



Pipeline Safety Division Investigation Report

Investigation regarding: Qc Communications

UPPAC Database Record ID: 3133

Investigator: Howard Friend

Report Date: 8/27/2012

Damage Date: 6/1/2012 10:02:53 AM

Damage Address: Harvest Ridge Cir

City: Franklin

County: Johnson

The Parties

Excavator: **Qc Communications**

Contact: Jerry Howard

Address: 7925 West 100 South, Wabash, In 46992

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: Qc Communications

UPPAC Database Record ID: 3133

Damage Impact

Product release: Yes

Ignition: No

Service Interruption: True

Number of Customers Affected: 1

Injuries: 0

Fatalities: 0

Repair Cost (if known): \$618

Excavator Activities/Cause of damage information:

Excavator request locates: Yes Indiana 811 ticket Number: 1205291369

Type of Equipment: Boring

Type of work performed: Telecommunications

Synopsis: A natural gas service was damaged during boring operations for a telecommunications line.

Findings: Reported by Indiana 811; the excavator failed to respond to initial notice which was delivered and signed for on 7/16/2012. The excavator had a valid locate request and the operator provided accurate locate markings. The excavator failed to maintain two (2) feet of clearance with mechanized equipment.

Conclusion: There was a failure to maintain two (2) feet of clearance.

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.



INDIANA UTILITY REGULATORY COMMISSION
101 W. WASHINGTON STREET, SUITE 1500E
INDIANAPOLIS, INDIANA 46204-3407

<http://www.in.gov/iurc>
Office: (317) 232-2701
Facsimile: (317) 232-6758

July 13, 2012

Ms. Darlene Kulhanek
Vectren
1 N Main Street
Evansville, IN 47702

Subject: Investigation Request for Information

Date of Event: 6/1/2012

Event Location: Harvest Ridge Cir, Franklin

Facility Owner: Vectren

Excavator: Qc Communications

Other Party: N/A

Pipeline Division Case No. 3133

Dear Ms. Kulhanek:

Pursuant to Indiana Code 8-1-26, the *Indiana Damage to Underground Facilities Act*, the Pipeline Safety Division of the Indiana Utility Regulatory Commission ("Pipeline Division") is required to investigate reported incidents of alleged statutory violations involving underground pipeline safety. The purpose of this statute is to promote excavation and pipeline safety and to reduce the imminent danger to life, health, property, or loss of service associated with unsafe digging practices. Please note that the investigation does not entail determining criminal liability or a civil determination of fault or damages; however, it does determine whether any statutory violations were committed regarding public safety.

The Pipeline Division received information regarding potential statutory violations regarding the date and location referenced above. You were identified as a person or entity that might have information that would assist the Pipeline Division in its investigation. Therefore, we have contacted you in order to receive the full account of information in order to make a fair determination related to the circumstances of this incident.

We have asked all involved parties, entities and witnesses to provide *written* information within *30 days* in order to meet legal deadlines to conclude our investigation. **Please consider this letter as a formal request to receive any and all information and evidence (including a narrative, documentation, maps, photographs or any other written information) you can access regarding anything you may know about the incident referenced above.**



DAMAGE INFORMATION REPORT – PIPELINE SAFETY DIVISION

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

Submitted to IURC-Pipeline Safety on: 07-19-2012

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: QC Communications

Business address (*number and street*): 7925 W County Rd 100 S

City, State, and ZIP code: Wabash, IN 46992

Telephone number (*area code*): 800-421-0582

Fax number (*area code*): 260-563-0963

E-mail address: Unknown

Excavation or Demolition Information

Excavator type: Contractor

Excavation or demolition equipment: Boring

Type of work performed: Telecommunications

Date and Location of Damage

Date of damage (*month, day, year*): 6-1-2012

County: Johnson

City: Franklin

Street address (*number and street, city, state, and ZIP code*):
1117 Harvest Ridge Circle, Franklin, IN

Nearest intersection: Unknown

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*): 2

Enter number of injuries, if applicable and known: 0

Enter number of fatalities, if applicable and known: 0

Property damage, Estimate \$ 618.02

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: 1205291369

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? Unknown/Other

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? Yes

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: --Failure to use hand tools where required

Additional Comments

1" plastic main severed by bore. Not hand exposed.



