



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: Bluffton Water Department

UPPAC Database Record ID: 3989

Report Date:

Investigator: Howard Friend

Damage Date: 10/3/2012 8:50:21 AM

Damage Address: 120 E Arnold St, Bluffton, Wells

The Parties

Excavator: **Bluffton Water Department**

Address: 612 East Spring Street, Bluffton, In 46714

Facility Owner: **NIPSCO**

Pipeline Facility

Facility Type: Natural Gas

Facility Function:

Type of Equipment: Hand Tools

Type of Work Performed: Water

Service/Drop

Damage Impact

Product Release: Yes

Ignition: No

Service Interruption: True

Number of Customers Affected: 1

Injuries: 0

Fatalities: 0

Repair Cost (if known): \$

Excavator Activities/Cause of Damage Information:

Excavator Request Locates: No

Indiana 811 Ticket Number:

Original Start Date:

Locate Instructions: LOCATE FRONT OF PROPERTY

Follow-Up Locate Instructions (if applicable):

Synopsis: A natural gas service was damaged during excavation to shut off a water service.

Findings: Reported by Indiana 811; excavator's response to initial notice was received on 1/7/2013. The excavator did not provide notice of excavation and reported "We never call for locates when we hand dig for emergencies. No excavating equipment used." In this case the homeowner had a water leak in the house and needed the water shut off to make repairs.

Conclusion: There was a failure to provide notice of excavation.

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



150 West Market Street, Suite 600
Indianapolis, IN 46204

January 30, 2013

Via Electronic Transmission – PipelineDamageCase@urc.in.gov

Pipeline Safety Division – Case No. 3989
Indiana Utility Regulatory Commission
101 West Washington Street, Suite 1500 East
Indianapolis, Indiana 46204

RE: Investigation Request for Information; Pipeline Division Case No. 3989

To Whom It May Concern:

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

Date of Event: 10/3/2012

Event Location: 120 E Arnold St

Facility Owner: Northern Indiana Public Service Company

Excavator: Bluffton Utilities

Other Party: N/A

Pipeline Division Case No. 3989

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. To the extent available, NIPSCO is also providing a copy of the Damage Information Report – Pipeline Safety Division previously submitted by NIPSCO to IURC Pipeline Safety as well as additional documentation relating to this Event Location.

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,

A handwritten signature in black ink, appearing to read "Christopher Earle".

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. 3989	
Date of Event	10/3/2012
Event Location	120 E Arnold St
Event City	Bluffton
Facility Owner	Northern Indiana Public Service Company
Excavator	Bluffton Utilities
Date of IURC Information Request	12/5/2012
THE PARTIES	
EXCAVATOR:	
BUSINESS NAME	Bluffton Utilities
RESPONSIBLE PARTY PERSONAL NAME	Doug Huss
TITLE (IF ANY)	
ADDRESS	612 E Spring St
CITY/ STATE/ZIP	Bluffton, IN 46714
PREFERRED TELEPHONE	260-824-4310
CELL PHONE TELEPHONE	
EMAIL ADDRESS	
FACILITY INFORMATION - OWNER/OPERATOR OF UTILITY LINE:	
BUSINESS NAME	NORTHERN INDIANA PUBLIC SERVICE COMPANY
RESPONSIBLE PARTY PERSONAL NAME	LUKE SELKING
TITLE	
ADDRESS	1501 HALE AVENUE
CITY/STATE/ZIP	FORT WAYNE, IN 46802
PREFERRED TELEPHONE	260/439-1290
SECONDARY TELEPHONE	
EMAIL ADDRESS	LSELKING@NISOURCE.COM
LOCATOR SERVICE INFORMATION	
BUSINESS NAME	USIC
RESPONSIBLE PARTY PERSONAL NAME	Morgan Thompson
TITLE (IF ANY)	Claims Coordinator
ADDRESS	9045 N. River Rd. Suite 300
CITY/ STATE/ZIP	Indianapolis, IN 46240
PREFERRED TELEPHONE	1-317-538-7301
CELL PHONE TELEPHONE	Same
EMAIL ADDRESS	morganthompson@usicinc.com
OTHER (WITNESS, POLICE, FIRE, OTHER) INFORMATION	
PERSONAL CONTACT	
BUSINESS/ORGANIZATION NAME	
TITLE (IF ANY)	

