5/9/2021

Washington Utilities Coordinating Council | Complaint Form

COMPLAINT FORM

Requester Information
Your Name: * Damage Prevention Industry
Your Company: *
NOB HILL WATER
Your Phone Number: *
(509)966-0272 = OFC (509) 833-5157 = MOBILE
Your Email Address: *
CRYSTAL @ NOBHILLWATER.OFG & ERIC@NOBHILLWATER.ORG
Your Address: *
6111 TIETON DR., YAKI MA, WA 98909
Your City: *
YAKIMA
Your Zipcode: *
98909
Was a locate requested from the call center: ★ ¥ Yes ○ No
Ticket Number:
20251307 BY SFNCO
Ticket Date:
6/23/2020

Violation Information

www.washington-ucc.org/complaint

191202	
	1

Alleged Violation/Damage: *	
O RCW 19.122.030 Must call for marking two (2) full business days prior to digging.	
Other Ex. RCW 55.555.55:	
Section Of Law Violated: *	
RCW 19.122.030 (3)(a)	
	ı
Basic Description: * LOCATOR "	0-0 d
PSE FAILED TO LOCATE. TO FACE, PAINTED NO PSE E IN	KED 4
PSE FAILED TO LOCATE. THE FACT, PAINTED "NO PSE E IN "NO PSE G" IN YELLOW. IN FACT 12" GAS WAS PRESENT & LOCATE. THIS SAYS " 4 II	ATABLE II
Address of alleged Violation: "	
INTERSECTION OF E. PIONEER & S. MERIDIAN IN PUYALL	ρ
Alleged violation date: *	
6/30/2020	
Alleged Violator	
Company Name: *	
PSE - C/O CHARLIE GADZIK	
Company Phone Number: *	
425-456-2727 = MOBILE	
4-5-1000108	
Company Email: *	
CHARLIE, GADZIK@PSE, COM	
CANCELOUDE	
Company Address: *	
PSE, PO BOX 97034, EST-4W, BELLEVUE, WA 98009	-9734
Company City: *	and the contract of the contra
BELLEVUE	
Company Zipcode: *	
The special section of	
98009-9734	1
Names of employees on site: N/Δ	

'

Other

Addional Information:

"4 INH MAIN" DAMAGED. FIRE & POLICE RESPONDED AFTER CALL
TO QUI BY SFNCO. FORTY SEVEN CUSTOMERS LOST SERVICE.

By submitting this form I acknowledge that the statements that I alleged are true and accurate to the best of my knowledge.

NATIONAL RESPONSE CENTER (FEDS) WERE NOTIFIED, CASE WAS ASSIGNED #1280754. TOTAL COST OF INCIDENT = \$71,55800

I LOCATOR WAS TERMINATED

Washington One Call

Ticket No: 20251307

2 FULL BUSINESS DAYS

Work to Begin Date: 06/26/20 12:00 am

Original Call Date: 06/23/20 12:29 pm

Expiration Date: 08/07/20 12:30 pm

CALLER INFORMATION

Company Name: SEFNCO

Contact Name: ADRIAN ANDINO

Phone: 253-457-3506

Alt. Contact: MATT POWELL

Phone: 253-278-5693

Fax Phone:

Caller Address: 4610 TACOMA AVE SUMNER, WA 98391

Email Address: ADANDINO@SEFNCO.COM

DIG SITE INFORMATION

Type of Work: BORE

Work Being Done For: COMCAST

DIG SITE LOCATION

State: WA

County: PIERCE

Place: PUYALLUP

Address: 302

Street: SOUTH MERIDIAN

Intersecting Street:

