



Pipeline Safety Division Investigation Report

Investigation regarding: Maurer Well and Pump Service

UPPAC Database Record ID: 4838

Report Date: 8/21/2013

Investigator: Howard Friend

Damage Date: 5/20/2013 6:48:21 PM

Damage Address: 52360 Zellers St, Harris, St Joseph

The Parties

Excavator: **Maurer Well and Pump Service**

Address: 51711 Emmons Road, South Bend, In 46637

Facility Owner: **NIPSCO**

Pipeline Facility

Facility Type: Natural Gas

Facility Function: Service/Drop

Type of Equipment: Drilling

Type of Work Performed: Water

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: Yes
Date: 5/21/2013

Indiana 811 Ticket Number: 1305170591 Started early Original Start

Locate Instructions: LOCATE ENTIRE PROPERTY

Follow-Up Locate Instructions (if applicable):

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

Findings: Reported by Indiana 811; excavator's response to initial notice was received on 7/18/2013. The excavator provided notice of excavation. The excavator reported that due to a miscommunication within their organization the work started one day early.

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

Violation: IC 8-1-26-16(g)(prior) Failure to provide notice of excavation - damage occurred prior to two working days from request date.



150 West Market Street, Suite 600
Indianapolis, IN 46204

August 12, 2013

Via Electronic Transmission – PipelineDamageCase@urc.in.gov

Pipeline Safety Division – Case No. 4838
Indiana Utility Regulatory Commission
101 West Washington Street, Suite 1500 East
Indianapolis, Indiana 46204

RE: Investigation Request for Information; Pipeline Division Case No. 4838

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: 5/20/2013
Event Location: 52360 Zellers St
City: Indianapolis
Facility Owner: Nipsco
Excavator: Maurer Well And Pump Service
Other Party: N/A
Pipeline Division Case No. 4838

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,

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

IURC INFORMATION REQUEST	
Pipeline Safety Division Case No. 4838	
Date of Event	5/20/2013
Event Location	52360 Zellers St
Event City	Harris
Facility Owner	Nipsco
Excavator	Maurer Well And Pump Service
Date of IURC Information Request	July 12, 2013
THE PARTIES	
EXCAVATOR:	
BUSINESS NAME	Maurer Well and Pump Service
RESPONSIBLE PARTY PERSONAL NAME	
TITLE (IF ANY)	
ADDRESS	51711 Emmons Road
CITY/ STATE/ZIP	South Bend / IN / 46637
PREFERRED TELEPHONE	574-272-7524
CELL PHONE TELEPHONE	574-250-6355
EMAIL ADDRESS	maurerwell@comcast.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	52360 Zellers Street
CITY/STATE/ZIP	Granger / 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)	
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	X
Backhoe/Trackhoe	
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)	
Site Development	
Steam	
Storm Drain/Culvert	
Street Light	
Telecommunications	
Traffic Signal	
Traffic Sign	
Water	X
Waterway Improvement	
Unknown/Other	
RELEASE OF PRODUCT (YES/NO)	Yes
IGNITION AND/OR FIRE (YES/NO)	No
EXCAVATOR NOTIFY 811 (YES/NO)	Yes - 1305204257
LOCATE INFORMATION:	
EXCAVATOR REQUEST LOCATE (YES/NO)	Yes

INDIANA 811 LOCATE TICKET NUMBER	1305170591
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>Notification to one-call center made but not sufficient (Excavator dug before ticket was due). NIPSCO Emergency Repair Ticket Number: 1305203406.</p>	

Fact Based Investigation Report

Notification ID 01820130520010
Damage Date 05/20/2013 15:20
Notified By SHERRY (Facility Owner)
Damage Address 52360 ZELLERS ST X DARDEN (ST JOESPH COUNTY0
GRANGER, IN
District Northern Indiana
Notification Date 05/20/2013 15:27