ADDRESS	
CITY/ STATE/ZIP	
PREFERRED TELEPHONE	
CELL PHONE TELEPHONE	
EMAIL ADDRESS	
UTILITY LINE IMPACT	
LOCATION OF DAMAGE	
ADDRESS	120 E Arnold St
CITY/STATE/ZIP	Bluffton, IN 46714
NEAREST INTERSECTION	S Main St
PRODUCT TYPE (Select One)	
NATURAL GAS	X
LIQUID PIPELINE	
UNKNOWN/OTHER	
FACILITY TYPE (Select One)	
DISTRIBUTION	
GATHERING	
SERVICE/DROP	X
TRANSMISSION	
UNKNOWN/OTHER	
SIZE (DIAMETER/ETC.)	5/8"
PRESSURE (PSIG/INCHES)	
INTERRUPTION IN SERVICE (YES/NO)	Y
NUMBER OF CUSTOMERS AFFECTED	1
EVACUATION (YES/NO)	N
IF YES, HOW MANY EVACUATED	
REPAIR COST (IF KNOWN) (\$)	
CAUSE OF DAMAGE INFORMATION:	
TYPE OF EQUIPMENT (Select One)	
Auger	
Backhoe/Trackhoe	
Boring/Drilling	
Directional Drilling	
Explosives	
Farm Equipment	
Grader/Scraper	
Hand Tools	X
Milling Equipment	
Probing Device	

Trancher	
Vacuum Equipment	
Unknown/Other	
TYPE OF WORK PERFORMED (Select One)	
Agriculture	
Cable TV	
Curb/Sidewalk	
Bldg. Construction	
Bldg. Demolition	
Drainage	
Driveway	
Electric	
Engineering/Surveying	
Fencing	
Grading	
Irrigation	
Landscaping	
Liquid Pipeline	
Milling	
Natural Gas	
Pole	
Public Transit Authority	
Railroad Maintenance	
Road Work	
Sewer (Sanitary/Storm)	X
Site Development	
Steam	
Storm Drain/Culvert	
Street Light	
Telecommunications	
Traffic Signal	
Traffic Sign	
Water	
Waterway Improvement	
Unknown/Other	
RELEASE OF PRODUCT (YES/NO)	Y
IGNITION AND/OR FIRE (YES/NO)	N
EXCAVATOR NOTIFY 811 (YES/NO)	Y 1210030611
LOCATE INFORMATION:	
EXCAVATOR REQUEST LOCATE (YES/NO)	N

INDIANA 811 LOCATE TICKET NUMBER	N/A
LOCATE MARKS VISIBLE (YES/NO)	N
LOCATE MARKS CORRECT (YES/NO)	N
EXCAVATOR "WHITE LINED" (YES/NO)	N
MAPS USED TO MARK FACILITIES (YES/NO)	N
OPERATOR EMPLOYEES ON-SITE DURING EXCAVATION (YES/NO)	N
INCIDENT IMPACT INFORMATION	
NUMBER OF OUTPATIENT TREATED	0
NUMBER OF INPATIENT TREATED	0
NUMBER OF FATALITIES	0
FIRE DEPARTMENT RESPONSE (YES/NO)	N
POLICE DEPARTMENT RESPONSE (YES/NO)	N
AMBULANCE RESPONSE (YES/NO)	N
ADDITIONAL INFORMATION/COMMENTS	
No notification made to the one-call center.	

NAMES OF UTILITY REPRESENTATIVES CONTACTED OR ON SITE AND STATEMENT:
MTTA

NAMES OF EXCAVATOR'S REPRESENTATIVES CONTACTED OR ON SITE AND STATEMENT:
SHANE

LIST ANY OTHER INDIVIDUALS ON SITE:
N/A

WERE ANY MARKINGS VISIBLE ON THE DAMAGE SITE UPON ARRIVAL? No
WERE ANY OTHER INDICATORS OF FACILITY PRESENT IN THE AREA? Yes
WAS THE EXCAVATION WITHIN THE TOLERANCE ZONE OF MARKS? Yes
EXTENT OF FACILITY DAMAGE CUT SRV
REPLACEMENT FOOTAGE UKN
WAS CONTRACTOR ASSISTANCE REQUIRED? IF YES, WHO? No
WHAT CONTRACTOR EQUIPMENT WAS USED? N/A
IS THE FACILITY SHOWN ON THE UTILITY RECORDS? No
IF YES, PLEASE LIST RECORD #(S)

