



## Pipeline Safety Division Investigation Report

### Investigation regarding: Dennis Conley

UPPAC Database Record ID: 5320

Report Date: 10/21/2013

Investigator: Mike Orr

Damage Date: 8/21/2013 9:10:55 PM

Damage Address: 431 E Greenwood Ave, Center, Lake

### The Parties

Excavator: Dennis Conley

Address: 431 East Greenwood Ave, Crown Point, In 46307

Facility Owner: NIPSCO

### Pipeline Facility

Facility Type: Natural Gas

Facility Function: Service/Drop

Type of Equipment: Hand Tools

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: LOCATE BACK YARD

Follow-Up Locate Instructions (if applicable):

**Synopsis:** Excavator/occupant struck and damaged an underground natural gas service while performing landscaping work.

**Findings:** Reported by Indiana 811; excavator/occupant did not respond to initial notice mailed 9/6/2013. The excavator/occupant failed to provide notice of excavation to the association (IN811).

**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

October 11, 2013

*Via Electronic Transmission – [PipelineDamageCase@urc.in.gov](mailto:PipelineDamageCase@urc.in.gov)*

Pipeline Safety Division – Case No. 5320  
Indiana Utility Regulatory Commission  
101 West Washington Street, Suite 1500 East  
Indianapolis, Indiana 46204

RE: Investigation Request for Information; Pipeline Division Case No. 5320

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: 8/21/2013  
Event Location: 431 E Greenwood Ave  
City: Center  
Facility Owner: Nipsco  
Excavator: Dennis Conley  
Other Party: N/A  
Pipeline Division Case No. 5320

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. 5320</b>	
Date of Event	8/21/2013
Event Location	431 E Greenwood Ave
Event City	Center
Facility Owner	Nipsco
Excavator	Dennis Conley
Date of IURC Information Request	May 1, 2013
<b>THE PARTIES</b>	
<b>EXCAVATOR:</b>	
BUSINESS NAME	Dennis Conley
RESPONSIBLE PARTY PERSONAL NAME	
TITLE (IF ANY)	
ADDRESS	431 East Greenwood Avenue
CITY/ STATE/ZIP	Crown Point/ IN / 46307
PREFERRED TELEPHONE	219-662-0502
CELL PHONE TELEPHONE	
EMAIL ADDRESS	dbkconley@sbcglobal.net
<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	431 E Greenwood
CITY/STATE/ZIP	Crown Point/ IN /
NEAREST INTERSECTION	S Indiana Avenue
<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)	N
NUMBER OF CUSTOMERS AFFECTED	0
EVACUATION (YES/NO)	N
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	

Trencher	
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	
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)	Y
IGNITION AND/OR FIRE (YES/NO)	N
EXCAVATOR NOTIFY 811 (YES/NO)	Y – 1308213629
<b>LOCATE INFORMATION:</b>	
EXCAVATOR REQUEST LOCATE (YES/NO)	N

INDIANA 811 LOCATE TICKET NUMBER	N/A
LOCATE MARKS VISIBLE (YES/NO)	N
LOCATE MARKS CORRECT (YES/NO)	N/A
EXCAVATOR "WHITE LINED" (YES/NO)	N
MAPS USED TO MARK FACILITIES (YES/NO)	N
OPERATOR EMPLOYEES ON-SITE DURING EXCAVATION (YES/NO)	N
<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.</p> <p>NIPSCO Emergency Repair Ticket# 1308213648.</p>	

NORTHERN INDIANA PUBLIC SERVICE COMPANY
FACILITY DAMAGE REPORT

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

REPORTING OPERATING AREA 030 MAXIMO WO #
OPERATING AREA CONTACT M. Schierste JOB ORDER # 597559
TRACKING NUMBER LOCATE REF #
Locate Performed By:

DATE AND TIME OF ACCIDENT 8-21-13 8:20 PM M DATE OF REPORT 8-21-13
PLACE OF DAMAGE (INCLUDE CITY) 431 E. Greenwood AVE Crown Point

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) 17 PRESSURE (PSI) 45 Lbs.

