



Pipeline Safety Division Investigation Report

Investigation regarding: **QC Communications, Inc.**

UPPAC Database Record ID: 3584

Investigator: Howard Friend

Report Date: 10/29/2012

Damage Date: 8/14/2012 4:34:55 PM

Damage Address: 926 Windstar Blvd

City: Franklin

County: Johnson

The Parties

Excavator: **QC Communications, Inc.**

Contact: Junior Hounshell

Address: 7925 West 100 South, Wabash, In 46992

Telephone: (800) 421-0582

Facility Owner: Vectren

Contact: Darlene Kulhanek

Address: 1 N Main Street, Evansville, IN 47702

Pipeline Facility

Facility Type: Natural Gas

Facility Function: Service/Drop

Investigation regarding: QC Communications, Inc.

UPPAC Database Record ID: 3584

Damage Impact

Product release: Yes

Ignition: No

Service Interruption: True

Number of Customers Affected: 1

Injuries: 0

Fatalities: 0

Repair Cost (if known): \$785

Excavator Activities/Cause of damage information:

Excavator request locates: Yes Indiana 811 ticket Number: 1208070468

Type of Equipment: Boring

Type of work performed: Telecommunications

Synopsis: A one inch natural gas service was damaged during a boring procedure to install fiber optic.

Findings: Excavator failed to expose the gas service prior to beginning the bore, subsequently causing the damage. Reported by Indiana 811; excavator signed for initial notice on 09/17/2012 but has not submitted a response.

Conclusion: Excavator failed to maintain the required clearance with mechanized equipment.

Violation: IC 8-1-26-20(b): Failure to plan excavation to avoid damage or interference with underground facilities; Failure to maintain two (2) feet clearance with mechanized equipment.



INDIANA UTILITY REGULATORY COMMISSION
101 W. WASHINGTON STREET, SUITE 1500E
INDIANAPOLIS, INDIANA 46204-3407

<http://www.in.gov/iurc>
Office: (317) 232-2701
Facsimile: (317) 232-6758

September 18, 2012

Ms. Darlene Kulhanek
Vectren
1 N Main Street
Evansville, IN 47702

Subject: Investigation Request for Information

Date of Event: 8/14/2012

Event Location: Windstar Blvd, Franklin

Facility Owner: Vectren

Excavator: Qc Communications, Inc.

Other Party: N/A

Pipeline Division Case No. 3584

Dear Ms. Kulhanek:

Pursuant to Indiana Code 8-1-26, the *Indiana Damage to Underground Facilities Act*, the Pipeline Safety Division of the Indiana Utility Regulatory Commission ("Pipeline Division") is required to investigate reported incidents of alleged statutory violations involving underground pipeline safety. The purpose of this statute is to promote excavation and pipeline safety and to reduce the imminent danger to life, health, property, or loss of service associated with unsafe digging practices. Please note that the investigation does not entail determining criminal liability or a civil determination of fault or damages; however, it does determine whether any statutory violations were committed regarding public safety.

The Pipeline Division received information regarding potential statutory violations regarding the date and location referenced above. You were identified as a person or entity that might have information that would assist the Pipeline Division in its investigation. Therefore, we have contacted you in order to receive the full account of information in order to make a fair determination related to the circumstances of this incident.

We have asked all involved parties, entities and witnesses to provide *written* information within *30 days* in order to meet legal deadlines to conclude our investigation. **Please consider this letter as a formal request to receive any and all information and evidence (including a narrative, documentation, maps, photographs or any other written information) you can access regarding anything you may know about the incident referenced above.**



DAMAGE INFORMATION REPORT – PIPELINE SAFETY DIVISION

State Form 54122 (R2 / 7-11)
INDIANA UTILITY REGULATORY COMMISSION

Submitted to IURC-Pipeline Safety on: 9-28-2012

Who is submitting this information?

