



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: Freedom Lawns

UPPAC Database Record ID: 4762

Report Date: 8/20/2013

Investigator: Howard Friend

Damage Date: 3/15/2013

Damage Address: 4791 S Forest Hill Court, Monticello, White

The Parties

Excavator: **Freedom Lawns**

Address: P.O. Box 640, Delphi, In 46923

Facility Owner: **NIPSCO**

Pipeline Facility

Facility Type: Natural Gas

Facility Function: Service/Drop

Type of Equipment: Backhoe/Trackhoe

Type of Work Performed: Landscaping

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 landscaping work.

Findings: Reported by Carrie Ludwig; excavator's response to initial notice was received on 7/23/2013. The excavator failed to provide notice of excavation. The excavator failed to notify the Association and the local fire department at the time of the release of a flammable gas.

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. 4762
Indiana Utility Regulatory Commission
101 West Washington Street, Suite 1500 East
Indianapolis, Indiana 46204

RE: Investigation Request for Information; Pipeline Division Case No. 4762

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: 3/15/2013
Event Location: 4791 S Forest Hill Court
City: Indianapolis
Facility Owner: Nipsco
Excavator: Freedom Lawns
Other Party: N/A
Pipeline Division Case No. 4762

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. 4762	
Date of Event	3/15/2013
Event Location	4791 S Forest Hill Court
Event City	Monticello
Facility Owner	Nipsco
Excavator	Freedom Lawns
Date of IURC Information Request	July 12, 2013
THE PARTIES	
EXCAVATOR:	
BUSINESS NAME	Freedom Lawns
RESPONSIBLE PARTY PERSONAL NAME	
TITLE (IF ANY)	
ADDRESS	PO Box 640
CITY/ STATE/ZIP	Delphi / IN / 46923
PREFERRED TELEPHONE	800-736-1990
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	4791 S Forest Hill Court
CITY/STATE/ZIP	Monticello / 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	
Irrigation	
Landscaping	X
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)	Yes
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. Contractor struck service line with skid steer and did not call in damage ticket.</p> <p>NIPSCO Emergency Repair Ticket Number: 1303152490.</p>	

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

NIPSCO 00767 IUPPSa 03/15/2013 17:37:04 1303152490-00A EMER NEW STRT

EMERGENCY

Ticket : 1303152490 Date: 03/15/2013 Time: 17:34 Oper: MWALLACE Chan:043

State: IN Cnty: WHITE Twp: UNION
Cityname: MONTICELLO Inside: Y Near: N
Subdivision:

Address : 4791
Street : S FOREST HILL CT
Cross 1 : S TRIANGLE TRL Within 1/4 mile: Y
Location: LOCATE THE ENTIRE PROPERTY
:
Grids : 4040A8645A 4040A8645B 4041D8645A 4041D8645B
Boundary: n 40.686223 s 40.681785 w -86.763797 e -86.759135

Work type : REPAIRING A GAS MAIN
Done for : NIPSCO
Start date: 03/15/2013 Time: 17:35 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 : JAMILA MARTIN Phone: (800)762-0592
Contact : RICH ELM - CELL Phone:
BestTime:
Mobile : (219)851-3265

Remarks : All tickets are taken and processed on Eastern Daylight Time
CREW IN ROUTE

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

Submitted date: 03/15/2013 Time: 17:34
Members: ID2034 ID5533 ID5857 ID6676 NIPSCO SM

NORTHERN INDIANA PUBLIC SERVICE COMPANY
FACILITY DAMAGE REPORT

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

REPORTING OPERATING AREA Monticello MAXIMO WO #
OPERATING AREA CONTACT DAVE PRATHER JOB ORDER # 584394
TRACKING NUMBER 018 2013 0315 008 LOCATE REF #
Locate Performed By:

DATE AND TIME OF ACCIDENT 03-15-13 1606 P M DATE OF REPORT 03-15-13
PLACE OF DAMAGE (INCLUDE CITY) 4791 S. Forest Hill Ct., Monticello

DAMAGE WAS TO:

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

OTHER (DESCRIBE)

GAS: SERVICE () MAIN () SIZE 3/4-5/8 MATERIAL: PLASTIC () STEEL () METER () REG STATION () STUB ()
OTHER (DESCRIBE) 3/4" steel to 5/8" plastic transition fitting

DEPTH OF FACILITY (inches) 12 PRESSURE (PSI) 50 Lbs.