Location of Work: US BANK ON PIONEER SIDE CROSSING OVER MERIDIAN

Remarks: AREA MARKED IN WHITE **Map Coord NW Lat:** 47.1904897

Lon: -122.2943860

SE Lat: 47.1900077

Lon: -122.2931281

MEMBERS NOTIFIED

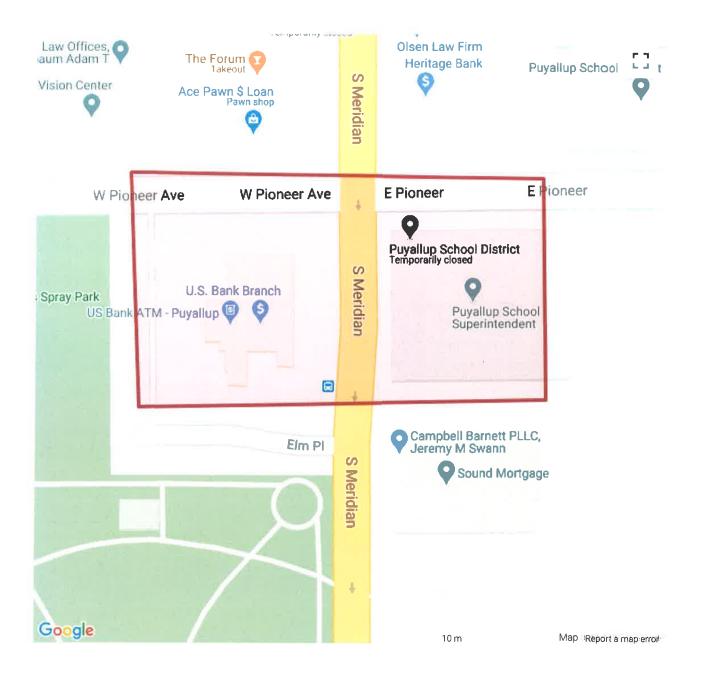
District	Company Name	Marking Concerns	Customer Service	Repair	Status
CC7711	COMCAST CABLE	800-762- 0592	800-934- 6489	855- 537- 6296	Not yet responded
PUGE07	PUGET SOUND ENERGY ELECTRIC	888-728- 9343	888-225- 5773	888- 225- 5773	Marked, Complete

Status History Ticket No: 20251307

Date: Thu Jun 03 18:59:42 EDT 2021

Date	Туре	District	Company	Status	Note
06/23/20 12:51:26	Ticket Created		3 4 4 4 7 3 5 5 7 1		
06/23/20 12:51:26	Ticket Check Response Added	CC7711	COMCAST CABLE	Not yet responded	
06/23/20 12:51:26	Ticket Check Response Added	QLNWA16	CTLQL- CENTURYLINK	Not yet responded	
06/25/20 16:55:08	Status URL Added	PUGE07	PUGET SOUND ENERGY ELECTRIC		none
06/29/20 11:55:08	Ticket Check Response Added	PUGE07	PUGET SOUND ENERGY ELECTRIC	Marked, Complete	
06/25/20 16:55:08	Ticket Check Response Added	PUGE07	PUGET SOUND ENERGY ELECTRIC	Due Date Extended	
06/23/20 12:51:26	Ticket Check Response Added	PUGE07	PUGET SOUND ENERGY ELECTRIC	Not yet responded	
06/25/20 16:55:08	Status URL Added	PUGG07	PUGET SOUND ENERGY GAS		none
06/25/20 16:55:08	Ticket Check Response Added	PUGG07	PUGET SOUND ENERGY GAS	Due Date Extended	
06/26/20	Ticket Check	PUGG07	PUGET SOUND	Clear, No Utility Owned	
13:55:05	Response Added		ENERGY GAS	Facility in Excavation Area	
06/23/20 12:51:26	Ticket Check Response Added	PUGG07	PUGET SOUND ENERGY GAS	Not yet responded	

Case 21-014





Date: 06/30/2020 12:26 PM

America/Denver Latitude: 47.190192

Longitude: -122.293391 Heading: 274 degrees



Date: 06/30/2020 12:26 PM

America/Denver Latitude: 47.190058

Longitude: -122.294313 Heading: 340 degrees

Incident Investigation Report # - 210 S Meridian, Puyallup, WA

23

FRESH DIRT 2018 Form Changes & Toolkit -- Click here for more info... Changes in 2018 (http://commongroundalliance.com/damage-prevention/toolkits/new-dirt-field-form-toolkit)