2 VECTREN ENERGY DELIVERY OF INDIANA - NORTH

NOW DUE
\$618.02

Q C COMMUNICATIONS
7925 W COUNTY RD 100 S
WABASH, IN 46992

Type: GAS
Invoice: FDS0016316
BillToID: 31986
Billing Date: 7/6/2012
Date of Loss: 6/1/2012
5835 103.0510

Please return this portion with your remittance.



Mail Payment To:
Vectren Energy Delivery of Indiana - North
1239 Reliable Parkway
Chicago, IL 60686-0012
Inquiries: 1-877-902-2934, Mon.-Fri., 8-5
Risk Management/Claims Department

NOW DUE
\$618.02

Q C COMMUNICATIONS
7925 W COUNTY RD 100 S
WABASH, IN 46992

Type: GAS
Invoice: FDS0016316
BillToID: 31986
Billing Date: 7/6/2012
Date of Loss: 6/1/2012

Invoice For Costs to Repair and Reconstruct Damaged Property

Address: 1117 HARVEST RIDGE CIR, FRANKLIN
1" PLASTIC SERVICE SEVERED BY BORE. DID NOT HAND EXPOSE.

Material:	\$41.04
Company Labor:	\$404.86
Contract Labor:	\$0.00
Transportation/Equipment:	\$134.38
Misc:	\$0.00
Gas Loss:	\$37.74
Adjustments:	\$0.00
Payments:	\$0.00
Total:	\$618.02

5835 103.0510

Remember, call two (2) working days before digging. Contact I.U.P.S. at 1-800-382-5544.

Vectren Claim Number: _____

FDS 0016316

Task No: 103.0570 Capital / O & M (circle one)

Police Report / MO #: _____

Date of Damage 6 / 1 / 12

Vectren Claims Camera:

Cost Center # 5835

FACILITIES DAMAGE REPORT

GAS

VE02167
4

Time Occurred 10:15 am / pm

Time Found 10:22 am / pm

Latitude 39.501650 Longitude: -86.076170

DAMAGE SITE:

Address 1117 Harvest Ridge Cir Lot # _____

FACILITY TYPE:

- Distribution Propane
- Service Storage
- Transmission: (include supplemental report)

County Johnson City Franklin State IN Township Franklin

FACILITIES DAMAGED:	ORIFICE SIZE(S):	(1)	(2)	(3)
<input type="checkbox"/> Farm Tap	0.50 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Heater	5/8 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Main	0.75 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Meter (Residential)	1.00 inch	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Meter (Industrial / Commercial)	1.25 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Odorizer	2.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Regulator Station	3.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Relief Valve	4.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Riser	5.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Service Line	6.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Valve	10.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	12.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	16.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	20.00 inch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other _____	Other			

VISUAL OBSERVATION AT DAMAGE SITE:

- Visual Observation: Above Ground Below Ground 6/4
- Locate Applicable Yes No N/S
- Facilities Properly Marked Yes No N/S
- Marking Methods: Conventional Flags None
- Offset Paint Stakes Whiskers
- Locate Marking Faded: Yes No N/S
- Wrong Address Requested Yes No N/S

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:

- Failure to Follow Policy
- Inappropriate Site Markings
- Incomplete Locate
- No Locates Performed
- Qualified Locator Could Have Accurately Located
- Wrong Address Located
- Marking Off By: _____ (Feet / Inches)

- Were Facility Marks Visible Yes No
- Was Area White Lined Yes No Destroyed
- Positive Response Yes No Destroyed
- Tolerance Zone Violated Yes No
- Part of Project Yes No
- Company Representative On-Site Yes No

TYPE OF MATERIAL:

DAMAGE TYPE:

PRESSURE:

