

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MATTHEW FREEMAN)	
)	
_____)	CASE NO.
)	2022-00165
ALLEGED VIOLATION OF UNDERGROUND)	
FACILITY DAMAGE PREVENTION ACT)	

INITIATING ORDER FOR ALLEGED 811 VIOLATION OF THE KENTUCKY
UNDERGROUND FACILITY DAMAGE PREVENTION ACT

Matthew Freeman (Mr. Freeman) has been named as a party to an investigation before the Kentucky Public Service Commission (Commission) for allegedly violating the Kentucky Underground Facility Damage Prevention Act (Act).¹ A hearing in this case shall take place on September 30, 2022.

Pursuant to KRS 278.495(2), the Commission has jurisdiction to regulate the safety of natural gas facilities in Kentucky and to enforce minimum federal pipeline safety standards. Under the Act, the Commission has authority to investigate and assess civil penalties for any violation of the Act that results in excavation damage to an underground facility used to transport natural gas or hazardous liquid subject to federal pipeline safety laws, 49 U.S.C. § 60101, *et seq.* Any person who violates any provision of the Act is subject to assessment of a civil penalty in the amount of \$250 for the first offense, no more than \$1,000 for the second offense within one year, and no more than \$3,000 for the third and any subsequent offense. Additionally, any person whose violation of the Act

¹ KRS 367.4901 through KRS 367.4917.

results in damage to an underground facility containing any flammable, toxic, corrosive, or hazardous material or results in the release of any flammable, toxic, corrosive, or hazardous material is subject to an additional penalty of up to \$1,000.

Following receipt of a report of excavation damage to its underground gas pipeline from an operator, Commission Staff (Staff) conducted an investigation and prepared an Incident Report, a copy of which is attached to this Order as Appendix A. In its Incident Report, Staff cites Mr. Freeman for violation of the following provision of the Act:

KRS 367.4911(1)(a) – Each excavator, or person responsible for an excavation, planning excavation or demolition work shall, not less than two (2) full working days nor more than ten (10) full working days prior to commencing work, notify each affected operator of the excavator's intended work and work schedule. Contacting the applicable protection notification centers shall satisfy this requirement.

Based on its review of the Incident Report and being otherwise sufficiently advised, the Commission finds prima facie evidence that Mr. Freeman violated the Underground Facility Damage Prevention Act. The Commission further finds that a formal investigation into the excavation damage incident shall be conducted.

IT IS THEREFORE ORDERED that:

1. Mr. Freeman shall submit to the Commission, via email sent to PSCED@ky.gov with the case number of this proceeding in the subject line of the message, a written response to the allegations contained in the Staff Incident Report within 20 days of receipt of this Order.

2. Mr. Freeman shall appear on September 30, 2022, at 9 a.m. Eastern Daylight Time, in the Richard Raff Hearing Room of the Commission's offices at 211 Sower Boulevard in Frankfort, Kentucky, for the purpose of presenting evidence concerning the alleged violation of the Underground Facility Damage Prevention Act.

3. The September 30, 2022 hearing shall be conducted via video conferencing.

4. Mr. Freeman shall attend the hearing by using the following link: <https://global.gotomeeting.com/join/308551245>; information and instructions are attached to this Order as Appendix B.

5. Mr. Freeman shall notify the Commission at least ten days prior to the hearing if Mr. Freeman is unable to appear by video conferencing and will therefore appear in person.

6. Any partnership, corporation, or business entity (including a limited liability company) must be represented by an attorney licensed to practice law in Kentucky, and such representation includes the filing of papers with and appearances at hearings before the Commission.

7. An individual may submit a response to the allegations contained in the Staff Incident Report without the representation of an attorney.

8. The Staff Incident Report 43284, attached to this Order as Appendix A, is made a part of the record in this case.


9. The September 30, 2022 hearing shall be recorded by video only.

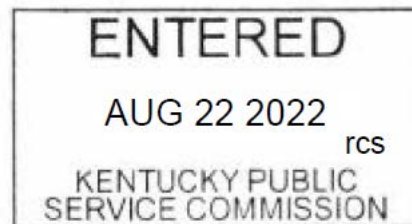
10. Please note parties who fail to appear after service will be subject to entry of a default judgment against them.