DIRT ID	Company/Orga	anization	Orig. Event Sou	ırce	Event Type		Spec.	Version
5603818	Puget Sound Er	nergy (PSE)	Natural Gas		Underground	Damage	2018.0	0
Part B: Typ	e, Date and L	ocation of th	ne event					
*Date of event:	Date Submitted	State	County	City		Street Ad	dress:	
2020-06-30	2020-08-08 15:16 MDT	Washington	WA-Pierce	PUY	ALLUP	210 S MEI	RIDIAN	ı
Nearest intersection:	lat:	lon:	*Right of way v	vhere 1	the event occi	urred:		
			Public - City Str	eet				
Part C: Affe	ected Facility	Information						
*What type of facility operation was affected?	Did this event involve a Cross Bore?	Measured Depth from Grade:	*What type of facility was affected?		this facility of a joint :h?	Was the factoring with the country of the country o	-	If no, was the facility owner exempt?
Natural Gas	false	74"	Distribution			true		
Part D: Exc	avation Inforr	mation						
*Type of Exc	avator:	*Type of Exc Equipment:	avation	*Тур	e of Work Perf	ormed:		
Contractor		Directional Dr	illing	Telec	ommunications	5		
Part E: Not	ification and L	ocating						
*Was the one-call center notified?		If yes, please provide the ticket number:	*Type of Locator:		work area e-lined?	If No, is excavatio activity ar excavator exempt fro	nd/or type	

true

20251307

Contract Locator

false

Part G: Excavator Downtime

Did the excavator incur

If yes, how much time?

Estimated cost of downtime?

downtime?

true

Unknown

Unknown

Part H: Interruption and Restoration

*Did the damage *If yes, duration of the

Unknown

how many customers

Approximately Estimated cost of repair/restoration:

cause an interruption in service?

interruption: were

affected?

Unknown

Unknown

Part I: Description of the Root Cause

Not marked due to Locator error

Part J: Additional Comments

PER DP, EVIDENCE POINTS TO ELM BUT ADDITIONAL RESEARCH IS BEING DONE. DIRECTIONAL DRILL CREW HIT 4" PE IP MAIN. NO POTHOLE. LOCATEERROR## DC186585538

Part Z: Site-Specific (non-CGA) Data

Enter the contact number for the Excavator:

253-380-5029

Enter the address of the Excavator:

4610 TACOMA AVE SUMNER WA 98390

Enter the name of the person excavating:

Enter the name of the excavator company:

SEFNCO COMMUNICATIONS OR SEFNCO

Part Z cont. (non-CGA) Images and Attachments

Thumbnail File Name

Size

Last Modified

Action

(none)

The Energy To	ENERGY Do Great Things	REPORT OF I			18658	NUMBER 35538		
BE COMPLETED BY FIELD PER	SONNEL	PREPARED FOR L	EGAL C	OUNSEL	50956		N012	REPORT NO. 9469
INCIDENT: DATE & TIME								
6/30/2020 2:05	*****							
ADDRESS OR LOCATION OF D 210 S MERIDIAN	AMAGE							
HOUSE NO, OR LOT NO.	STREET ADDRES	SS				CITY		
	210 S MERIDIA	AN	_			PUYALLU		
NAME OF PERSON REPORTING PIERCE FIRE				E OF PARTY (CKY WALLA	ACE		ELD	
NAME OF CONTRACTOR CAUS SEFNCO	SING DAMAGE			STATE CON	NTRACTOR	LIC.#		
NAME OF PERSON CAUSING D	AMAGE							
SEFNCO								
BILLING ADDRESS FOR PARTY	CAUSING DAMAGE			CITY		ZIP		PHONE
4610 TACOMA AVE				SUMNER		98390		253-380-502
TYPE OF CONSTRUCTION				TYPE OF EQ			MAGE	
CONTRACTOR WITNESS TO INCIDENT		ADDRESS OF WITNESS	2	DIRECTIO	NAL DRIL	LING		PHONE
WITNESS TO INCIDENT		ADDRESS OF WITNESS	0					PHONE
WHAT WAS DAMAGED?	MAIN			DEPT	H OF LINE A	AT TIME OF	DAMAGE	74 IN.
SIZE OF HOLE 2"_IN.	SIZE OF PIPE 4 IN.	TVP	E OE PIPI	E BROKEN:		STEE		
LOCATION INFORMATION 9'W C/L of S MERIDIAN & 19'S				DAMAGE 2" E				☐ YES ⊠
TIME DURATION OF LEAKAGE	545 MINUTES	☐ HIGH PRESSURE	ПТО	N PRESSURE	. IZI IV	ITERMEDIA	TE PRES	SURE
TIME DURATION OF LEAKAGE DESCRIBE CIRCUMSTANCES O		HIGH PRESSURE		W PRESSURE		ITERMEDIA		SURE
	CAUSING DAMAGE: DIF	RECTIONAL DRILL CREW	— / НІТ 4" РЕ	E IP MAIN, NO				SURE
DESCRIBE CIRCUMSTANCES O	CAUSING DAMAGE: DIF	RECTIONAL DRILL CREW	— / НІТ 4" РЕ	E IP MAIN. NO	POTHOLE			SURE
DESCRIBE CIRCUMSTANCES O BASED ON YOUR OBSERVATION EXPLAIN:	CAUSING DAMAGE: DIF	PERLY INSTALLED	/ HIT 4" PE	E IP MAIN, NO □ YES □	POTHOLE.		RROR	
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INCIDENT INVESTIGATION