- Cast Iron
- Plastic (HDPE)
- Plastic (MDPE)
- Steel
- Other _____

- Severed
- Not Cut
- Severed
- Size 1 x 1

- 25 PSIG
- 40 PSIG
- 50 PSIG
- 55 PSIG
- 60 PSIG
- 6 WC (.2163)
- 7 WC (.252)
- Other _____

PROTECTION IN PLACE:

- Building Fence None
- Post Rail Vault N/A
- Other _____

DURATION OF ESCAPING GAS:

Minutes: 15 min

LEAK REPORT

NUMBER: 02873

EFV Activated Yes No N/S

Number of Customers Affected: 1

Total Hours Service Was Off: 2

Observation by (ID#): 3194

Name of Locator: Randy

LOCATING ORGANIZATION:

- Contract Locator
- Unknown / Other
- Utility Owner

FEED TYPE:

- One-Way Feed
- Two-Way Feed

SERVICE ORDER NUMBER: 5265243

DAMAGED BY:

- Company Crew
- Contractor
- County
- Developer
- Farmer
- Municipality
- Property Owner/ Tenant
- Railroad
- State
- Unknown
- Utility
- Vehicle Accident
- Other _____

TYPE OF CONSTRUCTION:

- Agriculture
- Building Construction
- Building Demolition
- Cable TV
- Curbs / Sidewalk
- Drainage
- Driveway
- Electric
- Engineering / Surveying
- Fencing
- Grading
- Irrigation
- Landscaping
- Liquid Pipeline
- Milling
- Pole
- Natural Gas
- Public Transit Authority
- Railroad Maintenance
- Other _____

NOTIFICATIONS AND OTHER DETAILS OF LOCATE:

Locate Ticket: 1205291369

Date: _____ Time: _____ am / pm

TYPE OF REQUEST:

- Regular Request Emergency Request
- Locate Company Notified
- Contact Name: _____
- Time Called: _____ am / pm
- Time Locator Arrived at the Site: _____ am / pm

Company Notified of Locate Near Critical Facilities Yes No N/S

Copy of Mark Out Request Provided Within 2 Working Days Yes No N/S

ONE-CALL CENTER:

- IUPPS
- OUPS
- Unknown

Vectren Claim Number: _____

TYPE OF EQUIPMENT:

- Auger
- Backhoe / Track hoe
- Boring
- Drilling
- Explosives
- Farm Equipment
- Grader / Scraper
- Hand Tools
- Milling Equipment
- Plow
- Probing Device
- Trencher
- Vacuum Equipment
- Vehicle
- Other _____

ROOT DAMAGING CAUSE:

- Abandoned Facility
- Deteriorated Facility
- Facility Could Not be Found/ Located
- Facility Was Not Located / Marked
- Failure to Maintain Clearance
- Failure to Maintain Marks
- Failure to Support Exposed Facility
- Failure to Use Hand Tools Where Required
- Improper Backfilling
- Incorrect Records / Maps
- Marking or Location Not Sufficient
- No Notification Made to One-Call
- One-Call Notification Error
- Previous Damage
- Wrong Information Provided
- Other _____

CONTRACTOR REPAIRS:

- Contractor Working for Vectren Made Repairs at Own Expense
 Yes No N/S
- Contractor Repaired Damage
 Yes No N/S

Name of Contractor: _____
 # of Regular Hours; _____
 # of Overtime Hours; _____
 # of Regular 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.)

Did Excavator Notify You

- Yes No

Excavation Required

- Yes No

Media at Site

- Yes No

Was There Ignition of Gas?

