



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: TLC Plumbing

UPPAC Database Record ID: 4681

Report Date: 8/19/2013

Investigator: Mike Orr

Damage Date: 5/1/2013 12:13:54 PM

Damage Address: 12378 N Oakwood Dr, St John, Lake

The Parties

Excavator: **TLC Plumbing**

Address: Po Box 429, Griffith, In 46319

Facility Owner: **NIPSCO**

Pipeline Facility

Facility Type: Natural Gas

Facility Function: Service/Drop

Type of Equipment: Backhoe/Trackhoe

Type of Work Performed: Sewer

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: No
5/3/2013

Indiana 811 Ticket Number: 1305011794

Original Start Date:

Locate Instructions: LOCATE THE ENTIRE PROPERTY

Follow-Up Locate Instructions (if applicable):

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

Findings: Reported by Indiana 811; excavator did not respond to initial notice mailed 7/10/2013. Excavator failed to maintain a valid locate ticket and had allowed the old ticket to expire. A new locate ticket request was called into the association (IN811) just prior to the excavation damage.

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

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



150 West Market Street, Suite 600
Indianapolis, IN 46204

August 12, 2013

Via Electronic Transmission – PipelineDamageCase@urc.in.gov

Pipeline Safety Division – Case No. 4681
Indiana Utility Regulatory Commission
101 West Washington Street, Suite 1500 East
Indianapolis, Indiana 46204

RE: Investigation Request for Information; Pipeline Division Case No. 4681

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: 5/1/2013
Event Location: 12378 N Oakwood Dr
City: Indianapolis
Facility Owner: Nipsco
Excavator: Tlc Plumbing
Other Party: N/A
Pipeline Division Case No. 4681

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. 4681	
Date of Event	5/1/2013
Event Location	12378 N Oakwood Dr
Event City	St John
Facility Owner	Nipsco
Excavator	TLC Plumbing
Date of IURC Information Request	July 12, 2013
THE PARTIES	
EXCAVATOR:	
BUSINESS NAME	TLC Plumbing
RESPONSIBLE PARTY PERSONAL NAME	
TITLE (IF ANY)	
ADDRESS	PO Box 429
CITY/ STATE/ZIP	Griffith / IN / 46319
PREFERRED TELEPHONE	219-922-6214
CELL PHONE TELEPHONE	
EMAIL ADDRESS	roberttlc@sbcglobal.net
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	12378 N Oakwood Drive
CITY/STATE/ZIP	St. John / IN /
NEAREST INTERSECTION	
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.)	1 1/8"
PRESSURE (PSIG/INCHES)	Click here to enter text.
INTERRUPTION IN SERVICE (YES/NO)	No
NUMBER OF CUSTOMERS AFFECTED	0
EVACUATION (YES/NO)	No
IF YES, HOW MANY EVACUATED	
REPAIR COST (IF KNOWN) (\$)	
CAUSE OF DAMAGE INFORMATION:	
TYPE OF EQUIPMENT (Select One)	
Auger	
Backhoe/Trackhoe	X
Boring/Drilling	
Directional Drilling	
Explosives	
Farm Equipment	
Grader/Scraper	
Hand Tools	
Milling Equipment	
Probing Device	

Trencher	
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)	Yes
IGNITION AND/OR FIRE (YES/NO)	No
EXCAVATOR NOTIFY 811 (YES/NO)	Yes - 1305011835
LOCATE INFORMATION:	
EXCAVATOR REQUEST LOCATE (YES/NO)	No

INDIANA 811 LOCATE TICKET NUMBER	N/A
LOCATE MARKS VISIBLE (YES/NO)	Yes
LOCATE MARKS CORRECT (YES/NO)	No
EXCAVATOR "WHITE LINED" (YES/NO)	No
MAPS USED TO MARK FACILITIES (YES/NO)	No
OPERATOR EMPLOYEES ON-SITE DURING EXCAVATION (YES/NO)	No
INCIDENT IMPACT INFORMATION	
NUMBER OF OUTPATIENT TREATED	0
NUMBER OF INPATIENT TREATED	0
NUMBER OF FATALITIES	0
FIRE DEPARTMENT RESPONSE (YES/NO)	N/A
POLICE DEPARTMENT RESPONSE (YES/NO)	N/A
AMBULANCE RESPONSE (YES/NO)	N/A
ADDITIONAL INFORMATION/COMMENTS	
<p>No notification made to the one-call center. NIPSCO Emergency Repair Ticket Number: 1305011993.</p>	

