

## **Case 23-099: M&L vs Avista 7811 N Panorama Spokane WA**

### **Avista Response Narrative**

M&L requested a locate (23340117) on N Panorama Dr in Spokane WA from W Strong Rd, south to W Panorama Ave totaling 4000 linear feet, ROW to ROW, in a residential neighborhood. That dig area included 90 Avista electrical lines, 58 gas services/stubs, and 14 gas mains totaling 162 utility lines to account for and adding up to 6700 feet of utility marked. ELM dedicated multiple technicians for multiple days to complete the request by 3:00pm on August 28<sup>th</sup>, the day the ticket was due with the exception of a couple unlocatable gas stubs that were addressed by an ELM supervisor and completed on August 29<sup>th</sup>.

Ian (M&L) called Jay Aragon (Avista Gas Inspector) at 3:37pm on 9/26. Jay saw the missed call at 5:53pm, and even though his shift was over, returned Ian's call to discuss the potential issue. Ian conveyed the strike alert could have come from low voltage and there were no power outages, so they agreed to wait till the following day to look into the issue further. Ian called Jay the following morning at 8:31am to check in and Jay immediately called ELM to have them show up on site to review their locates. Jay then called Ian back to let him know what ELM's expected arrival time would be.

After ELM showed up and located the line at the location of the incident that had not been previously marked, Ian called Jay again at 9:29am. Jay then called Avista's Electric Dispatch and later that morning Electric Dispatch was able to check and verify all the electric meters in the area had good voltage and were showing no signs of any outages.

At 12:25pm Dusty (M&L) called Jay to check on the situation and after passing on the information from Electric Dispatch to Dusty, Jay recommended that Dusty call Avista's Call Center (800-227-9187) to report the possible damage. After the Call Center received the communication from Dusty, an Avista Electric Crew was dispatched to the site, dug up the location of the damage, found a broken conduit and damaged electric secondary line, and made the necessary repairs.