



Pipeline Safety Division Investigation Report

Investigation regarding: Diehls Landscaping

UPPAC Database Record ID: 4750

Report Date: 8/20/2013

Investigator: Mike Orr

Damage Date: 5/8/2013

Damage Address: 2313 Lake Shore Drive, Long Beach, LaPorte

The Parties

Excavator: **Diehls Landscaping**

Address: P.O. Box 523, 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: Grading

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:

Follow-Up Locate Instructions (if applicable):

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

Findings: Reported by Carrie Ludwig (NIPSCO); excavator did not respond to initial notice mailed 7/10/2013. The excavator failed to request a locate ticket prior to starting grading work.

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

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



150 West Market Street, Suite 600
Indianapolis, IN 46204

August 12, 2013

Via Electronic Transmission – PipelineDamageCase@urc.in.gov

Pipeline Safety Division – Case No. 4750
Indiana Utility Regulatory Commission
101 West Washington Street, Suite 1500 East
Indianapolis, Indiana 46204

RE: Investigation Request for Information; Pipeline Division Case No. 4750

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: 5/8/2013
Event Location: 2313 Lake Shore Drive
City: Indianapolis
Facility Owner: Nipsco
Excavator: Diehls Landscaping
Other Party: N/A
Pipeline Division Case No. 4750

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. 4750	
Date of Event	5/8/2013
Event Location	2313 Lake Shore Drive
Event City	Long Beach
Facility Owner	Nipsco
Excavator	Diehls Landscaping
Date of IURC Information Request	July 12, 2013
THE PARTIES	
EXCAVATOR:	
BUSINESS NAME	Diehls Landscaping
RESPONSIBLE PARTY PERSONAL NAME	
TITLE (IF ANY)	
ADDRESS	PO Box 523
CITY/ STATE/ZIP	Griffith / IN / 46319
PREFERRED TELEPHONE	219-808-7878
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	2313 Lake Shore Drive
CITY/STATE/ZIP	Long Beach / 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.)	5/8"
PRESSURE (PSIG/INCHES)	Click here to enter text.
INTERRUPTION IN SERVICE (YES/NO)	Yes
NUMBER OF CUSTOMERS AFFECTED	1
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	X
Irrigation	
Landscaping	
Liquid Pipeline	
Milling	
Natural Gas	
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)	Yes
IGNITION AND/OR FIRE (YES/NO)	No
EXCAVATOR NOTIFY 811 (YES/NO)	No
LOCATE INFORMATION:	
EXCAVATOR REQUEST LOCATE (YES/NO)	No

INDIANA 811 LOCATE TICKET NUMBER	N/A
LOCATE MARKS VISIBLE (YES/NO)	No
LOCATE MARKS CORRECT (YES/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: 1305081269.</p>	

Fact Based Investigation Report

Notification ID 01820130508001
Damage Date 05/08/2013 10:00
Notified By Tenisha (Facility Owner)
Damage Address 2313 Lake Shore Dr x Hazeltine Dr (LAPORTE CTY)
Long Beach (MICHIGAN TWNSHP), IN
District Northern Indiana
Notification Date 05/08/2013 10:04

Damaged Customer NIPSCO

Investigation Date From 05/08/2013 10:30:00 **To** 05/08/2013 11:00:00

Excavator Involved Homeowner
Type of Excavation Landscape

Orig. Locate Request 1305081269 **Start Date** 05/08/2013 10:00
Type of Ticket Other **Locate Req. Info** N/A Yes

Damage Request # 1305081269 **Start Date**

Pictures Taken By Chris Deniston **Date** 05/08/2013 11:00
Photography Type Digital **Frame #** 5/8/13

Investigator Emp. # 117867 **Investigator Name** Chris Deniston
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 # - **Locator Not Known** Yes

Investigation Findings
No Locate Req. By Contractor
Other Notes

Investigation Methods
Investigator Verified Existing Marks By Hooking Up

Investigator Statement/Causal Factors
no locate requested. Line already repaired and covered
Names of Utility Representatives Contacted or on Site and Statement
n/a
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? No
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 1/2

Replacement Footage	2'
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, list record numbers	n/a

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

NIPSCO 00429 IUPPSa 05/08/2013 10:00:12 1305081269-00A EMER NEW STRT

EMERGENCY EMERGENCY

Ticket : 1305081269 Date: 05/08/2013 Time: 09:58 Oper: BBASTIN Chan:045

State: IN Cnty: LAPORTE Twp: MICHIGAN
Cityname: LONG BEACH Inside: Y Near: N
Subdivision:

Address : 2313
Street : LAKE SHORE DR
Cross 1 : HAZELTINE DR Within 1/4 mile: Y
Location: LOCATE--ENTIRE PROPERTY
:
Grids : 4144A8651C 4144A8651D 4144B8651C
Boundary: n 41.747263 s 41.745470 w -86.856157 e -86.853005

Work type : REPAIRING GAS LINE
Done for : NIPSCO
Start date: 05/08/2013 Time: 09:59 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 : TANECIA GHOLSTON Phone: (800)322-2806
Contact : STEVE GEORGIAN - CELL Phone:
BestTime:
Mobile : (219)363-1033

Remarks : All tickets are taken and processed on Eastern Daylight Time
CREW ON SITE

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

Submitted date: 05/08/2013 Time: 09:58
Members: COMCN ID0148 ID6683 ID9353 NIPSCO SBCIN SM

