



## Pipeline Safety Division Investigation Report

### Investigation regarding: James White

UPPAC Database Record ID: 5353

Report Date: 10/21/2013

Investigator: Mike Orr

Damage Date: 8/29/2013 9:21:49 PM

Damage Address: 1029 N Adams St, Portage, St Joseph

### The Parties

Excavator: James White

Address: 1029 Adams, South Bend, In 46628

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 BACK YARD

Follow-Up Locate Instructions (if applicable):

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

**Findings:** Reported by Indiana 811; excavator/occupant did not respond to initial notice mailed 9/6/2013. The excavator/occupant called in a Damage ticket and seven (7) minutes later called for a Normal locate ticket; therefore, the excavator 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. 5353  
Indiana Utility Regulatory Commission  
101 West Washington Street, Suite 1500 East  
Indianapolis, Indiana 46204

RE: Investigation Request for Information; Pipeline Division Case No. 5353

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: 8/29/2013  
Event Location: 1029 N Adams St  
City: Portage  
Facility Owner: Nipsco  
Excavator: James White  
Other Party: N/A  
Pipeline Division Case No. 5353

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. 5353</b>	
Date of Event	8/29/2013
Event Location	1029 N Adams St
Event City	Portage
Facility Owner	Nipsco
Excavator	James White
Date of IURC Information Request	May 1, 2013
<b>THE PARTIES</b>	
<b>EXCAVATOR:</b>	
BUSINESS NAME	
RESPONSIBLE PARTY PERSONAL NAME	James White
TITLE (IF ANY)	
ADDRESS	1029 N Adams Street
CITY/ STATE/ZIP	South Bend / IN / 46628
PREFERRED TELEPHONE	574-323-5840
CELL PHONE TELEPHONE	
EMAIL ADDRESS	michiganiac@gmail.com
<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	1029 N Adams Street
CITY/STATE/ZIP	South Bend / IN /
NEAREST INTERSECTION	Vassar 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)	35
INTERRUPTION IN SERVICE (YES/NO)	Y
NUMBER OF CUSTOMERS AFFECTED	1
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	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)	Y
IGNITION AND/OR FIRE (YES/NO)	N
EXCAVATOR NOTIFY 811 (YES/NO)	Y – 1308293716
<b>LOCATE INFORMATION:</b>	
EXCAVATOR REQUEST LOCATE (YES/NO)	Y

INDIANA 811 LOCATE TICKET NUMBER	1308293718
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>Notification to one-call center made but not sufficient (Excavator dug before ticket was due).</p> <p>NISPCO Emergency Repair Ticket# 1308293730.</p>	

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 # 602998
TRACKING NUMBER 018 2013 0829 015 LOCATE REF # 130829 3718
Locate Performed By:

DATE AND TIME OF ACCIDENT Aug 29 2013, 9:11 PM DATE OF REPORT 8-29-13
PLACE OF DAMAGE (INCLUDE CITY) 1029 N Adams ST, South Bend

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

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

DEPTH OF FACILITY (inches) 18" PRESSURE (PSI) 35 Lbs.
RELEASE OF GAS: YES X NO ( ) IGNITION OF GAS: YES ( ) NO X EVACUATION REQUIRED: YES ( ) # NO X
INTERRUPTION OF SERVICE: YES X NO ( ) NUMBER OF CUSTOMERS LOST: 1
DURATION OF INTERRUPTION: TIME REPORTED 2:11 TIME SHUT OFF 2:35 TIME RESTORED 2:75
DIAMETER/MEASUREMENT OF HOLE IN GAS FACILITY: 1/8

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

PARTY THAT CAUSED DAMAGES (NAME) James White (homeowner)

ADDRESS OF PARTY (INCLUDE CITY) 1029 N Adams ST

WHO WAS IN CHARGE OF THE WORK SITE AT TIME OF DAMAGE James White

WITNESS NAME AND ADDRESS

WITNESS REMARKS

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

PHOTOS TAKEN: YES ( ) NO X TAKEN BY: (ATTACH PHOTOS TO REPORT)
MEDIA ON SITE YES ( ) NO X

WORK IN PROGRESS WHEN FACILITY DAMAGED - CHECK APPROPRIATE CHOICE BELOW
( ) AGRICULTURE/FARMING ( ) CABLE TV ( ) CURB/SIDEWALK ( ) TELECOMMUNICATIONS
( ) BLDG CONSTRUCTION ( ) DEMOLITION ( ) DRAINAGE ( ) WATER
X ( ) 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 X ( ) 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 X ( ) EXCAVATING BEFORE LOCATES DUE ( ) CARELESS MACHINE OPERATOR
( ) NO NOTIFICATION ( ) MARKS DISTURBED ( ) STUB ( ) OTHER

COMMENTS :

