



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

Pipeline Safety Division Investigation Report

Investigation regarding: Citizens Water

UPPAC Database Record ID: 3768

Report Date: 9/11/2013

Investigator: Mike Orr

Damage Date: 8/30/2012

Damage Address: W 79th St & North Covey Ln, Indianapolis, Marion

The Parties

Excavator: **Citizens Water**

Address: 1220 Waterway Blvd., 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: False

Number of Customers Affected: 0

Injuries: 0

Fatalities: 0

Repair Cost (if known): \$0

Excavator Activities/Cause of Damage Information:

Excavator Request Locates: Yes

Indiana 811 Ticket Number: 1208300012

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 Tony Chan (Citizens Gas); excavator's response to initial notice was received on 12/28/2012. Excavator had a valid locate ticket; however, the gas operator self reported incorrect facility records/maps.

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

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



DAMAGE INFORMATION REPORT – PIPELINE SAFETY DIVISION

State Form 54122 (R2 / 7-11)

INDIANA UTILITY REGULATORY COMMISSION

Submitted to IURC-Pipeline Safety on: Nov 5, 2012

Who is submitting this information?

Name of person providing this information: Tony Chan (Citizens Gas)

Business address (*number and street*): 2150 Dr. M.L. King Jr. St.

City, State, and ZIP code: Indianapolis, IN 46202

Telephone number (*area code*): (317) 927-4619

Fax number (*area code*): (317) 927-4619

E-mail address: AChan@CitizensEnergyGroup.com

Excavator Information, if known

Full name: CITIZENS WATER

Business address (*number and street*): 2020 N MERIDIAN ST

City, State, and ZIP code: Indianapolis, IN 46202

Telephone number (*area code*): _____

Fax number (*area code*): _____

E-mail address: _____

Excavation or Demolition Information

Excavator type: Utility

Excavation or demolition equipment: Backhoe/Trackhoe

Type of work performed: Water

Date and Location of Damage

Date of damage (*month, day, year*): Aug 30, 2012

County: Marion

City: Indianapolis

Street address (*number and street, city, state, and ZIP code*):
W 79TH ST & COVEY LN

Nearest intersection: 79TH ST

Right of way where damage occurred: Public - City Street

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? No

If yes, how many affected? 0

Time to restore service (*in hours*): 0

Enter number of injuries, if applicable and known: 0

Enter number of fatalities, if applicable and known: 0

Property damage, Estimate \$ 0

Affected Facility Information

What type of pipeline was damaged? Natural Gas

What was the affected facility? Distribution

What was the depth of the facility, in inches? 36

Notification, Locating, Marking

Did excavator request locates prior to commencing work? Yes

Enter Indiana 811 ticket number, if known: 1208300012

Was the locate request completed within two working days? Yes

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

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 and Flags

If other, please specify: _____

Was site marked by "White Lining"? No

Were special instructions part of the locate request? No

Were maps used to complete the locate request? Yes

Were pipeline company representatives on site during excavation? No

Did the excavator notify the operator in the event of this damage? No

Did the excavator notify Indiana 811 in the event of this damage? No

Did the excavator notify 911 in the event of a release of product? No

Description of Cause

Select from the list the most accurate cause for the damage: --Incorrect facility records/maps

Additional Comments

This damage is a self reported OPERATOR VIOLATION. MAO 11/5/2012



INFORMATION REQUEST

State Form 54909 (2-12)

INDIANA UTILITY REGULATORY COMMISSION – PIPELINE SAFETY DIVISION

Case Number: 3768

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: Mr. 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: _____

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*): West 79th Street and North Covey Lane

City, State and ZIP Code: Indianapolis, Indiana 46260

Nearest Intersection: Marquis Lane and West 79th Street

Product Type (*select one*): Natural Gas

Facility Type (*select one*): Unknown/Other

Size (Diameter/etc.): 2-inch

Pressure (PSIG/Inches): unknown

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

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: 1208300012

- 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 November 30, 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.
2. IC 8-1-26-16(h): Failure to perform required white lining. White lining should not have been required under these circumstances as the physical location of the work should have been able to be provided as indicated by the cross street locations provided above in reference to the event location.
3. IC 8-1-26-20(b): Failure to maintain two (2) feet of clearance with mechanized equipment. At the time of the excavation, the area was marked with the "yellow ok" mark, meaning there were no gas facilities in the area. As such, Citizens Water would have been unable to maintain 2-feet of clearance with mechanized equipment in relation to the gas facility at issue.
4. IC 8-1-26-18(f): Failure to properly locate facilities (operator violation). Citizens Water received and is responding to this Notice as the respondent excavator and not the operator.

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 its responses.

NARRATIVE STATEMENT

Your Pipeline Safety Division Case Number: 3768

Your Full Name: Lauren R. 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: IN ZIP Code: 46202

Your E-mail Address: ltoppen@citizensenergygroup.com

Today's Date (month, day, year): December 28, 2012

Your Signature:  Title (if any) Counsel

Please return your Narrative Statement to:

Pipeline Safety Division – Case Number 3768
Indiana Utility Regulatory Commission
101 West Washington Street, 1500E
Indianapolis, IN 46204

Or scan the statement and Email to:

PipelineDamageCase@urc.in.gov