



Pipeline Safety Division Investigation Report

Investigation regarding: Allen Irrigation Company Inc

UPPAC Database Record ID: 4824

Report Date: 8/2/2013

Investigator: Mike Orr

Damage Date: 5/14/2013 5:09:32 PM

Damage Address: Disciples Way, White River, Johnson

The Parties

Excavator: **Allen Irrigation Company Inc**

Address: 572 Bridge Street, Mooresville, In 46158

Facility Owner: **Vectren**

Pipeline Facility

Facility Type: Natural Gas

Facility Function: Service/Drop

Type of Equipment: Trencher

Type of Work Performed: IRRIGATION

Damage Impact

Product Release: Yes

Ignition: No

Service Interruption: True

Number of Customers Affected: 1

Injuries: 0

Fatalities: 0

Repair Cost (if known): \$274

Excavator Activities/Cause of Damage Information:

Excavator Request Locates: Yes
5/10/2013

Indiana 811 Ticket Number: 1305081140

Original Start Date:

Locate Instructions: 710 AND 712--LOCATE ENTIRE PROPERTIES

Follow-Up Locate Instructions (if applicable):

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

Findings: Reported by Indiana 811; excavator's response to initial notice was received on 7/30/2013. The excavator had a valid locate ticket and the gas operator provided accurate locate markings. The excavator has dismissed the employee causing the facility damage.

Conclusion: There was a failure to use hand tools where required.

Violation: IC 8-1-26-20(a)(2) Failure to maintain two (2) feet clearance with mechanized equipment.



DAMAGE INFORMATION REPORT – PIPELINE SAFETY DIVISION

State Form 54122 (R2 / 7-11)
INDIANA UTILITY REGULATORY COMMISSION

INITIAL DOCUMENTS -
OPERATOR
CASE # 4824

Submitted to IURC-Pipeline Safety on: 07/31/2013

Who is submitting this information?

Name of person providing this information: Darlene Kulhanek

Business address (number and street): 1 Main Street

City, State, and ZIP code: Evansville, IN 47711

Telephone number (area code): 812-491-4227

Fax number (area code): 812-491-4504

E-mail address: dkulhanek@vectren.com

Excavator Information, if known

Full name: Allen Irrigation Company Inc. (Jeff Allen)

Business address (number and street): 572 Bridge Street

City, State, and ZIP code: Mooresville, IN 46158

Telephone number (area code): 317-831-8700

Fax number (area code): 317-831-8700

E-mail address: Unknown

Excavation or Demolition Information

Excavator type: Contractor

Excavation or demolition equipment: Trencher

Type of work performed: Irrigation

Date and Location of Damage

Date of damage (month, day, year): 5-14-2013

County: Johnson

City: Greenwood

Street address (number and street, city, state, and ZIP code):
710 Disciples Way, Greenwood, IN

Nearest intersection: Unknown

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? 0

Was there a customer service interruption? Yes

If yes, how many affected? 1

Time to restore service (in hours): 0.25

Enter number of injuries, if applicable and known: 0

Enter number of fatalities, if applicable and known: 0

Property damage, Estimate \$ 274,33

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?

Notification, Locating, Marking

Did excavator request locates prior to commencing work? Yes

Enter Indiana 811 ticket number, if known: 1305081140

Was the locate request completed within two working days? Yes

If locates were performed, were they done so by a contractor or pipeline employee? Contract Locator

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

Were facility marks visible in the area of excavation? Yes

Were facilities marked correctly? Yes

Type of markings used: Paint and Flags

If other, please specify: None

Was site marked by "White Lining"? No

Were special instructions part of the locate request? Unknown/Other

Were maps used to complete the locate request? No

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? Yes

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: --Failure to use hand tools where required

Additional Comments

1" plastic service damaged by trencher. Not hand exposed.



2 VECTREN ENERGY DELIVERY OF INDIANA - NORTH

PAID

NOW DUE
FINAL
\$274.33

ALLEN, JEFF
572 BRIDGE ST
MOORESVILLE, IN 46158

Type: GAS
Invoice: FDS0017774
BillToID: 33257
Billing Date: 7/9/2013
Date of Loss: 5/14/2013
5835 103.0510

Please return this portion with your remittance.



