

MPSC Pipeline Safety Database Application

Michigan Public Service Commission

Cindy Creisher

October 8, 2019



Agenda

- Lean Process Improvement Project and OPS Legacy System Review
- Pipeline Safety System Development
- Salesforce Pipeline Safety System Demonstration
- System Enhancements & Maintenance
- Inspection Forms and Questions

Process Improvement Project

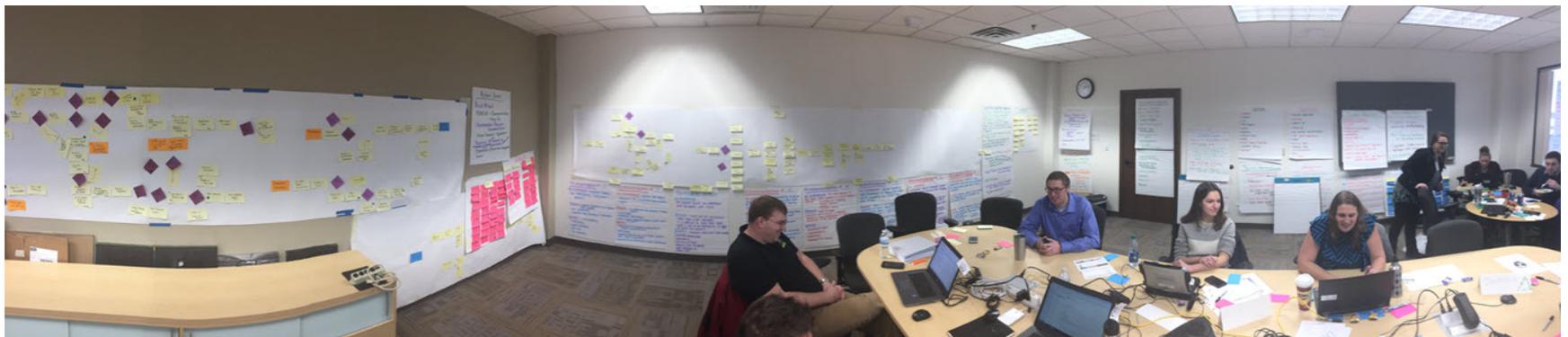
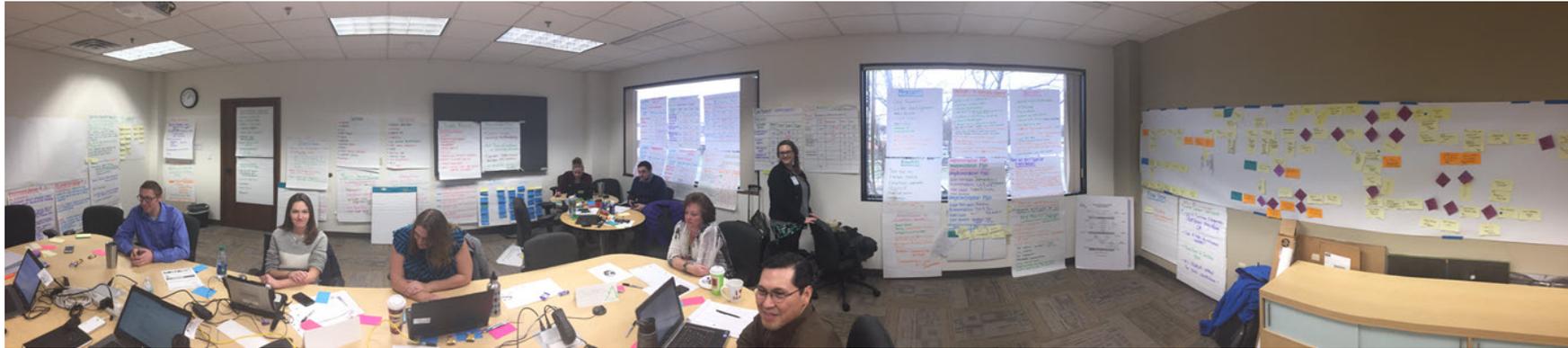


Photo credit: Tim Wolf

OPS – Legacy System

File Case Company Contact Timesheet Reports Window Advanced Search Open Case Viewer Admin

