



## Pipeline Safety Division Investigation Report

### Investigation regarding: Karen Montoya

UPPAC Database Record ID: 4952

Report Date: 9/17/2013

Investigator: William Boyd

Damage Date: 6/19/2013 1:21:57 PM

Damage Address: 911 W Battell St, Penn, St Joseph

### The Parties

Excavator: **Karen Montoya**

Address: 911 West Beattell, Mishawaka, In 46545

Facility Owner: **NIPSCO**

### Pipeline Facility

Facility Type: Natural Gas

Facility Function: Service/Drop

Type of Equipment: Hand Tools

Type of Work Performed: Fencing

### 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: LOCATE THE REAR OF THE PROPERTY

Follow-Up Locate Instructions (if applicable):

**Synopsis:** Excavator struck and damaged an underground natural gas service line while removing a fence post.

**Findings:** Reported by Indiana 811; excavator's response to initial notice was received on 8/6/2013. Excavator failed to call 811 prior to excavation.

**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](mailto:PipelineDamageCase@urc.in.gov)*

Pipeline Safety Division – Case No. 4952  
Indiana Utility Regulatory Commission  
101 West Washington Street, Suite 1500 East  
Indianapolis, Indiana 46204

RE: Investigation Request for Information; Pipeline Division Case No. 4952

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: 6/19/2013  
Event Location: 911 W Battell St  
City: Indianapolis  
Facility Owner: Nipsco  
Excavator: Karen Montoya  
Other Party: N/A  
Pipeline Division Case No. 4952

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](mailto:cearle@nisource.com)

<b>IURC INFORMATION REQUEST</b>	
<b>Pipeline Safety Division Case No.</b>	
Date of Event	6/19/2013
Event Location	911 W Battell St
Event City	Penn
Facility Owner	Nipsco
Excavator	Karen Montoya
Date of IURC Information Request	July 12, 2013
<b>THE PARTIES</b>	
<b>EXCAVATOR:</b>	
BUSINESS NAME	
RESPONSIBLE PARTY PERSONAL NAME	Homeowner Karen Montoya
TITLE (IF ANY)	
ADDRESS	911 W Battell St
CITY/ STATE/ZIP	Mishawaka, IN 46545
PREFERRED TELEPHONE	260 316 4149
CELL PHONE TELEPHONE	
EMAIL ADDRESS	
<b>FACILITY INFORMATION - OWNER/OPERATOR OF UTILITY LINE:</b>	
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
<b>LOCATOR SERVICE INFORMATION</b>	
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
<b>OTHER (WITNESS, POLICE, FIRE, OTHER) INFORMATION</b>	
PERSONAL CONTACT	
BUSINESS/ORGANIZATION NAME	
TITLE (IF ANY)	

ADDRESS	
CITY/ STATE/ZIP	
PREFERRED TELEPHONE	
CELL PHONE TELEPHONE	
EMAIL ADDRESS	
<b>UTILITY LINE IMPACT</b>	
<b>LOCATION OF DAMAGE</b>	
ADDRESS	911 W Battell Street
CITY/STATE/ZIP	Mishawaka, IN, 46545
NEAREST INTERSECTION	Webster St
<b>PRODUCT TYPE (Select One)</b>	
NATURAL GAS	X
LIQUID PIPELINE	
UNKNOWN/OTHER	
<b>FACILITY TYPE (Select One)</b>	
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) (\$)	
<b>CAUSE OF DAMAGE INFORMATION:</b>	
<b>TYPE OF EQUIPMENT (Select One)</b>	
Auger	
Backhoe/Trackhoe	
Boring/Drilling	
Directional Drilling	
Explosives	
Farm Equipment	
Grader/Scraper	
Hand Tools	X
Milling Equipment	
Probing Device	

