



## Pipeline Safety Division Investigation Report

### Investigation regarding: **Citizens Water Company**

UPPAC Database Record ID: 3082

Investigator: Howard Friend

Report Date: 08/16/2012

Damage Date: 06/13/2012

Damage Address: 3453 N Parker Ave

City: Indianapolis

County: Marion

### The Parties

Excavator: **Citizens Water Company**

Contact: Jim Allen, Manager Underground Maintenance

Address: 2020 N Meridian St, Indianapolis, In 46202

Telephone: 317-263-6539

Facility Owner: Citizens Gas

Contact: Tony Chan

Address: 2150 Dr. Martin Luther King Jr. Street, Indianapolis, IN 46202

### Pipeline Facility

Facility Type: Natural Gas

Facility Function: Service/Drop

**Investigation regarding: Citizens Water Company**

UPPAC Database Record ID: 3082

**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 Indiana 811 ticket Number: 1206053566

Type of Equipment: Backhoe/Trackhoe

Type of work performed: Water

**Synopsis:** A natural gas service was damaged during excavation for water line installation.

**Findings:** Reported by Tony Chan; excavator's response to initial notice was received on 08/13/2012. The excavator was using mechanized equipment to break up a concrete curb directly over a marked gas facility.

**Conclusion:** Excavator failed to maintain the required clearance with mechanized equipment.

**Violation: IC 8-1-26-20(b): Failure to plan excavation to avoid damage or interference with underground facilities; Failure to maintain two (2) feet clearance with mechanized equipment.**



## DAMAGE INFORMATION REPORT – PIPELINE SAFETY DIVISION

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

Submitted to IURC-Pipeline Safety on: Jun 26, 2012

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### Who is submitting this information?

Name of person providing this information: Tony Chan (Citizens Gas)

Business address (*number and street*): 2150 Dr. M.L. King Jr. St.

City, State, and ZIP code: Indianapolis, IN 46202

Telephone number (*area code*): (317) 927-4619

Fax number (*area code*): (317) 927-4619

E-mail address: AChan@CitizensEnergyGroup.com

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### Excavator Information, if known

Full name: CITIZENS WATER

Business address (*number and street*): 2020 N MERIDIAN ST

City, State, and ZIP code: Indianapolis, IN 46202

Telephone number (*area code*): \_\_\_\_\_

Fax number (*area code*): \_\_\_\_\_

E-mail address: \_\_\_\_\_

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### Excavation or Demolition Information

Excavator type: Utility

Excavation or demolition equipment: Backhoe/Trackhoe

Type of work performed: Water

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## Date and Location of Damage

Date of damage (*month, day, year*): Jun 13, 2012

County: Marion

City: Indianapolis

Street address (*number and street, city, state, and ZIP code*):  
3453 N PARKER AVE

Nearest intersection: E 35TH ST

Right of way where damage occurred: Public - City Street

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*): 1.5

Enter number of injuries, if applicable and known: 0

Enter number of fatalities, if applicable and known: 0

Property damage, Estimate \$ 0

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## 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? 12

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## Notification, Locating, Marking

Did excavator request locates prior to commencing work? Yes

Enter Indiana 811 ticket number, if known: 1206053566

Was the locate request completed within two working days? Yes

If locates were performed, were they done so by a contractor or pipeline employee? Contractor

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? Yes

Were pipeline company representatives on site during excavation? No

Did the excavator notify the operator in the event of this damage? Yes

Did the excavator notify Indiana 811 in the event of this damage? No

Did the excavator notify 911 in the event of a release of product? No

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### **Description of Cause**

Select from the list the most accurate cause for the damage: --Failure to use hand tools where required

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### **Additional Comments**



## INFORMATION REQUEST

State Form 54909 (2-12)

INDIANA UTILITY REGULATORY COMMISSION – PIPELINE SAFETY DIVISION

Case Number: 3082

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

*Upon completion of answers select email button for submission.*

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### The Parties

#### Excavator Information:

Business Name: Citizens Water

Responsible Party Personal Name: Mr. Jim Allen

Title (if any): Manager, Underground Maintenance

Address (number and street): 1220 Waterway Boulevard

City, State and ZIP Code: Indianapolis, Indiana

Preferred Telephone Number (area code): 317.263.6539

Cellular Telephone Number (area code): 317.281.5944

Email Address: jallen@citizensenergygroup.com

#### Facility Information:

Business Name: Citizens Gas

Responsible Party Personal Name: Tony Chan

Title (if any): Manager, Gas Distribution

Address (number and street): 2150 Dr. Martin Luther King Jr. Street

City, State and ZIP Code: Indianapolis, Indiana 46202

Preferred Telephone Number (area code): 317.927.4619

Cellular Telephone Number (area code): \_\_\_\_\_

Email Address: achan@citizensenergygroup.com

**Locator Service Information:**

Business Name: USIC

Responsible Party Personal Name: unknown

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

Address (number and street): 9045 North River Road, Suite 300

City, State and ZIP Code: Indianapolis, Indiana 46240

Preferred Telephone Number (area code): 317.575.7800

Cellular Telephone Number (area code): unknown

Email Address: unknown

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**Cause of Damage Information**

