



 MAINE DRILLING & BLASTING, INC. – DAMAGE COMPLAINT PROCEDURES

October 8,2024

To Whom it May Concern,

This letter is outlining the damage complaint investigation procedures for Maine Drilling & Blasting, Inc. (MDB).

Notification of alleged damages

MDB is notified via phone call, email, letter, and/or through town officials of potential damages to the property caused by blasting activities. Once notified by the property owner/tenant, of a potential blasting complaint, the complainant shall be provided with a letter from MDB outlining the complaint procedures and a Damage Complaint Form. This form must be completed, signed, and returned to MDB within 30 days.

If a Damage Complaint form is not returned within 30 days, a letter shall be sent to the property owner explaining that their complaint has been placed in a “closed” status due to inactivity. If MDB receives a response and/or the Damage Complaint form is received, the complaint will re-open and managed appropriately.

Damage Complaint site-visit

Upon receipt of the signed Damage Complaint Form, the complainant will be contacted, and an on-site damage review will be scheduled with the property owner or their agent. The investigator shall record the alleged damage using video and/or digital photographs and discuss the complaint with the homeowner. Measuring tools can be used to document conditions in the structure and the damages being claimed. If any informational items were not properly completed on the Damage Complaint Form, those items must be reviewed and corrected at this time.

Investigation

A survey of the distance from the blast area to the damage should be determined using GPS, a reputable online mapping system, or laser rangefinder. The property owner must be notified that the complaint process is ongoing, and it may take several weeks before a final determination is made.

If a pre-blast survey was completed of the structure, it shall be reviewed as part of the investigation. If the alleged damage is readily visible on the survey, this should be noted in the final determination. If the alleged damage is not on the survey, or there was no survey completed, a blast data review is to be performed. Blast data consists of blasting reports and seismograph records. If the property owner has listed a specific date of the alleged damage,

Maine Drilling & Blasting, Inc.
 88 Gold Ledge Avenue
 Auburn, NH 03032
 603.647.0299
 603.647.9770 FAX

Divisional Offices
 Connecticut 860.242.7419
 Maine 207.582.2338
 Massachusetts/RI 508.478.0273
 New Hampshire 603.647.0299
 New York 518.632.9170
 Pennsylvania 717.933.5781
 Tennessee 615.466.0244
 Vermont 802.453.5138



additional blast reports prior to the date and post the alleged date must also be reviewed, potentially up to the date of notification. The greatest Peak Particle Velocity (PPV) should be determined for that time period. If a seismograph was not set up at the complainant's property, PPV will be determined at the claim location by utilizing accepted vibration decay calculations: (Alleged damage distance/seismograph distance from blast ^{-1.6} x recorded PPV). The ground vibration reading can now be used in determining if the vibrations are strong enough to cause the damages being claimed, as per United States Bureau of Mines and industry studies.

Determination

When a determination has been made to the validity of the claim, a letter will be sent to the property owner explaining the investigation findings. MDB does not share our determination letters with anyone other than the property owner. If the investigation finds that the blasting activities were the cause of the damage being claimed, our insurance carrier will be put on notice and a general liability claim will be opened with them. Should settlement be necessary, the property owner will be asked to sign a settlement/general release.

If you have any questions, concerns, or need further explanations regarding the information provided above, we encourage you to contact our office at (603) 232-8538.

Sincerely,

A handwritten signature in blue ink, appearing to read 'CPS', is written over a horizontal line.

Christopher Scott
Pre-Blast & Claims Supervisor



Damage Complaint Form

Date of Incident: _____ Time of Incident: _____ Date First Noticed: _____

Location of Incident: _____

Type of Structure: _____

Property Owner's Name: _____

Property Owners Address: _____

Claimant's Name (If different): _____

Relationship to Property Owner: _____

Daytime Phone Number: _____ Best Time to Call: _____

Description of Damage

(Please attach all photographs and other documentation supporting your claim)

Certification of Damage

I declare under penalty of perjury that to the best of my knowledge and belief, the statements made and information given herein are true as of the date of this complaint. I am aware that there are significant penalties for submitting false information, including fines, civil penalties, and imprisonment.

Signature of Claimant/Owner

Date

*Please return completed form and supporting documentation to:
Maine Drilling & Blasting, Inc.
88 Gold Ledge Avenue
Auburn, NH 03032
Attn: Risk Management Dept.*