



## Pipeline Safety Division Investigation Report

### Investigation regarding: Custom Signs Unlimited

UPPAC Database Record ID: 3419

Investigator: Howard Friend

Report Date: 10/24/2012

Damage Date: 7/26/2012 10:32:20 AM

Damage Address: Dry Creek Ct

City: Fort Wayne

County: Allen

### The Parties

Excavator: **Custom Signs Unlimited**

Contact: Dan Cameraon

Address: 1410 Goshen Avenue, Fort Wayne, In 46808

Telephone:

Facility Owner: NIPSCO

Contact: Kit Earle

Address: 101 West Ohio Street, Indianapolis, IN 46204

### Pipeline Facility

Facility Type: Natural Gas

Facility Function: Distribution

**Investigation regarding: Custom Signs Unlimited**

UPPAC Database Record ID: 3419

**Damage Impact**

Product release: Yes

Ignition: No

Service Interruption: True

Number of Customers Affected: 2

Injuries: 0

Fatalities: 0

Repair Cost (if known): \$724

**Excavator Activities/Cause of damage information:**

Excavator request locates: Yes    Indiana 811 ticket Number: 1207210160

Type of Equipment: Auger

Type of work performed: Unknown/Other

**Synopsis:** A natural gas main was damaged during excavation to install a mail box post.

**Findings:** Reported by Indiana 811; excavator did not respond to initial notice mailed 8/16/2012. The excavator had provided notice of excavation however, the work took place outside of the scope of the locate request. The operator provided accurate locate marks as requested on the original notice to excavate.

**Conclusion:** There was a failure to provide notice of excavation for the correct location.

**Violation: IC 8-1-26-16(g): Failure to provide notice of excavation.**



101 West Ohio Street, Suite 1707  
Indianapolis, IN 46204

September 14, 2012

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

Pipeline Safety Division – Case No. 3419  
Indiana Utility Regulatory Commission  
101 West Washington Street, Suite 1500 East  
Indianapolis, Indiana 46204

RE: Investigation Request for Information; Pipeline Division Case No. 3419

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: 7/26/2012

Event Location: Dry Creek Ct, Fort Wayne

Facility Owner: Northern Indiana Public Service Company

Excavator: Custom Signs Unlimited

Other Party: N/A

Pipeline Division Case No. 3419

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. 3419</b>	
Date of Event	7/26/2012
Event Location	Dry Creek Ct, Fort Wayne
Facility Owner	Northern Indiana Public Service Company
Excavator	Custom Signs Unlimited
Date of IURC Information Request	8/16/2012
<b>THE PARTIES</b>	
<b>EXCAVATOR:</b>	
BUSINESS NAME	Custom Signs Unlimited
RESPONSIBLE PARTY PERSONAL NAME	Dan Cameraon
TITLE (IF ANY)	
ADDRESS	1410 Goshen Avenue
CITY/ STATE/ZIP	Fort Wayne, IN 46808
PREFERRED TELEPHONE	260 483-4444
CELL PHONE TELEPHONE	
EMAIL ADDRESS	
<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	<a href="mailto:LSELKING@NISOURCE.COM">LSELKING@NISOURCE.COM</a>
<b>LOCATOR SERVICE INFORMATION</b>	
BUSINESS NAME	USIC Locating Service
RESPONSIBLE PARTY PERSONAL NAME	
TITLE (IF ANY)	
ADDRESS	9045 North River Road, Suite 300
CITY/ STATE/ZIP	Indianapolis, IN 46240
PREFERRED TELEPHONE	
CELL PHONE TELEPHONE	
EMAIL ADDRESS	
<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	7106 Dry Creek Ct
CITY/STATE/ZIP	Fort Wayne, IN 46835
NEAREST INTERSECTION	Holden Drive
<b>PRODUCT TYPE (Select One)</b>	
NATURAL GAS	X
LIQUID PIPELINE	
UNKNOWN/OTHER	
<b>FACILITY TYPE (Select One)</b>	
DISTRIBUTION	X
GATHERING	
SERVICE/DROP	
TRANSMISSION	
UNKNOWN/OTHER	
SIZE (DIAMETER/ETC.)	2"
PRESSURE (PSIG/INCHES)	45
INTERRUPTION IN SERVICE (YES/NO)	Yes
NUMBER OF CUSTOMERS AFFECTED	2
EVACUATION (YES/NO)	No
IF YES, HOW MANY EVACUATED	N/A
REPAIR COST (IF KNOWN) (\$)	723.58
<b>CAUSE OF DAMAGE INFORMATION:</b>	
<b>TYPE OF EQUIPMENT (Select One)</b>	
Auger	X
Backhoe/Trackhoe	
Boring/Drilling	
Directional Drilling	
Explosives	
Farm Equipment	
Grader/Scraper	
Hand Tools	
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	
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	X Mail Box Post
RELEASE OF PRODUCT (YES/NO)	Yes
IGNITION AND/OR FIRE (YES/NO)	No
EXCAVATOR NOTIFY 811 (YES/NO)	Yes 1207261232
<b>LOCATE INFORMATION:</b>	
EXCAVATOR REQUEST LOCATE (YES/NO)	Yes