CaseID: 308123 Year: 2017 Old Case#: N/A Smart#: N/A

Case Information

Nature: Pipeline Inspection Subject: 410 O&M Headquarters Inspection By: CLC Rcvd: 11/13/2017 09:45 AM

Desc: BLANK Investigator: NJM Close: / / : :

Next Action: Inspection Planned Smart #:

Notes Involved One Call Reporting Pipe Data Issue Summary Issues Letters Major Points Insp. Day Files Presentation Custom Form History

Remarks

Synopsis

OPS – Legacy System

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Involved Companies

Add Company Remove Company

Role In This Case	Name	Company Function	Region	Closed Date	Remarks
Pipeline Operator	Test AnyGas Company		Anywhere		

Involved Contacts

Add Contact Remove Contact

Role In This Case	Verbally Contacted	Name	Represents	Job Title	Company ID	Remarks
Company Official	<input checked="" type="checkbox"/>	Nathan Miller	MichCon	Assistant Safety Engineer	116212	

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Desc: BLANK Investigator: NJM Close: / / : : : :
Next Action: Inspection Planned Smart #:

Notes Involved One Call Reporting Pipe Data Issue Summary Issues Letters Major Points Insp. Day Files Presentation Custom Form History

Event
Occurred Date/Time: 09/21/2017 09:42 AM
Location:
Address 1:
Address 2:
City, State, Zip: MI
County:
Latitude: Longitude:

Root Cause
Other Outside Force: Other (describe): State your reasons for selecting
No Gas Involvement (describe):
Customer's Gas Facility (describe):

Select Cause(s)

Details of Damage Caused
Reported as Courtesy
Reported as Significant
Type of Product Released: Natural Gas
Est. Property Damage: \$ 9000.00
Number of Deaths:
Incident Reporting (191/Gas/LNG)
In-patient Hospitalization
ESD of an LNG Facility
Accident Reporting (195/HV/HVG)
a) Explosion or fire not intentionally set
(b) Barrel of product lost (#) 0.00
(c) Barrels of HVL, lost per day 0.00
(d) Bodily harm resulting in:
(1) Loss of Consciousness 0
(2) Injured carried from scene 0
(3) Required Medical Treatment 0
(4) Unable to perform normal duties beyond the day of the accident. 0
e) Polluted stream, river, lake, reservoir
Safety Related Condition Report
PHMSA Incident Report

Loss Description
1.5 mmcf of gas release, 150 customers lost
 DOT Jurisdictional
 HSEM Notification
Outage
 Outage was experienced
Duration: Years
NRC
Notify Date: / /
Number:
Rescind: / /
Event
 Fire
 Explosion
 Spill
 Road
 News Media
 Bldg Evac.
 Injured

OPS – Legacy System

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Desc: BLANK Investigator: NJM Close: / / : : : :
Next Action: Inspection Planned Smart #:

Notes Involved One Call Reporting Pipe Data Issue Summary Issues Letters Major Points Insp. Day Files Presentation Custom Form History

Event
Occurred Date/Time: 09/21/2017 09:42 AM
Location:
Address 1:
Address 2:
City, State, Zip: MI
County:
Latitude: Longitude:

Root Cause
Other Outside Force: Other (describe): State your reasons for selecting
No Gas Involvement (describe):
Customer's Gas Facility (describe):

Details of Damage Caused
Reported as Courtesy:
Reported as Significant:
Type of Product Released: Natural Gas
Est. Property Damage: \$ 9000.00

Loss Description
1.5 mmcf of gas release, 150 customers lost
 DOT Jurisdictional

Issue Remarks
Please Select Reasons for not Checking:
 Corrosion: Internal
 Corrosion: External
 Natural Force Damage: Earth Movement
 Natural Force Damage: Heavy/Rain Floods
 Natural Force Damage: Lightning
 Natural Force Damage: Temperature
 Natural Force Damage: High Winds
 Natural Force Damage: Other
 Excavation Damage: by Operator (First Party)
 Excavation Damage: Operator's Contractor (Second)
 Excavation Damage: by Third Party
 Excavation Damage: Previous Excavation Damage
 Other Outside Force: Industrial, Man-made Fire
 Other Outside Force: by Motorized Vehicle
 Other Outside Force: by Maritime Equipment
 Other Outside Force: Fishing or Maritime Activity
 Other Outside Force: Electrical Arcing

Select Cause(s)

Online Replication error: Please see the log file for details.

