

Case 21-046
M&L Construction vs Avista

Ticket Number: 21470048

Location: 10021 N Orchard Ln

Locate ticket 21440305 for M&L Construction was due on 10/15. The locator was unable to make it to this ticket and called and left a message at 6:30 pm on 10/14 saying that he would be out the next morning. The locator was on site before 8:00 am and completed the locate and all documentation by 8:24 am. When he arrived, an M&L employee was on-site. The locator had to ask about the dig zone as he didn't see the white marks. See Exhibit B for locator's comments.

This locator has a more rural area and lots of drive time. We are also finding that ELM's ticket management system that automatically routes the tickets in what is supposed to be the most efficient route is actually less efficient and adding to the late ticket response. Avista has asked ELM to investigate this issue.

Exhibit A – Vicinity map of locate area

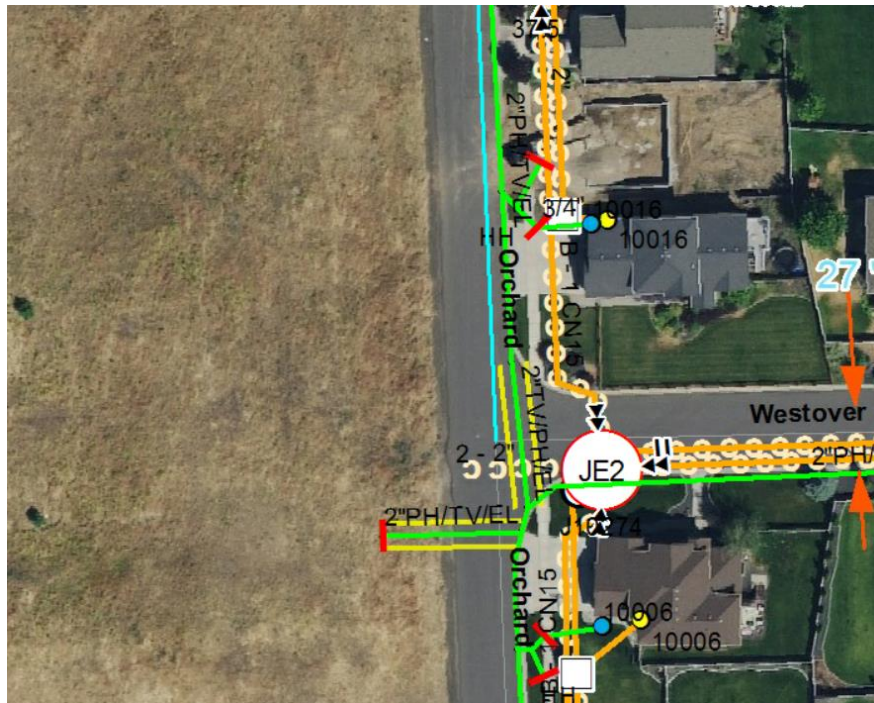


Exhibit B – Locator’s comments.

Comments: AVISTA-E - 10/14 c voelker; AVISTA-G - Out of time; AVISTA-E - 10/15 c voelker
Located single phase electric on E side of road to out of the dig area. Dig area not marked for the job. Brian showed me where the dig area was. Only going to the water line in the middle of the street. After talking to someone on the phone he expanded the dig area to past the sidewalk on the E side of the street. Only located the single phase and no services.; AVISTA-G - Located 2" PE main on W side of street from stub to out of the dig area. Located 2" PE main on E side of the street. Did not locate any services.;

Exhibit C – Locate pictures



Exhibit D – Locate pictures



Ticket: 21470048.0 Timestamp:10/15/2021 8:17:34 AM