



Pipeline Safety Division Investigation Report

Investigation regarding: **American Residential Services**

UPPAC Database Record ID: 840

Investigator: Howard Friend

Report Date: 04/19/2012

Damage Date: 1/29/2010 4:24:07 PM

Damage Address: 306 Ash St

City: Fortville

County: Hancock

The Parties

Excavator: **American Residential Services**

Contact: Rob Snapp

Address: 25 Woodrow Avenue, Indianapolis, In 46241

Telephone:

Facility Owner: Vectren

Contact: Darlene Kulhanek

Address: 1 N Main Street, Evansville, IN 47702

Pipeline Facility

Facility Type: Natural Gas

Facility Function: Service/Drop

Investigation regarding: American Residential Services

UPPAC Database Record ID: 840

Damage Impact

Product release: Yes

Ignition: No

Service Interruption: True

Number of Customers Affected: 1

Injuries: 0

Fatalities: 0

Repair Cost (if known): \$978

Excavator Activities/Cause of damage information:

Excavator request locates: Yes Indiana 811 ticket Number: 1001290067

Type of Equipment: Backhoe/Trackhoe

Type of work performed: Sewer (Sanitary/Storm)

Synopsis: A natural gas service was damaged during excavation for a sewer line.

Findings: Reported by IN811, excavator hand exposed a retired steel service line and then proceeded to excavate with a backhoe and severed an active plastic natural gas service.

Conclusion: Excavator was digging with mechanized equipment within two (2) feet of a marked facility.

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

American Residential Services currently has 1 other report of damages in the record, between 1/29/2010 4:24:07 PM and 6/23/2010 2:49:33 PM.

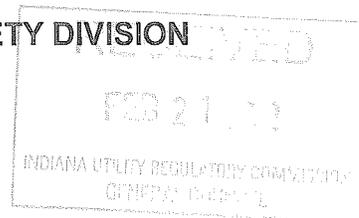
NO

LOCATE

TICKET

PROVIDED


DAMAGE INFORMATION REPORT – PIPELINE SAFETY DIVISION

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

 Submitted to IURC-Pipeline Safety on: 1-24-2012
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: American Residential Services

 Business address (*number and street*): 25 Woodrow Avenue

 City, State, and ZIP code: Indianapolis, IN 46241

 Telephone number (*area code*): 317-390-5555

 Fax number (*area code*): Unknown

 E-mail address: Unknown
Excavation or Demolition Information

 Excavator type: Contractor

 Excavation or demolition equipment: Backhoe/Trackhoe

 Type of work performed: Telecommunications

Date and Location of Damage

Date of damage (month, day, year): 1-29-2010

County: Hancock

City: Fortville

Street address (number and street, city, state, and ZIP code):
306 Ash Street, Fortville, IN

Nearest intersection: Madison

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): 2.5

Enter number of injuries, if applicable and known: 0

Enter number of fatalities, if applicable and known: 0

Property damage, Estimate \$ 978.22

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: 1001290067

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:

Was site marked by "White Lining"? No

Were special instructions part of the locate request? No

Were maps used to complete the locate request? Unknown/Other

Were pipeline company representatives on site during excavation? No

Did the excavator notify the operator in the event of this damage? No

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: Other

Additional Comments

1" plastic service severed by backhoe. Hand exposed abandon 3/4" steel line, thought he was good.

FACILITIES DAMAGE REPORT GAS

Task No.: 103.0510

Capital O&M (circle one)

FDS0010839

Vectren Corporation

Form 3112 (Rev. 10/04)