Damaged Customer NIPSCO

Investigation Date From 05/20/2013 16:00:00 **To** 05/20/2013 17:00:00

Excavator Involved MAURER WELL SVC.
Type of Excavation WATER WELL DRILLING

Orig. Locate Request 1305170591 **Start Date** 05/21/2013 09:30
Type of Ticket Routine **Locate Req. Info** N/A

Damage Request # 1305203406 **Start Date** 05/20/2013 15:15

Pictures Taken By Paul Houghton **Date** 05/20/2013 16:20
Photography Type Digital **Frame #** see 1305203406

Investigator Emp. # 130534 **Investigator Name** Josh Scheibelhut
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 # Houghton Paul - 129851 **Locator Not Known**

Investigation Findings

Contractor Dug Before Ticket Due

Other Notes

Investigation Methods

Visual, Facility Exposed At Time Of Investigation

Investigator Statement/Causal Factors

Contractor was digging before ticket was due. USIC not at fault.

Names of Utility Representatives Contacted or on Site and Statement

Robert Hayward, NIPSCO

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

n/a

Other individuals on site

Paul Houghton, USIC

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

Replacement Footage

n/a

Was contractor assistance required? If yes, who?

No n/a

What contractor equipment was used?

n/a

Is the facility shown on the utility records?

No

If yes, list record numbers

n/a

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

NIPSCO 01183 IUPPSa 05/20/2013 15:18:36 1305203406-00A EMER NEW STRT

EMERGENCY SEE REMARKS

Ticket : 1305203406 Date: 05/20/2013 Time: 15:14 Oper: KREED Chan:090

State: IN Cnty: ST JOSEPH Twp: HARRIS

Cityname: GRANGER Inside: Y Near: N

Subdivision:

Address : 52360

Street : ZELLERS ST

Cross 1 : DARDEN RD Within 1/4 mile: Y

Location: LOCATE ENTIRE PROPERTY

:

Grids : 4143A8610C

Boundary: n 41.731860 s 41.729191 w -86.173257 e -86.171535

Work type : REPAIR GAS LINE

Done for : NIPSCO

Start date: 05/20/2013 Time: 15:15 Hours notice: 0/000 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 : SHERI MINKEMA Phone: (800)322-2806

Contact : GARY DODGE - CELL Phone:

BestTime:

Mobile : (574)876-6040

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: 05/20/2013 Time: 15:14

Members: AEPIN COMCN ID1639 NIPSCO SBCIN SM

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

NIPSCO 00182 IUPPSa 05/17/2013 09:17:40 1305170591-00A NORM NEW STRT

NORMAL NOTICE

Ticket : 1305170591 Date: 05/17/2013 Time: 09:11 Oper: PATRICIA.MAURER Chan:000

State: IN Cnty: ST JOSEPH Twp: HARRIS
Cityname: GRANGER Inside: Y Near: N
Subdivision:

Address : 52360
Street : ZELLERS ST
Cross 1 : DARDEN RD Within 1/4 mile: Y
Location: LOCATE ENTIRE PROPERTY; LOCATE ENTIRE PROPERTY
:
Grids : 4143A8610C
Boundary: n 41.731860 s 41.729191 w -86.173257 e -86.171535

Work type : WATER WELL DRILLING
Done for : HOMEOWNER
Start date: 05/21/2013 Time: 09:30 Hours notice: 96/048 Priority: NORM
Ug/Oh/Both: U Blasting: N Boring: N Railroad: N Emergency: N
Duration : 2 DAYS Depth: 60 FEET

Company : MAURER WELL AND PUMP SERVICE Type: CONT
Co addr : 51711 EMMONS ROAD
City : SOUTH BEND State: IN Zip: 46637
Caller : PATRICIA MAURER Phone: (574)272-7524
Contact : ROB MAURER CELL Phone:
BestTime:
Mobile : (574)250-6355
Fax : (574)272-6651
Email : MAURERWELL@COMCAST.NET