- Yes No

INVOICE:

- Yes No N/S

RIGHT OF WAY:

- Dedicated Utility Easement
- Federal Utility Easement
- Pipeline
- Power / Transmission Line
- Private - Business
- Private - Easement
- Private - Land Owner
- Public - County Road
- Public - Interstate Highway
- Public - Other
- Public - State Highway
- Public - City Street
- Unknown

DAMAGING PARTY:
 Name: Jerry Howard / Q.C. Communications
 Address: ~~7295 100 S~~ 7925 W. 100 S.
 City/ State/ Zip: Walbask In. 46992
 Phone: 606 421-0582
Allen Sewell Date: 6-1-12
 Prepared / Investigated By: _____ Date: _____

PARTY TO INVOICE:
 Name: Q.C. Communications
 Address: _____
 City/ State/ Zip: _____
 Phone: (____) _____
J. S. G. Date: 6-4-12
 Reviewed by Field Supervisor: _____ Date: _____

7925 W. 100 S.

Ticket Portal Production

Ticket Text	Photos
<u>Ticket Text</u>	
<p>CV 01341 IUPPSa 05/29/2012 10:35:58 1205291369-00A NORM NEW GRID NORMAL NOTICE REMARK Ticket : 1205291369 Date: 05/29/2012 Time: 10:35 Oper: SPOPE Chan:044 State: IN Cnty: JOHNSON Twp: FRANKLIN Cityname: FRANKLIN Inside: Y Near: N Subdivision: Address : Street : HARVEST RIDGE CIR Cross 1 : TURNING LEAF DR Within 1/4 mile: Y Location: FROM THE INTERSECTION LOCATE GOING EAST ALONG THE SOUTH SIDE OF HARVEST RIDGE CIR ENDING AT 1101 HARVEST RIDGE CIR. ***Boring Where = ENTIRE PROJECT : Grids : 3930D8604C 3930D8604B 3930D8604A 3929B8604C 3929A8604C Grids : 3929B8604B 3929A8604B 3929B8604A 3929A8604A Boundary: n 39.501041 s 39.493450 w -86.080948 e -86.072510 Work type : INSTALLING NEW FIBER OPTICS Done for : METRONET Start date: 05/31/2012 Time: 10:45 Hours notice: 48/48 Priority: NORM Ug/Oh/Both: U Blasting: N Boring: Y Railroad: N Emergency: N Duration : 2 WEEKS Depth: 6 FEET Company : QC COMMUNICATIONS Type: CONT Co addr : 7925 WEST 100 SOUTH City : WABASH State: IN Zip: 46992 Caller : JERRY HOWARD Phone: (800)421-0582 Contact : CHRIS KEMP CELL Phone: BestTime: Mobile : (812)345-3669 Fax : (260)563-0963 Remarks : All tickets are taken and processed on Eastern Daylight Time NEED ALL UTILITIES TO REMARK DUE TO CONSTRUCTION--PREV TICKET 1205130358--THANK YOU Will you be white-lining the dig site area? NO : Submitted date: 05/29/2012 Time: 10:35 Members: CV ID0002 ID0270 ID2034 ID3640 ID7131 ID7288 SM ID5857 ----- Email_From: irth@iupps.org Email_Subject: IUPPS CV 2012/05/29 #01341 1205291369-00A NORM NEW Email_Recv_Date: 2012-05-29 09:35:58 CDT Email_Sent_Date: 2012-05-29 09:35:58 CDT Email_MessageID: <4fc4dece.891d2a0a.03d2.ffffe33cSMTPIN_ADDED@mx.google.com> Email_host: imap.gmail.com Email_user: onecallin811@smptickets.com Email_To: onecallin811@smptickets.com Email_Contentype: TEXT/PLAIN</p>	

DAMAGE DAMAGE

Ticket : 1206011014 Date: 06/01/2012 Time: 09:58 Oper: MMOELLER Chan:039

State: IN Cnty: JOHNSON Twp: FRANKLIN
 Cityname: FRANKLIN Inside: Y Near: N
 Subdivision:

Address :
 Street : HARVEST RIDGE CIR
 Cross 1 : TURNING LEAF DR Within 1/4 mile: Y
 Location: FROM THE INTERSECTION LOCATE GOING EAST ALONG THE SOUTH SIDE OF
 HARVEST RIDGE CIR ENDING AT 1101 HARVEST RIDGE CIR.
 ***Boring Where = ENTIRE PROJECT