Mail Payment To:
Vectren Utilities Holdings Company
1239 Reliable Parkway
Chicago, IL 60686-0012
Inquiries: 1-877-902-2934, Mon.-Fri., 8-5
Risk Management/Claims Department

NOW DUE
FINAL
\$274.33

ALLEN, JEFF
572 BRIDGE ST
MOORESVILLE, IN 46158

Type: GAS
Invoice: FDS0017774
BillToID: 33257
Billing Date: 7/9/2013
Date of Loss: 5/14/2013

Invoice For Costs to Repair and Reconstruct Damaged Property

Address: 710 DISCIPLES WAY, GREENWOOD
1" PLASTIC SERVICE DAMAGED BY TRENCHER. NOT HAND EXPOSED.

Material:	\$19.80
Company Labor:	\$193.39
Contract Labor:	\$0.00
Transportation/Equipment:	\$27.06
Misc:	\$0.00
Gas Loss:	\$34.08
Adjustments:	\$0.00
Payments:	\$0.00
Total:	\$274.33

5835 103.0510

*7/14
Nick Allen
317-831-8700
Payment being sent.*

Remember, call two (2) working days before digging. Contact I.U.P.P.S. at 1-800-382-5544.

Vectren Claim Number: _____

FDS 0017774

Task No.: 5.0510 Capital / O & M (circle one)

Police Report / MO #: _____

Date of Damage 5 / 14 / 13

Cost Center # 5835

Time Occurred 6:12 am / pm

Time Found 6:12 am / pm

Latitude 39.51483 Longitude: -86.06836

FACILITIES DAMAGE REPORT

GAS

Vectren Claims Camera:

VE03970
4

DAMAGE SITE:

Address: 710 Disciples Wy Lot # _____

County: Johnson City: Greenwood State: Ia Township: Pleasant

FACILITY TYPE:

- Distribution Propane
- Service Storage
- Transmission: (include supplemental report)

FACILITIES DAMAGED:

	ORIFICE SIZE(S):	(1)	(2)	(3)
<input type="checkbox"/> Farm Tap	0.50 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Heater	5/8 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Main	0.75 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Meter (Residential)	1.00 inch	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Meter (Industrial / Commercial)	1.25 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Odorizer	2.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Regulator Station	3.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Relief Valve	4.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Riser	5.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Service Line	6.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Valve	10.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	12.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	16.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	20.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Other _____			

VISUAL OBSERVATION AT DAMAGE SITE: 6/15

- Visual Observation: Above Ground Below Ground
- Locate Applicable: Yes No N/S
- Facilities Properly Marked: Yes No N/S
- Marking Methods: Conventional Flags None
- Offset Paint Stakes Whiskers
- Locate Marking Faded: Yes No N/S
- Wrong Address Requested: Yes No N/S

TYPE OF MATERIAL:

- Cast Iron
- Plastic (HDPE)
- Plastic (MDPE)
- Steel
- Other: Puncture

DAMAGE TYPE:

- Severed
- Not Cut puncture
- Severed
- Size: 1/2" x 1"

PRESSURE:

- 25 PSIG
- 40 PSIG
- 50 PSIG
- 55 PSIG
- 60 PSIG 24.858
- 6 WC (.2163)
- 7 WC (252)
- Other: 1/2 x 1"

Facilities Improperly Located:

- Qualified Locator Could Not Have Accurately Located
- Inaccurate Maps / Cards
- Broken or No Tracer Wire (Plastic) N/A
- Insulation Preventing Accurate Locate

Locator Error:

- Failure to Follow Policy
- Inappropriate Site Markings N/A
- Incomplete Locate
- No Locates Performed
- Qualified Locator Could Have Accurately Located
- Wrong Address Located
- Marking Off By: _____ (Feet / Inches)

PROTECTION IN PLACE:

- Building Fence Nonc
- Post Rail Vault N/A
- Other _____

DURATION OF ESCAPING GAS:

Minutes: 15

LEAK REPORT NUMBER: _____

EFV Activated Yes No N/S

FEED TYPE:

- One-Way Feed
- Two-Way Feed

Number of Customers Affected: 1

Total Hours Service Was Off: 15 min

- Were Facility Marks Visible: Yes No
- Was Area White Lined: Yes No Destroyed
- Positive Response: Yes No Destroyed
- Tolerance Zone Violated: Yes No
- Part of Project: Yes No
- Company Representative On-Site: Yes No

Observation by (ID#): 5478

Name of Locator: UCIS

LOCATING ORGANIZATION:

- Contract Locator
- Unknown / Other
- Utility Owner

SERVICE ORDER NUMBER: _____

DAMAGED BY:

- Company Crew
- Contractor
- County
- Developer
- Farmer
- Municipality
- Property Owner/ Tenant
- Railroad
- State
- Unknown
- Utility
- Vehicle Accident
- Other _____

TYPE OF CONSTRUCTION:

- Agriculture
- Building Construction
- Building Demolition
- Cable TV
- Curbs / Sidewalk
- Drainage
- Driveway
- Electric
- Engineering / Surveying
- Fencing
- Grading
- Irrigation
- Landscaping
- Liquid Pipeline
- Milling
- Pole
- Natural Gas
- Public Transit Authority
- Railroad Maintenance
- Other _____

NOTIFICATIONS AND OTHER DETAILS OF LOCATE:

Locate Ticket: 1305081140

Date: _____ Time: _____ am / pm

TYPE OF REQUEST:

- Regular Request Emergency Request
- Locate Company Notified
- Contact Name: _____
- Time Called: _____ am / pm
- Time Locator Arrived at the Site: _____ am / pm

Company Notified of Locate Near Critical Facilities Yes No N/S

Copy of Mark Out Request Provided Within 2 Working Days Yes No N/S

ONE-CALL CENTER:

- IUPPS
- OUPS
- Unknown

TYPE OF EQUIPMENT:

- Auger
- Backhoe / Track hoe
- Boring
- Drilling
- Explosives
- Farm Equipment
- Grader / Scraper
- Hand Tools
- Milling Equipment
- Plow
- Probing Device
- Trencher
- Vacuum Equipment
- Vehicle

Other Shovel

ROOT DAMAGING CAUSE:

- Abandoned Facility
- Deteriorated Facility
- Facility Could Not be Found/ Located
- Facility Was Not Located / Marked
- Failure to Maintain Clearance
- Failure to Maintain Marks
- Failure to Support Exposed Facility
- Failure to Use Hand Tools Where Required
- Improper Backfilling
- Incorrect Records / Maps
- Marking or Location Not Sufficient
- No Notification Made to One-Call
- One-Call Notification Error
- Previous Damage
- Wrong Information Provided

Other _____

Did Excavator Notify You

Yes No

Excavation Required

Yes No

Media at Site

Yes No

Was There Ignition of Gas?

Yes No

INVOICE: ?

Yes No N/S

CONTRACTOR REPAIRS:

- Contractor Working for Vectren Made Repairs at Own Expense
 - Yes No N/S
- Contractor Repaired Damage
 - Yes No N/S

Name of Contractor: _____

of Regular Hours: _____

of Overtime Hours: _____

of Regular Hours: _____

Crew Type: _____

MATERIALS OR ROAD WORK:

- Meter was replaced _____ (Stores Code)
- Regulator Was Replaced _____ (Stores Code)
- Temporary Asphalt Repair: _____ (sq. ft.)
- Permanent Asphalt Repair: _____ (sq. ft.)