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

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

DURATION OF INTERRUPTION: TIME REPORTED 20:00 TIME SHUT OFF 21:00 TIME RESTORED 21:50

DIAMETER/MEASUREMENT OF HOLE IN GAS FACILITY:

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

PARTY THAT CAUSED DAMAGES (NAME) Dennis Conley

ADDRESS OF PARTY (INCLUDE CITY) 431 E. Greenwood AVE

WHO WAS IN CHARGE OF THE WORK SITE AT TIME OF DAMAGE Dennis

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 Planting Roses
( ) 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

Facility: Distribution Lines; Folder: On-Hold folder; Assigned To: N/A

NIPSCO 01160 IUPPSa 08/21/2013 21:39:42 1308213648-00A EMER NEW STRT

EMERGENCY SEE REMARKS

Ticket : 1308213648 Date: 08/21/2013 Time: 21:36 Oper: BLIEVERTZ Chan:058

State: IN Cnty: LAKE Twp: CENTER  
Cityname: CROWN POINT Inside: Y Near: N  
Subdivision:

Address : 431  
Street : E GREENWOOD AVE  
Cross 1 : IN RT 55 Within 1/4 mile: Y  
Location: LOCATE THE ENTIRE PROPERTY  
:  
Grids : 4124C8721B 4124C8721C  
Boundary: n 41.406260 s 41.405145 w -87.359101 e -87.355579

Work type : REPAIR GAS LEAK  
Done for : NIPSCO  
Start date: 08/21/2013 Time: 21:37 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 : SAM WILLIAMS Phone: (800)322-2806  
Contact : SAM WILLIAMS OFFICE Phone:  
BestTime:  
Mobile : (800)322-2806  
Fax : (219)647-4764

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: 08/21/2013 Time: 21:36  
Members: COMCN IB ID2287 NIPSCO SM

Facility: Distribution Lines; Folder: On-Hold folder; Assigned To: N/A

NIPSCO 01158 IUPPSa 08/21/2013 21:23:15 1308213630-00A NORM NEW GRID

NORMAL NOTICE

TICKET CALLED IN AFTER

DAMAGE OCCURRED

Ticket : 1308213630 Date: 08/21/2013 Time: 21:11 Oper: JCARTER Chan:000

State: IN Cnty: LAKE Twp: CENTER  
Cityname: CROWN POINT Inside: Y Near: N  
Subdivision:

Address : 431  
Street : E GREENWOOD AVE  
Cross 1 : S INDIANA AVE Within 1/4 mile: Y  
Location: LOCATE BACK YARD  
:  
Grids : 4124C8721C  
Boundary: n 41.406266 s 41.405129 w -87.358297 e -87.354504

Work type : LANDSCAPING  
Done for : DENNIS CONLEY  
Start date: 08/26/2013 Time: 07:00 Hours notice: 105/048 Priority: NORM  
Ug/Oh/Both: U Blasting: N Boring: N Railroad: N Emergency: N  
Duration : 1 HOUR Depth: 15 INCHES

Company : DENNIS CONLEY Type: HOME  
Co addr : 431 EAST GREENWOOD AVE  
City : CROWN POINT State: IN Zip: 46307  
Caller : DENNIS CONLEY Phone: (219)662-0502  
Contact : DENNIS CONLEY - HOME Phone:  
BestTime:  
Mobile : (219)662-0502  
Email : DBKCONLEY@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: 08/21/2013 Time: 21:11  
Members: COMCN IB ID2287 NIPSCO SM

Facility: Distribution Lines; Folder: On-Hold folder; Assigned To: N/A

NIPSCO 01157 IUPPSa 08/21/2013 21:10:59 1308213629-00A EMER DAMG GRID

DAMAGE

Ticket : 1308213629 Date: 08/21/2013 Time: 21:05 Oper: JCARTER Chan:000

State: IN Cnty: LAKE Twp: CENTER  
Cityname: CROWN POINT Inside: Y Near: N  
Subdivision:

Address : 431  
Street : E GREENWOOD AVE  
Cross 1 : S INDIANA AVE Within 1/4 mile: Y  
Location: LOCATE BACK YARD  
:  
Grids : 4124C8721C  
Boundary: n 41.406266 s 41.405129 w -87.358297 e -87.354504

Work type : PLANTING ROSE BUSH  
Done for : DENNIS CONLEY  
Start date: 08/21/2013 Time: 21:07 Hours notice: 0/000 Priority: EMER  
Ug/Oh/Both: U Blasting: N Boring: N Railroad: N Emergency: Y  
Duration : 10 MINUTES Depth: 15INCHES

Company : DENNIS CONLEY Type: HOME  
Co addr : 431 EAST GREENWOOD AVE  
City : CROWN POINT State: IN Zip: 46307  
Caller : DENNIS CONLEY Phone: (219)662-0502  
Contact : DENNIS CONLEY - HOME Phone:  
BestTime:  
Mobile : (219)662-0502  
Email : DBKCONLEY@SBCGLOBAL.NET

