



Pipeline Safety Division Investigation Report

Investigation regarding: Nipsco

UPPAC Database Record ID: 4056

Report Date: 9/12/2013

Investigator: Mike Orr

Damage Date: 10/24/2012 3:01:53 PM

Damage Address: 1210 W 18th Ave, Gary, Lake

The Parties

Excavator: Nipsco

Address: 801 East 86th Avenue, Merrillville, In 46410

Facility Owner: NIPSCO

Pipeline Facility

Facility Type: Natural Gas

Facility Function: Service/Drop

Type of Equipment: Backhoe/Trackhoe

Type of Work Performed: Natural Gas

Damage Impact

Product Release: Yes

Ignition: No

Service Interruption: False

Number of Customers Affected: 0

Injuries: 0

Fatalities: 0

Repair Cost (if known): \$

Excavator Activities/Cause of Damage Information:

Excavator Request Locates: Yes

Indiana 811 Ticket Number: 1210241535

Original Start Date:

Locate Instructions: LOCATE--ENTIRE PROPERTY--INCLUDING ALL EASEMENTS ON THAT PROPERTY--

Follow-Up Locate Instructions (if applicable):

Synopsis: Excavator/operator struck and damaged an underground natural gas service while performing natural gas work.

Findings: Reported by Indiana 811; excavator/operator's response to initial notice was received on 2/4/2013. Excavator/operator failed to provide a facility locate marking for the live in-service gas stub not on the maps and records.

Conclusion: There was a failure to provide facility locate marking of the live in-service gas stub.

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



150 West Market Street, Suite 600
Indianapolis, IN 46204

January 31, 2013

Via Electronic Transmission – PipelineDamageCase@urc.in.gov

Pipeline Safety Division – Case No. 4056
Indiana Utility Regulatory Commission
101 West Washington Street, Suite 1500 East
Indianapolis, Indiana 46204

RE: Investigation Request for Information; Pipeline Division Case No. 4056

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: 10/24/2012

Event Location: 1210 W 18th Ave

Facility Owner: Northern Indiana Public Service Company

Excavator: Nipsco

Other Party: N/A

Pipeline Division Case No. 4056

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,

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. 4056	
Date of Event	10/24/2012
Event Location	1210 W 18th Ave
Event City	Gary
Facility Owner	Northern Indiana Public Service Company
Excavator	Nipsco
Date of IURC Information Request	12/5/2012
THE PARTIES	
EXCAVATOR:	
BUSINESS NAME	Nipsco
RESPONSIBLE PARTY PERSONAL NAME	
TITLE (IF ANY)	
ADDRESS	801 East 86 th Ave
CITY/ STATE/ZIP	Merrillville, IN 46410
PREFERRED TELEPHONE	800-322-2806
CELL PHONE TELEPHONE	574-535-3001
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	1210 W 18th Ave
CITY/STATE/ZIP	Gary, IN 46407
NEAREST INTERSECTION	Pierce St
PRODUCT TYPE (Select One)	
NATURAL GAS	X
LIQUID PIPELINE	
UNKNOWN/OTHER	
FACILITY TYPE (Select One)	
DISTRIBUTION	
GATHERING	
SERVICE/DROP	X - In-service gas stub
TRANSMISSION	
UNKNOWN/OTHER	
SIZE (DIAMETER/ETC.)	N/A
PRESSURE (PSIG/INCHES)	
INTERRUPTION IN SERVICE (YES/NO)	N/A
NUMBER OF CUSTOMERS AFFECTED	N/A
EVACUATION (YES/NO)	N
IF YES, HOW MANY EVACUATED	0
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	X
Pole	
Public Transit Authority	
Railroad Maintenance	
Road Work	
Sewer (Sanitary/Storm)	
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- 1210242464
LOCATE INFORMATION:	
EXCAVATOR REQUEST LOCATE (YES/NO)	Y

INDIANA 811 LOCATE TICKET NUMBER	1210241535
LOCATE MARKS VISIBLE (YES/NO)	Y
LOCATE MARKS CORRECT (YES/NO)	Y
EXCAVATOR "WHITE LINED" (YES/NO)	N
MAPS USED TO MARK FACILITIES (YES/NO)	Y
OPERATOR EMPLOYEES ON-SITE DURING EXCAVATION (YES/NO)	Y
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	
<p>Facility could not be found/located. In-service gas stub Nipsco emergency repair ticket 1210242568</p>	

leaks in area and as they were digging and working along the lines they damaged their own. There were markings on site already from the emergency locates.