OPS – Legacy System

Michigan Public Service Commission - [Case:2017 308123 Pipeline Inspection, BLANK]

File Case Company Contact Timesheet Reports Window Advanced Search Open Case Viewer Admin

CaseID: 308123 Year: 2017 Old Case#: N/A Smart#: N/A

Nature Pipeline Inspection Desc: BLANK Next Action: Inspection Planned

Notes Involved One Call Reporting Pp

Select an issue Issues for Company Test AnyGas Company

Priority/Risk	Code	R
	192.453	-
	R 460.20310	-
	192.455 (a) (1)	-
	192.455 (b)	-
	192.455 (c) (1)	-
	192.455 (d)	-
	192.455 (f) (1)	-
	192.457 (a)	-
	192.457 (b) (1)	-
	192.459	-
	192.467 (a)	-
	192.467 (b)	-
	192.467 (c)	-
	192.467 (d)	-
	192.467 (e)	-
	192.467 (f)	-
	192.472 (a)	-

Build Codes for case 308123

Build Codes for: Test AnyGas Company

Templates for Inspection Show All

- Advisory Bulletin
- 2011 First Half
- 2017 Second Half

Code Breaks for selected Templates

- Core Questions
- Construction - Distribution Main
- Construction - Transmission
- Sour Gas (If Applicable)

Codes for Selected Breaks

Code: Root Code: Show Inactive:

Code	RootCode	CodeShortDescription
192.605 (b) (12)		Procedural manual fo
192.491 (c)		Corrosion control rec
192.491 (b)		Corrosion control rec
192.491 (a)		Corrosion control rec
192.487 (b)		Remedial measures:
192.487 (a)		Remedial measures:
192.485 (b)		Remedial measures:
192.485 (a)		Remedial measures:
192.483 (c)		Remedial measures:
192.483 (b)		Remedial measures:
192.483 (a)		Remedial measures:
192.477		Internal corrosion cor
192.476 (d)		Internal corrosion cor
192.476 (c)		Internal corrosion cor
192.476 (a) (3)		Internal corrosion cor
192.476 (a) (2)		Internal corrosion cor
192.476 (a) (1)		Internal corrosion cor
192.475 (b) (3)		Internal corrosion cor
192.475 (b) (2)		Internal corrosion cor
192.475 (b) (1)		Internal corrosion cor
192.475 (b)		Internal corrosion cor
192.475 (a)		Internal corrosion cor
192.471 (c)		External corrosion cor
192.471 (b)		External corrosion cor
192.471 (a)		External corrosion cor

Replication error: Please see the log file for details.

OPS – Legacy System

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Case Information
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 Desc: BLANK Investigator: NJM Close: / / : : : :
 Next Action: Inspection Planned Smart #:

Notes Involved One Call Reporting Pipe Data Issue Summary Issues Letters Major Points Insp. Day Files Presentation Custom Form History

Select an issue
 Issues for Company: Test AnyGas Company - Anywhere

Priority/Risk	Code	Root Code	Sort Order	Activity
	192.453	-	3360	Closed
	R 460.20310	-	3370	Open
	192.455 (a) (1)	-	3380	Open
	192.455 (b)	-	3390	Open
	192.455 (c) (1)	-	3400	Open
	192.455 (d)	-	3410	Open
	192.455 (f) (1)	-	3430	Open
	192.457 (a)	-	3440	Open
	192.457 (b) (1)	-	3450	Open
	192.459	-	3460	Open
	192.467 (a)	-	3600	Open
	192.467 (b)	-	3610	Open
	192.467 (c)	-	3620	Open
	192.467 (d)	-	3630	Open
	192.467 (e)	-	3640	Open
	192.467 (f)	-	3650	Open
	192.472 (a)	-	3700	Open