# Fact Based Investigation Report

01820120726006  
Northern IN  
7/26/2012 10:32:35 AM  
7/26/2012 10:35:10 AM  
DUDLEY CLARK  
DRY CREEK CT  
FORT WAYNE  
ST: IN ZIP:

---

NOTIFICATION ID:  
DISTRICT:  
DAMAGE DATE:  
NOTIFICATION DATE:  
NOTIFIED BY:  
DAMAGE ADDRESS:  
CITY:

NIPSCO

---

DAMAGED CUSTOMER:

07/26/2012  
11:10:00  
11:40:00

---

INVESTIGATION DATE:  
FROM:  
TO:

CREATIVE SIGNS  
mailbox installs

---

EXCAVATOR INVOLVED:  
TYPE OF EXCAVATION:

1207210160  
7/26/2012 8:00:00 AM  
Routine

---

ORIG. LOCATE REQ.:  
START DATE/TIME:  
TYPE OF TICKET:  
LOCATE REQ. INFO N/A:

1207261232

---

DIG UP/DAMAGE REQ.:  
START DATE/TIME:

John Deitrick  
7/26/2012 11:40:00 AM  
Digital

---

PICTURES TAKEN BY:  
DATE/TIME:  
PHOTOGRAPHY TYPE:  
FRAME #:

131108

---

INVESTIGATOR EMP#:  
INVESTIGATOR NAME:

John Deitrick  
**BASED ON YOUR INVESTIGATION, IS FURTHER INVESTIGATION NEEDED?**  
No

## Fact Based Investigation Customer Information

01820120726006

NIPSCO

(optional)

NOTIFICATION ID:

SELECT A CUSTOMER:

CUSTOMER #:

LOWPROF

main - 2"

Deitrick John - 131108

FACILITY DESCRIPTION:

FACILITY ID:

LOCATOR NAME & EMP #:

LOCATOR NOT KNOWN:

**CHECK ALL THAT APPLY TO INVESTIGATION:**

Contractor Dug Outside Marking Instructions

Other:

**CHECK ALL THAT APPLY TO METHOD OF INVESTIGATION (at least one must be checked):**

Visual, Facility Exposed At Time Of Investigation,  
Investigation Results Verified By Utility Representative

**INVESTIGATOR STATEMENT/CAUSAL FACTORS:**

surveyors had relocated stakes without calling a new ticket. the spot they dug wasnot staked and out of scope of ticket. contractor stated location was not staked or marked and they dug anyway. he said that in front of me and ken waggoner from Nipsco

**NAMES OF UTILITY REPRESENTATIVES CONTACTED OR ON SITE AND STATEMENT:**

Tom Waggoner--- Told supervisor that some stakes weremoved and the spot they were digging was not in the scopeorstaked forplacement of mailbox

**NAMES OF EXCAVATOR'S REPRESENTATIVES CONTACTED OR ON SITE AND STATEMENT:**

na

**LIST ANY OTHER INDIVIDUALS ON SITE:**

na

WERE ANY MARKINGS VISIBLE ON THE DAMAGE SITE UPON ARRIVAL?

No

WERE ANY OTHER INDICATORS OF FACILITY PRESENT IN THE AREA?

No

WAS THE EXCAVATION WITHIN THE TOLERANCE ZONE OF MARKS?

No

EXTENT OF FACILITY DAMAGE

cut

REPLACEMENT FOOTAGE

2ft

WAS CONTRACTOR ASSISTANCE REQUIRED? IF YES, WHO?

No

WHAT CONTRACTOR EQUIPMENT WAS USED?

auger

IS THE FACILITY SHOWN ON THE UTILITY RECORDS?