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

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

LIST ANY OTHER INDIVIDUALS ON SITE:
None

WERE ANY MARKINGS VISIBLE ON THE DAMAGE SITE UPON ARRIVAL? Yes

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 Hit gas line

REPLACEMENT FOOTAGE N/A

WAS CONTRACTOR ASSISTANCE REQUIRED? IF YES, WHO? Yes Nipsco

WHAT CONTRACTOR EQUIPMENT WAS USED? Backhoe

IS THE FACILITY SHOWN ON THE UTILITY RECORDS? Yes

IF YES, PLEASE LIST RECORD #(S) Gary Prints

CASE #
4056

NIPSCO 00449 IUPPSa 10/24/2012 11:48:03 1210241535-00A EMER NEW STRT

EMERGENCY EMERGENCY

Ticket : 1210241535 Date: 10/24/2012 Time: 11:42 Oper: DWILSON Chan:006

State: IN Cnty: LAKE Twp: CALUMET
Cityname: GARY Inside: Y Near: N
Subdivision:

Address : 1210
Street : W 18TH AVE
Cross 1 : PIERCE ST Within 1/4 mile: Y
Location: LOCATE--ENTIRE PROPERTY--INCLUDING ALL EASEMENTS ON THAT PROPERTY--
:
Grids : 4135D8721D 4135D8721C
Boundary: n 41.585651 s 41.584526 w -87.356918 e -87.350700

Work type : REPAIRING GAS LINE
Done for : NIPSCO
Start date: 10/24/2012 Time: 11:43 Hours notice: 0/0 Priority: EMER
Ug/Oh/Both: U Blasting: N Boring: N Railroad: N Emergency: Y
Duration : 1 DAY Depth: 6 FEET

Company : NIPSCO Type: MEMB
Co addr : 801 EAST 86TH AVENUE
City : MERRILLVILLE State: IN Zip: 46410
Caller : TENNILLE FORD Phone: (800)322-2806
Contact : STEVE TAYLOR - CELL Phone:
BestTime:
Mobile : (219)314-9567
Fax : (219)647-4764

Remarks : All tickets are taken and processed on Eastern Daylight Time
CREW EN ROUTE--
Will you be white-lining the dig site area? NO
:

Submitted date: 10/24/2012 Time: 11:42
Members: COMCN IB ID2227 NIPSCO SM

CASE #
4056

NIPSCO 00734 IUPPSa 10/24/2012 15:02:15 1210242464-00A EMER DAMG STRT

DAMAGE SEE REMARKS

Ticket : 1210242464 Date: 10/24/2012 Time: 14:56 Oper: BTHOMPSON Chan:084

State: IN Cnty: LAKE Twp: CALUMET
Cityname: GARY Inside: Y Near: N
Subdivision:

Address : 1210
Street : W 18TH AVE
Cross 1 : PIERCE ST Within 1/4 mile: Y
Location: LOCATE--ENTIRE PROPERTY--INCLUDING ALL EASEMENTS ON THAT PROPERTY--
:
Grids : 4135D8721D 4135D8721C
Boundary: n 41.585651 s 41.584526 w -87.356918 e -87.350700

Work type : REPAIRING GAS LINE
Done for : NIPSCO
Start date: 10/24/2012 Time: 14:58 Hours notice: 0/0 Priority: EMER
Ug/Oh/Both: U Blasting: N Boring: N Railroad: N Emergency: Y
Duration : 1 DAY Depth: 8 FEET

Company : NIPSCO Type: MEMB
Co addr : 801 EAST 86TH AVENUE
City : MERRILLVILLE State: IN Zip: 46410
Caller : SHERRY MINKEMA Phone: (800)322-2806
Contact : STEVE TAYLOR - CELL Phone:
BestTime:
Mobile : (574)535-3001
Fax : (219)647-4764

