



Pipeline Safety Division Investigation Report

Investigation regarding: **Frontier Communications**

UPPAC Database Record ID: 1733

Investigator: Jay Scherer

Report Date: 05/07/2012

Damage Date: 01/31/2011 12:22:41 PM

Damage Address: Duneland Trl E

City: Chesterton

County: Porter

The Parties

Excavator: **Frontier Communications**

Contact: Robert Stewart, State Director – Government and External Affairs

Address: 224 W. Exchange Street, Owosso, Mi 48867

Telephone: (989) 723-0277

Facility Owner: NIPSCO

Contact: Kit Earle

Address: 101 West Ohio Street, Indianapolis, IN 46204

Pipeline Facility

Facility Type: Natural Gas

Facility Function:

Investigation regarding: Frontier Communications

UPPAC Database Record ID: 1733

Damage Impact

Product release:

Ignition:

Service Interruption:

Number of Customers Affected:

Injuries:

Fatalities:

Repair Cost (if known): \$

Excavator Activities/Cause of damage information:

Excavator request locates: Yes Indiana 811 ticket Number: 1012280683

Type of Equipment:

Type of work performed: Telecommunications

Synopsis: Damage to a natural gas facility occurred during excavation to install telecommunication facilities.

Findings: Reported by Indiana 811; excavator's response to initial notice was received on 10/24/2011. Very little information was received regarding the details of the damage that occurred. Frontier chooses not to complete the Request for Information document, and NIPSCO for a time submitted limited information. All that is known is that damage occurred on 01/31/2011. Frontier called Indiana 811 on 12/28/2010 to have underground facilities located and marked, and again on 01/10/2011, referring to the original ticket, to make a second request to have the utilities marked. This is verified in Frontier's response; Indiana 811 recorded the call as a Second Notice. However, the damage occurred 21 days after the call on January 10th, so in any case the damaged occurred on an expired locate ticket.

Conclusion: Excavator failed to ensure that they had a valid locate request.

Violation: IC 8-1-26-16(g): Failure to provide notice of excavation.

Frontier Communications currently has 4 reports of damages in the record, between 09/21/2010 and 12/09/2011.

NO

LOCATE

TICKET

PROVIDED

November 14, 2011

101 West Ohio Street
Suite 1707
Indianapolis, IN 46204

Via Electronic Transmission – PipelineDamageCase@urc.in.gov

Pipeline Safety Division – Case No. 1733
Indiana Utility Regulatory Commission
101 West Washington Street, Suite 1500 East
Indianapolis, Indiana 46204

RE: Investigation Request for Information; Pipeline Division Case No. 1733

To Whom It May Concern:

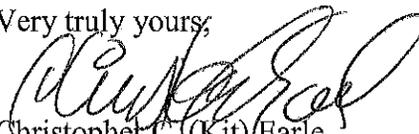
Attached please find Northern Indiana Public Service Company's ("NIPSCO") written information relating to the following event:

Date of Event: 1/31/2011
Event Location: Duneland Trail E, Chesterton
Facility Owner: NIPSCO
Excavator: Frontier Communications
Other Party: N/A
Pipeline Division Case No. 1733

NIPSCO has reviewed its recovery and damage prevention files for this matter and has provided answers, when known, to the list of questions set forth in the Information Request.

Upon completion of the investigation, NIPSCO requests that it be provided with a copy of the Pipeline Division's Investigation Report with findings that will be forwarded to the Underground Plant Protection Advisory Committee. If there are any additional questions, please contact the undersigned.