NIPSCO 00163 IUPPSa 10/03/2012 08:50:36 1210030611-01A EMER DAMG STRT

RETRANSMIT RETRANMIT

Ticket : 1210030611 Date: 10/03/2012 Time: 08:49 Oper: ASCOTT Chan:022
Old Tkt: 1210030611 Date: 10/03/2012 Time: 08:41 Oper: LPORTER Rev: 00A

State: IN Cnty: WELLS Twp: HARRISON
Cityname: BLUFFTON Inside: Y Near: N
Subdivision:

Address : 120
Street : E ARNOLD ST
Cross 1 : S MAIN ST Within 1/4 mile: Y
Location: LOCATE FRONT OF PROPERTY
:
Grids : 4043A8510D 4043A8510C
Boundary: n 40.732929 s 40.731777 w -85.172157 e -85.169388

CASE: 3989

Work type : REPAIR WATER
Done for : BLUFFTON UTILITIES WATER DEPT
Start date: 10/03/2012 Time: 08:44 Hours notice: 0/0 Priority: EMER
Ug/Oh/Both: U Blasting: N Boring: N Railroad: N Emergency: Y
Duration : 1 DAY Depth: 1 FOOT

Company : BLUFFTON UTILITIES Type: MEMB
Co addr : 612 EAST SPRING STREET
City : BLUFFTON State: IN Zip: 46714
Caller : DOUG HUSS Phone: (260)824-4310
Contact : DOUG HUSS - OFFICE Phone:
BestTime:
Mobile : (260)824-4310
Fax : (260)824-6060
Email : WATERDIST@CI.BLUFFTON.IN.US

Remarks : All tickets are taken and processed on Eastern Daylight Time
RETRANSMITTING THIS TICKET DUE TO ERROR--GAS LINE BELONGS TO NIPSCO NOT
VECTREN-THANKS
PER DOUR HUSS - HIT A VECTREN GAS LINE - GAS IS BLOWING - HAS CALLED NIPSCO -
LINE IS HALF INCH PLASTIC SERVICE LINE - HAS CALLED 911 - CREW STILL ON SITE -
DIGGING FRONT OF PROPERTY AT SIDEWALK - NO PREVIOUS TICKET AVAILABLE
Will you be white-lining the dig site area? NO
:

Submitted date: 10/03/2012 Time: 08:49
Members: ID2092 ID2500 ID3054 ID3535 NIPSCO SBCIN SM

NORTHERN INDIANA PUBLIC SERVICE COMPANY
FACILITY DAMAGE REPORT

** COMPLETE FORM FOR ALL DAMAGES TO NIPSCO FACILITIES **

REPORTING OPERATING AREA Ft Wayne MAXIMO WO# M 573931
OPERATING AREA CONTACT Jason Hauer JOB ORDER# 574627
TRACKING NUMBER OIR 2012 1003 002 LOCATE REF# NONE
Locate Performed By: USIC

DATE AND TIME OF ACCIDENT October 3 2012 8:28 AM DATE OF REPORT October 3, 2012
PLACE OF DAMAGE (INCLUDE CITY) 120 E Arnold St Bluffton, IN 46714

DAMAGE WAS TO:

ELECTRIC - POLE / TRANSFORMER: # SIZE YEAR INSTALLED BROKEN YES () NO ()

OTHER (DESCRIBE)

GAS: SERVICE X MAIN () SIZE 5/8" MATERIAL: PLASTIC X STEEL () METER () REG STATION () STUB ()
OTHER (DESCRIBE)

DEPTH OF FACILITY (inches) 20 PRESSURE (PSI) 48 Lbs.