Name of person providing this information: Darlene Kulhanek

Business address (*number and street*): 1 Main Street

City, State, and ZIP code: Evansville, IN 47711

Telephone number (*area code*): 812-491-4227

Fax number (*area code*): 812-491-4504

E-mail address: dkulhanek@vectren.com

Excavator Information, if known

Full name: QC Communications

Business address (*number and street*): 7925 W County Rd 100 S

City, State, and ZIP code: Wabash, IN 46992

Telephone number (*area code*): 800-421-0582

Fax number (*area code*): 260-563-0963

E-mail address: Unknown

Excavation or Demolition Information

Excavator type: Contractor

Excavation or demolition equipment: Boring

Type of work performed: Telecommunications

Date and Location of Damage

Date of damage (*month, day, year*): 8-14-2012

County: Johnson

City: Franklin

Street address (*number and street, city, state, and ZIP code*):
926 Windstar Blvd., Franklin, IN

Nearest intersection: Unknown

Right of way where damage occurred: Public - Other

Was there a release of product? Yes

If yes, was there an ignition of product? No

Were evacuations necessary as a result of release? No

If yes, how many evacuated? 0

Was there a customer service interruption? Yes

If yes, how many affected? 1

Time to restore service (*in hours*): 1.5

Enter number of injuries, if applicable and known: 0

Enter number of fatalities, if applicable and known: 0

Property damage, Estimate \$ 784.48

Affected Facility Information

What type of pipeline was damaged? Natural Gas

What was the affected facility? Service/Drop

What was the depth of the facility, in inches? _____

Notification, Locating, Marking

Did excavator request locates prior to commencing work? Yes

Enter Indiana 811 ticket number, if known: 1208070468

Was the locate request completed within two working days? Yes

If locates were performed, were they done so by a contractor or pipeline employee? Contract Locator

If a contractor locator, enter the company name, if known: USIC _____

Were facility marks visible in the area of excavation? Yes

Were facilities marked correctly? Yes

Type of markings used: Paint

If other, please specify: _____

Was site marked by "White Lining"? No

Were special instructions part of the locate request? Unknown/Other

Were maps used to complete the locate request? Unknown/Other

Were pipeline company representatives on site during excavation? No

Did the excavator notify the operator in the event of this damage? Yes

Did the excavator notify Indiana 811 in the event of this damage? Yes

Did the excavator notify 911 in the event of a release of product? Unknown/Other

Description of Cause

Select from the list the most accurate cause for the damage: --Failure to use hand tools where required

Additional Comments

1" plastic service damaged by bore. Not hand exposed.



2 VECTREN ENERGY DELIVERY OF INDIANA - NORTH

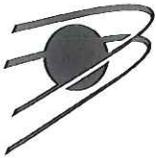
NOW DUE

\$784.48

Q C COMMUNICATIONS
7925 W COUNTY RD 100 S
WABASH, IN 46992

Type: GAS
Invoice: FDS0016730
BillToID: 32377
Billing Date: 9/7/2012
Date of Loss: 8/14/2012
5835 103.0510

Please return this portion with your remittance.



Mail Payment To:
Vectren Utilities Holding Corp.
1239 Reliable Parkway
Chicago, IL 60686-0012
Inquiries: 1-877-902-2934, Mon.-Fri., 8-5
Risk Management/Claims Department

Q C COMMUNICATIONS
7925 W COUNTY RD 100 S
WABASH, IN 46992

Type: GAS
Invoice: FDS0016730
BillToID: 32377
Billing Date: 9/7/2012
Date of Loss: 8/14/2012

NOW DUE

\$784.48

Invoice For Costs to Repair and Reconstruct Damaged Property

Address: 926 WINDSTAR BLVD, FRANKLIN

1" PLASTIC SERVICE DAMAGED BY BORE. NOT HAND EXPOSED.

Material:	\$86.94
Company Labor:	\$631.98
Contract Labor:	\$0.00
Transportation/Equipment:	\$65.56
Misc:	\$0.00
Gas Loss:	\$0.00
Adjustments:	\$0.00
Payments:	\$0.00
Total:	\$784.48

5835 103.0510

Remember, call two (2) working days before digging. Contact I.U.P.S. at 1-800-382-5544.

Vectren Claim Number: _____

FDS 00/6730

Task No: 103.0510 Capital / O & M (circle one)

Police Report / MO #: _____

Date of Damage 8/14/12

Cost Center # 5835

Time Occurred 4:20 am / pm

Time Found 4:24 am / pm

Latitude 39.465310 Longitude: -86.063850

FACILITIES DAMAGE REPORT

GAS

Vectren Claims Camera:

VE00006

Form 3112

DAMAGE SITE:

Address 926 Windstar Blvd Lot # _____

County Johnson City Franklin State IN Township Franklin

FACILITY TYPE:

- Distribution Propane
- Service Storage
- Transmission: (include supplemental report)