Very truly yours,



Christopher C. (Kit) Earle
NiSource Corporate Services - Legal
Phone: 317-684-4904
Fax: 317-684-4918
Email: cearle@nisource.com

IURC INFORMATION REQUEST**Pipeline Safety Division Case No. 1733**

1733

Date of Event

1/31/11

Event Location

Duneland Trail E, Chesterton

Facility Owner

Northern Indiana Public Service Company

Excavator

Frontier Communications

Date of IURC Information Request

9/23/11

EVENT LOCATION:

ADDRESS

STREET

Duneland Trail

CITY/TOWN/IN ZIP CODE

Chesterton, In

COUNTY

Porter

TOWNSHIP

Liberty

PROPERTY OWNER

USE - COMMERCIAL/RESIDENTIAL

TENANT'S NAME

IF COMMERCIAL USE, TENANT OR OWNER OCCUPIED

IF TENANT OCCUPIED, TENANT'S FULL NAME

EXCAVATOR:

NON BUSINESS FULL PERSONAL NAME

BUSINESS NAME

Frontier communications

ADDRESS

8001

STREET

W Jefferson blvd

CITY/ STATE/ZIP

Fort Wayne, In

PREFERRED TELEPHONE

SECONDARY TELEPHONE

EMAIL ADDRESS

FACILITY INFORMATION - OWNER/OPERATOR OF UTILITY LINE:

BUSINESS NAME

NORTHERN INDIANA PUBLIC SERVICE COMPANY

RESPONSIBLE BUSINESS PERSON NAME AND TITLE

LUKE SELKING

ADDRESS
CITY/STATE/ZIP
PREFERRED TELEPHONE
SECONDARY TELEPHONE
EMAIL ADDRESS

1501 HALE AVENUE
FORT WAYNE, IN 46802
260/439-1290

LSELKING@NISOURCE.COM

LOCATE MARKS:

DATE LOCATE REQUESTED 12-28-2010
DATE LOCATE PERFORMED unknown
DATE OF EVENT 1-31-2011
LOCATE NUMBER 1012280683
811 DAMAGE NOTIFICATION NUMBER 1101310682
WERE LOCATE MARKS VISIBLE
DID THE EXCAVATOR WHITE LINE
WERE MAPS USED TO MARK FACILITY
WAS THERE A POSITIVE RESPONSE FROM OPERATOR/HOW
WAS OPERATOR EMPLOYEES ON SITE AT TIME OF INCIDENT no

INJURIES:

NUMBER OF OUT-PATIENT
NUMBER OF IN-PATIENT INJURIES
WAS LOCAL FIRE DEPARTMENT CALLED
FIRE DEPARTMENT NAME
FIRE DEPARTMENT RESPONSE DESCRIPTION
WAS LOCAL POLICE DEPARTMENT CALLED
DEPARTMENT NAME
POLICE DEPARTMENT RESPONSE DESCRIPTION
ANY OTHER RESPONSE - IF SO, WHO AND DESCRIBE

DESCRIBE WHAT HAPPENED AND WHY

Original Locate ticket was dated 12-28-2010, with damage occurring on 1-31-2011. There was no valid locate ticket at the time of the damage.



224 W. Exchange
Owosso, MI 48867
Phone: 989-723-0277
Fax: 989-723-5939

October 21, 2011

William Boyd
Pipeline Safety Division – Case No. 1733
Indiana Utility Regulatory Commission
101 West Washington Street, Suite 1500 E
Indianapolis, IN 46204

VIA EMAIL: PipelineDamageCase@urc.in.gov

Dear Mr. Boyd:

Frontier Communications ("Frontier") is in receipt of the Notice of Preliminary Determination of Violation and responds within thirty (30) days of the date of the Notice.

RESPONSE

Frontier notified 811 on 12/28/2011 under ticket number 1012280683 and 101228615 for locates on Duneland Trail E.

Frontier notified 811 on 1/10/2011 under ticket number 1012280683 that locates on Duneland Trail E had not been completed and requested that utilities respond.

Frontier notified 811 on 1/31/2011 under ticket number 110130682 that a gas line was cut on Duneland Trail E.