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

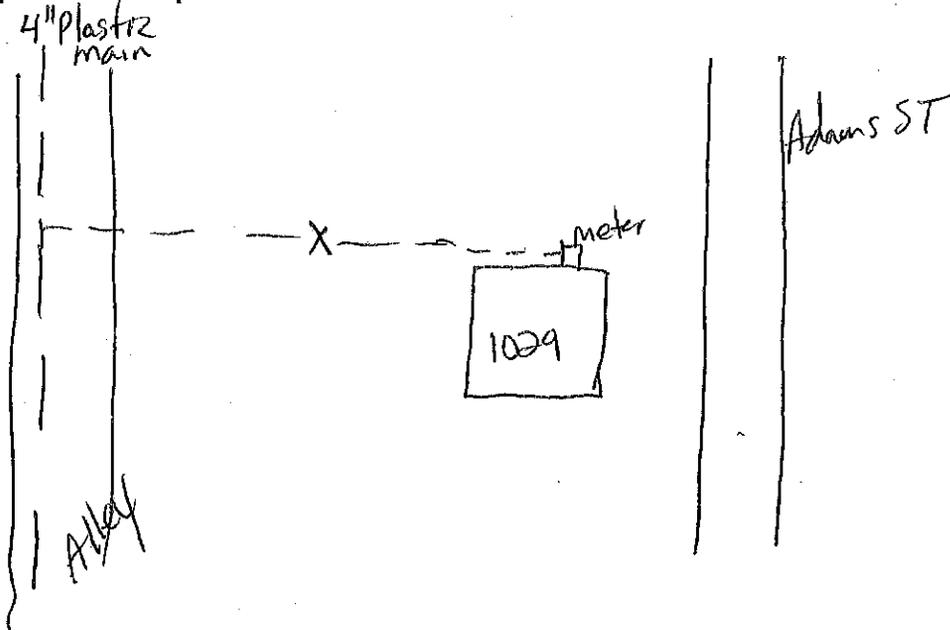
PERSON PREPARING REPORT Adam Nowak

FIELD SUPERVISOR James King

FIELD MANAGER Mark O'Connell

- 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: \_\_\_\_\_

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

NIPSCO 01233 IUPPSa 08/29/2013 21:33:30 1308293718-00A NORM NEW STRT

NORMAL NOTICE

Ticket : 1308293718 Date: 08/29/2013 Time: 21:22 Oper: JCARTER Chan:009

State: IN Cnty: ST JOSEPH Twp: PORTAGE  
Cityname: SOUTH BEND Inside: Y Near: N  
Subdivision:

Address : 1029  
Street : N ADAMS ST  
Cross 1 : VASSAR AVE Within 1/4 mile: Y  
Location: LOCATE BACK YARD AND BOTH SIDES OF HOUSE  
:  
Grids : 4141C8616B 4141C8616C 4141D8616B 4141D8616C  
Boundary: n 41.689774 s 41.686952 w -86.275942 e -86.274446

Work type : FENCE POSTS  
Done for : JAMES WHITE  
Start date: 09/04/2013 Time: 07:00 Hours notice: 129/048 Priority: NORM  
Ug/Oh/Both: U Blasting: N Boring: N Railroad: N Emergency: N  
Duration : UNKNOWN Depth: 2 FEET

Company : JAMES WHITE Type: HOME  
Co addr : 1029 N ADAMS ST  
City : SOUTH BEND State: IN Zip: 46628  
Caller : JAMES WHITE Phone: (574)323-5840  
Contact : JAMES WHITE - CELL Phone:  
BestTime:  
Mobile : (574)323-5840  
Email : MICHIGANIAC@GMAIL.COM

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

Submitted date: 08/29/2013 Time: 21:22  
Members: AEPIN COMCN ID5610 NIPSCO SBCIN SM

Facility: Distribution Lines; Folder: REGION 2; Assigned To: N/A

NIPSCO 01236 IUPPSa 08/29/2013 21:54:27 1308293730-00A EMER NEW STRT

EMERGENCY SEE REMARKS

Ticket : 1308293730 Date: 08/29/2013 Time: 21:51 Oper: NBOYD Chan:002

State: IN Cnty: ST JOSEPH Twp: PORTAGE  
Cityname: SOUTH BEND Inside: Y Near: N  
Subdivision:

Address : 1029  
Street : N ADAMS ST  
Cross 1 : VASSAR AVE Within 1/4 mile: Y  
Location: LOCATE THE ENTIRE PROPERTY  
:  
Grids : 4141C8616B 4141C8616C 4141D8616B 4141D8616C  
Boundary: n 41.689774 s 41.686952 w -86.275942 e -86.274446