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

Submitted date: 05/17/2013 Time: 09:11
Members: AEPIN COMCN ID1639 NIPSCO SBCIN SM

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

NIPSCO 01554 IUPPSa 05/20/2013 18:48:23 1305204257-00A EMER DAMG STRT

DAMAGE DAMAGE

Ticket : 1305204257 Date: 05/20/2013 Time: 18:45 Oper: DBROOKING Chan:008

State: IN Cnty: ST JOSEPH Twp: HARRIS
Cityname: GRANGER Inside: Y Near: N
Subdivision:

Address : 52360
Street : ZELLERS ST
Cross 1 : DARDEN RD Within 1/4 mile: Y
Location: LOCATE ENTIRE PROPERTY
:
Grids : 4143A8610C
Boundary: n 41.731860 s 41.729191 w -86.173257 e -86.171535

Work type : WATER WELL DRILLING
Done for : HOMEOWNER
Start date: 05/20/2013 Time: 18:45 Hours notice: 0/000 Priority: EMER
Ug/Oh/Both: U Blasting: N Boring: N Railroad: N Emergency: Y
Duration : 2 DAYS Depth: 60 FEET

Company : MAURER WELL AND PUMP SERVICE Type: CONT
Co addr : 51711 EMMONS ROAD
City : SOUTH BEND State: IN Zip: 46637
Caller : DIANE MAURER Phone: (574)272-7524
Contact : ROB MAURER -- CELL Phone:
BestTime:
Mobile : (574)250-6355
Fax : (574)272-6651
Email : MAURERWELL@COMCAST.NET

Remarks : All tickets are taken and processed on Eastern Daylight Time
THEY HAVE HIT A 5/8 INCH GAS SERVICE LINE BELONGING TO NIPSCO--THE LINE IS
YELLOW PVC--THE LINE WAS HIT IN THE FRONT PROPERTY--NIPSCO HAS REPAIRED THE
LINE--CREW IS NOT ON SITE--PREVIOUS TICKET 1305170591--THANK YOU
Will you be white-lining the dig site area? NO
:

Submitted date: 05/20/2013 Time: 18:45
Members: AEPIN COMCN ID1639 NIPSCO SBCIN SM

NORTHERN INDIANA PUBLIC SERVICE COMPANY
FACILITY DAMAGE REPORT

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

REPORTING OPERATING AREA 060 MAXIMO WO #
OPERATING AREA CONTACT Armstrong JOB ORDER # 602758
TRACKING NUMBER 01820130520010 LOCATE REF # 1305170591
Locate Performed By:

DATE AND TIME OF ACCIDENT 5-20 2013, 1430M DATE OF REPORT 5-20-13
PLACE OF DAMAGE (INCLUDE CITY) 52360 Zellers St.

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

OTHER (DESCRIBE)
GAS: SERVICE MAIN () SIZE 5/8 MATERIAL: PLASTIC () STEEL () METER () REG STATION () STUB ()
OTHER (DESCRIBE)

DEPTH OF FACILITY (inches) 30" PRESSURE (PSI) med 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 1430 TIME SHUT OFF 1530 TIME RESTORED 1630
DIAMETER/MEASUREMENT OF HOLE IN GAS FACILITY: Cut

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

PARTY THAT CAUSED DAMAGES (NAME) Maurer Well Service
ADDRESS OF PARTY (INCLUDE CITY) 51711 Emmons Road S. Bend 46637

WHO WAS IN CHARGE OF THE WORK SITE AT TIME OF DAMAGE Jim Maurer
WITNESS NAME AND ADDRESS Same as above
WITNESS REMARKS Locates to be done tomorrow

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

COMMENTS: CUSTOMER CALLED LOCATES DID NOT WAIT 2
DAY STARTED DIGGING.