Remarks : All tickets are taken and processed on Eastern Daylight Time  
PER DENNIS CONLEY - POSSIBLE HIT GAS LINE - HEARS HISSING NOISE - NOT A METAL  
PIPE - MAY BE BLACK PLASTIC PIPE - OWNER WILL BE HOME - DIGGING IN BACK YARD -  
NO PRIOR TICKET - HAS CALLED NIPSCO  
Will you be white-lining the dig site area? NO  
:

Submitted date: 08/21/2013 Time: 21:05  
Members: COMCN IB ID2287 NIPSCO SM

Fact Based Investigation Report

**Notification ID** 01820130821009  
**Damage Date** 08/21/2013 21:10  
**Notified By** DENNIS CONLEY ()  
**Damage Address** 431 E GREENWOOD AVE  
CROWN POINT, IN  
**District** Northern Indiana  
**Notification Date** 08/21/2013 21:15

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**Damaged Customer** NIPSCO

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**Investigation Date From** 08/22/2013 12:00:00 **To** 08/22/2013 12:30:00

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**Excavator Involved** Homeowner  
**Type of Excavation** Planting rose bush

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

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**Damage Request #** 1308213629 **Start Date** 08/22/2013 12:00

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**Pictures Taken By** Nathan Wolf **Date** 08/22/2013 12:00  
**Photography Type** Digital **Frame #**

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**Investigator Emp. #** 134728 **Investigator Name** Nathan Wolf  
**Based on your investigation, is further investigation needed?** No

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**Fact Based Investigation Customer Information**

**Facility Description** Low Profile **Facility ID** Gas Service  
**Locator Name & EMP # -** **Locator Not Known** Yes

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**Investigation Findings**  
No Locate Req. By Contractor  
**Other Notes**

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**Investigation Methods**  
Visual, Facility Exposed At Time Of Investigation

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**Investigator Statement/Causal Factors**  
Homeowner was planting a rose bush in the yard. In the process of digging the hole the homeowner hit his gas service coming off the house. The emergency came afterhours when the investigation photos were taken the service had already been repaired.

**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

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**Were any markings visible on the damage site upon arrival?** No

**Were any other indicators of facility present in the area?** Yes

<b>Was the excavation within the tolerance zone of marks?</b>	No
<b>Extent of facility damage</b>	cut in service line
<b>Replacement Footage</b>	1'
<b>Was contractor assistance required? If yes, who?</b>	No
<b>What contractor equipment was used?</b>	
<b>Is the facility shown on the utility records?</b>	No
<b>If yes, list record numbers</b>	



## INFORMATION REQUEST

State Form 54909 (R / 3-13)

INDIANA UTILITY REGULATORY COMMISSION – PIPELINE SAFETY DIVISION

**Case Number:** 5320 \_\_\_\_\_

**Date of Damage** (*month, day, year*): 8/21/2013 \_\_\_\_\_

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### Location of Damage:

Address (*number and street*): 431 E. Greenwood Ave \_\_\_\_\_

City, State and ZIP Code: Crown Point, IN 46307-4532 \_\_\_\_\_

Nearest Intersection: Major Intersection: Greenwood Ave / Indiana Ave. \_\_\_\_\_

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### Excavator Information:

Business Name: Not a business \_\_\_\_\_

Responsible Party Personal Name: Dennis T. Conley \_\_\_\_\_

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

Address (*number and street*): 431 E. Greenwood Ave \_\_\_\_\_

City, State and ZIP Code: Crown Point, IN 46307-4532 \_\_\_\_\_

Preferred Telephone Number (area code): 219-662-0502 \_\_\_\_\_

Email Address: dbkconley@sbcglobal.net \_\_\_\_\_

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### Utility Information:

Utility Name: Norethern Indiana Public Service Company \_\_\_\_\_

Contact Person: Unkown \_\_\_\_\_

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

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**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

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**Locate Information**

Excavator Request Locate:  Yes  No

Indiana 811 Locate Ticket Number: 130 821 3679 (after trying to rose

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

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**Incident Information:**

Fire Department Response:  Yes  No

Police Department Response:  Yes  No

Ambulance Response:  Yes  No

**Additional Information / Comments**

Incident was from trying to dig a one foot hole to plant a rosebush.  
I have tried to contact Kelsey Klinger at (317)232-0037 several times and left messages to ask question for preparATION OF THIS FORM WITH NO RESPONSE

Printed Name: Dennis T. Conley

Signature: \_\_\_\_\_ Date (month, day, year): 10/11/2013

*\*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**