

Complaint 23-099

7811 N Panorama Dr

Avista and ELM had 1 total mislocated and 1 total no locate of the power service at 7811 Panorama twice.

9/26 a directional drill crew started working at 7811 N Panorama. They exposed a power service going to 7821 N Panorama that was near the excavation area.

They successfully crossed the located power service. Then approx... 3 feet into the shot past the located line the strike alert on the drill went off. This signals electrical current moving back up through the drill.

The drill operator followed safety procedures and shut down the machine and cleared all personnel away from the area while staying on the equipment due to possible electrical contact.

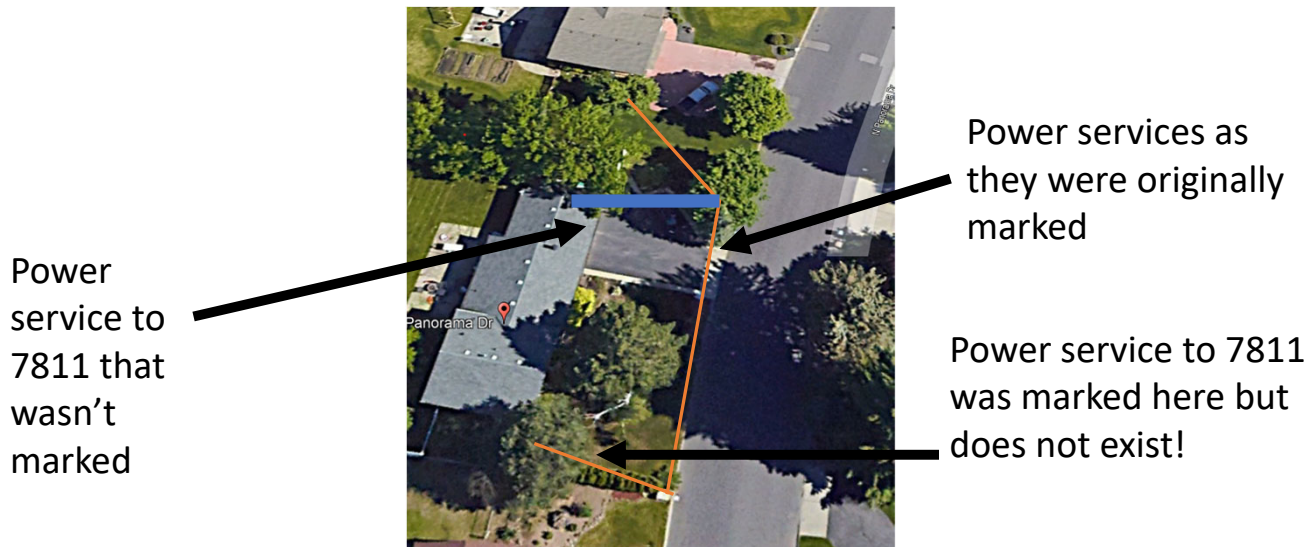
After making a call to Jay Aragon(Avista rep.) the drill operator removed the drill head from the ground and made the site safe for the night.

The next morning ELM arrived on site and located the non located power service. The locator hooked up to the meter and located the power line back to our bore path.

The power service going to the address 7811 was originally marked (the power line was not located in this area) on the south property line approx... 105 feet from the north property line where the line was hit.

Before ELM arrived on site 9/26

- No power box located
- Only one power service located, which we potholed, found and safely crossed
- About 3' into the shot (where the ruler is) the strike alert went off, the operator shut down the drill and this picture was taken.
- As you can see the power service is marked in a line to the house 7821 and there is no service going to the house at 7811 Panorama





Sep 26, 2023 at 3:26:30 PM
7811 N Panorama Dr
Spokane WA 99208
United States

Power service to 7821
that is marked

Location of
power box
that is buried

Location of power service that is not marked and
location of utility strike

ELM Locator adding paint on 9/27



When ELM arrived on site 9/27

- The ELM locator arrived on site at 9:00 A.M. and hooked up to the meter at 7811 N Panorama, he traced the line back to this pull box that was buried.
- The locator grabbed a shovel and dug this box up.
- He added the red paint there to show where the service goes.
- Copy link for video showing ELM locating line after locate was due and strike alert
- <https://youtu.be/C59mKHJos0Y> (ctrl+click)
- ELM was the first responder from Avista after Avista was made aware of a possible utility damage.
- At this point there is exposed electrical wires in the ground and an electrical hazard to anyone within 10' of the damage, including the ELM locator.