Trancher	
Vacuum Equipment	
Unknown/Other	
<b>TYPE OF WORK PERFORMED (Select One)</b>	
Agriculture	
Cable TV	
Curb/Sidewalk	
Bldg. Construction	
Bldg. Demolition	
Drainage	
Driveway	
Electric	
Engineering/Surveying	
Fencing	X
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	
Waterway Improvement	
Unknown/Other	
RELEASE OF PRODUCT (YES/NO)	Yes
IGNITION AND/OR FIRE (YES/NO)	No
EXCAVATOR NOTIFY 811 (YES/NO)	Yes 1306192567
<b>LOCATE INFORMATION:</b>	
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
<b>INCIDENT IMPACT INFORMATION</b>	
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
<b>ADDITIONAL INFORMATION/COMMENTS</b>	
<p>No notification made to the one-call center  NIPSCO Emergency Repair Ticket Number: N/A</p>	

Fact Based Investigation Report

**Notification ID** 01820130619011  
**Damage Date** 06/19/2013 11:00  
**Notified By** ANNISSA BAILEY (Other)  
**Damage Address** 911 W BATTELL ST ST JOSEPH/ PENN TWP  
MISHAWAKA, IN  
**District** Northern Indiana  
**Notification Date** 06/19/2013 11:57

---

**Damaged Customer** NIPSCO

---

**Investigation Date From** 06/19/2013 13:30:00 **To** 06/19/2013 13:35:00

---

**Excavator Involved** Homeowner  
**Type of Excavation** REMOVING FENCE

---

**Orig. Locate Request** UNKNOWN **Start Date**  
**Type of Ticket** **Locate Req. Info** N/A Yes

---

**Damage Request #** M93688957 **Start Date** 06/19/2013 00:00

---

**Pictures Taken By** JOSE GALICIA **Date** 06/19/2013 13:35  
**Photography Type** Digital **Frame #**

---

**Investigator Emp. #** 113463 **Investigator Name** BRIAN ARENS  
**Based on your investigation, is further investigation needed?** Possibly

---

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**  
Visual, Facility Exposed At Time Of Investigation

---

**Investigator Statement/Causal Factors**  
HO REMOVING FENCE DAMAGED A 5/8" PL GAS SERVICE. THERE ARE NO PAINT OR FLAGS  
ONSITE. THERE IS NOT LOCATE REQUEST.

**Names of Utility Representatives Contacted or on Site and Statement**  
31280-6

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

**Other individuals on site**  
NA

---

**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

<b>Extent of facility damage</b>	CUT
<b>Replacement Footage</b>	UNKNOWN
<b>Was contractor assistance required? If yes, who?</b>	No NA
<b>What contractor equipment was used?</b>	NA
<b>Is the facility shown on the utility records?</b>	No
<b>If yes, list record numbers</b>	NA

NIPSCO 00943 IUPPSa 06/19/2013 13:22:01 1306192567-00A EMER DAMG STRT

DAMAGE SEE REMARKS

Ticket : 1306192567 Date: 06/19/2013 Time: 13:14 Oper: LSTEVENSON Chan:018

State: IN Cnty: ST JOSEPH Twp: PENN  
Cityname: MISHAWAKA Inside: Y Near: N  
Subdivision:

Address : 911  
Street : W BATTELL ST  
Cross 1 : WEBSTER ST Within 1/4 mile: Y  
Location: LOCATE THE REAR OF THE PROPERTY  
:  
Grids : 4140D8611A 4140D8611B  
Boundary: n 41.669289 s 41.668173 w -86.195871 e -86.193092

Work type : INSTALL FENCE  
Done for : KAREN MONTOYA  
Start date: 06/19/2013 Time: 13:17 Hours notice: 0/000 Priority: EMER  
Ug/Oh/Both: U Blasting: N Boring: N Railroad: N Emergency: Y  
Duration : 2 WEEKS Depth: 4 FEET

Company : KAREN MONTOYA Type: HOME  
Co addr : 911 WEST BEATTELL  
City : MISHAWAKA State: IN Zip: 46545  
Caller : KAREN MONTOYA Phone: (260)316-4149  
Contact : KAREN MONTOYA - CELL Phone:  
BestTime:  
Mobile : (260)316-4149  
Email : MONTKA01@GMAIL.COM