RIGHT OF WAY:

- Dedicated Utility Easement
- Federal Utility Easement
- Pipeline
- Power / Transmission Line
- Private - Business
- Private - Easement
- Private - Land Owner
- Public - County Road
- Public - Interstate Highway
- Public - Other
- Public - State Highway
- Public - City Street
- Unknown

DAMAGING PARTY:

Name: JEFF ALLEN

Address: 572 Bridge St

City/ State/ Zip: Mooresville IN 46158

Phone: (317) 831-8700

Blake Cohen

Prepared / Investigated By: _____ Date: _____

PARTY TO INVOICE:

Name: JAME

Address: _____

City/ State/ Zip: _____

Phone: _____

Bele Blute 5/15/18

Reviewed by Field Supervisor: _____ Date: _____

Service had alot of cover removed

Since it was installed. Contr. was hand digging to expose when he nicked with shovel. I lowered when I repaired

B. Cohen

Ticket Portal Production

Ticket Text Photos

Ticket Text

ID7131 00444 IUPPSa 05/08/2013 09:46:33 1305081140-00A NORM NEW GRID

NORMAL NOTICE

Ticket : 1305081140 Date: 05/08/2013 Time: 09:43 Oper: SPOPE Chan:044

State: IN Cnty: JOHNSON Twp: WHITE RIVER

Cityname: GREENWOOD Inside: N Near: Y

Subdivision: SHEPHARDS GROVE Lot: 55

Address :

Street : DISCIPLES WAY

Cross 1 : SMITH VALLEY RD Within 1/4 mile: Y

Location: 710 AND 712--LOCATE ENTIRE PROPERTIES

:

Grids : 3936C8609A 3936C8610D 3936D8609A 3936D8610D

Boundary: n 39.606236 s 39.602088 w -86.168937 e -86.165902

Work type : IRRIGATION

Done for : T AND W CORPORATION

Start date: 05/10/2013 Time: 10:00 Hours notice: 48/048 Priority: NORM

Ug/Oh/Both: U Blasting: N Boring: N Railroad: N Emergency: N

Duration : 2 WEEKS Depth: 5 FEET

Company : ALLEN IRRIGATION COMPANY INC Type: CONT

Co addr : 572 BRIDGE STREET

City : MOORESVILLE State: IN Zip: 46158

Caller : NICK ALLEN Phone: (317)831-8700

Contact : JEFF ALLEN - CELL Phone:

BestTime:

Mobile : (317)450-0929

Fax : (317)831-8700

Email : ALLIRRCOM@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: 05/08/2013 Time: 09:43

Members: ID0002 ID1254 ID3734 ID4378 ID6921 ID7131 ID7288 SBCIN SM

Email_From: irth@iupps.org

Email_Subject: IUPPS ID7131 2013/05/08 #00444 1305081140-00A NORM NEW

Email_Sent_Date: 2013-05-08 08:46:33 CDT

Email_host: tickets6.811tickets.com

Email_user: 811.in.oc-vvc

Email_To: 811.in.oc-vvc@tickets.811tickets.com

Email_ContentType: text/plain; charset=us-ascii



Property of United States Infrastructure Corporation
Photo taken on 5/10/2013 8:04:20 AM

Ticket Portal Production

Ticket Text Photos

Ticket Text

ID7288 03978 IUPPSa 05/14/2013 17:09:36 1305144111-00A EMER DAMG GRID
 DAMAGE SEE REMARKS
 Ticket : 1305144111 Date: 05/14/2013 Time: 17:06 Oper: AGRIGGS Chan:074
 State: IN Cnty: JOHNSON Twp: WHITE RIVER
 Cityname: GREENWOOD Inside: N Near: Y
 Subdivision: SHEPHARDS GROVE Lot: 55
 Address :
 Street : DISCIPLES WAY
 Cross 1 : SMITH VALLEY RD Within 1/4 mile: Y
 Location: 710 AND 712--LOCATE ENTIRE PROPERTIES
 :
 Grids : 3936C8609A 3936C8610D 3936D8609A 3936D8610D
 Boundary: n 39.606236 s 39.602088 w -86.168937 e -86.165902
 Work type : IRRIGATION
 Done for : T AND W CORPORATION
 Start date: 05/14/2013 Time: 17:06 Hours notice: 0/000 Priority: EMER
 Ug/Oh/Both: U Blasting: N Boring: N Railroad: N Emergency: Y
 Duration : 2 WEEKS Depth: 5 FEET
 Company : ALLEN IRRIGATION COMPANY INC Type: CONT
 Co addr : 572 BRIDGE STREET
 City : MOORESVILLE State: IN Zip: 46158
 Caller : JEFF ALLEN Phone: (317)831-8700
 Contact : JEFF ALLEN - CELL Phone:
 BestTime:
 Mobile : (317)450-0929
 Fax : (317)831-8700
 Email : ALLIRRCOM@SBCGLOBAL.NET
 Remarks : All tickets are taken and processed on Eastern Daylight Time
 A VECTREN GAS LINE HAS BEEN HIT APPROX 10 FEET AWAY FROM THE GAS METER AT
 ADDRESS OF 710 DISCIPLES WAY - CALLER CAN SMELL THE GAS - APPROX 3/4 INCH YELLOW
 LINE - CREW ON SITE - ADVISED TO CALL 911 AND VECTREN - PREVIOUS TICKET NUMBER
 1305081140
 Will you be white-lining the dig site area? NO
 :
 Submitted date: 05/14/2013 Time: 17:06
 Members: ID0002 ID1254 ID3734 ID4378 ID6921 ID7131 ID7288 SBCIN SM