PUBLIC SERVICE COMMISSION


Chairman

Vice Chairman


Commissioner



ATTEST:


Executive Director

Case No. 2022-00165

APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2022-00165 DATED AUG 22 2022

NINETEEN PAGES TO FOLLOW

PIPELINE DAMAGE INVESTIGATION REPORT

Investigation Information

Investigator Eric Tout **Incident ID** 43284 **Investigation** 8228
Incident Date 11/20/2020 7:30:00 PM **Report Submitted** 12/15/2020

Operator Information

Operator Louisville Gas and Electric Company (LG&E) **Reported By** Mike Jones
Phone (502) 364-8281 **Email** Mike.Jones@lge-KU.com

Incident Location 2420 W Muhammad Ali Blvd **Locate Ticket Number** NA
 Louisville KY 40212

County Jefferson

Excavator Information

Excavator Matthew Freeman **Organization ID**
 Matthew Freeman
Phone 502-450-2450 **Email**
Address 3911 W Broadway **Locate Ticket Number** NA
 Louisville KY 40211

Damage Report (DR) Summary

Excavation Within 18" (Approximate Location)	Gas Or Hazardous Liquids		Type Of Equipment Used	Cost of Damage	Amount Billed
	Contained	Released			
No call to 811	Yes	Yes	Not Specified	\$545.00	\$0.00

The Operator reports that the Excavator damaged a ½ inch gas service removing a retaining wall and failed to contact the KY Contact Center (811). The Operator indicates prior to the damage a neighbor called the Public Service Commission, who called LG&E to report the Excavator digging without a Locate Ticket (LT). LG&E, Steve Delap, made a courtesy stop, he explained the Dig Law to the Excavator, Matthew Freeman, and advised Mr. Freeman to contact 811 before proceeding with any more excavating. **The DR is included as Attachment 1.**

INVESTIGATION

On 12/03, 06 & 07/21 attempts to contact the Excavator at 502-450-2450 resulted in a busy signal.

On 12/07/21 a Letter to Contact was sent to the Excavator.

The Letter to Contact is included as Attachment 2.

On 12/20/21, via email, the Operator, LG&E's Mike Jones, stated that the Excavator has not paid for the damage and this incident has been sent to collections. Mr. Jones provided the following documents:

- Invoice: Billing the Excavator \$545.00 for the repair of the damage.
- Incident Field Investigation Report: Which is outlined above (see Attachment 1 and DR Summary).
- Facts-Based Investigation w/ Photographs: Which is outlined above (see Attachment 1 and DR Summary) and the photographs depict the incident location.

LG&E's documents are included as Attachment 3.

As of 01/04/22 no contact has been made by the Excavator, therefore a Demand Letter requiring the attendance to the Damage Prevention Course and imposing the reduce penalty of \$250.00 will be sent.

PIPELINE DAMAGE INVESTIGATION REPORT

VIOLATIONS

KRS 367.4911 (1)(a) Each excavator, or person responsible for an excavation, planning excavation or demolition work shall, not less than two (2) full working days nor more than ten (10) full working days prior to commencing work, notify each affected operator of the excavator's intended work and work schedule. Contacting the applicable protection notification centers shall satisfy this requirement.

of Offences

(Including this incident)

Excavator	Last Offence Incident #	Last Offence Incident Date	Revert to 1st Offence Date (Last Offence Date +365 Days)
1 st	N/A	N/A	N/A

Attachment 1

Gas Excavation Damage Report

Louisville Gas and Electric Company

Submitted 12/15/2020 Incident ID: 43284

[Set back to Edit](#)[Staff Edit](#)[Print \(PDFForm.aspx?Rpt=GasInvestigation&IG=43284\)](#)

Reported By:

Name: Mike Jones
Phone: (502) 364-8281
Email: Mike.Jones@lge-KU.com

Gas Line Incident Occured:

Date: 11/20/2020
Time: 7:30 PM

Details:

Reported Date: 12/15/2020 9:56 AM

Incident Location Address:

Location:

Address: 2420 W Muhammad Ali Blvd
City: Louisville
State: KY
County: Jefferson
Zip: 40212
Confirm Code: Y

Number of Customers out: 1

Was gas or hazardous liquids contained in the underground facility?

Was gas or hazardous liquids released into the atmosphere? *

3/2020

Locate Request Ticket No.: NA

Excavator: Contractor

Excavator Address:

First Name: Matthew
Last Name: Freeman
Organization ID:
Company: Matthew Freeman
Phone: 502-450-2450
Email:

Address: 3911 W Broadway
City: Louisville
State: KY
Zip: 40211
Confirm Code: Y
Excavation Damage: No notification made to the One Call Center

Description of Incident Deming retaining wall at sidewalk, didn't see gas line?.