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

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

DURATION OF INTERRUPTION: TIME REPORTED 4:20 PM TIME SHUT OFF 8:00 PM TIME RESTORED 8:35

DIAMETER/MEASUREMENT OF HOLE IN GAS FACILITY: 5/8"

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

PARTY THAT CAUSED DAMAGES (NAME) Freedom Lawns 800-736-1990

ADDRESS OF PARTY (INCLUDE CITY) P.O. Box 640 Delphi IN 46923

WHO WAS IN CHARGE OF THE WORK SITE AT TIME OF DAMAGE Clyde Wolf

WITNESS NAME AND ADDRESS
WITNESS REMARKS

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

PHOTOS TAKEN: YES () NO () TAKEN BY: (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 () TELECOMMUNICATIONS
() BLDG CONSTRUCTION () DEMOLITION () DRAINAGE () WATER
() DRIVEWAY () ELECTRIC () SURVEYING () DRAINS/CULVERTS
() FENCING () GRADING () IRRIGATION () MOWING
() LANDSCAPING () PIPELINE () MILLING () OTHER
() POLE/SIGN POST () ROAD WORK () SEWER

TYPE OF EQUIPMENT USED - CHECK APPROPRIATE CHOICE BELOW

- () AUGER () 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 () OTHER

SEE REVERSE SIDE FOR COMMENTS AND DIAGRAM

Fact Based Investigation Report

Notification ID 01820130315008
Damage Date 03/15/2013 16:05
Notified By JAMILA LAMARTINE (Facility Owner)
Damage Address 4791 S FOREST HILL COURT X S TANGLE TRAI (WHITE COUNTY)
MONTICELLO, IN
District Northern Indiana
Notification Date 03/15/2013 17:42

Damaged Customer NIPSCO

Investigation Date From 03/15/2013 19:15:00 **To** 03/15/2013 19:25:00

Excavator Involved Freedom Lawns

Type of Excavation Landscaping

Orig. Locate Request 1303152490 **Start Date** 03/15/2013 18:45
Type of Ticket Emergency **Locate Req. Info** N/A Yes

Damage Request # N/A **Start Date**

Pictures Taken By Tim Bednarz **Date** 03/15/2013 19:20

Photography Type Digital **Frame #**

Investigator Emp. # 116288 **Investigator Name** Tim Bednarz

Based on your investigation, is further investigation needed? No

Fact Based Investigation Customer Information

Facility Description Low Profile **Facility ID** service - 5/8"

Locator Name & EMP # - **Locator Not Known** Yes

Investigation Findings

No Locate Req. By Contractor

Other Notes

Investigation Methods

Investigation Results Verified By Utility Representative

Visual, Facility Exposed At Time Of Investigation

Investigator Statement/Causal Factors

Contractor was digging out hill by gas meter and hit the gas line breaking connection from plastic to steel.

Damage was not repaired yet and gas was blowing.No damage ticket sent out.Pictures with emergency ticket.

Names of Utility Representatives Contacted or on Site and Statement

Randy with Nipsco

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

Not on site

Other individuals on site

None

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	unsure
Replacement Footage	unsure
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	



Property of United States Infrastructure Corporation
Photo taken on 3/15/2013 7:21:02 PM



DAMAGE INFORMATION REPORT – PIPELINE SAFETY DIVISION

State Form 54122 (R2 / 7-11)

INDIANA UTILITY REGULATORY COMMISSION

Submitted to IURC-Pipeline Safety on: Mar 21, 2013

Who is submitting this information?

Name of person providing this information: Carrie Ludwig

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: Freedom Lawns

Business address (*number and street*): PO Box 640

City, State, and ZIP code: Delphi, IN 46923

Telephone number (*area code*): (800) 736-1990

Fax number (*area code*): _____

E-mail address: _____

Excavation or Demolition Information

Excavator type: Contractor

Excavation or demolition equipment: Backhoe/Trackhoe

Type of work performed: Landscaping

Date and Location of Damage

Date of damage (*month, day, year*): Mar 15, 2013

County: White

City: Monticello

Street address (*number and street, city, state, and ZIP code*):
4791 S Forest Hill Court

Nearest intersection: S Triangle Trail

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*): 4

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? 12

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?

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:

If other, please specify: _____

Was site marked by "White Lining"?

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? Yes

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# 1303152490.



INFORMATION REQUEST

State Form 54909 (R / 3-13)

INDIANA UTILITY REGULATORY COMMISSION - PIPELINE SAFETY DIVISION

Case Number: 4742

Date of Damage (month, day, year): 3/15/13

Initial Documents Excavator

Location of Damage:

Address (number and street): 4791 Forest Hill Ct

City, State and ZIP Code: Maricello, 47960

Nearest Intersection: Pierce

Excavator Information:

Business Name: Freedom Lawns

Responsible Party Personal Name: Brent A. Floy

Title (if any): owner

Address (number and street): 7655 W. Divisani Cir #6

City, State and ZIP Code: 46923

Preferred Telephone Number (area code): 765-409-4384

Email Address: b.floy53@gmail.com

Utility Information:

Utility Name: NIPSCO

Contact Person: Mary Lechowicz

Title (if any): _____

Cause of Damage Information

Type of Equipment (select one):

Grader

Type of Work Performed (select one):

blde construction

Repair Cost: \$ 1131.80

Did a leak result from damage: Yes No

Was there ignition: Yes No

Excavator Notify 911 due to leak: Yes No

Excavator Notify 811 upon damage: Yes No

Excavator Notify Utility upon Damage: Yes No

Locate Information

Excavator Request Locate: Yes No

Indiana 811 Locate Ticket Number: _____

Locate Marks Visible: Yes No

Locate Marks Correct: Yes No

Excavator "White Lined": Yes No

Was Locate Provided within Two (2) Working Days: Yes No

Utility Employees On-site during Excavation: Yes No

Incident Information:

Fire Department Response: Yes No

Police Department Response: Yes No

Ambulance Response: Yes No

Additional Information / Comments

Please see attached letter.