Remarks : All tickets are taken and processed on Eastern Daylight Time
PER SHERRY MINKEMA--A NIPSCO GAS LINE HAS BEEN DAMAGED AND IS BLOWING--IS IN THE
ALLEY BEHIND THE ADDRESS--IS UNMARKED RETIRED LINE--HAS CALLED 911--CREW IS
ONSITE--NIPSCO HAS BEEN NOTIFIED--PREVIOUS TICKET NUMBER 1210241535--THANK YOU
Will you be white-lining the dig site area? NO
:

Submitted date: 10/24/2012 Time: 14:56
Members: COMCN IB ID2227 NIPSCO SM

NORTHERN INDIANA PUBLIC SERVICE COMPANY
FACILITY DAMAGE REPORT

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

REPORTING OPERATING AREA Gary MAXIMO WO # MS91329 / MS9 3431
OPERATING AREA CONTACT S. Taylor JOB ORDER # -
TRACKING NUMBER 1210242479
Locate Performed By: _____ LOCATE REF # 1210242479

DATE AND TIME OF ACCIDENT 10-24 2012 1045AM DATE OF REPORT 10-24-12
PLACE OF DAMAGE (INCLUDE CITY) 1210 W. 18TH AVE Gary

DAMAGE WAS TO:

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

OTHER (DESCRIBE) _____

GAS: SERVICE MAIN () SIZE _____ MATERIAL: PLASTIC () STEEL METER () REG STATION () STUB
OTHER (DESCRIBE) _____

DEPTH OF FACILITY (inches) 48" PRESSURE (PSI) 28 Lbs.

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

INTERRUPTION OF SERVICE: YES () NO () NUMBER OF CUSTOMERS LOST: _____

DURATION OF INTERRUPTION: TIME REPORTED _____ TIME RESTORED _____

DIAMETER/MEASUREMENT OF HOLE IN GAS FACILITY: _____

LOCATE MARKS ON SITE: YES DISTANCE BETWEEN FACILITY AND LOCATE MARKS 3+ FEET NO ()
HOW LOCATED: PAINT FLAGS () BOTH () WHITE LINED ()

PARTY THAT CAUSED DAMAGES (NAME) NIPSCO

ADDRESS OF PARTY (INCLUDE CITY) 1460 E. 15TH AVE Gary

WHO WAS IN CHARGE OF THE WORK SITE AT TIME OF DAMAGE Robert Caucher

WITNESS NAME AND ADDRESS _____

WITNESS REMARKS _____

AGENCIES NOTIFIED /ONSITE: POLICE () AGENCY _____ REPORT # _____

FIRE () AGENCY _____ REPORT # _____

OTHER () _____

Any Injuries? () YES # _____ () NO

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

WORK IN PROGRESS WHEN FACILITY DAMAGED - CHECK APPROPRIATE CHOICE BELOW

() AGRICULTURE/FARMING () CABLE TV () CURB/SIDEWALK
() BLDG CONSTRUCTION () DEMOLITION () DRAINAGE
() DRIVEWAY () ELECTRIC () SURVEYING
() FENCING () GRADING () IRRIGATION
() LANDSCAPING () PIPELINE () MILLING
() POLE/SIGN POST () ROAD WORK () SEWER

() TELECOMMUNICATIONS
() WATER
() DRAINS/CULVERTS
() MOWING
() OTHER Retirement of Gas Service

TYPE OF EQUIPMENT USED - CHECK APPROPRIATE CHOICE BELOW

() AUGER
() MILLING EQUIPMENT BACKHOE/TRACKHOE
() EXPLOSIVES () PROBING DEVICE () BORING / DRILLING
() VACUUM EQUIPMENT () TRENCHER () FARM EQUIPMENT
() GRADER () OTHER

REASON DAMAGE OCCURRED - CHECK APPROPRIATE CHOICE BELOW

() AUTOMOTIVE ACCIDENT () EXCAVATING BEFORE LOCATES DUE () CARELESS MACHINE OPERATOR
() NO NOTIFICATION () MARKS DISTURBED () STUB () OTHER UNMARKED Street Stub

• SEE REVERSE SIDE FOR COMMENTS AND DIAGRAM

Root Cause Analysis:

Incident Date – October 24, 2012

Incident Location – 1210 W 18th Ave, Gary

Environmental conditions – Sunny, 70 degrees

Crew Information – 4 man MEOA Crew for Gary LOA

Work Assigned – Tap 4” steel main in two locations to remove leaking 4 bolt service saddle. Tap Crew scheduled to assist with job.