210 S Meridian, Puyallup, WA

LOCATION DETAILS

Event Date: 06/30/2020 04:06 AM America/Denver

Right-of-Way:

AFFECTED FACILITY

Near Miss: No

Type of Operation Affected:

Gas Line Size and Type:

Unknown Gas Facility part of

joint trench: No Asphalt or

concrete removed: Yes

Damage Surface Type and Depth: Blacktop > 36"

Arrival Date and Time: 06/30/2020 12:03 PM America/Denver



Incident Investigation Report # - 210 S Meridian, Puyallup, WA1

Distance from Ped to Ped: Oft

Responsible Party:

Dimensions of Asphalt or Concrete Removed: 6x8

Repairs Taking Place Upon Arrival? No Who Performed Repairs: Both Contractor Representative: Matt Powell

Contractor Representative Phone Number: (253) 278-5693

Personnel On Site:

Vehicles/Equipment Being Used For Repairs: Guards or Barricades On

Site:

Facilities Replaced or Repaired: Repaired

Replacement Type:
Permanant Occurred
During: After Hours Time

Occurred:

DAMAGER

Company Name: Sefnco
Contact: Matt Powell

Contact Phone: (253) 278-5693 Type of Work: Install fiber Damage Responder:

UTILITY INFORMATION

Utility Company Name: Puget Sound Energy Utility Contact Name: Daren LaPlante Utility Contact Phone: (425) 882-4689 Utility Representative: Daren LaPlante Utility Rep Tech#:

186585062

Utility Rep. Present on Arrival: NIncident Investigation Repor- 210 S Meridian, Puyallup, WA

EXCAVATION INFORMATION

Excavator Type: Contractor

Excavation Equipment: Boring

Work Performed: Telecommunication

Excavator downtime?
No Downtime hours:
No Downtime cost:

No

NOTIFICATION AND LOCATING

One Call Center notified:

Yes Locator Type:

Unknown/Other Work area white-lined: Yes Ticket Number: 20251307

Date Located: 06/26/2020 01:06 PM America/Denver

Located By: Shane Hostetter

INTERRUPTION AND RESTORATION

Event cause Interruption: Yes Interruption hours: 48

Customers Affected

(approx.): 40

Incident Investigation Report # - 210 S Meridian, Puyallup, WA

ROOT CAUSE

Damage within described dig area: Yes

Damage within legal time of request

limit: Yes Marks clearly accurate: No

Marks destroyed by construction: No Marks destroyed by weather: No Whiskers or flags used: No

Offsets were used on hard surfaces: No

Damaged Line Unlocatable: No

Line was on prints: Yes

Line came up in a closure in the locate area: Yes

At Fault: Unknown/Other

Documentation Issue: No

Documentation Issue Comments: Tech did not mark the gas in the white Mark's.

Tolerance Zone: No **Marking Standards:** No

Marking Standards Comments: Gas was cleared in the white Mark's.

Locate Requested: Yes
Damage with Tolerance
Zone: No No Locates on
Facility: Yes Damage
Exposed Facility: No

COMMENTS

Assessment Comments: Sefnco directional bored into 4" PEIP main at the intersection of meridian and pioneer. The intersection was painted in white, as was the parking lot of the US Bank.