FACILITIES DAMAGED:

	ORIFICE SIZE(S):	(1)	(2)	(3)
<input type="checkbox"/> Farm Tap	0.50 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Heater	5/8 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Main	0.75 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Meter (Residential)	1.00 inch	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Meter (Industrial / Commercial)	1.25 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Odorizer	2.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Regulator Station	3.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Relief Valve	4.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Riser	5.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Service Line	6.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Valve	10.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	12.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	16.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	20.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other	Other			

VISUAL OBSERVATION AT DAMAGE SITE:

- Visual Observation: Above Ground Below Ground
- Locate Applicable: Yes No N/S
- Facilities Properly Marked: Yes No N/S
- Marking Methods: Conventional Flags None Whiskers
- Offset Paint Stakes
- Locate Marking Faded: Yes No N/S
- Wrong Address Requested: Yes No N/S

Facilities Improperly Located:

- Qualified Locator Could Not Have Accurately Located
- Inaccurate Maps / Cards
- Broken or No Tracer Wire (Plastic)
- Insulation Preventing Accurate Locate

Locator Error:

- Failure to Follow Policy
- Inappropriate Site Markings
- Incomplete Locate
- No Locates Performed
- Qualified Locator Could Have Accurately Located
- Wrong Address Located
- Marking Off By: _____ (Feet / Inches)

TYPE OF MATERIAL:

- Cast Iron
- Plastic (HDPE)
- Plastic (MDPE)
- Steel
- Other

DAMAGE TYPE:

- Severed
- Not Cut
- Severed
- Size 1/2 x 1/2

PRESSURE:

- 25 PSIG
- 40 PSIG
- 50 PSIG
- 55 PSIG
- 60 PSIG
- 6 WC (.2163)
- 7 WC (252)
- Other 45#

PROTECTION IN PLACE:

- Building Fence None
- Post Rail Vault N/A
- Other

DURATION OF ESCAPING GAS:

Minutes: 15

LEAK REPORT NUMBER:

EFV Activated Yes No N/S

FEED TYPE:

- One-Way Feed
- Two-Way Feed

Number of Customers Affected; 1

Total Hours Service Was Off: 1.5

SERVICE ORDER NUMBER: N5339535

DAMAGED BY:

- Company Crew
- Contractor
- County
- Developer
- Farmer
- Municipality
- Property Owner/ Tenant
- Railroad
- State
- Unknown
- Utility
- Vehicle Accident
- Other

TYPE OF CONSTRUCTION:

- Agriculture
- Building Construction
- Building Demolition
- Cable TV
- Curbs / Sidewalk
- Drainage
- Driveway
- Electric
- Engineering / Surveying
- Fencing
- Grading
- Irrigation
- Landscaping
- Liquid Pipeline
- Milling
- Pole
- Natural Gas
- Public Transit Authority
- Railroad Maintenance
- Other

WORKING FOR:

- City County Developer
- State Property Owner
- Utility

- Were Facility Marks Visible: Yes No
- Was Area White Lined: Yes No Destroyed
- Positive Response: Yes No Destroyed
- Tolerance Zone Violated: Yes No
- Part of Project: Yes No
- Company Representative On-Site: Yes No

Observation by (ID#): 3390

Name of Locator: _____

LOCATING ORGANIZATION:

- Contract Locator
- Unknown / Other
- Utility Owner

NOTIFICATIONS AND OTHER DETAILS OF LOCATE:

Locate Ticket: _____

Date: _____ Time: _____ am / pm

TYPE OF REQUEST:

- Regular Request Emergency Request
- Locate Company Notified
- Contact Name: _____
- Time Called: _____ am / pm
- Time Locator Arrived at the Site: _____ am / pm

Company Notified of Locate Near Critical Facilities

Yes No N/S

Copy of Mark Out Request Provided Within 2 Working Days

Yes No N/S

ONE-CALL CENTER:

- IUPPS
- OUPS
- Unknown 1207100703

CONTINUE ON BACK - INCLUDE ANY OBSERVATIONS / DIAGRAMS

DMG 1208143365

AUG 20 2012

Vectren Claim Number: _____

TYPE OF EQUIPMENT:

- Auger
- Backhoe / Track hoe
- Boring
- Drilling
- Explosives
- Farm Equipment
- Grader / Scraper
- Hand Tools
- Milling Equipment
- Plow
- Probing Device
- Trencher
- Vacuum Equipment
- Vehicle
- Other _____