Time in job classification – Crew foreman 36 years

Crew Experience – All Crew members OQ qualified by Human Performance Improvement Center and current at time of incident.

Time line of events preceding incident

- Employees arrive at Gary LOA and are ready for work at 07:30
- Supervisor assigns work and discusses work plan with 4 man crew assigned to 1210 W 18th Ave, Gary
- Crew prepares machines and gathers necessary supplies to complete scheduled work.
- Crew drives from Gary LOA to 1210 W 18th Ave, Gary

- Crew arrives at 1210 W 18th Ave, Gary and crew foreman conducts Pre Job Briefing with all crew members
- Hazards recognized and discussed, including Housekeeping, traffic, and fire safety
- All Utilities are located and marks present
- Other utilities in work area included overhead phone and electric, water main, and water service lines
- Backhoe is unloaded and excavation is started to expose leaking 4 bolt saddle.
- Utilities are hand exposed and machine used outside of 2' no dig zone.
- Once Saddle is exposed, excavation begins on first bell hole located west of leaking saddle.
- 4" main is exposed, and welder begins welding on 4" pressure control fitting in west bell hole.
- Excavator moves to dig second bell hole located east of leaking saddle.
- Utilities are hand exposed and machine used outside of 2' no dig zone.
- While cleaning up excavation outside of 2' no dig zone, an unmarked retired 1 ¼" steel service on a saddle with screwed fittings was bumped by backhoe bucket. 1 ¼" steel pipe broke at the threads by service Tee.

- Machine shut down immediately and area cleared.
- Serviceman called to check adjacent homes for gas migration.
- Second machine brought in to dig a third bell hole in gas free atmosphere located east of damage location.
- Utilities are hand exposed and machine used outside of 2' no dig zone.
- Welder begins welding on 4" pressure control fitting in third bell hole located east of damage location.
- Tap crew arrives, taps 4" steel main and shuts down blowing gas.
- NIPSCO Damage Prevention department arrives and determines all machine excavation was in compliance with the 2' no dig zone.
- Crew repairs damage and remove leaking saddle.
- Excavations backfilled, job completed.

Root Cause

- Unmarked 36" retired 1 ¼" steel service.
- Inaccurate Company records
- USIC's inability to locate retired stubs.
- Main was hand exposed, but 1 ¼" service was located farther back in excavation covered by dirt.
- Service ran to very narrow lot, and no evidence of existing home was present. Crews evaluate job site to determine if

a building was present in empty lots prior to excavation so that they can watch for unmarked stubs. In this case there was no evidence of an existing service.

Corrective Actions

- Communicate with other C&M departments the importance of hand exposing.
- Communicating with other C&M departments that retired services are not marked by USIC, and that company records often times do not show locations of retired services.
- Discuss the importance of evaluating work area to determine the possibility of existing structures which may have unmarked retired services in excavation zone.
- Stress that once the utility is hand exposed, and digging begins outside the 2' no dig zone, unmarked and unindicted retired services may be present.
- Supervisors met with all crew members to discuss the above mentioned items.



150 West Market Street, Suite 600
Indianapolis, IN 46204

February 4, 2013

Via Electronic Transmission – PipelineDamageCase@urc.in.gov

Pipeline Safety Division – Case No. 4056
Indiana Utility Regulatory Commission
101 West Washington Street, Suite 1500 East
Indianapolis, Indiana 46204

RE: Notification of Preliminary Determination of Violation
Date of Event: 10/24/12
Event Location: 1210 W 18th Ave, Gary, Lake County
Facility Owner: Northern Indiana Public Service Company
Excavator: NIPSCO
Other Party:
Pipeline Division Case No. 4056

To Whom It May Concern:

In response to the Notice of Preliminary Determination dated November 30, 2012, as detailed above, please refer to Northern Indiana Public Service Company's ("NIPSCO") facility owner response in Case No. 4056. All relevant documents, including both NIPSCO's operator records relevant to the damage as well as information that addresses the potential statutory violation by NIPSCO as an excavator are attached to that response.

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 me.

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