Summary Information

12/15/2020

Full details such as the cause	Excavator damaged unmarked 1/2" pl company service while removing a retaining wall near the sidewalk. No BUD. Steve Delap with LG&E made a courtesy stop earlier in the afternoon, prior to damage, and advised the excavator to call 811. Excavator is flipping the property.
Extent of the damage	Damaged 1/2" plastic gas service
Cost of the damage	\$545.00
Steps taken to prevent re-occurrence	The "steps to prevent reoccurrence" happened earlier in the day before the damage. A neighbor called the PSC, who called LG&E to report contractor digging without locates. LG&E reached out to Steve Delap who made a courtesy stop. Steve said he explained the Dig Law to Mr. Freeman and advised him to contact 811 before proceeding with any more excavating.
Amount billed to excavator	\$0.00

Attachment 2



Andy Beshear
Governor

Rebecca W. Goodman
Secretary
Energy and Environment Cabinet

Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd.
P.O. Box 615
Frankfort, Kentucky 40602-0615
Telephone: (502) 564-3940
Fax: (502) 564-3460
psc.ky.gov

Kent A. Chandler
Chairman

Amy D. Cabbage
Vice Chairman

Marianne Butler
Commissioner

December 7, 2021

Matthew Freeman
3911 W. Broadway
Louisville KY 40211

Re: Violation of Kentucky Underground Facility Damage Prevention Act
Incident Number: **43284**

Dear Mr. Freeman:

The Kentucky Public Service Commission (Commission) received a report of damage occurring on November 20, 2020 to a natural gas or hazardous liquid facility located at 2420 W Muhammad Ali Blvd., Louisville, KY 40212, owned and/or operated by Louisville Gas and Electric Company. Under the Kentucky Underground Facility Damage Prevention Act (Act), KRS 367.4901 through KRS 367.4917, the Commission has jurisdiction to investigate any violation of the Act that results in excavation damage to underground facilities used to transport gas or hazardous liquid subject to federal pipeline safety laws, 49 U.S.C. secs. 60101 et seq. The Commission regulates the safety of jurisdictional natural gas pipelines in the Commonwealth pursuant to KRS 278.495 and 49 CFR Parts 190, 191, 192 and 195.

Following receipt of the damage notification, Commission Staff (Staff) attempted to contact you at 502-450-2450 which has been disconnected, is out of service, not accepting calls and/or the mailbox is full. To obtain all information regarding this matter it is imperative that contact is made. If there is no contact a penalty of \$1,250.00 could be imposed, therefore please contact me at 502-782-2622.

Respectfully,

A handwritten signature in blue ink, appearing to read "Eric V. Tout", enclosed in a rectangular box.

Eric V. Tout
Consumer Complaint Investigator
Division of Inspections / Damage Prevention

U.S. Postal Service™
CERTIFIED MAIL® RECEIPT
Domestic Mail Only

For delivery information, visit our website at www.usps.com®.

OFFICIAL USE

7020 3160 0001 8129 6389

Certified Mail Fee	\$	
Extra Services & Fees (check box, indicate as applicable)		
<input checked="" type="checkbox"/> Return Receipt (hardcopy)	\$	5.00
<input type="checkbox"/> Return Receipt (electronic)	\$	
<input type="checkbox"/> Certified Mail Restricted Delivery	\$	
<input type="checkbox"/> Adult Signature Required	\$	
<input type="checkbox"/> Adult Signature Restricted Delivery	\$	
Postage	\$	0.53
Total Postage and Fees	\$	7.03

Postmark
Here

Matthew Freeman
3911 W. Broadway
Louisville KY 40211

Inc 43284

LOUISVILLE KY 400

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. *Inc 43284*
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Number

Matthew Freeman
3911 W. Broadway
Louisville KY 40211



9590 9402 6901 1104 3987 41

2. Article Number (Transfer from service label)

7020 3160 0001 8129 6389

COMPLETE THIS SECTION ON DELIVERY

A. Signature *10 DEC 2021 PM 2*

Agent
 Addressee

B. Received by (Printed Name)

C. Date of Delivery

D. Is delivery address different from item 1? Yes
If YES, enter delivery address below: No

3. Service Type
- Adult Signature
 - Adult Signature Restricted Delivery
 - Certified Mail®
 - Certified Mail Restricted Delivery
 - Collect on Delivery
 - Collect on Delivery Restricted Delivery
 - Priority Mail Express®
 - Registered Mail™
 - Registered Mail Restricted Delivery
 - Signature Confirmation™
 - Signature Confirmation Restricted Delivery