 Email_From: irth@iupps.org
 Email_Subject: IUPPS ID7288 2013/05/14 #03978 1305144111-00A EMER DAMG
 Email_Sent_Date: 2013-05-14 16:09:36 CDT
 Email_host: tickets7.811tickets.com
 Email_user: 811.in.oc
 Email_To: 811.in.oc@tickets.811tickets.com
 Email_ContentType: text/plain; charset=us-ascii



Property of United States Infrastructure Corporation
Photo taken on 5/14/2013 7:17:14 PM



Property of United States Infrastructure Corporation
Photo taken on 5/14/2013 5:31:52 PM

Service Order Status

Enter Service Order Number:

5643480



Print Form Refresh Data

Banner Instance: ◁ CS03PROD ◁ CS01PROD ◁ CS02PROD
Order Number: N5643480
Order Type: LEAK
Order Status: Completed

Customer: 600591427 - HOFFMAN JEFF S
Prem: 5731784 - 710 DISCIPLES WAY

Technician: 5478 - Cohen, Blake

Order Dates and Times

Need Date: 5/14/2013 6:01:00 PM
Time Created: 5/14/2013 5:19:45 PM
Time Dispatched: 5/14/2013 5:53:43 PM
Time In Route: 5/14/2013 8:59:52 PM
Time On-Site: 5/14/2013 8:59:54 PM
Tech Complete: 5/14/2013 9:46:16 PM
Time Closed: 5/14/2013 9:46:16 PM

Events Performed/Completion Code

LKOT - CMP

Meter Information

Current ReadStatus

Old Meter: 00000000 Active
New Meter:

Completion Notes

repaired after cut meter test good relit wtr htr

Request Notes

5-14-13 HIT LINE BLOWING 10FT FROM METER PER JEFF ALLEN CONT 317-450-0929W/ ALLEN IRRIGATION. MTR O S SIDE OF HOME. WILL REMAIN ON SITE. NO PETS/GATES.LINES LOCATED PRIOR TO DIGGING # 1305081140. XST - SMITH VALLEY.

MDSI Event Dates and Times

Event	Date/Time	User
AsnAssignmentManualAck_evt	5/14/2013 5:28:18 PM	Burchfield, Richard
AsnAssignmentEnRoute_evt	5/14/2013 5:30:12 PM	Burchfield, Richard
AsnAssignmentManualAck_evt	5/14/2013 5:54:43 PM	Cohen, Blake
AsnAssignmentEnRoute_evt	5/14/2013 6:13:09 PM	Cohen, Blake
AsnAssignmentOnSite_evt	5/14/2013 6:13:10 PM	Cohen, Blake
OrdOrderSuspend_evt	5/14/2013 7:23:28 PM	Cohen, Blake
OrdOrderSuspend_evt	5/14/2013 7:25:46 PM	Cohen, Blake
AsnAssignmentEnRoute_evt	5/14/2013 8:59:52 PM	Cohen, Blake
AsnAssignmentOnSite_evt	5/14/2013 8:59:54 PM	Cohen, Blake
OrdOrderComplete_evt	5/14/2013 9:46:16 PM	Cohen, Blake

NOTE:The Reporting database replicates in near real-time; it has been approximately 0 minute(s) since the last transaction replicated.