:
 Grids : 3930D8604C 3930D8604B 3930D8604A 3929B8604C 3929A8604C
 Grids : 3929B8604B 3929A8604B 3929B8604A 3929A8604A

Work type : INSTALLING NEW FIBER OPTICS
 Done for : METRONET
 Start date: 06/01/2012 Time: 09:59 Hours notice: 0/000 Priority: EMER
 Ug/Oh/Both: U Blasting: N Boring: Y Railroad: N Emergency: Y
 Duration : 2 WEEKS Depth: 6 FEET

Company : QC COMMUNICATIONS Type: CONT
 Co addr : 7925 WEST 100 SOUTH
 City : WABASH State: IN Zip: 46992
 Caller : JERRY HOWARD Phone: (800)421-0582
 Contact : CHRIS KEMP CELL Phone:
 BestTime:
 Mobile : (812)345-3669
 Fax : (260)563-0963

Remarks : All tickets are taken and processed on Eastern Daylight Time
 PER JERRY HOWARD - CUT VECTREN GAS LINE NEAR 1117 HARVEST RIDGE DRIVE - CAN
 SMELL THE GAS - 3/4 IN YELLOW PLASTIC LINE - WILL CALL 911 AND VECTREN - CREW IS
 ON SITE - PREVIOUS TICKET 1205291369 - THANK YOU
 Will you be white-lining the dig site area? NO
 :

Submitted date: 06/01/2012 Time: 09:58
 Members: CV ID0002 ID0270 ID2034 ID3640 ID7131 ID7288 SM ID5857

Member Name	Facility Types
CENTURYLINK	TELEPHONE
COMCAST CABLEVISION - INDIANAPOLIS	CABLE TV
COMCAST CENTRAL (GREENWOOD)	CABLE TV
DUKE ENERGY / FORMERLY CINERGY	ELECTRIC
FRANKLIN DPW, CITY OF	
IN AMERICAN WATER JOHNSON COUNTY	WATER
VECTREN - FRANKLIN	GAS

[View Map](#)

[Close Map](#)

Service Order Status

Tuesday, June 26, 2012

Enter Service Order Number:

5265243

Banner Instance: CS03PROD CS01PROD CS02PROD

Order Number: N5265243

Order Type: LEAK

Order Status: Completed

Customer: 620596918 - JUSTUS CHARLES
Prem: 5711965 - 1117 HARVEST RIDGE CIR

Technician: 5476 - Johnson, David

Order Dates and Times

Need Date: 6/1/2012 10:32:00 AM
Time Created: 6/1/2012 10:09:10 AM
Time Dispatched: 6/1/2012 10:09:10 AM
Time In Route: 6/1/2012 10:11:23 AM
Time On-Site: 6/1/2012 10:22:57 AM
Tech Complete: 6/1/2012 11:24:13 AM
Time Closed: 6/1/2012 11:24:13 AM

Events Performed/Completion Code

LKOT - CMP

Meter Information

Current Read Status

Old Meter: 4372 Inactive
New Meter:

Completion Notes

Q.C. Communications hit 1" service with directional bore machine, had to get cre
w out to fix, shut off mtr and locked, left call tag for cust to call in for rel
ite, no one home

Request Notes

HIT 3/4" SERVICE LINE ON NORTH SIDE OF PROPERTY PER GARY HOWARD WITHQC COMMUNICATIONS...LINE IS LEAK
ING..XST: TURNING LEAF DRIVE...CONT765-437-9462...LOCATES 1206011014

MDSI Event Dates and Times

Event	Date/Time	User
AsnAssignmentManualAck_evt	6/1/2012 10:09:29 AM	Johnson, David
AsnAssignmentEnRoute_evt	6/1/2012 10:11:23 AM	Johnson, David
AsnAssignmentOnSite_evt	6/1/2012 10:22:57 AM	Johnson, David
OrdOrderComplete_evt	6/1/2012 11:24:13 AM	Johnson, David

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