Attachment 3

Tout, Eric V (PSC)

From: Jones, Mike (Auburndale) <Mike.Jones@lge-ku.com>
Sent: Monday, December 20, 2021 8:16 AM
To: Tout, Eric V (PSC)
Subject: RE: 43284, 11/20/2020, 2420 W Muhammad Ali Blvd., Louisville, Matthew Freeman
Attachments: 2020120104.pdf; #43284 - 2420 W. Muhammad Ali - 11202020.pdf; #43284 - 2420 W Muhammad Ali - 11202020.pdf

****CAUTION** PDF attachments may contain links to malicious sites. Please contact the COT Service Desk ServiceCorrespondence@ky.gov for any assistance.**

Eric,

Attached are 2 different reports and the invoice sent to the excavator. The excavator has not paid and the invoice has been sent to our collections agency.

From: Tout, Eric V (PSC) <ericv.tout@ky.gov>
Sent: Wednesday, December 15, 2021 9:59 AM
To: Jones, Mike (Auburndale) <Mike.Jones@lge-ku.com>
Subject: 43284, 11/20/2020, 2420 W Muhammad Ali Blvd., Louisville, Matthew Freeman

EXTERNAL email. STOP and THINK before responding, clicking on links, or opening attachments.

Hello Mike,

Please provide damage photos, reports, billing info and payment (canaled check) info.

*Thanks,
Eric V. Tout
Kentucky Public Services Commission
Division of Inspections / Damage Prevention
211 Sower Blvd., Frankfort, KY 40601
Office: 502-782-2622*

Fax: 502-564-1582

----- The information contained in this transmission is intended only for the person or entity to which it is directly addressed or copied. It may contain material of confidential and/or private nature. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is not allowed. If you received this message and the information contained therein by error, please contact the sender and delete the material from your/any storage medium.



Invoice
Louisville Gas and Electric Company
 820 West Broadway
 Louisville, KY 40202
 Attn: Remittance and Collection
 800-928-1340

INVOICE DATE: 12/03/2020

REFERENCE: OTPD419
 NO.:
 DTS INVOICE: 2020120104
 NO.:

AMOUNT DUE: **\$545.30**
 DUE DATE: **01/02/2021**

FREEMAN, MATTHEW
 3911 WEST BROADWAY STREET
 LOUISVILLE KY 40211

PLEASE RETURN TOP PORTION WITH YOUR PAYMENT
PLEASE INCLUDE INVOICE NUMBER ON ALL REMITTANCES

COST TO REPAIR: Damaged Customer Gas Service
 DAMAGE DATE: 11/20/2020
 DAMAGE LOCATION: 2420 W Muhammad Ali Blvd
 Louisville, KY 40212

LABOR HOURS: 7.00

LABOR COST: \$462.30

MATERIAL COST: \$37.72

TRANSPORTATION/EQUIPMENT COST: \$45.28

CONTRACTOR COST: \$0.00

OTHER DAMAGE COSTS: \$0.00

TOTAL DUE: \$545.30

Incident Field Investigation Report — Gas



Damage report # 2620120104

Is this related to a capital project? Yes No

Project/task OTPD419/MAINT
 Resp. ctr. AOC

G# 000978947

Damage to company facilities

Date of incident 11/20/20 Time 7:45 a.m. p.m. Police report # _____

Address/location of damage 2420 W. Muhammad Ali Blvd. ZIP code 40212

Subdivision name _____

Time dispatched 7:30 a.m. p.m. Time of completion _____ a.m. p.m.

Who caused damage? Matthew Freeman
(Name of contractor, utility, individual, etc.)

Address of party causing damage 3911 W. Broadway Louisville KY 40211
(Street) (City) (State) (ZIP)

Phone number of party causing damage (502) 450-2450
(Area code) (Number)

Was party causing damage still on the job? Yes No If yes, who was in charge? Matthew Freeman

If no, how did you obtain name of party causing damage? _____

What was damaged? Company main Customer service Company service Other _____

What type of work was being performed? Demoing retaining wall @ sidewalk.

Party's explanation for damage Didn't see gas line.