Fact Based Investigation Report

Notification ID 01820130501011
Damage Date 05/01/2013 12:14
Notified By CINDY CHEEK ()
Damage Address 12378 N OAKWOOD DR
ST JOHN, IN
District Northern Indiana
Notification Date 05/01/2013 12:20

Damaged Customer NIPSCO

Investigation Date From 04/27/2013 11:25:00 **To** 04/27/2013 12:15:00

Excavator Involved TLC plumbing
Type of Excavation Water installation

Orig. Locate Request 1304100677 **Start Date** 04/27/2013 11:25
Type of Ticket Routine **Locate Req. Info** N/A

Damage Request # 1305011835 **Start Date** 05/01/2013 13:20

Pictures Taken By Dan Berry **Date** 05/01/2013 13:20
Photography Type Digital **Frame #**

Investigator Emp. # 134728 **Investigator Name** Dan Berry
Based on your investigation, is further investigation needed? No

Fact Based Investigation Customer Information

Facility Description Low Profile **Facility ID** Gas Service

Locator Name & EMP # Parks David - 130726 **Locator Not Known**

Investigation Findings

Other

Other Notes

mismarked

Investigation Methods

Investigator Verified Existing Marks By Hooking Up
Visual, Facility Exposed At Time Of Investigation

Investigator Statement/Causal Factors

The gas service was cut when installing water lines. The marks were very worn out. The line was mismarked the locator bled over to an old line and marked the facility incorrectly. Marks were not within tolerance.

Names of Utility Representatives Contacted or on Site and Statement

Tommy Buher NIPSCO

Names of Excavator's Representatives Contacted or on Site and Statement

N/A

Other individuals on site

N/A

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?	No
Extent of facility damage	cut service
Replacement Footage	3'
Was contractor assistance required? If yes, who?	No
What contractor equipment was used?	
Is the facility shown on the utility records?	No
If yes, list record numbers	

Facility: Distribution Lines; Folder: N/A; Assigned To: USIC

NIPSCO 00521 IUPPSa 05/01/2013 12:14:07 1305011835-00A EMER DAMG GRID

DAMAGE SEE REMARKS

Ticket : 1305011835 Date: 05/01/2013 Time: 12:07 Oper: BMORRIS Chan:016

State: IN Cnty: LAKE Twp: ST JOHN
Cityname: ST JOHN Inside: Y Near: N
Subdivision:

Address : 12378
Street : N OAKWOOD DR
Cross 1 : W OAKWOOD DR Within 1/4 mile: Y
Location: LOCATE THE ENTIRE PROPERTY
:
Grids : 4127B8728A 4127B8729D
Boundary: n 41.460681 s 41.459525 w -87.486140 e -87.479260

Work type : SEWER/WATER INSTALL
Done for : DAVE KALUF
Start date: 05/01/2013 Time: 12:07 Hours notice: 0/000 Priority: EMER
Ug/Oh/Both: U Blasting: N Boring: N Railroad: N Emergency: Y
Duration : 5 DAYS Depth: 7 FEET

Company : TLC PLUMBING Type: CONT
Co addr : PO BOX 429
City : GRIFFITH State: IN Zip: 46319
Caller : CINDY CHEEK Phone: (219)922-6214
Contact : BOB MATTHEWS - OFFICE Phone:
BestTime:
Mobile : (219)922-6214
Fax : (219)922-6218
Email : ROBERTTLC@SBCGLOBAL.NET

Remarks : All tickets are taken and processed on Eastern Daylight Time
NIPSCO GAS LINE HAS BEEN CUT IN THE FRONT OF THE PROPERTY BETWEEN THE SIDEWALK
AND THE HOUSE - THE LINE IS STILL BLOWING AND CAN BE HEARD AND SMELLED - 3/4
INCH LINE YELLOW PLASTIC POLLY TUBING - HAVE ADVISED TO CALL 911 AND NIPSCO -
CREW IS ON SITE - PREVIOUS TICKET - 1305011794
Will you be white-lining the dig site area? NO
:

Submitted date: 05/01/2013 Time: 12:07
Members: COMCN IB ID4655 ID7382 NIPSCO SM

Facility: Transmission Lines; Folder: N/A; Assigned To: N/A

NIPSCO 00567 IUPPSa 05/01/2013 12:40:46 1305011993-00A EMER NEW STRT

EMERGENCY EMERGENCY

Ticket : 1305011993 Date: 05/01/2013 Time: 12:36 Oper: STURNER Chan:055

State: IN Cnty: LAKE Twp: ST JOHN
Cityname: ST JOHN Inside: Y Near: N
Subdivision:

Address : 12378
Street : N OAKWOOD DR
Cross 1 : MATTSON DR Within 1/4 mile: Y
Location: LOCATE ENTIRE PROPERTY
:
Grids : 4127B8728A 4127B8729D
Boundary: n 41.460687 s 41.459545 w -87.484213 e -87.479312

Work type : REPAIRING GAS LINE
Done for : NIPSCO
Start date: 05/01/2013 Time: 12:38 Hours notice: 0/000 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 : ANNISA BAILEY Phone: (800)322-2806
Contact : MARK SCHIESSLE - CELL Phone:
BestTime:
Mobile : (219)746-8237
Fax : (219)647-4764

Remarks : All tickets are taken and processed on Eastern Daylight Time
CREW IS ENROUTE

Will you be white-lining the dig site area? NO
:

Submitted date: 05/01/2013 Time: 12:36
Members: COMCN IB ID4655 ID7382 NIPSCO SM

NORTHERN INDIANA PUBLIC SERVICE COMPANY
FACILITY DAMAGE REPORT

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

REPORTING OPERATING AREA _____ MAXIMO WO # _____
OPERATING AREA CONTACT _____ JOB ORDER # 583909-3
TRACKING NUMBER 018-2013 0501-011 LOCATE REF # _____
Locate Performed By: _____

DATE AND TIME OF ACCIDENT 5-1 11:21 2013 A M DATE OF REPORT 5-1-13
PLACE OF DAMAGE (INCLUDE CITY) 12378 N. OAKWOOD ST. JOHN

DAMAGE WAS TO:
ELECTRIC - POLE / TRANSFORMER: # _____ SIZE _____ YEAR INSTALLED _____ BROKEN YES () NO ()
OTHER (DESCRIBE) _____

GAS: SERVICE MAIN () SIZE 1 1/2" MATERIAL: PLASTIC STEEL () METER () REG STATION () STUB ()
OTHER (DESCRIBE) _____

DEPTH OF FACILITY (inches) 12 PRESSURE (PSI) 40 Lbs.

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

INTERRUPTION OF SERVICE: YES NO () NUMBER OF CUSTOMERS LOST: 0 - RISON HERE ONLY - NO METER

DURATION OF INTERRUPTION: TIME REPORTED 11:21 TIME SHUT OFF _____ TIME RESTORED 12:45

DIAMETER/MEASUREMENT OF HOLE IN GAS FACILITY: LOT IN HALF

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

PARTY THAT CAUSED DAMAGES (NAME) USIC LOCATE Company - LOCATES WAY OFF (50 FT)
ADDRESS OF PARTY (INCLUDE CITY) _____

WHO WAS IN CHARGE OF THE WORK SITE AT TIME OF DAMAGE _____
WITNESS NAME AND ADDRESS _____
WITNESS REMARKS _____

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

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

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

TYPE OF EQUIPMENT USED - CHECK APPROPRIATE CHOICE BELOW
() AUGER () HAND TOOLS (X) 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 MIS LOCATED

• SEE REVERSE SIDE FOR COMMENTS AND DIAGRAM

COMMENTS:

Bill Locant Embassy. (0512) 7/18" SERVICE HIT
By TIC Plumbers BECAUSE OF IMPROPER LOCATES