Tech cleared the gas in the white Mark's next to the bank, roughly 150ft from where the main was hit. Four city blocks were blocked off and the power was turned off. PSE attempted to turn off the 4" STW main about 20 yards north of the railroad tracks on Meridian around 7 am.

There was a delay in the repair. The GFR's were unable to turn the main off due to corrosion. PSE had to squeeze the main a couple feet past the valve. There were shut off valves on the 2" mains in the intersection of Pioneer and Meridian. Those were under asphalt.

The crew broke the asphalt out in the morning. The crew had to squeeze the 2" mains in a different area to go around this problem. This was confirmed with PI Darrel H. IFS started to dig down to expose the damage line at 2:30 pm.

There were four valves. The valve to the north was corroded and damaged. The east and west valves were buried. The valve to the south was the only accessible and functioning valve. The gas blew for hours due to this problem. IFS were on-site for days after the repair, aspirating the ground of gas.

I walked around all the roads that were closed down and took photos of all the vehicles and people working. The main was not marked.

Incident Investigation Report # - 210 S Meridian, Puvallup, WA

PSE – Incident Location 210 Meridian Street, Puyallup 6/30/2020

Background

At approximately 1:55 am on June 30, 2020, SEFNCO (Contractor), was directionally boring west on Pioneer Ave in Puyallup, WA when they hit a 4-inch polyethylene (PE) gas main. The line was ruptured, and gas began escaping.

Puget Sound Energy (PSE or Operator), arrived on-site at approximately 2:40 am. The location of the incident was the downtown area of Puyallup at the intersection of W Pioneer and S Meridian St. Pierce County Fire and Puyallup Police responded and set up a hot zone perimeter approximately one block around the leak. The incident occurred in the early morning, so no local businesses were open, and the scene was fairly deserted. This location is considered a Class 3 location¹.

The damage occurred on the 4-inch main just south of a two-way connection to another 2-inch main running perpendicular to the main. Valves on the 2-inch were buried and had to be excavated to operate. PSE decided to move out of the proximity of the leak and squeeze the 2-inch in other locations in order to control the flow of gas. All told, 4 valves on the 2-inch lines and 1 valve on the 4-inch were closed. Additionally, the 2-inch near the leak was squeezed in two locations, and the 4-inch had to be squeezed in one location, due to a non-operable valve (broken valve adapter). At this location, the 4-inch line was steel, not PE, requiring a steel squeeze.

Locates were called into the One Call Center by Sefnco on Tuesday, June 23, 2020, at 12:29 pm. Ticket 20251307 was issued, which established a ticket work begin time of Friday, June 26, 2020, at 12 pm. The locate ticket accurately depicts the location of the excavation, and the white marks on-site clearly show the locate boundary and drill path.

Analysis

Per WAC 480-93-007, facility operators are provided the authority to enter into contracts for services such as locating. WAC 480-93-007(3)² states, in part, "If the gas pipeline company's contractor (or any of its subcontractors) engages in conduct that violates commission rules applicable to the gas pipeline company, the gas pipeline company is

¹ 49 CFR 192.5 (3) A Class 3 location is: • (i) Any class location unit that has 46 or more buildings intended for human occupancy; or • (ii) An area where the pipeline lies within 100 yards (91 meters) of either a building or a small, well-defined outside area (such as a playground, recreation area, outdoor theater, or other place of public assembly) that is occupied by 20 or more persons on at least 5 days a week for 10 weeks in any 12-month period. (The days and weeks need not be consecutive.)

² WAC 480-93-007(3) While the commission's gas pipeline safety statutes and rules impose obligations on each gas pipeline company, a gas pipeline company may contract with a person to do tasks that are subject to these rules, such as excavation, construction, and maintenance. If the gas pipeline company's contractor (or any of its subcontractors) engages in conduct that violates commission rules applicable to the gas pipeline company, the gas pipeline company is subject to penalties and all other applicable remedies, as if the gas pipeline company itself engaged in that conduct.

subject to penalties and all other applicable remedies, as if the gas pipeline company itself engaged in that conduct."

PSE contracts with ELM (ELM or Locator) for natural gas locating services. In this particular case, ELM did not mark the location of PSE's assets at the intersection of W Pioneer and Meridian or along the drill path on W Pioneer per RCW 19.122.030(3)(a)³. As noted on site, there were no conflicting PSE locate marks within the construction limits at the time of the incident—the locate contractor failed to locate PSE assets within the white locate boundary.