What repairs were made? 2-1/2" IPS Perma-seals w/ piece of 1/2" IPS pipe

Any additional work to be performed? Yes No If yes, by whom? _____ Number of customers out 1

Possible damage to others

Date of incident _____ Time _____ a.m. p.m.

What was damaged? _____

What was LG&E doing at this location? _____

Description of damage _____

Owner of property _____ Phone (_____) _____
(Area code) (Number)

Owner's address _____
(Street) (City) (State) (ZIP)

To whom was damage reported? _____

Was an LG&E contractor notified? Yes No If yes, name of contractor _____

Is the LG&E contractor responsible for the damage? Yes No

Were photos taken? Yes No If yes, from whom can the photos be obtained? _____

Were there any injuries? Yes No If yes, name of injured party _____

Were there any witnesses to the incident? Yes No

Name	Address	Phone

BUD/KY 811/VA 811 information

BUD number and requesting party's name No BUDS

Were facilities marked? Yes No Did excavator agree? Yes No

If yes, were facilities properly marked? Yes No Did excavator agree? Yes No

If no, how were they mismarked? *(be specific)* _____

Was line locating contractor on the job? Yes No

11/20/20 (Date of report) BT JL (Signature of employee) E028997 (Employee number)

Approved B. Taylor Date 11-25-20

Put any additional comments on back

Comments: Repaired service w/ 2-1/2" IPS permaserts and 1/2" IPS pipe. Tested @ 100psig for 10mins - OK.

Crew Personnel	Employee #	ST Hours	OT Hours	DT Hours	Unit #	Equipment
Jeremy Lucas	E028554	2			8034	<input type="checkbox"/> Backhoe <input type="checkbox"/> Kubota
Brayden Lander	E028997	2	.5		4953	<input type="checkbox"/> Backhoe <input checked="" type="checkbox"/> Kubota
Daniel Penaway	E029539	2	.5			<input type="checkbox"/> Backhoe <input type="checkbox"/> Kubota
						<input type="checkbox"/> Backhoe <input type="checkbox"/> Kubota
						<input type="checkbox"/> Backhoe <input type="checkbox"/> Kubota
						<input type="checkbox"/> Backhoe <input type="checkbox"/> Kubota
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						<input type="checkbox"/> Backhoe <input type="checkbox"/> Kubota
						<input type="checkbox"/> Backhoe <input type="checkbox"/> Kubota
						<input type="checkbox"/> Backhoe <input type="checkbox"/> Kubota
						<input type="checkbox"/> Backhoe <input type="checkbox"/> Kubota

Please provide a sketch of the damage location, including any locate markings.



Material Used		
Qty.	Material	IIN#
2	ft. Pipe PE 2406: 1/2" IPS	1170051
	ft. Pipe PE 2406: 1" CTS	1170078
	ft. Pipe PE 2406: 1-1/4" IPS	0434843
	ft. Pipe PE 2406: 2" IPS	0459060
	ft. Pipe PE 2406: 4" IPS	0395160
ea.	1/2" IPS Permasert coupling	0394943
ea.	1" CTS Permasert coupling	0394935
ea.	2" IPS Electrofusion CPL	0394894
ea.	4" IPS Electrofusion CPL	0394901
ea.	1" Prefab Meterloop w/reg.	0532951
ea.	Flex Riser 1" male by 1/2" IPS	0530927
ea.	Flex Riser 1" male by 1" CTS	0530935
ea.	Farm tap (w/o regulator)	ARM WR 5695012
ea.	Farm tap regulator (Fischer 627 with 1/8" diameter orifice)	
2	1/2" IPS permaserts	



Facts-Based Investigation

Internal Claim ID: INC-20201122-001 Customer Claim ID: _____
Site Investigator: Tracy Reesor Notified At: 11/20/20 19:45:00
Notified By: Gas Operations Dispatch 5025891444
Damage Location: 2420 W Muhammad Ali Blvd Louisville KY 40212
Incident Time: 11/20/20 19:30:00

Original Locate Request: None found Assigned Locator: _____
Locate Request Due: _____ Locate Request Completed: _____
Photos Taken Before Damage? N
Photos Taken of Damage Site? Y

Type and Size of Damaged Utility: Natural Gas Service/Drop 0.5
Depth: 18" to < 36" (0.5 to < 1m)
Description and Extent of Damage: Excavator damaged unmarked 1/2" pl company service while removing a retaining wall near the sidewalk. No BUD. Steve Delap with LG&E made a courtesy stop earlier in the afternoon, prior to damage, and advised the excavator to call 811. Excavator is flipping the property.