Issue Details
 Issue Code: - R 460.20310 - Galvanized or aluminum pipe prohibited for direct burial or submerge

Disposition: Full Text Penalty Evidence Compliance Closure Questions Remarks Financial

Status
 Close Date: / / Date Cited: 10/03/2019 Compliance: Unsatisfactory Enforcement: Notice of Probable V Federal CPF Nbr: Date: / / Transfer Details To Case From Case Question Type Procedure Observation Record

Calculate Risk... Risk
 Corrosion 0 Excavation 0 Other Outside Forces 0 Natural Forces 0 Equipment 0 Operators 0 Materials and Welds 0 Other 0

Questions
 Does an operator not utilize galvanized pipe or aluminum pipe for direct burial or submerged use?
 Enforcement Guidance
 MPSC Guidance
 Sub Cause Comments
 Default Risk Comments

Add/Build Transfer Delete Print

OPS – Legacy System

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Case Information

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Desc: BLANK Investigator: NJM Close: / / : : : : Smart #:

Next Action: Inspection Planned

Notes | Involved | One Call | Reporting | Pipe Data | Issue Summary | Issues | **Letters** | Major Points | Insp. Day | Files | Presentation | Custom Form | History

Select an Involved Party
Test AnyGas Company - Anywhere

Letter #	Subject	Sent Date	Rcvd Date	Response Due Date	Response Rcvd Date	Certification #	Internal Remarks
1	410 O&M Headquarters Inspection ...	9/30/2019		11/29/2019			

 Letter ID: 1 Template: MI Insp. Results w/o Penalty Issue List: **R 460.20310 10/3/2019 Unsatisfactory**
 Mailed? Certified Mail Number:
 Sent Date: 09/30/2019 Response Due: 11/29/2019
 Company Rcvd: / / : : Response Recieved: / / : :
 Enclosure:
 Internal Comments:
 Contacts:
 Addressee:
 CC List:

OPS – Legacy System

File Case Company Contact Timesheet Reports Window Advanced Search Open Case Viewer Admin

Company ID : 104312

Company Info

Company Name: DTE Gas Company Shortcut: DTE

Region Desc: Headquarters - Distribution

Address 1: One Energy Plaza

Address 2:

City, State, Zip: Detroit MI 48226

County: Wayne

Web Address: http://www.dteenergy.com/

Email Address:

Legacy ID: 210030 Fed. ID: 12408

Phone Numbers

Add Delete

Type	Area	Number	Ext.	Note
------	------	--------	------	------

General Information Contacts Related Co.'s Towns Served Notes Annual Rpts History Location Files System Custom Form Inspection Planning Company Issues

Company Type

Function: Pipeline Operator

Ownership: Private

Office Type: Main Office Inspection Unit

DOT Information

Facility: Natural Gas Distribution

Jurisdiction: Intrastate

Important Dates

Information Last Verified: / /

Activation Date: 12/28/2008

Inactivation Date: / /

Utilities Works With

- Cable TV
- Customer Owned
- Electric
- Electric & Cable TV
- Electric & Pipeline
- Electric & Telephone
- Fiber Optic
- Not Applicable
- Other
- Other (see remarks)
- Pipeline - Crude Oil
- Pipeline - Natural Gas
- Pipeline - NH3
- Pipeline - Product
- Pipeline - Propane

OPS – Legacy System

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Company ID : 104312

Company Info

Company Name: DTE Gas Company Shortcut: DTE

Region Desc: Headquarters - Distribution

Address 1: One Energy Plaza

Address 2:

City, State, Zip: Detroit MI 48226

County: Wayne

Web Address: http://www.dteenergy.com/

Email Address:

Legacy ID: 210030 Fed. ID: 12408

Phone Numbers

Type	Area	Number	Ext.	Note

General Information | **Contacts** | Related Co's | Towns Served | Notes | Annual Rpts | History | Location | Files | System | Custom Form | Inspection Planning | Company Issues