PSE requires locators to provide a positive response to tickets and the One Call Center records indicate the following entries by ELM for this ticket:

- 6/25/2020 16:55:08 Puget Sound Energy Gas Due Date Extended
- 6/26/2020 13:55:08 Puget Sound Energy Gas Clear, No Utility Owned, Facility in Excavation Area

PSE achieved a shutdown of the escaping gas at 11:10 am on June 30, 2020. The final repair was completed on July 1, 2020, at approximately 2:00 am; the system was repressurized and the customer relights began.

The loss of service impacted 47 customers in the area. The gas loss between 2 am and 11:10 am and the associated repair cost exceeded the federal reporting threshold, resulting in a notice to the National Response Center (NRC). This case was assigned an NRC # 1280754, and the total cost of the incident was reported to be \$571,558.

49 CFR Part 192.614 Damage Prevention requires operators of buried pipelines to carry out damage prevention activities to prevent damage to their assets by excavators. PSE has a damage prevention program and is a party to the 811 Call Before You Dig (Utilities Underground Location Center) system.

While PSE's damage prevention program and membership in 811 meets federal pipeline safety regulatory requirements, PSE did not fulfill their obligation to locate their facilities per RCW 19.122. PSE contracts this service with ELM. It is not known why the ELM locator determined that PSE had no gas assets within the marked excavation area limits. ELM's locators have PSE's system maps which clearly show multiple lines within the excavation area marked by SEFNCO.

The ELM employee assigned to the locate was terminated and not available to be interviewed for this investigation. ELM's on-scene incident locator stated he looked over the ticket and PSE's system maps and does not know why the employee failed to locate PSE's asset within the defined excavation area.

³ RCW 19.122.030(3)(a) (3) Upon receipt of the notice provided for in subsection (1) of this section, a facility operator must, with respect to:

⁽a) The facility operator's locatable underground facilities, provide the excavator with reasonably accurate information by marking their location;

The Commission has taken the following enforcement actions against PSE for dig law violations:

- On March 10, 2021, the Commission issued a penalty of \$5000 against PSE for one violation of RCW 19.122.030(3)(a), D-200813. The investigation determined PSE failed to provide reasonably accurate underground gas facility markings.
- On July 15, 2019, the Commission issued a warning letter to PSE regarding a violation of RCW 19.122.030(3)(a) that occurred on September 11, 2018. The investigation of that case determined there was sufficient evidence to pursue a penalty for the violation if the excavator had included that area within the area covered by the ticket.
- On January 18, 2017, the Commission issued a penalty of \$2000 against PSE for two violations of RCW 19.122.030(3)(a), D-161231. One violation was for failing to properly locate and mark their underground gas line. The second violation was for failing to provide reasonably accurate underground gas facility markings.

Facts/Chronology of Events:

June 23 2020

12:29-SEFNCO calls in for locate, assigned Ticket 20251307

June 26, 2020

Note-no time given-ELM, locate contractor for PSE, responds to ticket 20251307 and indicates "clear, no utility-owned facility in the excavation area

June 29, 2020

Approximately 22:00-SEFNCO begins drilling west on Pioneer Way towards S Meridian June 30, 2020

Approximately 1:55-SEFNCO drills into the 4" gas main at the intersection of W Pioneer and S Meridian

Approximately 1:55-SEFNCO calls 911 reporting the incident

2:00-Central Pierce Fire and Rescue arrive on the scene and establish 1 block exclusion zone 2:05-PSE receives notice of dig-in

2:40 PSE GFR arrives on scene and calls for additional response resources. Increases exclusion zone to 500 ft

6:40 PSE notifies WUTC of incident

7:40 WUTC investigator arrives on site

8:45 Additional WUTC investigator arrives on site

11:10 PSE achieves shut down of escaping gas

14:52-Last Central Pierce FD unit leaves scene

July 1, 2020

2:10 PSE completes final repairs of damaged lines

2:10 PSE begins relights of gas customers (47 total)



1351-looking S in US Bank Parking lot-NO PSEG marking by ELM locator, SEFNCO white locate paint



1424 looking SW, locates after incident show PSE assets-orange cone is leak location