At the time on 1/10/2011, Frontier understood that the second notice for locates, where the locate had not yet been performed, would restart the twenty (20) day window for a valid locate. Our excavation on 1/31 was within 20 days of 1/10 and was also within 20 days of the actual locate. Frontier now understands that the preferred practice is to make a specific refresh request to restart the window at the time of the second request, even when the locate has not yet been performed at the time of the second request. It is Frontier's position that this issue of interpretation is confusing to excavators and under the circumstances should not result in a violation charged to frontier. Frontier will instruct its personnel to follow the preferred practice when a second request is necessary. (See Enclosures)

END OF RESPONSE

The September 23, 2011 correspondence was address to Lisa Newsome, a Frontier employee. Robert Stewart, State Director – Government and External Affairs, can represent Frontier Communications with the Pipeline Division and the Underground

Plant Protection Advisory Committee and request future correspondence be addressed to:

Robert Stewart
Frontier Communications
224 W. Exchange
Owosso, MI 48867
Email: robert.e.stewart@ftr.com
Phone: 989-723-0277

Thank you for the opportunity to respond to this investigation.

Sincerely



Robert E. Stewart

Enclosures

NORMAL NOTICE

Ticket : 1012280683 Date: 12/28/2010 Time: 12:55 Oper: LISA.NEWSOME Chan:000

State: IN Cnty: PORTER Twp: LIBERTY
 Cityname: CHESTERTON Inside: N Near: Y
 Subdivision:

Address :
 Street : DUNELAND TRL E
 Cross 1 : BIRCH TRL Within 1/4 mile: Y
 Location: START LOCATING AT DUNELAND TRAILS SUBDIVISION ENTRANCE AND HEAD WEST
 ALONG THE NORTH SIDE OF DUNELAND TRAIL RD FOR APPROX 102' THEN PROCEED NORTH
 ALONG THE EAST SIDE OF BIRCH TRAIL FOLLOW ROAD AS IT BENDS TO EAST THEN SOUTH
 APPROX 917' AND STOP ON THE SOUTH SIDE OF 1064 OAK TRAIL DR
 :
 Grids : 4135D8703A 4135C8703A 4135D8704D 4135C8704D

Work type : PLACING NEW CABLE AND PED
 Done for : FRONTIER
 Start date: 12/30/2010 Time: 13:30 Hours notice: 48/48 Priority: NORM
 Ug/Oh/Both: U Blasting: N Boring: N Railroad: N Emergency: N
 Duration : 2 WEEKS Depth: 3 FEET

Company : FRONTIER Type: MEMB
 Co addr : 8001 WEST JEFFERSON BOULEVARD
 City : FORT WAYNE State: IN Zip: 46804
 Caller : LISA NEWSOME Phone: (260)461-3663
 Contact : LISA NEWSOME - OFFICE Phone:
 BestTime:
 Mobile : (260)461-3663
 Fax : (260)461-3560
 Email : LISA.K.NEWSOME@NCNETWORK.NET

Remarks : All tickets are taken and processed on Eastern Daylight Time
 FRONTIER WORK ORDER 4710-3POAOCY **PLEASE MARK WITH PAINT AND FLAGS**
 Will you be white-lining the dig site area? NO
 :

Submitted date: 12/28/2010 Time: 12:55
 Members: BE COMCN ID2227 ID2509 ID7528 ID8000 NIPSCO SM

Member Name	Facility Types
BUCKEYE	PIPELINE
COMCAST NORTH	CABLE TV
DUNELAND SCHOOL CORPORATION	COMMUNICATIONS
FRONTIER	TELEPHONE
IN AMERICAN WATER NORTHWEST	
MARATHON PIPE LINE CO. - GRIFFITH PIPELINE	
NIPSCO	GAS & ELECTRIC

SECOND NOTICE 2ND NOTICE

Ticket : 1012280683 Date: 01/10/2011 Time: 13:51 Oper: GSAPP Chan:000
 Old Tkt: 1012280683 Date: 12/28/2010 Time: 12:55 Oper: LISA.NEWSOME Rev: 00A