Yes

IF YES, PLEASE LIST RECORD #(S)

ftw



NIPSCO 00337 IUPPSa 07/26/2012 10:32:35 1207261232-00A EMER DAMG GRID

DAMAGE SEE REMARKS

Case 3419

Ticket : 1207261232 Date: 07/26/2012 Time: 10:30 Oper: SPOPE Chan:044

State: IN Cnty: ALLEN Twp: ST JOSEPH  
Cityname: FORT WAYNE Inside: Y Near: N  
Subdivision:

Address :  
Street : DRY CREEK CT  
Cross 1 : ROTHMAN Within 1/4 mile: Y  
Location: LOCATE 12 INCHES BEHIND THE CURB 7312-7232-7208-7026 DRY CREEK CT  
:  
Grids : 4108B8502A 4108A8502A 4108B8503D 4108A8503D  
Boundary: n 41.149799 s 41.145599 w -85.053680 e -85.047493

Work type : MAILBOX STATIONS  
Done for : VALENCIA ADDITION  
Start date: 07/26/2012 Time: 10:30 Hours notice: 0/0 Priority: EMER  
Ug/Oh/Both: U Blasting: N Boring: N Railroad: N Emergency: Y  
Duration : 1 DAY Depth: 3 FEET

Company : CUSTOM SIGNS UNLIMITED Type: CONT  
Co addr : 1410 GOSHEN AVENUE  
City : FORT WAYNE State: IN Zip: 46808  
Caller : DUDLEY CLARK Phone: (260)483-4444  
Contact : DAN CAMERON - OFFICE Phone:  
BestTime:  
Mobile : (260)483-4444  
Fax : (260)484-5917  
Email : CUSTOMSIGNS@TEKNOLOGY.NET

Remarks : All tickets are taken and processed on Eastern Daylight Time  
NIPSCO GAS LINE HAS BEEN CUT--LINE IS BLOWING--ADVISED TO CALL 911--LINE WAS CUT  
BETWEEN 7106 AND 7026 DRY CREEK CT--UNKNOWN SIZE AND COLOR--CREW ON SITE--PREV  
TICKET 1207210160--THANK YOU  
Will you be white-lining the dig site area? YES  
:

Submitted date: 07/26/2012 Time: 10:30  
Members: AEPIN CC FW ID8000 NIPSCO SM

NIPSCO 00040 IUPPSa 07/21/2012 11:40:27 1207210160-00A NORM NEW GRID

NORMAL NOTICE

Case 3419

Ticket : 1207210160 Date: 07/21/2012 Time: 11:23 Oper: NBOYD Chan:002

State: IN Cnty: ALLEN Twp: ST JOSEPH  
Cityname: FORT WAYNE Inside: Y Near: N  
Subdivision:

Address :  
Street : DRY CREEK CT  
Cross 1 : ROTHMAN Within 1/4 mile: Y  
Location: LOCATE 12 INCHES BEHIND THE CURB 7312-7232-7208-7026 DRY CREEK CT  
:  
Grids : 4108B8502A 4108A8502A 4108B8503D 4108A8503D  
Boundary: n 41.149799 s 41.145599 w -85.053680 e -85.047493

Work type : MAILBOX STATIONS  
Done for : VALENCIA ADDITION  
Start date: 07/25/2012 Time: 07:00 Hours notice: 91/48 Priority: NORM  
Ug/Oh/Both: U Blasting: N Boring: N Railroad: N Emergency: N  
Duration : 1 DAY Depth: 3 FEET

Company : CUSTOM SIGNS UNLIMITED Type: CONT  
Co addr : 1410 GOSHEN AVENUE  
City : FORT WAYNE State: IN Zip: 46808  
Caller : DAN CAMERON Phone: (260)483-4444  
Contact : DAN CAMERON - OFFICE Phone:  
BestTime:  
Mobile : (260)483-4444  
Fax : (260)484-5917  
Email : CUSTOMSIGNS@TEKNOLOGY.NET

Remarks : All tickets are taken and processed on Eastern Daylight Time  
Will you be white-lining the dig site area? YES  
:

Submitted date: 07/21/2012 Time: 11:23  
Members: AEPIN CC FW ID8000 NIPSCO SM

COMMENTS: 2" plastic Main Was Struck with  
Power Auger Was Setting Mail post.