Power box that the ELM locator dug up



Location of utility strike and new power locate after ELM arrived on site 9/27

Old paint showing no tee for power service

Repair

- Avista lineman arrived on site at 1:00 P.M. 9/27 and shut the power off at the pull box. At this point the site finally became safe for the construction crew, locators and the homeowner. For about 22 hours there was live electrical current in the ground creating a potential electrocution hazard.
- They then dug up the power service where our bore path intersected the new locates.
- They discovered our drill had severed at least one leg of the power and it needed to be repaired.
- By about 4:00 P.M. they had finished splicing the power and repairing the conduit.
- Video showing added power locates and Avista Lineman exposing damaged conduit
- <https://youtube.com/shorts/rnHqoRClJqc> (ctrl+click)

Repair



Locating line at South PL of 7811 Panorama

- Our vac truck spent 3 hours looking for the power service to 7811 Panorama on 9/26. They never found the service on the south property line because it was on the north property line.
- Avista is required by law to accurately locate their lines. How is it possible that they used the best possible information to find their line when they located a line that doesn't exist and missed the power service that does exist?

Vactruck Pothole



Service marked to 7811
Panorama on South Side of
Property line. It is actually on
north side of address

Pothole where we did
not find power service

Dig tickets

Ticket Number=23368320
 Original call date=9/15/23
 Expiration date=10/27/23

Washington One Call

Ticket number 23368320 **Type/header** 2 FULL BUSINESS DAYS IX

Original call date 09/12/23 12:05 pm

Work to begin date 09/15/23 05:00 am

Expiration date 10/27/23 12:00 pm

Excavator information

Company name M&L CONSTRUCTION INC **Type of excavator** CONTRACTOR

Contact name DUSTY HATTENBURG **Phone** 509-954-7486

Alt. contact STEPHANIE **Phone** 509-850-5489

Address 4111 DALKE AVE **Fax phone**

SPOKANE, WA 99217-6520

Email address stephanie@mconstruction.com

Excavation information

Type of work INSTALL FIBER CONDUIT

Directional drilling Yes

Type(s) of excavation equipment Backhoe / Trackhoe, Boring, Directional Drilling, Vacuum Equipment

Work being done for TDS

Location information

State WA **County** SPOKANE

Place SPOKANE

Address/Street N PANORAMA DR

Intersecting street W CAROLINA WAY

Location of work MARKING INSTRUCTIONS: MARK 50 FEET EITHER SIDE OF THE ROUTE MARKED IN WHITE PAINT. MARK FOLLOWING THE ROUTE S FOR 567 FEET, THEN SSW 874 FEET, THEN S 1424 FEET. DRIVING DIRECTIONS: FROM THE INTERSECTION OF N PANORAMA DR AND W CAROLINA WAY, HEAD EAST ON W CAROLINA WAY FOR 9 FT TO THE BEGINNING OF THE ROUTE.

Remarks AREA MARKED IN WHITE PAINT, LOCATE 30FT BEHIND CURB ON BOTH SIDES OF ROAD AND EVERYTHING IN BETWEEN. DEMARC TO DEMARC ON BOTH SIDES OF STREET. LARGE PROJECT CALL DUSTY 509-954-7486 FOR PHASING.

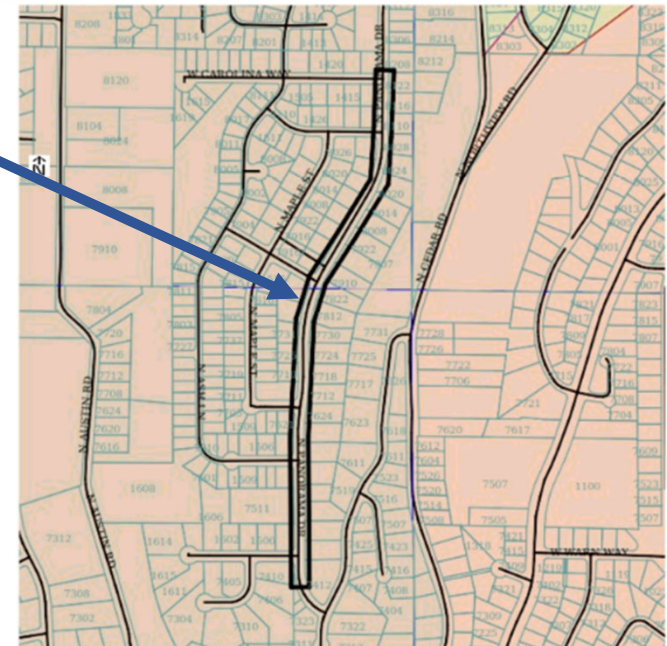
NW Lat 47.7330089 **Lon** -117.4351727 **SE Lat** 47.7251871 **Lon** -117.4328428

Members notified

District	Company name	Marking concerns	Customer service	Repair	Status
AVSP101	AVISTA	888-728-9343	800-227-9187	800-227-9187	Not yet responded
AVSP201	AVISTA	888-728-9343	800-227-9187	800-227-9187	Not yet responded
CCWA01	COMCAST CABLE	800-778-9140	800-934-6489	855-537-6296	Not yet responded
QLNWA32	CTLQL-CENTURYLINK	800-778-9140	800-244-1111	800-573-1311	Not yet responded

SPOKAN32 CITY OF SPOKANE WATER DEPT 509-625-7800 509-625-7800 509-625-7800 Does not report

Map



Location of
 Damage

Demarcation
at back of
ROW