State: IN Cnty: PORTER Twp: LIBERTY
 Cityname: CHESTERTON Inside: N Near: Y
 Subdivision:

Address :
 Street : DUNELAND TRL E
 Cross 1 : BIRCH TRL Within 1/4 mile: Y
 Location: START LOCATING AT DUNELAND TRAILS SUBDIVISION ENTRANCE AND HEAD WEST
 ALONG THE NORTH SIDE OF DUNELAND TRAIL RD FOR APPROX 102` THEN PROCEED NORTH
 ALONG THE EAST SIDE OF BIRCH TRAIL FOLLOW ROAD AS IT BENDS TO EAST THEN SOUTH
 APPROX 917` AND STOP ON THE SOUTH SIDE OF 1064 OAK TRAIL DR
 :
 Grids : 4135D8703A 4135C8703A 4135D8704D 4135C8704D

Work type : PLACING NEW CABLE AND PED
 Done for : FRONTIER
 Start date: 12/30/2010 Time: 13:30 Hours notice: 0/000 Priority: NORM
 Ug/Oh/Both: U Blasting: N Boring: N Railroad: N Emergency: N
 Duration : 2 WEEKS Depth: 3 FEET

Company : FRONTIER Type: MEMB
 Co addr : 8001 WEST JEFFERSON BOULEVARD
 City : FORT WAYNE State: IN Zip: 46804
 Caller : LISA NEWSOME Phone: (260)461-3663
 Contact : LISA NEWSOME - OFFICE Phone:
 BestTime:
 Mobile : (260)461-3663
 Fax : (260)461-3560
 Email : LISA.K.NEWSOME@NCNETWORK.NET

Remarks : All tickets are taken and processed on Eastern Daylight Time
 PER LISA NEWSOME STILL NEED ALL UTILITIES TO RESPOND AND MARK PROPERTY AS
 REQUESTED ASAP

Will you be white-lining the dig site area? NO
 :

Submitted date: 01/10/2011 Time: 13:51
 Members: BE COMCN ID2227 ID2509 ID7528 ID8000 NIPSCO SM

Member Name	Facility Types
BUCKEYE	PIPELINE
COMCAST NORTH	CABLE TV
DUNELAND SCHOOL CORPORATION	COMMUNICATIONS
FRONTIER	TELEPHONE
IN AMERICAN WATER NORTHWEST	
MARATHON PIPE LINE CO. - GRIFFITH PIPELINE	
NIPSCO	GAS & ELECTRIC

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DAMAGE DAMAGE

Ticket : 1101310682 Date: 01/31/2011 Time: 12:20 Oper: STURNER Chan:055

State: IN Cnty: PORTER Twp: LIBERTY
 Cityname: CHESTERTON Inside: N Near: Y
 Subdivision:

Address :

Street : DUNELAND TRL E
 Cross 1 : BIRCH TRL Within 1/4 mile: Y
 Location: START LOCATING AT DUNELAND TRAILS SUBDIVISION ENTRANCE AND HEAD WEST
 ALONG THE NORTH SIDE OF DUNELAND TRAIL RD FOR APPROX 102` THEN PROCEED NORTH
 ALONG THE EAST SIDE OF BIRCH TRAIL FOLLOW ROAD AS IT BENDS TO EAST THEN SOUTH
 APPROX 917` AND STOP ON THE SOUTH SIDE OF 1064 OAK TRAIL DR

Grids : 4135D8703A 4135C8703A 4135D8704D 4135C8704D

Work type : PLACING NEW CABLE AND PED
 Done for : FRONTIER
 Start date: 01/31/2011 Time: 12:20 Hours notice: 0/000 Priority: EMER
 Ug/Oh/Both: U Blasting: N Boring: N Railroad: N Emergency: Y
 Duration : 2 WEEKS Depth: 3 FEET