Work type : REPAIR GAS LEAK  
Done for : NIPSCO  
Start date: 08/29/2013 Time: 21:53 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 E 86TH AVENUE  
City : MERRILLVILLE State: IN Zip: 46410  
Caller : GLENDA TUCKER Phone: (800)322-2806  
Contact : GLENDA TUCKER - OFFICE Phone:  
BestTime:  
Mobile : (800)322-2806

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

Submitted date: 08/29/2013 Time: 21:51  
Members: AEPIN COMCN ID5610 NIPSCO SBCIN SM

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

NIPSCO 01229 IUPPSa 08/29/2013 21:21:51 1308293716-00A EMER DAMG STRT

DAMAGE

Ticket : 1308293716 Date: 08/29/2013 Time: 21:15 Oper: JCARTER Chan:009

State: IN Cnty: ST JOSEPH Twp: PORTAGE  
Cityname: SOUTH BEND Inside: Y Near: N  
Subdivision:

Address : 1029  
Street : N ADAMS ST  
Cross 1 : VASSAR AVE Within 1/4 mile: Y  
Location: LOCATE BACK YARD  
:  
Grids : 4141C8616B 4141C8616C 4141D8616B 4141D8616C  
Boundary: n 41.689774 s 41.686952 w -86.275942 e -86.274446

Work type : FENCE POSTS  
Done for : JAMES WHITE  
Start date: 08/29/2013 Time: 21:18 Hours notice: 0/000 Priority: EMER  
Ug/Oh/Both: U Blasting: N Boring: N Railroad: N Emergency: Y  
Duration : UNKNOWN Depth: 2 FEET

Company : JAMES WHITE Type: HOME  
Co addr : 1029 ADAMS  
City : SOUTH BEND State: IN Zip: 46628  
Caller : JAMES WHITE Phone: (574)323-5840  
Contact : JAMES WHITE - CELL Phone:  
BestTime:  
Mobile : (574)323-5840  
Email : MICHIGANIAC@GMAIL.COM

Remarks : All tickets are taken and processed on Eastern Daylight Time  
PER JAMES WHITE - HIT GAS LINE - HISSING AND SMELLING GAS - DIGGING IN BACK YARD  
BETWEEN GARAGE AND HOUSE - NO PRIOR TICKET - HAS CALLED NIPSCO  
Will you be white-lining the dig site area? NO  
:

Submitted date: 08/29/2013 Time: 21:15  
Members: AEPIN COMCN ID5610 NIPSCO SBCIN SM

Fact Based Investigation Report

**Notification ID** 01820130829014  
**Damage Date** 08/29/2013 21:21  
**Notified By** JAMES WHITE ()  
**Damage Address** 1029 N ADAMS  
ST  
SOUTH  
BEND, IN  
**District** Northern Indiana  
**Notification Date** 08/29/2013 21:25

---

**Damaged Customer** NIPSCO

---

**Investigation Date From** 08/29/2013 21:50:00 **To** 08/29/2013 22:40:00

---

**Excavator Involved** Homeowner  
**Type of Excavation** DIGGING FENCE POST

---

<b>Orig. Locate Request</b>	<b>Start Date</b>
<b>Type of Ticket</b>	<b>Locate Req. Info</b> N/A Yes

---

**Damage Request #** 1308293716 **Start Date** 08/29/2013 21:20

---

**Pictures Taken By** Josh Stillwagon **Date** 08/29/2013 22:25  
**Photography Type** Digital **Frame #** see 1308293716

---

**Investigator Emp. #** 130534 **Investigator Name** Josh Scheibelhut  
**Based on your investigation, is further investigation needed?** No

---

**Fact Based Investigation Customer Information**

<b>Facility Description</b> Low Profile	<b>Facility ID</b> Gas Service
<b>Locator Name &amp; EMP #</b> -	<b>Locator Not Known</b> Yes

---

**Investigation Findings**

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

---

**Investigation Methods**

Investigator Verified Existing Marks By Hooking Up  
Visual, Facility Exposed At Time Of Investigation

---

**Investigator Statement/Causal Factors**

No locate request on file. Homeowner was digging with locates.