INFORMATION REQUEST

State Form 54909 (R / 3-13)

INDIANA UTILITY REGULATORY COMMISSION – PIPELINE SAFETY DIVISION

Case Number: 4824 _____

Date of Damage (month, day, year): 05/14/2013 _____

Location of Damage:

Address (number and street): Disciples Way _____

City, State and ZIP Code: Greenwood, IN 46142 _____

Nearest Intersection: Smith valley Rd. _____

Excavator Information:

Business Name: Allen Irrigation Company, Inc _____

Responsible Party Personal Name: Jeffrey Allen _____

Title (if any): Operations Manager _____

Address (number and street): 572 Bridge St. _____

City, State and ZIP Code: Mooresville, IN 46158 _____

Preferred Telephone Number (area code): 317-831-8700 _____

Email Address: nic@allenirrigationcompany.com _____

Utility Information:

Utility Name: _____

Contact Person: _____

Title (if any): _____

Cause of Damage Information

Type of Equipment (*select one*):

Type of Work Performed (*select one*):

Repair Cost: \$ 250.00

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: 1305081140

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

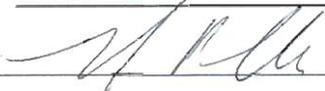
Police Department Response: Yes No

Ambulance Response: Yes No

Additional Information / Comments

To whom it may concern. The employee that cut the private line to home is no longer employed here at Allen Irrigation Company, Inc. Safety in every aspect of our company is our first priority and after reading all of the incident reports we have determined that the employee simply made a mistake. He verified that he knew the line was present and he dug it up to determine location and simply just forgot the line was there while trenching in a line. We hope that looking into our past 12 years incident free will not harm our reputation.

Printed Name: Nicholas P. Allen

Signature:  Date (month, day, year): 07/30/13

**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**

July 15, 2013

To whom it may concern,

The intent of this letter is to document, from my perspective, an incident that occurred at our home a few weeks ago. The incident I am referring to was a gas line break while our irrigation system was being installed by AIC Irrigation.

A gas line was broken while digging a trench and an area for a sprinkler head near the house. Needless to say it was a very loud hissing sound and a little frightening. The installer quickly called Vectren to report the incident.

The irrigation installer then quickly began digging a hole about 20 to 30 feet from the leak. When I inquired as to why he was digging the hole he stated it would expedite the repair process for the Vectren technician. He dug a sizeable hole approximately 18 to 24 inches deep to expose the gas line. We then waited for the technician to arrive.

After approximately 30 to 45 minutes the Vectren technician arrived. He immediately thanked the irrigation installer for digging the access hole. The Vectren technician then used a large tool to stop the leak.

Once the leak was stopped the technician then used a device to follow the line to the leak. He then began digging a hole to the actual broken pipe and began making repairs. He commented that the pipe was more shallow than it should have been. It was my opinion that it may have been more shallow than code due to the excavation process required for pouring our concrete slab.

About an hour after the technician arrived and subsequently repaired the pipe a second Vectren technician arrived. He spoke briefly with the first technician and left 10 to 15 minutes after arriving. In my opinion the technician that repaired the pipe was at our house approximately 90 minutes.

Prior to leaving, I inquired how much this repair was going to cost. I wanted to ensure it was not going to be billed to my account. The technician assured me it would not and in fact probably wouldn't cost anyone anything due to the fact the pipe was more shallow than normally installed.

In summary, I thought the irrigation installer and Vectren technician were very

professional. The irrigation installer acted quickly in contacting Vectren and digging the repair hole. The Vectren technician seemed very knowledgeable about quickly making the repair once he arrived on site.

Please feel free to contact me if there are any questions or additional information needed.

A handwritten signature in blue ink, appearing to read "Ralph R. Kenter", with a long horizontal flourish extending to the right.

Ralph R. Kenter
712 Disciples Way
Greenwood, IN 46143

317.865.3222