Type of Equipment (select one): Backhoe/Trackhoe

Type of Work Performed (select one): Water

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

Personal Contact: None

Business/Organization Name: \_\_\_\_\_

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

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

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

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

Cellular Telephone Number (area code): \_\_\_\_\_

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

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**Utility Line Impact**

**Location of Damage:**

Address (*number and street*): 3453 North Parker Avenue \_\_\_\_\_

City, State and ZIP Code: Indianapolis, Indiana 46202 \_\_\_\_\_

Nearest Intersection: North Parker Avenue and East 35th Street \_\_\_\_\_

**Product Type (*select one*):** Natural Gas

**Facility Type (*select one*):** Distribution

**Size (Diameter/etc.):** unknown \_\_\_\_\_

**Pressure (PSIG/Inches):** unknown \_\_\_\_\_

**Interruption in Service:**  Yes  No **Number of Customers Affected:** <sup>1</sup> \_\_\_\_\_

**Evacuation:**  Yes  No **If yes, How Many Evacuated?** \_\_\_\_\_

**Repair Cost (if known):** \$ \_\_\_\_\_

**Release of Product:**  Yes  No

**Ignition and/or Fire:**  Yes  No

**Excavator Notify 811:**  Yes  No

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**Locate Information**

**Excavator Request Locate:**  Yes  No

**Indiana 811 Locate Ticket Number:** 1206053566 \_\_\_\_\_

**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:** <sup>0</sup> \_\_\_\_\_

**Number of Inpatient Treated:** <sup>0</sup> \_\_\_\_\_

**Number of Fatalities:** <sup>0</sup> \_\_\_\_\_

**Fire Department Response:**  Yes  No  
**Police Department Response:**  Yes  No  
**Ambulance Response:**  Yes  No

**Additional Information / Comments**

Citizens Water responds to the potential violations identified in the Notice of July 13, 2012, as follows:

1. IC 8-1-26-16(g): Failure to provide notice of excavation.  
Citizens Water did provide notice to 811 of its intent to excavate as indicated by the above-referenced locate number.
2. IC 8-1-26-16(h): Failure to perform required white lining.  
White lining should not have been required under these circumstances as the physical location of the work should have been able to be provided as indicated by the street address provided above in reference to the event location. Additionally, the excavation was being performed by Citizens Water as an emergency to repair a water service line.
3. IC 8-1-26-20(b): Failure to maintain two (2) feet clearance with mechanized equipment.  
At the time the gas facility was struck, Citizens Water would have been unable to maintain 2-feet of clearance with mechanized equipment because Citizens Water had not begun excavating real property. Citizens Water was breaking up a curb to be able to gain access to the real property and begin hand digging. The curb was 13-inches thick and the gas facility was only 13-inches deep and was in direct contact with the curb.

The responses provided herein are based upon information and belief after consultation with employees of Citizens Water, and Citizens Water reserves the right to supplement or amend them in the event additional information becomes available. +

**NARRATIVE STATEMENT**

Your Pipeline Safety Division Case Number: 3082

Your Full Name: Lauren Toppen

Full Name of Business / Entity (if applicable): Citizens Energy Group

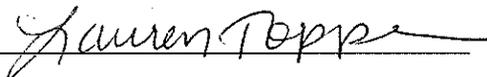
Your Business Title (if applicable): Counsel

Address (number and street): 2020 North Meridian Street

City: Indianapolis State: Indiana ZIP Code: 46202

Your E-mail Address: ltoppen@citizensenergygroup.com

Today's Date (month, day, year): August 13, 2012

Your Signature:  Title (if any) Counsel

Please return your Narrative Statement to:

**Pipeline Safety Division – Case Number 3082**  
**Indiana Utility Regulatory Commission**  
**101 West Washington Street, 1500E**  
**Indianapolis, IN 46204**

Or scan the statement and Email to:

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