ROOT DAMAGING CAUSE:

- Abandoned Facility
- Deteriorated Facility
- Facility Could Not be Found/ Located
- Facility Was Not Located / Marked
- Failure to Maintain Clearance
- Failure to Maintain Marks
- Failure to Support Exposed Facility
- Failure to Use Hand Tools Where Required
- Improper Backfilling
- Incorrect Records / Maps
- Marking or Location Not Sufficient
- No Notification Made to One-Call
- One-Call Notification Error
- Previous Damage
- Wrong Information Provided
- Other _____

CONTRACTOR REPAIRS:

- Contractor Working for Vectren Made Repairs at Own Expense
 - Yes No N/S
- Contractor Repaired Damage
 - Yes No N/S

Name of Contractor: _____
 # of Regular Hours; _____
 # of Overtime Hours; _____
 # of Regular Hours; _____
 Crew Type: _____

MATERIALS OR ROAD WORK:

- Meter was replaced _____ (Stores Code)
- Regulator Was Replaced _____ (Stores Code)
- Temporary Asphalt Repair: _____ (sq. ft.)
- Permanent Asphalt Repair: _____ (sq. ft.)

RIGHT OF WAY:

- Dedicated Utility Easement
- Federal Utility Easement
- Pipeline
- Power / Transmission Line
- Private - Business
- Private - Easement
- Private - Land Owner
- Public - County Road
- Public - Interstate Highway
- Public - Other
- Public - State Highway
- Public - City Street
- Unknown

- Did Excavator Notify You Yes No
- Excavation Required Yes No
- Media at Site Yes No
- Was There Ignition of Gas? Yes No
- INVOICE: Yes No N/S

DAMAGING PARTY:
 Name: QC Communications
 Address: 7925 W. 100 S.
 City/ State/ Zip: Wabash, IN. 46992
 Phone: (800) 421-0582
 Prepared / Investigated By: Mike Stijp Date: 8-14-12

PARTY TO INVOICE:
 Name: Same
 Address: _____
 City/ State/ Zip: _____
 Phone: _____
 Reviewed by Field Supervisor: _____ Date: 8-15-12

Ticket Portal Production

Ticket Text Photos

Ticket Text

ID7131 00461 IUPPSa 08/07/2012 08:33:25 1208070468-00A NORM NEW GRID
 NORMAL NOTICE
 Ticket : 1208070468 Date: 08/07/2012 Time: 08:33 Oper: SMCCLURE Chan:092
 State: IN Cnty: JOHNSON Twp: FRANKLIN
 Cityname: FRANKLIN Inside: Y Near: N
 Subdivision:
 Address :
 Street : WINDSTAR BLVD
 Cross 1 : N SHORE BLVD Within 1/4 mile: Y
 Location: STARTING AT ADDRESS 889 WINDSTAR BLVD - LOCATE SOUTH ON THE NORTHEAST
 SIDE OF THE ROAD TO INTERSECTION OF N SHORE BLVD
 ***Boring Where = ENTIRE JOB
 :
 Grids : 3927A8603A 3928D8603A 3927A8604D 3928D8604D
 Boundary: n 39.468227 s 39.464920 w -86.068756 e -86.063217
 Work type : PLACING FIBER OPTIC/INTERDUCT
 Done for : METRO FIBERNET
 Start date: 08/09/2012 Time: 08:45 Hours notice: 48/48 Priority: NORM
 Ug/Oh/Both: U Blasting: N Boring: Y Railroad: N Emergency: N
 Duration : 1 DAY Depth: 42 INCHES
 Company : QC COMMUNICATIONS Type: CONT
 Co addr : 7925 WEST 100 SOUTH
 City : WABASH State: IN Zip: 46992
 Caller : JUNIOR HOUNSHELL Phone: (800)421-0582
 Contact : CHRIS KEMP - CELL Phone:
 BestTime:
 Mobile : (812)345-3669
 Fax : (260)563-0963
 Email : QCCOMM@COMTECK.COM
 Remarks : All tickets are taken and processed on Eastern Daylight Time
 Will you be white-lining the dig site area? NO
 :
 Submitted date: 08/07/2012 Time: 08:33
 Members: ID0002 ID0270 ID2034 ID3640 ID4378 ID7131 ID7288 ID5857 ID6921 SM