RELEASE OF GAS: YES X NO () IGNITION OF GAS: YES () NO X EVACUATION REQUIRED: YES () # NO X

INTERRUPTION OF SERVICE: YES X NO () NUMBER OF CUSTOMERS LOST: 1

DURATION OF INTERRUPTION: TIME REPORTED 7:38 TIME SHUT OFF 8:15 TIME RESTORED 8:45

DIAMETER/MEASUREMENT OF HOLE IN GAS FACILITY: 1/4"

LOCATE MARKS ON SITE: YES () DISTANCE BETWEEN FACILITY AND LOCATE MARKS NO X
HOW LOCATED: PAINT () FLAGS () BOTH () WHITE LINED ()

PARTY THAT CAUSED DAMAGES (NAME) City of Bluffton

ADDRESS OF PARTY (INCLUDE CITY)

WHO WAS IN CHARGE OF THE WORK SITE AT TIME OF DAMAGE Shane Bennett

WITNESS NAME AND ADDRESS None

WITNESS REMARKS None

AGENCIES NOTIFIED / ONSITE: POLICE () AGENCY REPORT #
FIRE () AGENCY REPORT #
OTHER () Any Injuries? () YES # NO X

PHOTOS TAKEN: YES () NO X TAKEN BY: (ATTACH PHOTOS TO REPORT)
MEDIA ON SITE YES () NO X

WORK IN PROGRESS WHEN FACILITY DAMAGED - CHECK APPROPRIATE CHOICE BELOW

- () AGRICULTURE/FARMING () CABLE TV () CURB/SIDEWALK () TELECOMMUNICATIONS
() BLDG CONSTRUCTION () DEMOLITION () DRAINAGE () WATER
() DRIVEWAY () ELECTRIC () SURVEYING () DRAINS/CULVERTS
() FENCING () GRADING () IRRIGATION () MOWING
() LANDSCAPING () PIPELINE () MILLING () OTHER
() POLE/SIGN POST () ROAD WORK X SEWER

TYPE OF EQUIPMENT USED - CHECK APPROPRIATE CHOICE BELOW

- () AUGER X HAND TOOLS () BACKHOE/TRACKHOE
() MILLING EQUIPMENT () PROBING DEVICE () BORING / DRILLING
() EXPLOSIVES () TRENCHER () FARM EQUIPMENT
() VACCUUM EQUIPMENT () GRADER () OTHER

REASON DAMAGE OCCURRED - CHECK APPROPRIATE CHOICE BELOW

- () AUTOMOTIVE ACCIDENT () EXCAVATING BEFORE LOCATES DUE () CARELESS MACHINE OPERATOR
() NO NOTIFICATION () MARKS DISTURBED () STUB X OTHER Chopping tree roots w/
Spade

SEE REVERSE SIDE FOR COMMENTS AND DIAGRAM

COMMENTS: City Was Using Vac truck to gain access to water line.
Used spade to chop tree roots, hit service while chopping
roots

PERSON PREPARING REPORT Matt Lengeneh 124923

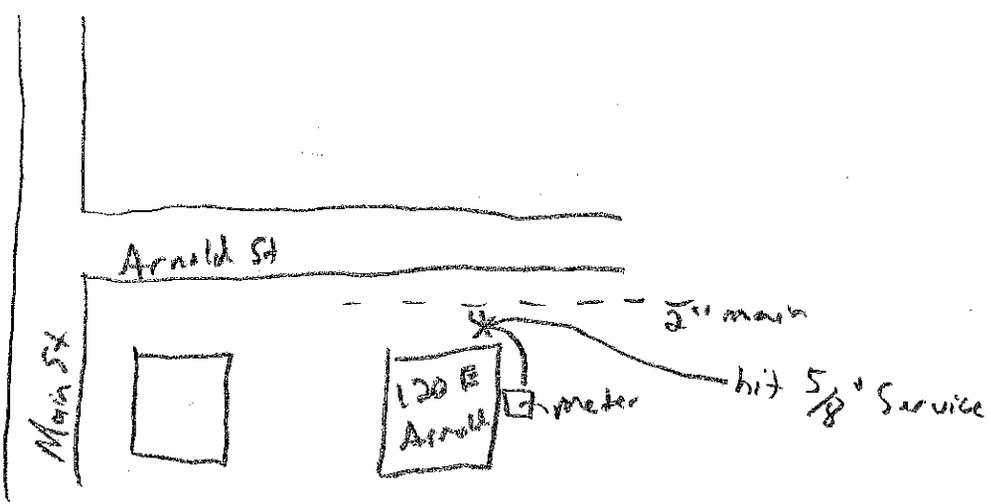
FIELD SUPERVISOR JRP 022505

FIELD MANAGER Randall Deane

- ORIGINAL REPORT AND SUPPORTING INFORMATION IS TO BE SENT TO FACILITY DAMAGE RECOVERY
- COPY OF REPORT IS TO BE SENT TO DAMAGE PREVENTION

