



Pipeline Safety Division Investigation Report

Investigation regarding: Citizens Water Company

UPPAC Database Record ID: 2912

Report Date: 9/11/2013

Investigator: Mike Orr

Damage Date: 5/3/2012 9:36:43 AM

Damage Address: 1323 E Loretta Dr, Indianapolis, Marion

The Parties

Excavator: **Citizens Water Company**

Address: 1220 Waterway Boulevard, Indianapolis, In 46202

Facility Owner: **Citizens Gas**

Pipeline Facility

Facility Type: Natural Gas

Facility Function: Distribution

Type of Equipment: Backhoe/Trackhoe

Type of Work Performed: Water

Damage Impact

Product Release: Yes

Ignition: No

Service Interruption: True

Number of Customers Affected: 2

Injuries: 0

Fatalities: 0

Repair Cost (if known): \$

Excavator Activities/Cause of Damage Information:

Excavator Request Locates: Yes

Indiana 811 Ticket Number: 1204202827

Original Start Date:

Locate Instructions:

Follow-Up Locate Instructions (if applicable):

Synopsis: Excavator struck and damaged an underground natural gas main while performing water work.

Findings: Reported by Indiana 811; excavator's response to initial notice was received on 6/28/2012. Excavator had a valid locate ticket; however, the gas operator incorrectly marked the underground facility by fifty-two (52) inches.

Conclusion: There was a failure to provide accurate locate markings.

Violation: IC 8-1-26-18(f) Operator failed to locate or provided incorrect locate markings.



INFORMATION REQUEST

State Form 54909 (2-12)

INDIANA UTILITY REGULATORY COMMISSION – PIPELINE SAFETY DIVISION

Case Number: 2912

The Pipeline Safety Division of the Indiana Utility Regulatory Commission requests any and all information you can provide regarding the following criteria.

Upon completion of answers select email button for submission.

The Parties

Excavator Information:

Business Name: Citizens Water

Responsible Party Personal Name: Mr. Jim Allen

Title (if any): Manager, Underground Maintenance

Address (number and street): 1220 Waterway Boulevard

City, State and ZIP Code: Indianapolis, Indiana 46202

Preferred Telephone Number (area code): 317.263.6539

Cellular Telephone Number (area code): 317.281.5944

Email Address: jallen@citizensenergygroup.com

Facility Information:

Business Name: Citizens Gas

Responsible Party Personal Name: Tony Chan

Title (if any): Manager, Gas Distribution

Address (number and street): 2150 Dr. Martin Luther King Jr. Street

City, State and ZIP Code: Indianapolis, Indiana 46202

Preferred Telephone Number (area code): 317.927.4619

Cellular Telephone Number (area code): _____

Email Address: achan@citizensenergygroup.com

Locator Service Information:

Business Name: USIC

Responsible Party Personal Name: unknown

Title (if any): _____

Address (number and street): 9045 North River Road, Suite 300

City, State and ZIP Code: Indianapolis, Indiana 46240

Preferred Telephone Number (area code): 317.575.7800

Cellular Telephone Number (area code): unknown

Email Address: unknown

Cause of Damage Information

Type of Equipment (select one): Backhoe/Trackhoe

Type of Work Performed (select one): Water

Other Information (Witness, Police, Fire, Other):

Personal Contact: None

Business/Organization Name: _____

Title (if any): _____

Address (number and street): _____

City, State and ZIP Code: _____

Preferred Telephone Number (area code): _____

Cellular Telephone Number (area code): _____

Email Address: _____

Utility Line Impact

Location of Damage:

Address (*number and street*): 1323 East Loretta Drive

City, State and ZIP Code: Indianapolis, Indiana 46227

Nearest Intersection: Loretta Court

Product Type (*select one*): Natural Gas

Facility Type (*select one*): Distribution

Size (Diameter/etc.): 2-inch

Pressure (PSIG/Inches): unknown

Interruption in Service: Yes No **Number of Customers Affected:** 2

Evacuation: Yes No **If yes, How Many Evacuated?** _____

Repair Cost (if known): \$ _____

Release of Product: Yes No

Ignition and/or Fire: Yes No

Excavator Notify 811: Yes No

Locate Information

Excavator Request Locate: Yes No

Indiana 811 Locate Ticket Number: 1204202827

- Locate Marks Visible:** Yes No
- Locate Marks Correct:** Yes No
- Excavator "White Lined":** Yes No
- Maps Used to Mark Facilities:** Yes No
- Was Locate Provided within Two (2) Working Days:** Yes No
- Operator Employees On-site during Excavation:** Yes No

Incident Impact Information

Number of Outpatient Treated: ⁰ _____

Number of Inpatient Treated: ⁰ _____

Number of Fatalities: ⁰ _____

- Fire Department Response:** Yes No
- Police Department Response:** Yes No
- Ambulance Response:** Yes No

Additional Information / Comments

Citizens Water responds to the potential violations identified in the Notice of May 18, 2012, as follows:

1. IC 8-1-26-16(g): Failure to provide notice of excavation.
Citizens Water did provide notice to 811 of its intent to excavate as indicated by the above-referenced locate number. The gas facility at issue was incorrectly marked by fifty-two (52) inches.
2. IC 8-1-26-16(h): Failure to perform required white lining.
It does not appear that white lining should have been required under these circumstances as a physical location of the excavation work should have been able to be provided as indicated by the street address provided above in reference to the event location. Also, the location of the work appears to have been apparent since markings, although incorrect, were provided for the gas facility at issue.
3. IC 8-1-26-20(b): Failure to maintain two (2) feet clearance with mechanized equipment.
Citizens Water did maintain two (2) feet of clearance with mechanized equipment of the gas facility as marked.

The responses provided herein are based upon information and belief after consultation with employees of Citizens Water, and Citizens Water reserves the right to supplement or amend them in the event additional information becomes available.

NARRATIVE STATEMENT

Your Pipeline Safety Division Case Number: 2912

Your Full Name: Lauren Toppen

Full Name of Business / Entity (if applicable): Citizens Energy Group

Your Business Title (if applicable): Counsel

Address (number and street): 2020 North Meridian Street

City: Indianapolis State: Indiana ZIP Code: 46202

Your E-mail Address: ltoppen@citizensenergygroup.com

Today's Date (month, day, year): June 18, 2012

Your Signature: Lauren Toppen Title (if any) Counsel

Please return your Narrative Statement to:

**Pipeline Safety Division – Case Number 2912
Indiana Utility Regulatory Commission
101 West Washington Street, 1500E
Indianapolis, IN 46204**

Or scan the statement and Email to:

PipelineDamageCase@urc.in.gov