

Michele Moore

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Monday, December 8, 2014

Mr. Henry P. Linginfelter, EVP
Distribution Operations
Atlanta Ga Light Resources, Inc.
Ten Peachtree Place NE
Atlanta, Georgia 30309

Re: 811 Negligent Failure to Mark Gas Lines Correctly - Ticket # 12084-259-011

Greetings Mr. Linginfelter,

I called 811 Monday morning, December 8, 2014 to have the utility lines marked prior to the installing a new water line to my home. When I arrived home around 1:30 pm, the Atlanta Gas line was marked, but your contractor had confused the water line with the gas line and marked the water line as the gas line.

I immediately called 811 to get the name of a supervisor and was given Mr. Jerrold Dewberry's name and 404-780-1911 telephone number. When I called Dewberry, he promised to send someone out shortly. Dewberry asked me to stay on site or leave a large note on my house explaining the problem.

I called Dewberry again around 4:45 pm to ask for an ETA because it was beginning to get cold and dark.

After several telephone calls, Dewberry admitted that they had sent someone to the wrong address with the wrong ticket number. At 6:20 pm Dewberry promised me someone would be on site in 20 minutes.

When your USIC contractor arrived, he told me the gas and water lines were very close together. I told him that was not true because I could see that the entry point of the water line and the stub of the gas line were at least 78" apart on the inside of my house and that they were obviously installed at different times.

Your USIC contractor was pleasant but he continued talking non stop on his cellphone throughout his visit. It was clear he was not concentrating on his work. I showed him where the old gas line stub was to help him find the correct location of the gas line so he could trace it back to the street and mark it correctly.

We excuse honest errors but not from people who make it so obvious they do not care about their work. Your USIC contractor clearly does not care about the safety of the people who he is paid to protect. Please protect the safety of people digging lines in your service area and have this contractor and his immediate supervisor reassigned to less critical tasks.

Feel free to contact me if you have any questions or concerns about this.

Many thanks and very best wishes,

Michele Moore
404-934-1755