SKETCH: - Show position of all pertinent information

NT



FOR OFFICE USE ONLY:

- | | | |
|---|-----|----|
| • DID EXCAVATION OCCUR BEFORE LOCATES WERE DUE | YES | NO |
| • NO IN 811 LOCATE CALLED IN | YES | NO |
| • DAMAGE CAUSED FROM EXCAVATION WITHIN 24" ZONE | YES | NO |
| • EXPIRED LOCATE | YES | NO |
| • WAS WHITE LINING INDICATED ON LOCATE REQUEST | YES | NO |

COMPLETED BY: _____ DATE: _____

LEAK INVESTIGATION FORM

Section 1 - To be Completed by the First Responder (Information known during Initial Investigation)

CIS Ticket Number: 729305204 Date Reported: 10-3-12 Time Leak Reported (Military): 7:38
 LOA: Ft Wayne GPS Coordinates: Latitude N Longitude W
 City Name: Bluffton
 Address or Location: 120 E Arnold St 202070

Leak Location:
 1. No Leak Found
 2. Customer Equip.
 3. Main
 4. Service
 5. Meter Loop
 (Lockwing and above)
 6. Regulator Station

For Services Only:
 Re-tested at 90 PSIG for 15 minutes

Leak Grade:
 1. Hazardous
 2. Non-Hazardous, Scheduled Repairs
 3. Non-Hazardous, Monitored

Leak Resolution 573925
573931
 1. Leak Repaired } Leak Closed
 2. Pipe Replaced }
 3. Pipe Retired }
 4. Grade 2 or 3 Leak Not Repaired To be scheduled for re-evaluation/repair

If marked and not making repairs you must complete **bold box** below.
 If repairs are made, complete all Section 2.

Residual Gas Present: Yes No (Grade 1 Leak Only)

1st Responder: User ID: 124923 Lengerich Leak Referred to: N/A
 (FIRST NAME) (MI) (LAST NAME)

Section 2 - To be Completed by the Person Making Repairs to a Grade 1, 2 or 3 Leak

Comments: City of Bluffton hit 5/8" service w/spade @ 120 E Arnold St. Repaired hot, tested JO 574627

Repaired/Inspected: 10-3-12 Time: 8:45 (Military) User ID: 124923 Lengerich
 (MO) (DAY) (YR) (HR) (MIN) (FIRST NAME) (MI) (LAST NAME)

Cause of Leak:

A. Material or Welds
 1. Foulty weld, dent, gouge, excess stress
 2. Manufacturing defect

B. Corrosion
 1. External
 2. Internal
 3. Stress Corrosion Cracking (must be confirmed by Corrosion group)

C. Weather/Outside Forces
 1. Natural Forces (weather, washouts, frost heave, frozen equipment etc.)
 2. Other Outside Forces (fire, explosion, vandalism etc.) (explain in comments)

D. Excavation Identification:
 1. Company Crew Contractor Crew:
 2. Contractor Crew
 3. Third Party Third Party Name: Share Bennett City of Bluffton

E. Equipment Failure and Operations
 1. Inadequate or failure to follow correct procedures
 2. Equipment Malfunction (i.e. gasket/o-ring failure, stripped threads etc.)

F. Other (Explain in comments) (includes thread leaks)

CIS Grid Number: Pipe Size: 5/8 inches Soil Condition: dry moist wet
 Corrosion CP Section Number (Steel): Transmission Line section

Section 3 - For Reporting Results of a Scheduled Re-inspection or Repair ONLY.

