

September 21, 2023

Patricia Van Gerpen  
Executive Director  
South Dakota Public Utilities Commission  
500 East Capital Avenue  
Pierre, SD 57501

Re: In the Matter of Qwest Corporation dba CenturyLink QC's Request for Certification regarding its Use of Federal Universal Service Support (Study Area: 395145)  
Docket No. TC23-035

Dear Ms. Van Gerpen:

At the September 6 Commission meeting, Commissioner Nelson asked the company to file information related to CenturyLink's management of compliance with South Dakota One Call statutory requirements, SDCL § 49-7A-8. This letter responds to that request.


CenturyLink takes its obligation to comply with state one call requirements very seriously. It is in our interest to avoid damage to our facilities, and we make every effort to prevent such damage. CenturyLink contracts with USIC to appropriately mark our facilities and we work actively and closely with USIC to monitor its performance. We meet with USIC each month to monitor its performance, and CenturyLink tracks USIC's headcount, reviews performance metrics and addresses any particular issues that have arisen in the prior month.

The current environment presents some challenges for locators. South Dakota has experienced a boom in building in recent years with federal and state programs causing a significant spike in the number of large locate projects in the state. In addition, it has been a challenge to attract and retain workers to perform these types of services. CenturyLink works with USIC to identify those trends and to have the appropriate company staff for anticipated work. While there have been challenges at times, USIC's performance has improved significantly in 2023, and CenturyLink will work to continue to improve performance moving forward.

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I hope this letter provides the information sought by Commissioner Nelson. If there are any further questions, please contact me.

Very truly yours,

A handwritten signature in black ink, appearing to read "Jason D. Topp", with a long horizontal flourish extending to the right.

Jason D. Topp

JDT/bardm

cc: Service List (via e-mail)