PERSON PREPARING REPORT

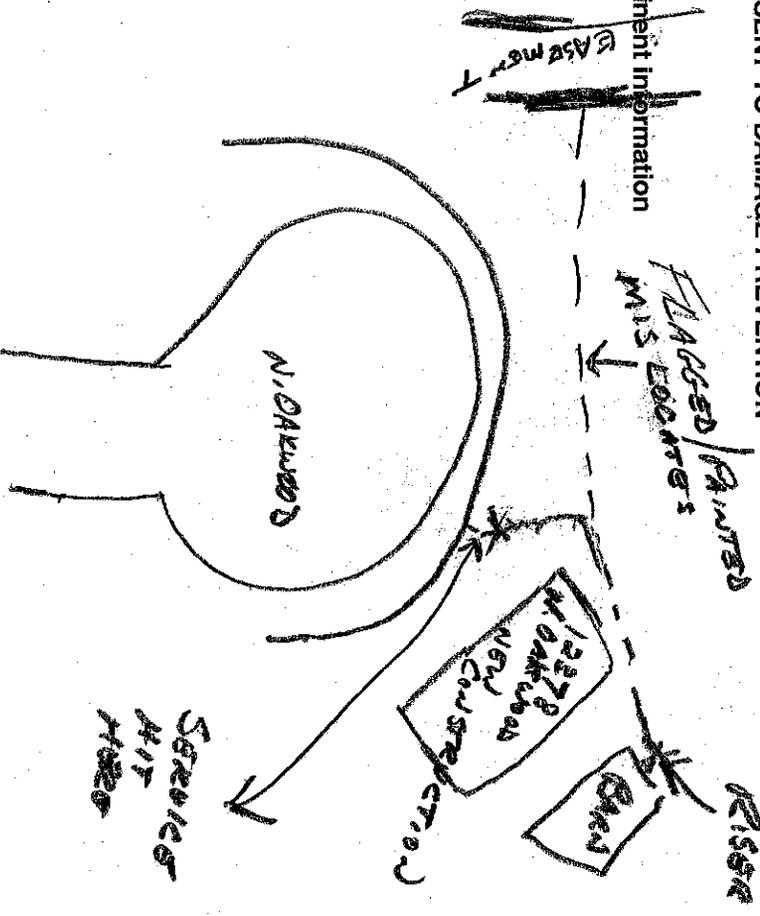
James A. Khan

FIELD SUPERVISOR

FIELD MANAGER

- 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



FOR OFFICE USE ONLY:

- | | | |
|---|-----|----|
| • DID EXCAVATION OCCUR BEFORE LOCATES WERE DUE | YES | NO |
| • NO IN 8'1" 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: _____



Expired ticket

NIPSCO 00540 IUPPSa 04/04/2013 12:36:25 1304041756-00A NORM NEW GRID

NORMAL NOTICE

Ticket : 1304041756 Date: 04/04/2013 Time: 12:30 Oper: SHARRIS Chan:017

State: IN Cnty: LAKE Twp: ST JOHN
Cityname: ST JOHN Inside: Y Near: N
Subdivision:

Address : 12378
Street : N OAKWOOD DR
Cross 1 : W OAKWOOD DR Within 1/4 mile: Y
Location: LOCATE THE ENTIRE PROPERTY
:
Grids : 4127B8728A 4127B8729D
Boundary: n 41.460681 s 41.459525 w -87.486140 e -87.479260

Work type : SEWER/WATER INSTALL
Done for : DAVE KALUF
Start date: 04/08/2013 Time: 12:45 Hours notice: 96/048 Priority: NORM
Ug/Oh/Both: U Blasting: N Boring: N Railroad: N Emergency: N
Duration : 5 DAYS Depth: 7 FEET

Company : TLC PLUMBING Type: CONT
Co addr : PO BOX 429
City : GRIFFITH State: IN Zip: 46319
Caller : BOB MATTHEWS Phone: (219)922-6214
Contact : BOB MATTHEWS - OFFICE Phone:
BestTime:
Mobile : (219)922-6214
Fax : (219)922-6218
Email : ROBERTTLC@SBCGLOBAL.NET

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

Submitted date: 04/04/2013 Time: 12:30
Members: COMCN IB ID4655 ID7382 NIPSCO SM