Re-evaluated Leak Resolution

1. Leak Repaired }
 2. Pipe Replaced } Leak Closed
 3. Pipe Retired }
 4. No Leak Found }
 5. Leak Re-classified }
 6. Grade 2 or 3 Leak, Schedule for repair/re-evaluation

Re-classified Leak Grade:

1. Hazardous
 2. Non-Hazardous, Scheduled Repairs
 3. Non-Hazardous, Monitored

Material:

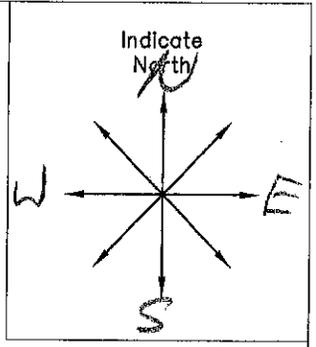
1. Coated Steel
 2. Bore Steel
 3. Plastic
 4. Cast Iron
 5. Copper
 6. Wrought Iron

Pipeline Identifier:

1. Distribution
 2. Transmission
 3. Transmission HCA
METER #
9592251

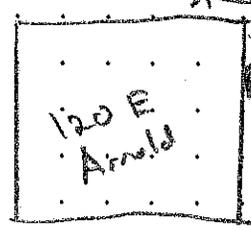
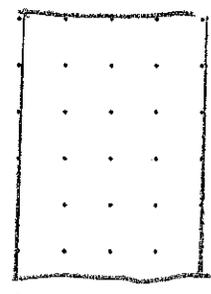
Re-evaluation Comments:

Repaired/Re-evaluated: Time: (Military) User ID:
 (MO) (DAY) (YR) (HR) (MIN) (FIRST NAME) (MI) (LAST NAME)



Arnold

Main St



2" plastic main
 1/2" 5/8" plastic service
 meter

Instructions:

1. Locate leak point and mark with X
2. Provide dimensions from centerlines, utility poles, curb lines etc.
3. Outline leak migration perimeter, provide dimensions and indicate % gas from leak point to 0%.

LEGEND

- X Centered Leak
- O Valve or Curb Box
- △ Manhole
- △ Conduit Manhole
- Catch Basin
- ⊕ Utility Pole
- ▨ Leak Area

Comments: City of Bluffton 1/2 5/8" Service



120 E ARNOLD ST BLUFFTON
Dawn Galambus to: Nipsco - USIC Fort Wayne
Cc: SLC Distribution Clerks

10/03/2012 08:51 AM

INDIANA 811 AND TRACKING NUMBERS FOR HIT LINES
EFFECTIVE 2/15/12

ADDRESS: 120 E ARNOLD ST

CITY: BLUFFTON

RESPONDING SERVICEMAN: MATTHEW LENGERICH

CIS SITE ID #: 609610009

USIC TRACKING NUMBER: 01820121003002

WMC ASSIGNER/DISPATCHER NAME: TODD BOROWY

INDIANA 811 LOCATE # (if applicable):

CIS 929305204

LA 202070

MAXIMO #

FURWO 573925

Updated 2/15/12

FOWO 573931

Dawn Galambus
Work Management Center
Phone: 219-647-4806

Bluffton Water Department

612 East Spring Street
Bluffton, Indiana 46714-2718
260-824-4310 fax 260-824-6060

Doug Huss

RECEIVED

DEC 28 2012

INDIANA UTILITY
REGULATORY COMMISSION

William Boyd

This is my response to Pipeline Safety Division-Case No. 3989.

On 10/3/2012 we needed to turn water off to 120 E. Arnold St. in Bluffton because of a leak inside of the house. We could not get on curb stop to do this, so we started hand digging to get to the shut off. We called our wastewater crew to bring their vac truck to help out. While hand digging we cut the side of a gas service line with a spade to the house. This gas service was wrapped around our curb box. There is only about 1 ½ feet between our meter set and curb stop.

In response to questions asked:

Failure to provide notice of excavation-

We never call for locates when we hand dig for emergencies-no excavating equipment used.

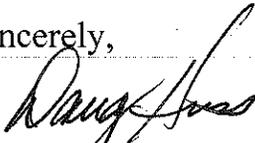
My question is:

Why would gas company wrap a service around our shut offs and repair it without moving it away from the shut off?

This is not the first time we have found this situation.

I have enclosed photos of this situation.