 Email_From: irth@iupps.org
 Email_Subject: IUPPS ID7131 2012/08/07 #00461 1208070468-00A NORM NEW
 Email_Recv_Date: 2012-08-07 07:33:26 CDT
 Email_Sent_Date: 2012-08-07 07:33:26 CDT
 Email_MessageID: <50210b16.47cf320a.4d19.ffffdddSMTPIN_ADDED@mx.google.com>
 Email_host: imap.gmail.com
 Email_user: onecallin811@smptickets.com
 Email_To: onecallin811@smptickets.com
 Email_ContentType: TEXT/PLAIN

Ticket Portal Production

Ticket Text Photos

Ticket Text

ID7131 00699 IUPPSa 07/10/2012 09:11:57 1207100703-00A NORM NEW GRID
 NORMAL NOTICE JOB EXTENSION
 Ticket : 1207100703 Date: 07/10/2012 Time: 09:11 Oper: AHINES Chan:085
 State: IN Cnty: JOHNSON Twp: FRANKLIN
 Cityname: FRANKLIN Inside: Y Near: N
 Subdivision:
 Address :
 Street : WINDSTAR BLVD
 Cross 1 : N SHORE BLVD Within 1/4 mile: Y
 Location: STARTING AT ADDRESS 889 WINDSTAR BLVD - LOCATE SOUTH ON THE NORTHEAST
 SIDE OF THE ROAD TO INTERSECTION OF N SHORE BLVD
 ***Boring Where = ENTIRE JOB
 :
 Grids : 3927A8603A 3928D8603A 3927A8604D 3928D8604D
 Boundary: n 39.468227 s 39.464920 w -86.068756 e -86.063217
 Work type : PLACING FIBER OPTIC/INTERDUCT
 Done for : METRO FIBERNET
 Start date: 07/12/2012 Time: 09:30 Hours notice: 48/48 Priority: NORM
 Ug/Oh/Both: U Blasting: N Boring: Y Railroad: N Emergency: N
 Duration : 1 DAY Depth: 42 INCHES
 Company : QC COMMUNICATIONS Type: CONT
 Co addr : 7925 WEST 100 SOUTH
 City : WABASH State: IN Zip: 46992
 Caller : JUNIOR HOUNSHELL Phone: (800)421-0582
 Contact : CHRIS KEMP - CELL Phone:
 BestTime:
 Mobile : (812)345-3669
 Fax : (260)563-0963
 Remarks : All tickets are taken and processed on Eastern Daylight Time
 REMARK AS NEEDED -- PREVIOUS TICKET 1206261694
 Will you be white-lining the dig site area? NO
 :
 Submitted date: 07/10/2012 Time: 09:11
 Members: ID0002 ID0270 ID2034 ID3640 ID4378 ID7131 ID7288 ID5857 ID6921 SM

 Email_From: irth@iupps.org
 Email_Subject: IUPPS ID7131 2012/07/10 #00699 1207100703-00A NORM NEW
 Email_Recv_Date: 2012-07-10 08:11:57 CDT
 Email_Sent_Date: 2012-07-10 08:11:57 CDT
 Email_MessageID: <4ffc2a1d.44c42a0a.109e.ffff9ac8SMTPIN_ADDED@mx.google.com>
 Email_host: imap.gmail.com
 Email_user: onecallin811@smptickets.com
 Email_To: onecallin811@smptickets.com
 Email_Contenttype: TEXT/PLAIN