Remarks : All tickets are taken and processed on Eastern Daylight Time  
NIPSCO GAS LINE WAS HIT IN THE BACKYARD----LINE IS 5/8 PINK PLASTIC LINE---  
GAS  
IS BLOWING---COULD BE HEARD AND SMELLED---911 AND NIPSCO HAVE BEEN  
NOTIFIED----CREW IS ON SITE---NO PREVIOUS TICKET NUMBER---PER CALLER NIPSCO  
CREW  
IS ON SITE MAKING REPAIRS  
Will you be white-lining the dig site area? NO  
:

Submitted date: 06/19/2013 Time: 13:14  
Members: AEPIN COMCN ID1639 ID1640 ID5610 NIPSCO SBCIN SM

NORTHERN INDIANA PUBLIC SERVICE COMPANY
FACILITY DAMAGE REPORT

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

REPORTING OPERATING AREA South Bend MAXIMO WO #
OPERATING AREA CONTACT Tim Armstrong JOB ORDER # 597536
TRACKING NUMBER 0182013 0619 01 LOCATE REF #
Locate Performed By:

DATE AND TIME OF ACCIDENT June 19 2013 10:50 M DATE OF REPORT 6-19-13
PLACE OF DAMAGE (INCLUDE CITY) Mishawaka 911 W. Battell 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) 16 PRESSURE (PSI) 35 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 10:56 TIME SHUT OFF 12:00 TIME RESTORED 2:15

DIAMETER/MEASUREMENT OF HOLE IN GAS FACILITY: cut in half 1/2"

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

PARTY THAT CAUSED DAMAGES (NAME) Karen montoya ( Home owner)

ADDRESS OF PARTY (INCLUDE CITY) 911 W Battell

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 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 :

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

PERSON PREPARING REPORT

*Stephen DeShler*

FIELD SUPERVISOR

*Tim Coy*

FIELD MANAGER

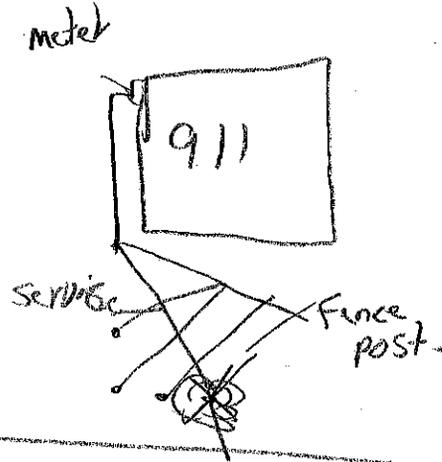
*Garry O'Neil*

- 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

Mishawaka *N*

Battell St.



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 6/19/2013 1:28:48 PM



**INFORMATION REQUEST**

State Form 54909 (R / 3-13)

INDIANA UTILITY REGULATORY COMMISSION – PIPELINE SAFETY DIVISION

**Case Number:** 4952 \_\_\_\_\_

**Date of Damage** (*month, day, year*): 6/19/2013 \_\_\_\_\_

---

**Location of Damage:**

**Address** (*number and street*): 911 W Battell St \_\_\_\_\_

**City, State and ZIP Code:** Mishawaka, In \_\_\_\_\_

**Nearest Intersection:** \_\_\_\_\_

---

**Excavator Information:**

**Business Name:** \_\_\_\_\_

**Responsible Party Personal Name:** \_\_\_\_\_

**Title** (*if any*): \_\_\_\_\_

**Address** (*number and street*): \_\_\_\_\_

**City, State and ZIP Code:** \_\_\_\_\_

**Preferred Telephone Number** (area code): \_\_\_\_\_

**Email Address:** \_\_\_\_\_

---

**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: \_\_\_\_\_

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:

We were replacing the current fence at our home. When we went to remove the the current post the gas line broke because the prior homeowners had cemented the gas pipe line to the post. We did not call 811 prior to taking out the posts because we did not know it was required if we were replacing a fence that was already installed. When the pipe broke we called 911 and Nipsco to report the incident. The fire department and nipsco showed.

The Nipsco worker informed us to call 811 to report the incident and to have them come back and do the markings. We imediately did so and waited until the markings to contiune replacing the fence.

Printed Name: Karen Montoya Signature: Karen Montoya

Signature: \_\_\_\_\_ Date (month, day, year): 08/06/2013

*\*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](mailto: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**