**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**

Josh Stillwagon, USIC

---

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

**Were any other indicators of facility present in the area?** No

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

# Facility Damage Report (FDR)

---

## NIPSCO Facility Damage Report

---

**Local Operating Area (LOA) and Regional Manager:** South Bend LOA - Randy Dunn

**Field or Crew Supervisor:** Garry King, South Bend LOA (Plymouth)

**Facility Damage Reporter:** Robert Hayward, Damage Prevention Field Coordinator

**The facility damage reporter visited the accident site.:** No

**E-mail of Damage Reporter:** rhayward@nisource.com

**Locate Performed By:** No Locate Requested

**Report Date and Time:** Sunday, September 15, 2013 03:51 PM

**Job Order Number:** 602998-6

**Total Investigative Hours (including drive time and reporting hours):** 2.5

**Accident Date and Time:** Thursday, August 29, 2013 09:14 PM

**Report Status:** Field Complete

**Reporter's Signature**

Robert Hayward

---

**Damage Location**

**Place of Accident:** 1029 N Adams St  
South Bend , IN 46628

**Township:** Portage

**County:** St. Joseph County

---

**Excavator Contact Information**

**Excavator Operator** James White  
**or Homeowner**  
**Name:**

**Company Address:** 1029 N Adams St  
South Bend , IN 46628

**Excavator** michianiac@gmail.com  
**Company or**  
**Homeowner**  
**E-Mail:**

**Company or** (574)-323-5840  
**Homeowner Phone**  
**Number:**

---

**Field Observations**

**Gender of** Male  
**Excavator (the**  
**person at fault):**

**Name and phone number of person in charge of work site at time of damages:** James White - (574)-323-5840

**Type of excavator:** Homeowner

**E-mail of person in charge:** michianiac@gmail.com

**Responsible party personal name:** James White

**Responsible party's title:** Home

**Responsible party's e-mail:** michianiac@gmail.com

---

**Right of Way (ROW) Where Event Occurred**

---

**Private ROW:** Private land owner

**Dedicated public utility easement:**

**Unknown:**

---

**Damage to Gas Facility**

---

**Was the Hit Kit used?**

**Yes:**

**No:**

**How deep is the gas facility?:** 18" per serviceman on site.

**Was an EFV used to stop the flow of gas on the damaged facility?:** No

**Where did the damage occur?:** FACILITY damage occurred BELOW ground

**Where did the excavator buy the materials that caused damage?:** National Chain/Menards

**Is the facility NEW and NOT properly MARKED?:** No

**Main Type:** Distribution main

**Distribution Facility Type :** Service

**Line Size:** 5/8 inches

**Material :** Plastic

**Pressure (PSI):** 35

**Gas was released:**

**Gas was NOT released:**

**Did an evacuation take place?:** No

**Diameter of HOLE in the gas facility:** 1/8"

**Number of people evacuated:** 0

**Service was NOT interrupted:**

**Service was interrupted:**

**Number of customers that lost service:** 1

---

**Locate Assessment**

---

**USIC Tracking Number:** 018 2013 0829 015

**811 Original Excavator Locate Ticket Number:** No Locate Request

**Excavator 811 Damage Locate Ticket Number:** 1308293716

**Does this job site have a valid 811 Locate Ticket number?:** No

**Was the excavator working under an EXPIRED locate ticket?:** No

**Was the excavator working under SOMEONE ELSE'S locate ticket?:** No

**Did the excavator get positive feedback from USIC that locates were complete and it was OK to DIG?:** No

**Distance between locate marks and the facility:** No Locate Request, No Marks

**White-lined:**

- Locate marks visible:
- Paint:
- Flagged:
- Incomplete:
- Partial:
- Complete:
- Satisfactory:
- Unsatisfactory:

---

**Witness #1**

---

**Name of Witness #1 and Phone Number:** Adam Novak - South Bend Serviceman

**Additional site observations:**

Service repaired area backfilled prior to my arrival, no photos taken.

---

**Agencies Notified**

---

**Fire Department NOT notified:**

**Fire Department notified:**

**Was the fire agency on site? (yes or no):** No

**Police NOT notified:**

**Police notified:**

Were the police on site? (yes or no): No

Was an ambulance on site?: No

---

**Media on Site**

---

Yes:

No:

---

**Work in Progress When Damage Occurred**

---

YES, the work in progress IS a project. :

Yes, the project is HIGH RISK.:

NO, the work in progress is NOT a project.:

Describe the work in progress when damage occurred.: Fencing

---

**Type of Equipment Used**

---

What type of equipment was used when the damage occurred?: Hand tools

---

**Primary Root Cause**

---

What is the PRIMARY root cause for this incident?: 1) No Locate Requested

---

**Secondary Root Cause**

---

**What is the SECONDARY root cause for this incident?:** Failed to call 811 (no notification)

---

**Summary**

---

**Summary Notations:**

Homeowner installing new fence with handtool, no locates and hit 5/8" PL gas service line.

---

**Lessons Learned/Corrective Actions**

---

**USIC:**

**Excavator:**

**NIPSCO:**

**Lessons Learned:**

Always call 811 to have facilities marked out BEFORE performing any digging.

**Corrective Actions:**

Make sure to use due dilligence when exposing buried facilities.

---

**Items Distributed**

---

**Business card:**

**Door hanger:**

**Excavator Handbook:**

**Excavator Quick Start Checklist:**

**811 QA:**

**Utility ID cards:**

**"Call 811" T-shirt:**

**Indiana 811  
refrigerator  
magnet(s):**