- Indiana Gas
Sigeco
Vectren Energy Delivery of Ohio

TIME: 4:30 AM/PM

DATE OF DAMAGE: 1, 29, 10

Cost Center No.: 5833

DAMAGE SITE ADDRESS: 306 Ash St

LOT #: CITY: Fortville

FACILITIES DAMAGED

- MAIN
SERVICE
REGULATOR STATION
FARM TAP
RESIDENTIAL METER
METER INDUSTRIAL/COMMERCIAL
OTHER

- SIZE(S)
0.50 INCH
0.75 INCH
1.00 INCH
2.00 INCH
4.00 INCH
6.00 INCH
OTHER

TYPE OF MATERIAL

- PLASTIC
STEEL
CAST IRON
OTHER

DAMAGE TYPE

- SEVERED
NOT CUT
PUNCTURE
SIZE X

PRESSURE

- 25 PSIG
40 PSIG
50 PSIG
60 PSIG
6 WC
OTHER 20 lbs

PROTECTION IN PLACE

- RAIL
POST
NONE
N/A

LEAK REPORT

634023

- ONE-WAY FEED
TWO-WAY FEED

DURATION OF ESCAPING GAS

MINUTES 1
EFV ACTIVATED YES NO

DAMAGED BY

- CONTRACTOR
MUNICIPALITY/UTILITY
VEHICULAR ACCIDENT
COMPANY CREW
UNKNOWN
PROPERTY OWNER/TENANT
OTHER

TYPE OF CONSTRUCTION

- SEWER/DRAIN
WATER
ELECTRIC
TELEPHONE
CEMENT/PAVING
TV CABLE
FENCING
FOOTERS
OTHER

WORKING FOR

- CITY
STATE
PROPERTY OWNER
OTHER

TYPE OF EQUIPMENT

- BACKHOE
TRACKHOE
PLOW
TRENCHER
BULLDOZER
POSTHOLE DIGGERS
BORE
AUGER
STAKE/SHOVEL
OTHER

DAMAGING PARTY

- DID NOT REQUEST LOCATES
DID NOT HAND DIG
USED EXPIRED LOCATES
OTHER 2 times, 1 exp

NUMBER OF CUSTOMERS AFFECTED: 1

TOTAL HOURS SERVICE WAS OFF: 2.5

INVOICE: YES NO X

DAMAGING PARTY

NAME: Paul Johnson
ADDRESS: 25 Woodrow Ave
CITY/STATE/ZIP: Indianapolis IN

PREPARED BY: [Signature] DATE: 1-29-10

317-390-5555 work (over)

317-710-8054 - cell

INCLUDE ANY OBSERVATIONS ON BACK OF FORM [Signature]

VISUAL OBSERVATION AT DAMAGE SITE

- LOCATE NOT APPLICABLE
FACILITIES PROPERLY MARKED
MARKING METHODS: CONVENTIONAL, OFFSET, FLAGS, PAINT, STAKES, WHISKERS
LOCATE MARKINGS FADED: YES NO
WRONG ADDRESS REQUESTED
FACILITIES IMPROPERLY LOCATED
QUALIFIED LOCATOR COULD NOT HAVE ACCURATELY LOCATED
INACCURATE MAPS/CARDS
BROKEN OR NO TRACER WIRE (PLASTIC)
INSULATION PREVENTING ACCURATE LOCATE
LOCATOR ERROR
QUALIFIED LOCATOR COULD HAVE ACCURATELY LOCATED
INCOMPLETE LOCATE
MARKINGS OFF BY (FEET/INCHES)
INAPPROPRIATE SITE MARKINGS
NO LOCATE PERFORMED
FAILURE TO FOLLOW POLICY
WRONG ADDRESS LOCATED

OBSERVATION BY: [Signature]

NAME OF LOCATOR:

- COPY OF MARKOUT REQUEST PROVIDED WITHIN 2 WORKING DAYS

NOTIFICATION AND OTHER DETAILS OF LOCATE

- LOCATE TICKET #:
DATE: TIME: AM/PM
REGULAR REQUEST EMERGENCY REQUEST
LOCATE COMPANY NOTIFIED
CONTACT NAME:
TIME CALLED: AM/PM
TIME LOCATOR ARRIVED AT SITE: AM/PM
COMPANY NOTIFIED OF LOCATE NEAR CRITICAL FACILITIES: YES NO

CONTRACTOR REPAIRS

- CONTRACTOR WORKING FOR VECTREN MADE REPAIRS AT OWN EXPENSE
CONTRACTOR REPAIRED DAMAGE

NAME OF CONTRACTOR:
OF REGULAR HOURS
OF OVERTIME 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.)

PARTY TO INVOICE

NAME:
ADDRESS:
CITY/STATE/ZIP:

REVIEWED BY FIELD SUPERVISOR: [Signature] DATE: 2-3-10

EMERGENCY

Ticket : 1001290067 Date: 01/29/2010 Time: 08:07 Oper: DKEMP Chan:034

State: IN Cnty: HANCOCK Twp: VERNON
 Cityname: FORTVILLE Inside: Y Near: N
 Subdivision:

Address : 306
 Street : ASH ST
 Cross 1 : S MADISON ST Within 1/4 mile: Y
 Location: LOCATE ENTIRE PROPERTY
 :
 Grids : 3956D8550B

Work type : SEWER REPLACEMENT
 Done for : BOLANDER
 Start date: 01/29/2010 Time: 08:08 Hours notice: 0/000 Priority: EMER
 Ug/Oh/Both: U Blasting: N Boring: N Railroad: N Emergency: Y
 Duration : 2 DAYS Depth: 4 FEET

Company : AMERICAN RESIDENTIAL SERVICES Type: CONT
 Co addr : 25 WOODROW AVENUE
 City : INDIANAPOLIS State: IN Zip: 46241
 Caller : ROB SNAPP Phone: (317)390-5555
 Contact : ROB SNAP CELL Phone:
 BestTime:
 Mobile : (317)710-9008
 Fax : (317)390-5530