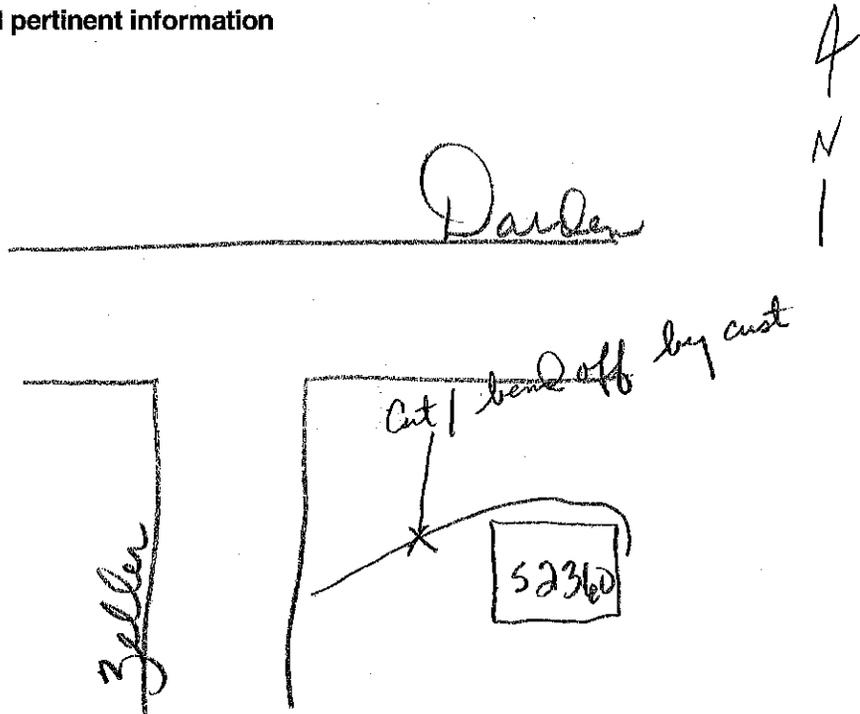
PERSON PREPARING REPORT LARRY MULLINS

FIELD SUPERVISOR Reth A

FIELD MANAGER Reth A

- 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 811 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: _____



Property of United States Infrastructure Corporation
Photo taken on 5/20/2013 4:21:58 PM



INFORMATION REQUEST

State Form 54909 (R / 3-13)

INDIANA UTILITY REGULATORY COMMISSION – PIPELINE SAFETY DIVISION

Case Number: 4838 _____

Date of Damage (*month, day, year*): 5/20/13 _____

Location of Damage:

Address (*number and street*): 52360 Zellers Street _____

City, State and ZIP Code: Granger, IN 46530 _____

Nearest Intersection: Darden Road _____

Excavator Information:

Business Name: Maurer Well Service, Inc. _____

Responsible Party Personal Name: Tim Maurer _____

Title (*if any*): Vice President _____

Address (*number and street*): 51711 Emmons Road _____

City, State and ZIP Code: South Bend, IN 46637 _____

Preferred Telephone Number (area code): 574-272-7524 _____

Email Address: maurerwell@comcast.net _____

Utility Information:

Utility Name: Nipsco _____

Contact Person: _____

Title (*if any*): _____

Cause of Damage Information

Type of Equipment (*select one*):

Type of Work Performed (*select one*):

Repair Cost: \$ _____

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: 1305170591

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

This accident was completely our fault. We had a miscommunication here in our office. On our paperwork it stated that the line mark would be complete by 5/21/2013. We thought the linemark was already complete when we went out to do this work, thinking the lines had been marked ,not realizing we were a day early. We knew it was a "no water" meaning the customer was without water, however, the work was ordered by a title company, meaning, it was a sale and in order for the sale to go through they had to install a new well. We were not aware that there were people already living in this house with no water, hence, we did not do an emergency locate. In the two day wait period the homeowner called us and asked about the new well so we rushed a day not realizing the lines were not all properly marked yet.

Printed Name: Tim Maurer

Signature: _____ Date (month, day, year): 7/18/2013

**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**