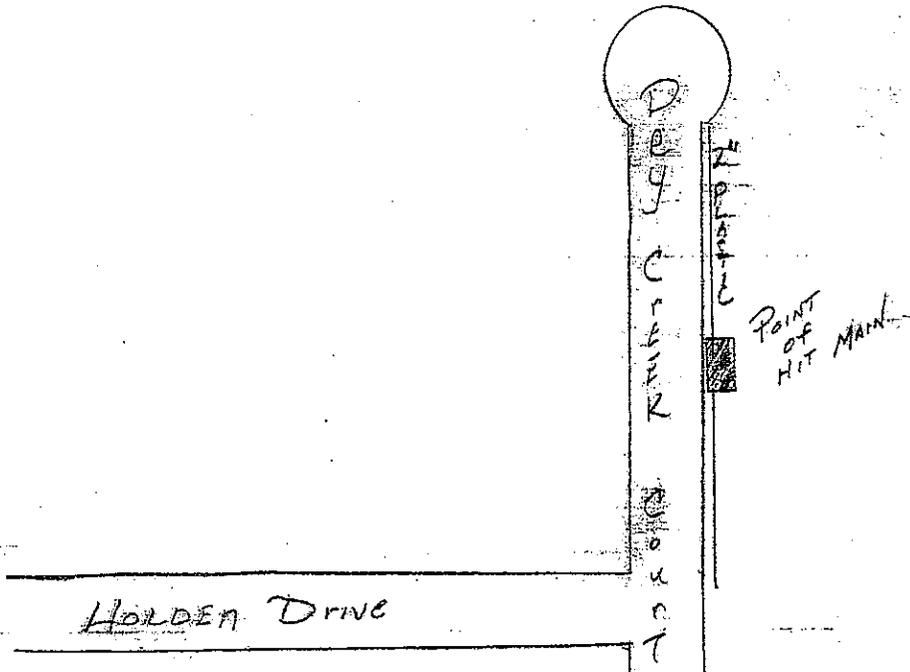
PERSON PREPARING REPORT Jerry R. Wiegman

FIELD SUPERVISOR Jason Otis

FIELD MANAGER Radell Durr

- 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\"    | YES | NO |
| • EXPIRED LOCATE                               | YES | NO |
| • WAS WHITE LINING INDICATED ON LOCATE REQUEST | YES | NO |

COMPLETED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

NORTHERN INDIANA PUBLIC SERVICE COMPANY  
FACILITY DAMAGE REPORT

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

REPORTING OPERATING AREA FT. WAYNE MAXIMO WO # MS17685  
OPERATING AREA CONTACT TRASON OTIS JOB ORDER # 564409  
TRACKING NUMBER 01820120726008 LOCATE REF # \_\_\_\_\_  
Locate Performed By: \_\_\_\_\_

DATE AND TIME OF ACCIDENT 7/26 2012 11:20 AM DATE OF REPORT 7/26/2012  
PLACE OF DAMAGE (INCLUDE CITY) 7106 Dry Creek Ct Int Wayne In 46835

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

OTHER (DESCRIBE) \_\_\_\_\_  
GAS: SERVICE ( ) MAIN ( ) SIZE 2" MATERIAL: PLASTIC ( ) STEEL ( ) METER ( ) REG STATION ( ) STUB ( )  
OTHER (DESCRIBE) \_\_\_\_\_

DEPTH OF FACILITY (inches) 30" 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: 2

DURATION OF INTERRUPTION: TIME REPORTED 11:26 TIME RESTORED 13:30 12:15 PM TIME SHUT OFF

DIAMETER/MEASUREMENT OF HOLE IN GAS FACILITY: Cut Half Way in Two Right.

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

PARTY THAT CAUSED DAMAGES (NAME) CUSTOM SIGNS UNLIMITED

ADDRESS OF PARTY (INCLUDE CITY) 1410 Goshen Ave Int Wayne In 46835

WHO WAS IN CHARGE OF THE WORK SITE AT TIME OF DAMAGE DAN CAMERON 260-483-4444

WITNESS NAME AND ADDRESS While Drilling Post Hole for He Struck 2" PLASTIC MAIN

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 <u>SETTING MAIL BOX POST</u> |
| ( ) 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            |

INDIANA 811 LOCATE TICKET NUMBER	1207210160
LOCATE MARKS VISIBLE (YES/NO)	Yes
LOCATE MARKS CORRECT (YES/NO)	Yes
EXCAVATOR "WHITE LINED" (YES/NO)	Yes
MAPS USED TO MARK FACILITIES (YES/NO)	Yes
OPERATOR EMPLOYEES ON-SITE DURING EXCAVATION (YES/NO)	No
<b>INCIDENT IMPACT INFORMATION</b>	
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)	
<b>ADDITIONAL INFORMATION/COMMENTS</b>	
<p>Excavator failed to use hand tools where required  Nipsco emergency repair ticket #: 1207261559</p>	