Remarks : CREW ENROUTE
 :

Submitted date: 01/29/2010 Time: 08:07

Members: ID0002 ID0660 ID2034 ID3131 ID4044 ID5519 ID7053 ID9999 SM ID5857
 SM SM SM

Member Name	Facility Types
AT&T - TRANSMISSION	FIBER OPTIC
BRIGHT HOUSE NETWORKS INDIANAPOLIS	CABLE TV
CENTURYLINK	TELEPHONE
COMCAST NORTHEAST (NOBLESVILLE)	CABLE TV
DUKE ENERGY / FORMERLY CINERGY	ELECTRIC
FORTVILLE WATER & SEWER WORKS	SEWER & WATER
NINE STAR CONNECT / FORMERLY HANCOCK TELECOM	TELEPHONE
VECTREN - GREENFIELD	GAS

[View Map](#)

[Close Map](#)

DAMAGE

Ticket : 1001291278 Date: 01/29/2010 Time: 16:22 Oper: CODOM Chan:016

State: IN Cnty: HANCOCK Twp: VERNON
 Cityname: FORTVILLE Inside: Y Near: N
 Subdivision:

Address : 306
 Street : ASH ST
 Cross 1 : S MADISON ST Within 1/4 mile: Y
 Location: LOCATE ENTIRE PROPERTY
 :
 Grids : 3956D8550B

Work type : SEWER REPLACEMENT
 Done for : BOLANDER
 Start date: 01/29/2010 Time: 16:22 Hours notice: 0/000 Priority: EMER
 Ug/Oh/Both: U Blasting: N Boring: N Railroad: N Emergency: Y
 Duration : 2 DAYS Depth: 4 FEET

Company : AMERICAN RESIDENTIAL SERVICES Type: CONT
 Co addr : 25 WOODROW AVENUE
 City : INDIANAPOLIS State: IN Zip: 46241
 Caller : ROB SNAPP Phone: (317)390-5555
 Contact : ROB SNAP CELL Phone:
 BestTime:
 Mobile : (317)710-9008
 Fax : (317)390-5530

Remarks : PER PAUL JOHNSON -- HIT A GAS LINE UP NEXT TO THE FRONT OF THE HOUSE
 AT THE ADDRESS GIVEN -- LINE IS NOT BLOWING -- CREW IS ON SITE -- WILL CALL
 VECTREN -- PREVIOUS TICKET 1001290067 -- THANK YOU
 :

Submitted date: 01/29/2010 Time: 16:22
 Members: ID0002 ID0660 ID2034 ID3131 ID4044 ID5519 ID7053 ID9999 SM ID5857
 SM SM SM

Member Name	Facility Types
AT&T - TRANSMISSION	FIBER OPTIC
BRIGHT HOUSE NETWORKS INDIANAPOLIS	CABLE TV
CENTURYLINK	TELEPHONE
COMCAST NORTHEAST (NOBLESVILLE)	CABLE TV
DUKE ENERGY / FORMERLY CINERGY	ELECTRIC
FORTVILLE WATER & SEWER WORKS	SEWER & WATER
NINE STAR CONNECT / FORMERLY HANCOCK TELECOM	TELEPHONE
VECTREN - GREENFIELD	GAS

[View Map](#)

[Close Map](#)

Service Order Status

Wednesday, January 25, 2012

Enter Service Order Number:

4206721



Print Form Print Labels

Banner Instance: CS03PROD CS01PROD CS02PROD
Order Number: N4206721
Order Type: LEAK
Order Status: Completed

Customer: 620360029 - BOLANDER II EARL N
Prem: 5372699 - 306 ASH ST

Technician: 6839 - Hicks, Jeremy

Order Dates and Times

Need Date: 1/29/2010 4:59:00 PM
Time Created: 1/29/2010 4:35:44 PM
Time Dispatched: 1/29/2010 4:35:44 PM
Time In Route: 1/29/2010 4:40:27 PM
Time On-Site: 1/29/2010 4:57:30 PM
Tech Complete: 1/29/2010 7:42:27 PM
Time Closed: 1/29/2010 7:42:27 PM

Events Performed/Completion Code

LKOT - CMP

Meter Information

Current ReadStatus

Old Meter: 7281 Active
New Meter:

Completion Notes

GAS ON...SERV.WAS CUT BY PLUMERS...CALLED SUP. ON CALL MR.STEED WHO CALLED CREW OUT (JACE AND INMAN)..FIXED 1" LINE...ALL LEAK TESTS WAS GOOD...RELIT ALL APPL. AND THEY ARE RUNNING GOOD...CUST WAS HOME..