**NORTHERN INDIANA PUBLIC SERVICE COMPANY
FACILITY DAMAGE REPORT**

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

REPORTING OPERATING AREA LAPORTE MAXIMO WO # n/a
OPERATING AREA CONTACT Rick Elm JOB ORDER # 581619-16
TRACKING NUMBER 018-2D13-0508-001 LOCATE REF # NONE
Locate Performed By: _____

DATE AND TIME OF ACCIDENT May 8 2013 1:44AM DATE OF REPORT 5/8/13
PLACE OF DAMAGE (INCLUDE CITY) 2313 Lakeshore Dr. Longbeach, In

DAMAGE WAS TO:
ELECTRIC - POLE / TRANSFORMER: # NONE YEAR INSTALLED _____ BROKEN YES () NO ()
OTHER (DESCRIBE) _____

GAS: SERVICE (X) MAIN () SIZE 1 1/8" MATERIAL: PLASTIC (X) STEEL () METER () REG STATION () STUB ()
OTHER (DESCRIBE) _____
DEPTH OF FACILITY (inches) 22" PRESSURE (PSI) 45 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 8:30 TIME RESTORED 9:30
DIAMETER/MEASUREMENT OF HOLE IN GAS FACILITY: in half

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) Deihls Landscaping - 808-7878
ADDRESS OF PARTY (INCLUDE CITY) _____

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

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

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

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
(X) LANDSCAPING () PIPELINE () MILLING () OTHER _____
() POLE/SIGN POST () ROAD WORK () 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
() VACUUM 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 No Locates

• SEE REVERSE SIDE FOR COMMENTS AND DIAGRAM



Property of United States Infrastructure Corporation
Photo taken on 5/8/2013 @ 5:23:30 AM



DAMAGE INFORMATION REPORT – PIPELINE SAFETY DIVISION

State Form 54122 (R2 / 7-11)

INDIANA UTILITY REGULATORY COMMISSION

Submitted to IURC-Pipeline Safety on: May 15, 2013

Who is submitting this information?

Name of person providing this information: Carrie Ludwig (NIPSCO)

Business address (*number and street*): 3511 East 15th Avenue

City, State, and ZIP code: Gary, IN 46403

Telephone number (*area code*): (219)962-0422

Fax number (*area code*): (219)962-0404

E-mail address: cludwig@nisource.com

Excavator Information, if known

Full name: Diehls Landscaping

Business address (*number and street*): PO Box 523

City, State, and ZIP code: Griffith, IN 46319

Telephone number (*area code*): (219)808-7878

Fax number (*area code*): _____

E-mail address: _____

Excavation or Demolition Information

Excavator type: Contractor

Excavation or demolition equipment: Backhoe/Trackhoe

Type of work performed: Grading

Date and Location of Damage

Date of damage (*month, day, year*): May 8, 2013

County: LaPorte

City: Long Beach

Street address (*number and street, city, state, and ZIP code*):
2313 Lake Shore Drive

Nearest intersection: Hazeltine Drive

Right of way where damage occurred: Private - Land Owner

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? _____

Was there a customer service interruption? Yes

If yes, how many affected? 1

Time to restore service (*in hours*): 1

Enter number of injuries, if applicable and known: _____

Enter number of fatalities, if applicable and known: _____

Property damage, Estimate \$ _____

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? 22

Notification, Locating, Marking

Did excavator request locates prior to commencing work? No

Enter Indiana 811 ticket number, if known: _____

Was the locate request completed within two working days? Unknown/Other

If locates were performed, were they done so by a contractor or pipeline employee? Unknown/Other

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

Were facility marks visible in the area of excavation? No

Were facilities marked correctly? Unknown/Other

Type of markings used: Other

If other, please specify: _____

Was site marked by "White Lining"? No

Were special instructions part of the locate request?

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? No

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: --No notification made to the one-call center

Additional Comments

Emergency ticket# 1305081269.

To: Pipeline Safety Division – Case No. 4750

From: Diehl's Landscaping, Inc.
PO Box 523
Griffith, In 46319

RECEIVED

SEP 10 2013

INDIANA UTILITY
REGULATORY COMMISSION

Dear Mr William Boyd,

We are responding to a letter we received regarding damage done to a pipeline on 5/8/2013 at the location of 2313 Lake Shore Drive, Long Beach, Laporte County. In response we wanted to give an explanation of what we know of the events regarding that day.

We had been working at the jobsite at the above location the day before the stated event, we were installing a decorative landscape retaining wall in the sand above the existing grade. We do not know how we could have caused any damage to any pipeline. We were not doing any digging below the grade line but we added additional sand to the area to fill in behind the walls.

We have been in business for over 30 years and have never caused any damage to utilities. Honestly in my 30 years of business this is the first time this type of situation has ever been presented. We are not sure which steps to take from here. We have always been concerned about safety and meeting compliance at the jobsites. We did not call in for locates due to the fact that we were not doing any excavating below grade. The next day after working at jobsite the builder notified us that a gas leak was being fixed, but we had no idea that it was due to anything that we may have caused.

We are not and have never been negligent or careless in our work. We understand nothing is impossible of course, and things do happen. We are just confused about how it could have happened. I would also like to explain that we have a good record and have always had a good reputation throughout our 30 years in business. If someone could shed some light on this issue I would greatly appreciate it.

We have always worked hard to make our customers happy and always go the extra mile to be sure our customers are completely satisfied. I am hopeful that our companies reputation can continue to remain in good standing. If I can be of help and if there are any additional questions I would be more than glad to oblige.

Sincerely,



Edward Allen Diehl
Owner, Diehl's Landscaping, Inc