Relationship	Company Name	Region	Address	Internet	Company ID	Legacy ID
SubCompany	DTE Gas Company ...	Alpena Distribution ...	1111 US-23 Alpena MI 49707	http://www.dtee...	104512	210031B
SubCompany	DTE Gas Company ...	Belle River Transmission, Compression...	5440 Puttygut Road China Charter Twp MI 48054	http://www.dtee...	106412	240031V
SubCompany	DTE Gas Company ...	Big Rapids Distribution ...	609 Bjomson Street Big Rapids MI 49307	http://www.dtee...	104612	210031C
SubCompany	DTE Gas Company ...	Cadillac Distribution ...	1560 Marty Paul Cadillac MI 49601	http://www.dtee...	104712	210031D
SubCompany	DTE Gas Company ...	Central Region Transmission ...	10450 Nevins Road Six Lakes MI 48886	https://www.dte...	106912	240032A
SubCompany	DTE Gas Company ...	Coolidge Station Distribution ...	14270 Schaefer Detroit MI	http://www.dtee...	104812	210031E
SubCompany	Renaissance Pipeline ...	Dynegy Power Plant Pipeline/Carson ...	10450 Nevins Road Six Lakes MI 48886		110612	242200
SubCompany	DTE Gas Company ...	Escanaba Distribution ...	328 N 10th Street Escanaba MI 49829	http://www.dtee...	104912	210031F
SubCompany	DTE Gas Company ...	Escanaba Transmission ...	328 N 10th Street Escanaba MI 49829	https://www.dte...	115912	240032D
SubCompany	DTE Gas Company ...	Gaylord Gathering ...	117 Old State Road Gaylord MI 49735	https://www.dte...	119212	280032I
SubCompany	DTE Gas Company ...	Gaylord Transmission ...	117 Old State Road Gaylord MI 49735	http://www.dtee...	106712	240031Y
SubCompany	MichCon Gathering ...	Goose Creek Compressor ...	1250 MichCon Lane Kalkaska MI 49646	http://mgat.dtee...	110412	240032M
SubCompany	DTE Gas Company ...	Grand Rapids Distribution ...	444 Wealthy Street SW Grand Rapids MI 49512	http://www.dtee...	105012	210031G
SubCompany	DTE Gas Company ...	Grand Rapids Transmission (within dist...	444 Wealthy Street SW Grand Rapids MI 49503	https://www.dte...	116012	240032E

Pipeline Safety System Development

- Project timeline:
 - September 2018 project kick off
 - April 15, 2019 Go Live
- Development team:
 - Contractor: SevenPoints
 - MPSC Staff: Dave Chislea, Cindy Creisher, Eleanor Mundorf, Kristen Lawless, Kasey Patrick
- Developed on Salesforce platform
 - Web-based access to the system through MiLogin
- Significant changes
 - Account and Contact relationships
 - Cases and Inspections
 - Inspection of Questions related to Rules
 - Compliance Action and Violation relationships
 - Template generation of documents
 - Incorporates features to administer MPSC's Damage Prevention program
 - Email-to-Case and Web-to-Case

Email-to-Case

- Utilizes the Operations email account (LARA-MPSC-Operations@michigan.gov) for the Email-to-Case function.
- All formal and informal correspondence will be delivered from the pipeline safety system.
 - Inspection Exit Summary documents
 - Non-Compliance, Response, and Closure letters
 - Staff Incident Reports and Recommendation letters
- Any new email sent to the Operations account will automatically create a new case.
 - Annual reports
 - Safety related condition reports
 - Construction filings and reports
 - Excavation damage incident reports per Act 174 of 2013
 - Other notifications as required

- Email responses to existing cases should contain the case threading information (e.g., “ref:_00Dr08vPn._500r04lQ1o:ref”) in either the subject or the body of the email to the Operations account.
 - Most easily done by a direct response to an email delivered from the pipeline safety system.
 - Delivers the response to the Operations account then be redirected to the appropriate database case for review by Staff.
 - Attachments to email are automatically attached to the appropriate case
 - Any email sent without appropriate case threading reference information to the Operations account will automatically create a new case.

Web-to-Case

- Submission of the online Damage Prevention Complaint form automatically creates a case in the MPSC Pipeline Safety System.
 - www.mpscdamageprevention.apps.lara.state.mi.us/
- Data submitted through the form is mapped to fields in the system.
- Utilizes Email-to-Case function to generate confirmation email to complainant that the complaint has been received.
- Attachments or evidence pertaining to the complaint case can be provided via response to the Operations account.