Request Notes

1-29-2010 Laurie with Indiana 811 advises American Residential Serv has struck a gas line not blowing Rob Snapp 317-710-9008 xst S Madison # 1001291278

MDSI Event Dates and Times

Event	Date/Time	User
AsnAssignmentManualAck_evt	1/29/2010 4:40:18 PM	Hicks, Jeremy
AsnAssignmentEnRoute_evt	1/29/2010 4:40:27 PM	Hicks, Jeremy
AsnAssignmentOnSite_evt	1/29/2010 4:57:30 PM	Hicks, Jeremy
OrdOrderComplete_evt	1/29/2010 7:42:27 PM	Hicks, Jeremy

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

Information Request

Pipeline Safety Division Indiana Utility Regulatory Commission

Case No. 840

The Pipeline Safety Division of the Indiana Utility Regulatory Commission requests any and all information you can provide regarding the following criteria:

The Parties:

Excavator Information:

Business Name: *AMERICAN RESIDENTIAL SERVICES*

Responsible Party Personal Name: *BRUCE MAYER*

Title (if any): *PLUMBING MANAGER*

Address: *25 WOODROW AVE*

City, State Zip: *INDIANAPOLIS, IN 46241*

Preferred Telephone: *317-484-3616*

Cell Phone Number:

Email Address: *B.MAYER@ARS.COM*

Facility Information:

Business Name:

Responsible Party Personal Name:

Title (if any):

Address:

City, State, Zip:

Preferred Telephone:

Cell Phone Number:

Email Address:

Locator Service Information:

Business Name: *SMP*

Responsible Party Personal Name:

Title (if any):

Address:

City, State Zip:

Preferred Telephone: *800-382-5544*

Cell Phone Number:

Email Address:

Other (Witness, Police, Fire, Other) Information:

Personal Contact:

Business/Organization Name:

Title (if any)

Address:

City, State, Zip:

Preferred Telephone:

Cell Phone Number:

Email Address:

Utility Line Impact:

Location of Damage:

Address: 306 ASH ST.

City, State Zip: FORTVILLE, IN 46040

Nearest Intersection:

Product Type (circle one):

Natural Gas

Liquid Pipeline

Unknown/Other

Facility Type (circle one):

Distribution

Gathering

Service/Drop

Transmission

Unknown/Other

Size (Diameter/etc.): 1"

Pressure (PSIG/Inches): 6" wc

Interruption in Service: Yes No Number of Customers Affected: 1

Evacuation: No If yes, How Many Evacuated? NA

Repair Cost (if known): \$ _____

Cause of Damage Information:

Type of Equipment (circle one):

Auger

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 (circle 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

Waterway Improvement

Unknown/Other

Release of Product: Yes / No

Ignition and/or Fire: Yes / No

Excavator Notify 811: Yes / No

Locate Information:

Excavator Request Locate: Yes / No

Indiana 811 Locate Ticket Number: 1001290067

Locate Marks Visible: Yes / No

Locate Marks Correct: Yes / No

Excavator "White Lined": Yes / No - ?

Maps Used to Mark Facilities: Yes / No - ?

Was Locate Provided within Two (2) Working Days: Yes / No

Operator Employees On-site during Excavation: Yes / No

Incident Impact Information:

Number of Outpatient Treated: 0

Number of Inpatient Treated: 0

Number of Fatalities: 0

Fire Department Response: Yes / No

Police Department Response: Yes / No

Ambulance Response: Yes / No

Additional Information/Comments:

BOTH THE OPERATOR AND HELPER ON JOB ARE NO LONGER WITH COMPANY.
I AM UNABLE TO INTERVIEW THEM TO SEE WHAT HAPPENED. THIS OCCURED ALMOST 2 YEARS AGO.

YOUR PIPELINE SAFETY DIVISION CASE NO. 840

YOUR FULL NAME: BRUCE MAYER

FULL NAME OF BUSINESS/ENTITY (if applicable): AMERICAN RESIDENTIAL SERVICES

YOUR BUSINESS TITLE (if applicable): PLUMBING MANAGER

ADDRESS: 25 WOODROW AVE

CITY: INDIANAPOLIS STATE: IN ZIP CODE: 46241

YOUR TELEPHONE NUMBER: (317) 484-3616 SECOND NO. () -

YOUR EMAIL ADDRESS: BMAYER@ARS.COM

TODAY'S DATE: 12-12-11

YOUR SIGNATURE:  TITLE (if any) _____

Please return your Narrative Statement and Answers to the above questions to:

**Pipeline Safety Division – Case No. 840
Indiana Utility Regulatory Commission
101 West Washington Street, # 1500E
Indianapolis, IN 46204**

Or scan document(s) and Email to:

PipelineDamageCase@urc.in.gov