Sincerely,

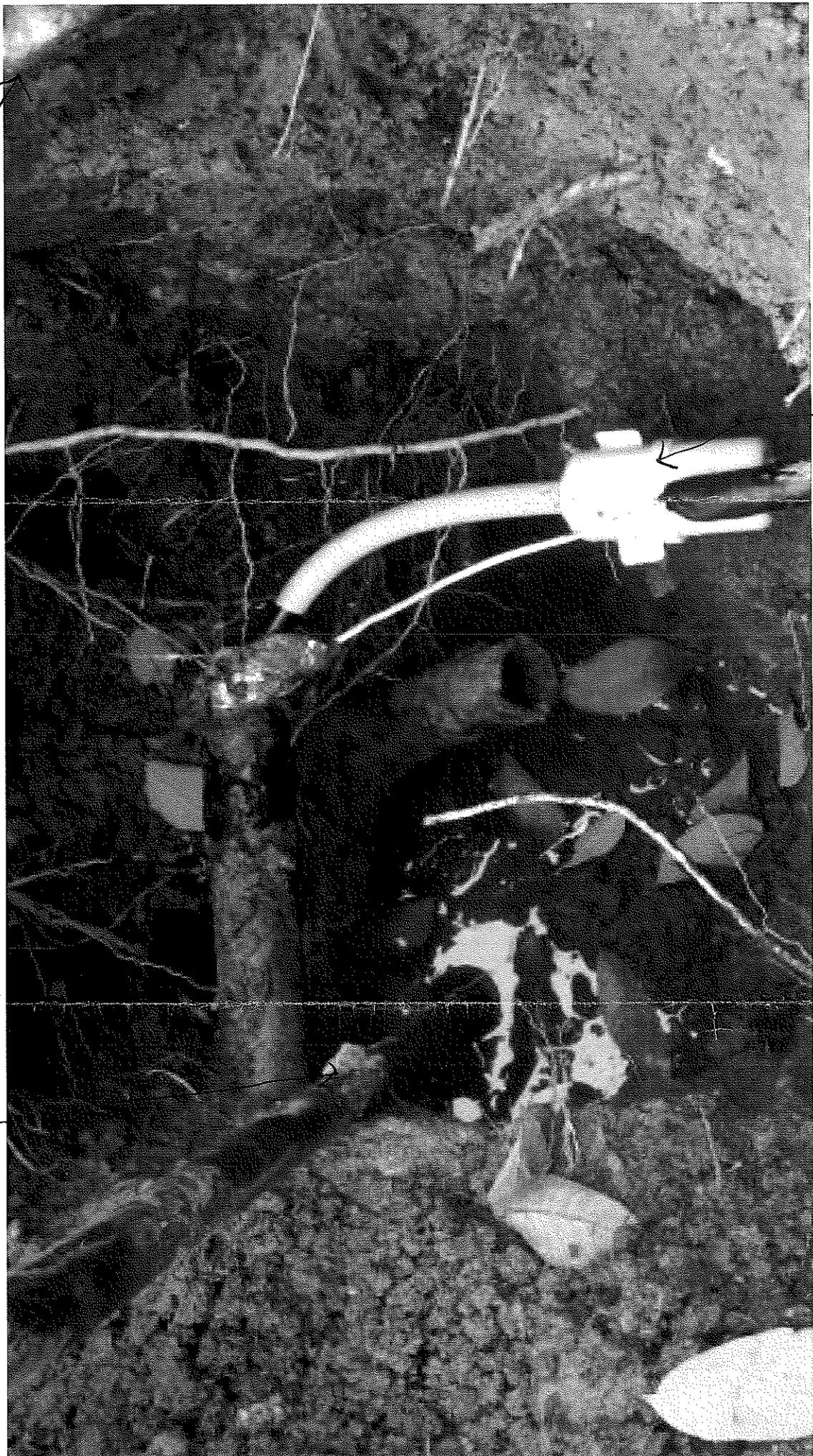


Doug Huss, Water Distribution Supervisor

120 E. ARNOLD ST.
BLUFFTON, IN.

CURB STOP

METER SET



GAS REPAIR
NOT MOVED

120 E. ARNOLD ST.
BLUFFTON, IN.

METER SET



GAS LINE CUT

CURB STOP