Ticket Portal Production

Ticket Text Photos

Ticket Text

ID7131 03320 IUPPSa 08/14/2012 16:35:23 1208143365-00A EMER DAMG GRID
 DAMAGE SEE REMARKS
 Ticket : 1208143365 Date: 08/14/2012 Time: 16:33 Oper: AHUNTER Chan:016
 State: IN Cnty: JOHNSON Twp: FRANKLIN
 Cityname: FRANKLIN Inside: Y Near: N
 Subdivision:
 Address :
 Street : WINDSTAR BLVD
 Cross 1 : N SHORE BLVD Within 1/4 mile: Y
 Location: STARTING AT ADDRESS 889 WINDSTAR BLVD - LOCATE SOUTH ON THE NORTHEAST
 SIDE OF THE ROAD TO INTERSECTION OF N SHORE BLVD
 ***Boring Where = ENTIRE JOB
 :
 Grids : 3927A8603A 3928D8603A 3927A8604D 3928D8604D
 Boundary: n 39.468227 s 39.464920 w -86.068756 e -86.063217
 Work type : PLACING FIBER OPTIC/INTERDUCT
 Done for : METRO FIBERNET
 Start date: 08/14/2012 Time: 16:33 Hours notice: 0/0 Priority: EMER
 Ug/Oh/Both: U Blasting: N Boring: Y Railroad: N Emergency: Y
 Duration : 1 DAY Depth: 42 INCHES
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 Co addr : 7925 WEST 100 SOUTH
 City : WABASH State: IN Zip: 46992
 Caller : JUNIOR HOUNSHELL Phone: (800)421-0582
 Contact : CHRIS KEMP - CELL Phone:
 BestTime:
 Mobile : (812)345-3669
 Fax : (260)563-0963
 Remarks : All tickets are taken and processed on Eastern Daylight Time
 A VECTREN GAS LINE HAS BEEN DAMAGED IN THE FRONT EASEMENT OF THE PROEPRTY-- GAS
 IS NOT BLOWING CANNOT BE SEEN OR HEARD-- THE GAS LINE IS A YELLOW PIPE 1/2 INCH
 THICK-- CREW IS ON SITE--- ADVISED CALLER TO CALL 911 AND VECTREN TO REPORT THE
 DAMAGE-- PREVIOUS TICKET NUMBER-1207100703-- THANK YOU
 Will you be white-lining the dig site area? NO
 :
 Submitted date: 08/14/2012 Time: 16:33
 Members: ID0002 ID0270 ID2034 ID3640 ID4378 ID7131 ID7288 ID5857 ID6921 SM

 Email_From: irth@iupps.org
 Email_Subject: IUPPS ID7131 2012/08/14 #03320 1208143365-00A DAMG DAMG
 Email_Recv_Date: 2012-08-14 15:35:23 CDT
 Email_Sent_Date: 2012-08-14 15:35:23 CDT
 Email_MessageID: <502ab68b.82642b0a.745b.ffffc3a7SMTPIN_ADDED@mx.google.com>
 Email_host: imap.gmail.com
 Email_user: onecallin811@smptickets.com
 Email_To: onecallin811@smptickets.com
 Email_ContentType: TEXT/PLAIN

Service Order Status

Wednesday, August 22, 2012

Enter Service Order Number:

5339535



[Clear Form](#)

[Refresh Data](#)

Banner Instance: CS03PROD CS01PROD CS02PROD

Order Number: N5339535

Order Type: LEAK

Order Status: Completed

Customer: 620760882 - BRACIK TIFFANY

Prem: 5331640 - 926 WINDSTAR BLVD

Technician: 2524 - VanSlyke, Kevin

Order Dates and Times

Need Date: 8/14/2012 4:21:00 PM
Time Created: 8/14/2012 4:19:37 PM
Time Dispatched: 8/14/2012 4:19:37 PM
Time In Route: 8/14/2012 4:21:46 PM
Time On-Site: 8/14/2012 4:24:08 PM
Tech Complete: 8/14/2012 6:25:47 PM
Time Closed: 8/14/2012 6:25:47 PM

Events Performed/Completion Code

LKOT - CMP

Meter Information

Current ReadStatus

Old Meter: 2530 Active

New Meter:

Completion Notes

contractor [Q C communications] drilled thru 1" pl service line under sidewalk . I made safe, requested assistance for repair. m griggs and I made repairs. after repairs I turned mtr back on. spot test ok. relit w/h. furn e/i.

Request Notes

HIT SERV LINE PER CONTRACTOR DION SANDERS...HIT IN FRONT OF PROP...LINES WERELOCATED..ONSITE...ADV S AFETY....XST NORTSHORE BLVD....PH 260-330-9260....THANKS

MDSI Event Dates and Times

Event	Date/Time	User
AsnAssignmentManualAck_evt	8/14/2012 4:21:31 PM	VanSlyke, Kevin
AsnAssignmentEnRoute_evt	8/14/2012 4:21:46 PM	VanSlyke, Kevin
AsnAssignmentOnSite_evt	8/14/2012 4:24:08 PM	VanSlyke, Kevin
OrdOrderComplete_evt	8/14/2012 6:25:47 PM	VanSlyke, Kevin

NOTE:The Reporting database replicates in near real-time; it has been approximately 0 minute(s) since the last transaction replicated.