Web-to-Case

Damage Prevention Complaint Form

Who is submitting this information?

Who is Filing the Complaint?	Contact Name
Facility Operator	Cindy Creisher
Filed on Behalf of (Company)	
ABC Pipeline	
Phone Number	Email
555-555-5555	creisher@michigan.gov

Damage or Event Details

Event Date	Address
10/04/2019	123 Main Street
City	State
Lansing	Michigan
Was There Damage to a Facility	What Type of Facility Operation Was Affected
Yes	Natural Gas
What Type of Facility was Affected	Type of Work Performed
Distribution	Grading
Type of Excavation Equipment	
Bulldozer	



Fri 10/4/2019 1:38 PM

noreply@salesforce.com on behalf of
Michigan LARA MPSC Gas Safety <noreply@michigan.gov>

Your Case #00003811 "Complaint Filed Against Excavator - Nathan Miller - 2019-10-04" Has Been Received

To  Creisher, Cynthia (LARA)



STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
PUBLIC SERVICE COMMISSION

Dear Cindy Creisher,

Your complaint filed pursuant to Michigan Public Act 174 of 2013, the MISS DIG Underground Facility Damage and Safety Act, has been received by the Michigan Public Service Commission. Your complaint has been assigned Case Number 00003811. A member of our Staff will follow up with you shortly regarding your submitted complaint.

Sincerely,

Gas Operations Section
Energy Operations Division
Michigan Public Service Commission

ref:_00Dt0LBEP._500t0NBwsH:ref

Web-to-Case

Pipeline Safety Co... Cases 00003811

Related Cases (0) Compliance Actions (0) Managed Files (0) Inspections (0) Notes (0) Open Activities (0) Activity History (1) Emails (1) Files (0)

Attachments (0) Case History (4)

Details

Case Number 00003811	Case Owner New Unassigned Case Queue
Parent Case	Case Record Type DP Complaint
Subject Complaint Filed Against Excavator - Nathan Miller - 2019-10-04	Type Web
Description Complaint Filed Against Excavator - Nathan Miller - 2019-10-04	Case Origin New
Associated Docket	Status New
Date/Time Opened 10/4/2019 1:38 PM	Case Close Reason
Date/Time Closed	Case Close Reason - Other
Legacy PropLossDescription	

Complainant Information

Complaint Filer Facility Operator	Web Company ABC Pipeline
Account Name Contact Name	Web Name Cindy Creisher
Web Event Date 2019-10-04T00:00:00.000-5	Web Phone (555) 555-5555
	Web Email creisher@michigan.gov

Event Information

Event Date/Time	Event Street
-----------------	--------------

Related

Activity Feed

- Related Cases (0)
- Compliance Actions (0)
- Managed Files (0)
- Inspections (0)
- Notes (0)
- Open Activities (0)
- Activity History (1)
 - Email: Your Case #00003811 *Complaint Filed Against Excavator - Nathan Mill...
 - Name:
 - Task:
 - Due Date: 10/4/2019
 - View All
- Emails (1)
 - Your Case #00003811 *Complaint Filed Against Excavator - Nathan Miller - 20...
 - From Address: noreply@michigan.gov
 - To Address: creisher@michigan.gov
 - Message Date: 10/4/2019 1:38 PM

Salesforce Pipeline Safety Demo

Home | Salesforce - Google Chrome
 mipipelinesafety.lightning.force.com/lightning/page/home

MPSC Michigan Public Service Commission

All Search Salesforce

Pipeline Safety Co... Home

All Open Cases by Type by Origin

Type	Inspector	Phone	Web	Email-LARA-MPSC-operations@michigan.gov
Damage Prevention Complaint	~10	~10	~10	~10
Damage Prevention Incident	~10	~10	~10	~10
Pipeline Safety Incident	~10	~10	~10	~10
Pipeline Inquiry/Complaint	~10	~10	~10	~10
Standard Inspection	~10	~10	~10	~10
Safety Related Condition	~10	~10	~10	~10
Construction	~10	~10	~10	~10
Upgrading	~10	~10	~10	~10
General/Administration	~10	~10	~10	~10

View Report As of Today at 8:16 AM

Today's Tasks

Nothing due today. Be a go-getter, and check back soon.