Equipment Used: Backhoe/Trackhoe
Excavation Company Name: Matthew Freeman
Company Address: 3911 W. Broadway, Louisville, KY 40211
Phone: 5024502450 Contact Name: Matthew Freeman
Working For: _____
Repair Company: LG&E
Personal Injury: N 3rd Party Property Damage: N Evacuations: N Other: N
Impact Comments: _____
Was Locate requested?: N Locate Request Completed?: N
Locate Accurate (Within Tolerance Zone): N/A If No, Distance Markings Off: N/A
Marks Visible at Time of Damage: N Damage Within Scope of Ticket: N



Facts-Based Investigation

Repair Contact Name: Brayden Lander Phone: _____

Repair Comments: Jeremy Lucas was first responder

Witness: _____ Phone: _____

Comments: _____

Witness: _____ Phone: _____

Comments: _____

Root Cause Explanation: _____

Responsible Party: Matthew Freeman

Responsible Party Comments: FYI...Earlier this afternoon, a neighbor called the PSC who called LG&E to report contractor digging without locates. LG&E reached out to Steve Delap who made a courtesy stop. Steve said he explained the Dig Law to Mr. Freeman and advised him to contact 811 before proceeding with any more excavating. Neighbor called because there were no marks and flags!?!

Date of Investigation: 11/22/20 Investigation Time (Hours): _____

Site Investigator's Name: Tracy Reesor Phone: 5022694079

Site Investigator's Signature: Tracy Reesor Date: 11/23/2020

Damage Status: One Call Notification Issue

Cause Code: No notification made to One-Call Center / 811

Damage Claims Manager: _____





APPENDIX B

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2022-00165 DATED AUG 22 2022

TWO PAGES TO FOLLOW

Information and Instructions for Hearing

You are required to attend a formal hearing with the Kentucky Public Service Commission. Please note the hearing is scheduled in the **Eastern Time Zone**, and the hearing date and time are on the Order that accompanied these instructions.

You are **strongly encouraged** to download the GoToMeeting app now and be ready for your hearing. If you cannot appear via video using this app, at least ten days prior to your scheduled hearing you must call the Commission's offices at the number provided below. You will receive instructions on appearing in person in the Richard Raff Hearing Room of the Commission's offices at 211 Sower Boulevard in Frankfort, Kentucky at the time and date of your scheduled hearing.

Please direct any questions to Ashley Rhodes, Commission Division of Inspections. AshleyB.Rhodes@ky.gov or 502-782-2578.

To download the GoToMeeting app go to:

<https://global.gotomeeting.com/install/258846301>

On the day of your hearing using your computer, tablet, or video enabled smartphone. **Access the proceeding at:**

<https://global.gotomeeting.com/join/308551245>

More information about using GoToMeeting can be found at:

GoToMeeting - Attendee Quick Start

<https://www.youtube.com/embed/8VaHHVP0FCU?autoplay=1&showinfo=0&controls=0&rel=0>

GoToMeeting - How to Join a Meeting

https://www.youtube.com/embed/Ojl1q_sPrP0?autoplay=1&showinfo=0&controls=0&rel=0

Technical Requirements for Using GoToMeeting

Operating System:

Windows 7 – Windows 10

Mac OS X 10.9 (Mavericks) – mac OS Big Sur (11)

Linux/Ubuntu (Web App only)

Google Chrome OS (Web App only)

iOS 11 – iOS 13

Android OS 5 (Lollipop) – Android 10

Web Browser: (Applies to Web App only)

Google Chrome v72 or newer

Microsoft Edge v77 or newer

Internet Connection:

Computer: 1 Mbps or better (broadband recommended)

Mobile device and Chromebook: 3G or better (WiFi recommended for VoIP)

Software:

GoToMeeting desktop app (JavaScript enabled)

GoToMeeting app from the Apple Store, Google Play Store, or Windows Store

Hardware:

2GB of RAM (minimum), 4GB or more of RAM (recommended)

Webcam device*

Microphone and speakers** (USB headset recommended)

Mobile Device:

iPhone 5 or newer

iPad 3rd gen or newer

Note: * You MUST have a camera on your device or connected to your device to appear at the hearing.

** Most devices have built-in speakers, but you will get better audio quality while connected via VoIP if you use a headset

Matthew Freeman
3911 W. Broadway
Louisville, KENTUCKY 40211