Printed Name: Brent A. Flory

Signature: [Handwritten Signature] Date (month, day, year): 7/23/13

**If submitting this form electronically, typing your name in the signature box will act as an electronic signature.*

Please return completed form to:

PipelineDamageCase@urc.in.gov

Or mail to:

**Indiana Utility Regulatory Commission
Pipeline Safety Division - Case Number _____
101 West Washington Street, 1500E
Indianapolis, IN 46204**

**Or fax to:
317-233-2410**



Organic Lawn Care
Professional Grounds Maintenance

Dear Sir or Madam, Case No. 4762 Initial Documents Excavator 7-23-13

Contractor MRK Design(765-414-0756) had called locate for three subcontractors on site including electrical and plumbing as well as for our construction work. Freedom Lawns was not aware that the primary contractors locate was not acceptable for our work.

Locate provided marks that stopped approx 8' from gas meter. Freedom Lawns had extra employee on site to observe action and identify gas line location for operator.

From last point of line locate, the gas line curved well over 24" into the zone of excavation. This line could not have been identified by locate as it was poly pipe with no locate wire. The line was approx 6" deep.

Freedom Lawns equipment did not come in contact with the line, even in its curved location. The soil crumbled into the area of the curved pipe and separated it from the steel pipe at the last locate mark.

Attached **picture identifies the repaired** line that was moved to the right. The original line was left of the concaved soil area that dislodged. If a straight line were drawn from the end of the steel pipe to the meter, we should have easily been clear of the line.

Please note in the picture, **the new line has a locate wire attached** and is now curved in the opposite direction. The new line is not in the construction zone, but was exposed to make the repair.

Please note that a few days after our above mentioned event, Nipsco was working on the same site and damaged a gas line on another spot on the same property. The fire dept and emergency staff reported to the event.

I am aware that MRK is unable to find the locate number used for the work, and I was not aware of the law requiring that I call underground. I realize under these conditions you can find me responsible.

Locate lines were marked but did not represent where the line lay.

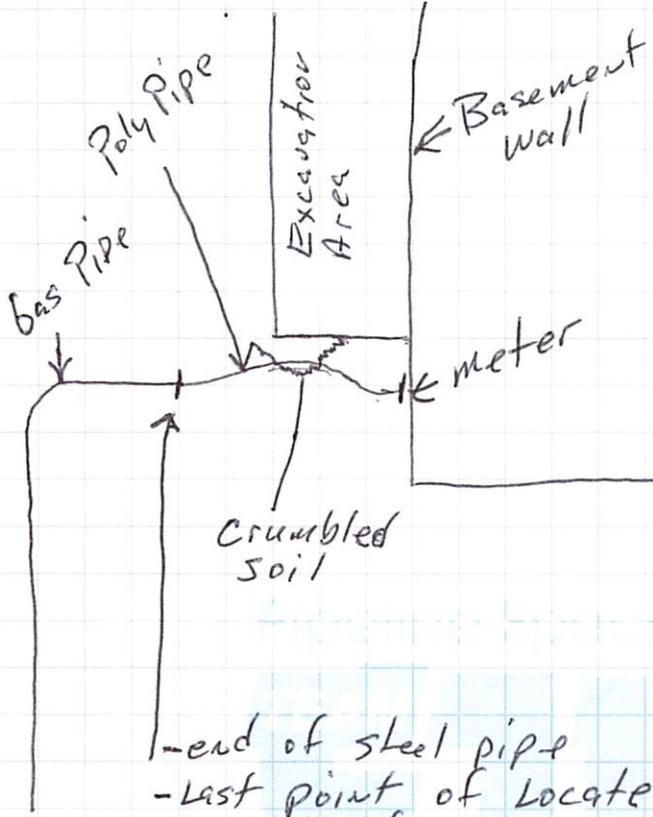
I respectfully submit my request to not be liable for this infraction.

Respectfully,

Brent A. Flory (765-409-4384)

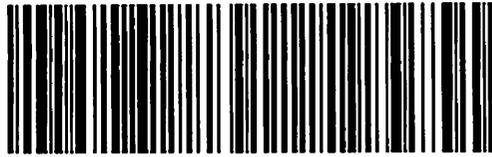
765-564-4144

P.O. Box 640
Delphi, IN
46923-0640



- end of steel pipe
- last point of locate
- point of broken line

INDIANA UTILITY REGULATORY COMMISSION
101 W WASHINGTON ST STE 1500
INDIANAPOLIS, IN 46204-2764



Return Receipt (Electronic)

9214 8901 0661 5400 0017 2494 36

4762

FREEDOM LAWNS
PO BOX 640
DELPHI, IN 46923-0640

96

CUT / FOLD HERE

6"X9" ENVELOPE
CUT / FOLD HERE

CUT / FOLD HERE