Company : FRONTIER Type: MEMB
 Co addr : 8001 WEST JEFFERSON BOULEVARD
 City : FORT WAYNE State: IN Zip: 46804
 Caller : LISA NEWSOME Phone: (260)461-3663
 Contact : LISA NEWSOME - OFFICE Phone:
 BestTime:
 Mobile : (260)461-3663
 Fax : (260)461-3560
 Email : LISA.K.NEWSOME@NCNETWORK.NET

Remarks : All tickets are taken and processed on Eastern Daylight Time
 PER LISA: NIPSCO A GAS LINE HAS BEEN CUT AT 1067 BIRCH TRAIL-- UNKNOWN GAS LINE
 SIZE -- GAS IS NOT BLOWING -- HAS BEEN PINCHED OFF -EMERGENCY PERSONNEL HAS NOT
 BEEN CALLED - CREW IS ONSITE -HAS CALLED NIPSCO - PREVIOUS TICKET 1012280683
 Will you be white-lining the dig site area? NO

Submitted date: 01/31/2011 Time: 12:20
 Members: BE COMCN ID2227 ID2509 ID7528 ID8000 NIPSCO SM

Member Name	Facility Types
BUCKEYE	PIPELINE
COMCAST NORTH	CABLE TV
DUNELAND SCHOOL CORPORATION	COMMUNICATIONS
FRONTIER	TELEPHONE
IN AMERICAN WATER NORTHWEST	
MARATHON PIPE LINE CO. - GRIFFITH	PIPELINE
NIPSCO	GAS & ELECTRIC

[View Map](#) [Close Map](#)

NORMAL NOTICE

Ticket : 1012280615 Date: 12/28/2010 Time: 12:02 Oper: LISA.NEWSOME Chan:000

State: IN Cnty: PORTER Twp: LIBERTY
Cityname: CHESTERTON Inside: N Near: Y
Subdivision:

Address :
Street : N 50 E
Cross 1 : DUNELAND TRL Within 1/4 mile: Y
Location: START LOCATING AT PED 31802-T1072 FOUND APPROX 730` NORTH OF THE
DUNELAND TRAILS SUBDIVISION ON THE WEST SIDE OF CO RD 50 E LOCATE FROM PED SOUTH
APPROX 730` TO THE ENTRANCE OF THE SUBDIVISION
***Boring Where = CULVERT

:
Grids : 4135D8703C 4135C8703C

Work type : PLACING NEW CABLE AND PED
Done for : FRONTIER
Start date: 12/30/2010 Time: 13:15 Hours notice: 49/49 Priority: NORM
Ug/Oh/Both: U Blasting: N Boring: Y Railroad: N Emergency: N
Duration : 2 WEEKS Depth: 3 FEET

Company : FRONTIER Type: MEMB
Co addr : 8001 WEST JEFFERSON BOULEVARD
City : FORT WAYNE State: IN Zip: 46804
Caller : LISA NEWSOME Phone: (260)461-3663
Contact : LISA NEWSOME - OFFICE Phone:
BestTime:
Mobile : (260)461-3663
Fax : (260)461-3560
Email : LISA.K.NEWSOME@NCNETWORK.NET

Remarks : All tickets are taken and processed on Eastern Daylight Time
FRONTIER WORK ORDER 4710-3P0A0CY **PLEASE MARK WITH PAINT AND FLAGS**
Will you be white-lining the dig site area? NO

:

Submitted date: 12/28/2010 Time: 12:02
Members: BE COMCN ID1032 ID2227 ID2509 ID8000 NIPSCO SM

Member Name	Facility Types
BUCKEYE	PIPELINE
CHESTERTON UTILITY, TOWN OF	
COMCAST NORTH	CABLE TV
FRONTIER	TELEPHONE
IN AMERICAN WATER NORTHWEST	
MARATHON PIPE LINE CO. - GRIFFITH PIPELINE	
NIPSCO	GAS & ELECTRIC