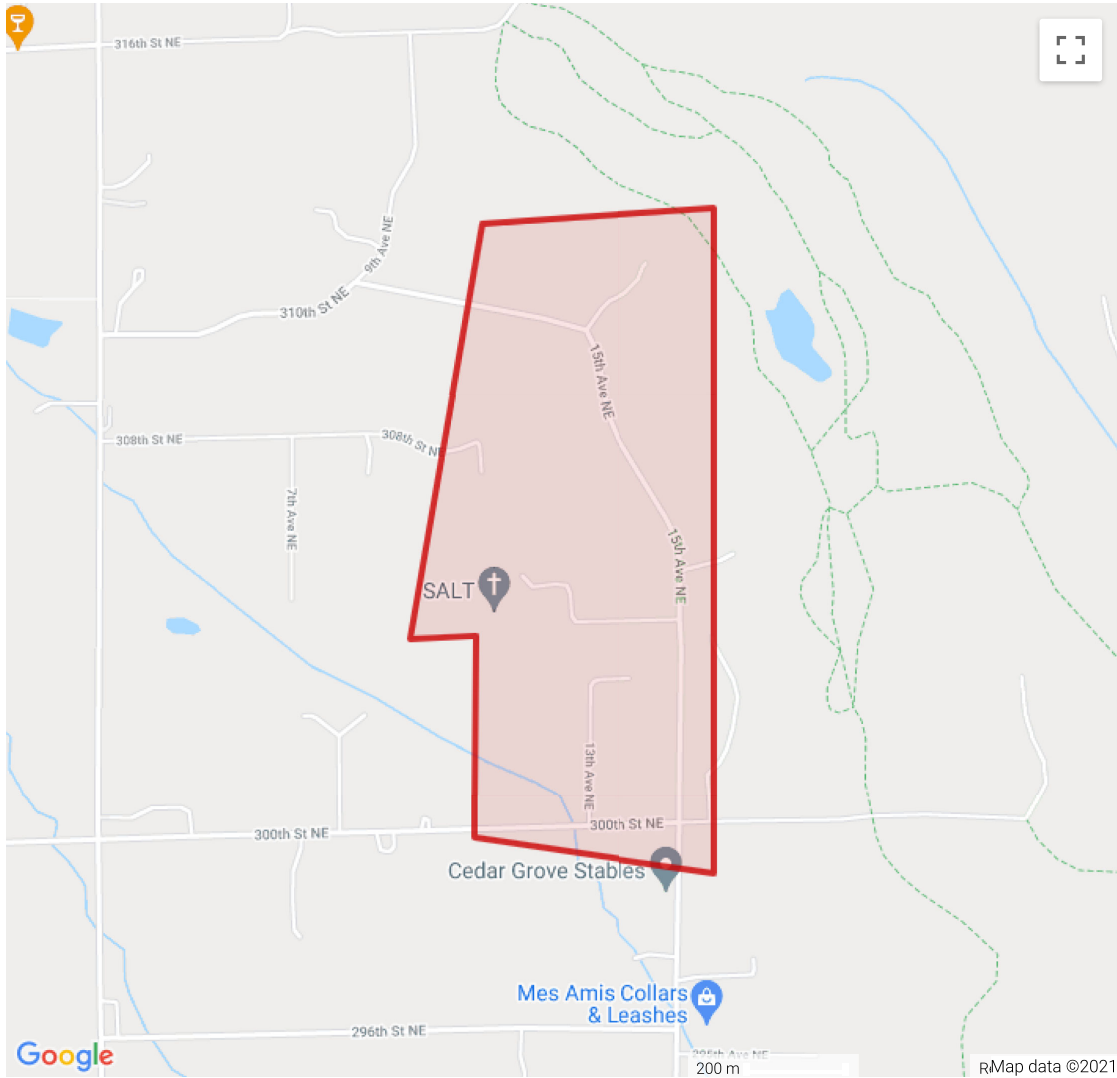
District	Company Name	Marking Concerns	Customer Service	Repair	Status
GTE01	ZIPLY FIBER	800-778-9140	866-699-4759	866-669-4759	Clear, No Utility Owned Facility in Excavation Area
SNOPUD05	SNOHOMISH PUD #1 ELEC	800-778-9140	425-783-1000	425-783-1000	Clear, No Utility Owned Facility in Excavation Area
TATWTR01	TATOOSH WATER COMPANY	360-466-4443	360-466-4443	360-466-4443	Does not report
WGPWA11	WILLIAMS NW PIPELINE	800-972-7733	800-972-7733	800-972-7733	Clear, No Utility Owned Facility in Excavation Area (Clear for williams)

Legend: Locate Polygon

Lat/Lon

9/15/21, 1:36 PM

Search and Status



wsdlsafetycommittee@gmail.com

From: Dolores Sturdivant <sturdimals1@aol.com>
Sent: Wednesday, September 15, 2021 11:49 AM
To: wsdlsafetycommittee@gmail.com
Subject: Complaint Case 21-018 Robert Sturdivant vs. Countrywide Fence Center

To Whom It May Concern:

Pursuant to your correspondence of September 14, 2021 attached are the various documents pertaining to the above referenced complaint.

Please refer to the following:

- Damage incident occurred on March 23, 2021 at 10:30 AM. I answered our front door at that time and was confronted by a man named Charlie Olmstead who stated that he was from Countrywide Fence and wanted to know if we had phone service. I checked and discovered that we did not have or internet service. I advised Olmstead and he indicated that he would contact Zply the internet provider immediately. My husband upon his return home, went out to access the damage.
- His inspection revealed that there was no "marking" around the electrical and telephone service areas. When my husband inquired about the fact that there was no marking, Olmstead assured him that he called Zply to report the incident. He did not however explain why there

no "marking" around the electrical vault and telephone landing box when questioned. My husband's biggest concern as a retired IBEW worker who did high voltage underground work was the possibility of an electrical explosion near the vault and loss of life and service to our entire area that could have occurred.

- Olmstead then went on to say that the service provider, Ziply, would have someone here at the premises by 6:00 PM that evening. No one showed!!!!
- The following day upon closer inspection no one had "marked" any of the services. After further research we called 811 in OR and filed an emergency damage ticket(21136366). Further inquiry during a call to 811, we were advised that by a (Search Status) from January 1st 2021 to March 31,2021 no calls had been received from our area. I find this quite interesting!!!
- We then took it upon ourselves to start contacting Ziply to initiate repairs. It took 6 days to initially restore with a temporary line. From start to finish after 18-22 hours of calls back and forth to Ziply, the matter was finally concluded on May 15, 2021. Unbelievable to think that it took so much time out of our lives and subjected us to undue stress that was not of our making but rather someone's inept and sloppy work practices.

Case 21-018

- It is our understanding that it is up to the individual requesting the work and the contractor to make sure that all law is complied with before a project begins.

We may have to send a couple of emails with attachments since our computer may not allow files of that size and number.

Case 21-018



Case 21-018



Case 21-018