View All

Recent Records

- All Open Cases by Type by Origin
- DTE Gas Company
- Renee Tomina
- Wolverine Power Supply Cooperative Inc.
- Hersey Pipeline

View All

News

Treasurer of the State of North Carolina Buys 650 Shares of DTE...
 DTE Energy News
 WatchList News · 3d

Treasurer of the State of North Carolina boosted its stake in shares of DTE Energy Co (NYSE:DTE) by 0.7% during the 2nd quarter, HoldingsCha...

GCS in the News: DTE Energy sets goal of 100% carbon neutrality by...
 DTE Energy News
 michiganradio.org · 11d

Net Zero Carbon Emissions Goal Announced by Dte Energy Electric...
 DTE Energy News
 globalenergyworld.com · 12d

DTE Energy (NYSE: DTE) today announced a goal to achieve net zero carbon emissions in its electric company by 2050. This bold new goal sets ...

DTE Energy to add 100 new jobs in Cass City
 DTE Energy News
 oilandgas360.com · 27d

DTE Energy to add 100 new jobs in Cass City DTE Energy to add 100 new jobs in Cass City The post DTE Energy to add 100 new jobs in Cass City...

Qatar- KPMG ranked quality for global fn
 Business Services Indu
 menafn.com · 9h

(MENAFN - The Penins PeninsulaDOHA: KPMG recently announced it l top score for overall qu

See More News

What's Next?

- System Maintenance
 - Question and Inspection Form development
 - Reports and dashboards
 - Applying exempt questions to inspection units
 - Cleanup of migrated data
- System Enhancements
 - Improvements related to the ability to move questions between inspections and documentation of exit summary delivery
 - User interface improvements for ease of use
 - Addition of miscellaneous fields
 - User permissions
 - Validation rules

Development of Inspection Forms and Questions

Michigan Public Service Commission

Eleanor Mundorf

October 8, 2019



PRO, and General Questions

- P - Procedure
- R - Records
- O - Observation
- C - Construction, suffix
- G - General

Question ID	Question Text	Compliance
192.59(a)_O-C	Is the plastic pipe manufactured in accordance with a listed specification in Section I of Appendix B(Thermoplastic: ASTM D2513-99; Polyethylene: ASTM D2513-09a), and resistant to chemicals with which contact may be anticipated? (Pipe should be free of visible defects.)	
192.63(a)(1)_O	Is each valve, fitting, length of pipe, and other component marked as prescribed in the specification or standard to which it was manufactured(thermoplastic pipe and fittings, other than polyethylene, must be marked in accordance with ASTM D 2513-87)?	

Development

- Each rule is evaluated to determine whether P, R, O elements exist.
- Questions are developed for each element.

		Has a manual of written procedures for conducting operations and maintenance activities and for emergency response been prepared and followed?
192.605 (a)	P	For transmission lines, does the manual also include procedures for handling abnormal operations?
192.605 (a)	R	Do records document the operations, maintenance, and emergency manual has been reviewed and updated at least once per calendar year, not exceeding 15 months?
192.605 (a)	O	Are appropriate parts of the operations, maintenance, and emergency manual kept at locations where these activities are conducted?

- Each question can check compliance to multiple rules.
- Ex. 192.605(a) states in part “Each operator shall prepare and follow for each pipeline, a manual of written procedures for conducting operations and maintenance activities and for emergency response.”
- Ex. Construction
 - 192.303, 192.305

Inspection Forms

– Current

- 4 year comprehensive inspection cycle - 2 standard inspection forms each year
- Special inspections every 4 years, all operators inspected over a 2 year timeframe - TIMP, DIMP, OQ, CRM, D&A...

– Future

- 5 year comprehensive inspection cycle - 1 comprehensive form each year.
- Special inspections on a 4 year cycle, a quarter of operators inspected each year.

Questions

?????