

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of:

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ENBRIDGE OIL SPILL

\* Docket No.: DCA-10-MP-007

MARSHALL, MICHIGAN

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Control Center Recordings

Saturday-Monday  
July 24-26, 2010

**Note to Reader:** Some time stamps of the conversations in this set of control center recordings may be incorrect. Some files were improperly tagged when converting from Standard to Daylight times.

1 DIANE: Bye.

2 \* \* \*

3 (Start time: July 25, 2010, 13:34:58)

4 EMMA: Griffith desk. Emma speaking.

5 CONTROL CENTER: Is this the Emma that I've heard so  
6 much about?

7 EMMA: Oh, they're talking about me. Ooh.

8 CONTROL CENTER: How you doing?

9 EMMA: I'm good. Who's this?

10 CONTROL CENTER: This is Bob in the Control Center  
11 calling.

12 EMMA: (indiscernible)

13 CONTROL CENTER: Yeah (indiscernible) troublemaker.

14 EMMA: You keep changing your voice on me.

15 CONTROL CENTER: No, I got a, I got a frog in my throat  
16 for some reason. I don't know what the hell's going on.

17 EMMA: [Laughing]

18 CONTROL CENTER: And I don't get sick. I never get  
19 sick.

20 EMMA: I'm like that too and -- but when I am, I am such  
21 a baby.

22 CONTROL CENTER: Really?

23 EMMA: Oh, yeah. A big one.

24 CONTROL CENTER: I can't believe it.

25 EMMA: Oh, yeah.

1 CONTROL CENTER: It works (indiscernible). Nah, it  
2 won't work.

3 EMMA: What can I do you for?

4 CONTROL CENTER: Okay.

5 EMMA: Am I going to be upset?

6 CONTROL CENTER: No. Not at all.

7 EMMA: No?

8 CONTROL CENTER: No I think it's, it's just a, it's just  
9 a matter of changing Line 6B.

10 EMMA: Okay.

11 CONTROL CENTER: Scheduled startup and shutdown time.

12 EMMA: Sure. Okay.

13 CONTROL CENTER: Okay. So what they've got going here  
14 for Stockbridge they will be done at about 1520 or so.

15 EMMA: Okay.

16 CONTROL CENTER: And then the scheduled shutdown's an  
17 hour later.

18 EMMA: Okay.

19 CONTROL CENTER: So the operator asked why not just keep  
20 it down at 15 when they finish Stockbridge off.

21 EMMA: Um-hum.

22 CONTROL CENTER: And they've already cleared this with  
23 Marysville.

24 EMMA: Right.

25 CONTROL CENTER: -- that's what they were going after.

1 Marysville is not in a big rush, so -- which in that respect -- so  
2 we, we shut it down when we finish Stockbridge off and start it  
3 back up an hour earlier because you have the startup at 0200. So  
4 we could --

5 EMMA: Yeah.

6 CONTROL CENTER: -- shut it down at 1530 and then start  
7 it up at 0100. Would that be okay?

8 EMMA: I think it will. I just need to make sure --

9 CONTROL CENTER: Sure.

10 EMMA: -- I had put it in there.

11 CONTROL CENTER: No, that's okay. No, I'm just --  
12 because -- I'm thinking because of the rates were bouncing around  
13 a little bit yesterday (indiscernible) --

14 EMMA: Yeah.

15 CONTROL CENTER: -- when it got shut down that we, we  
16 may have --

17 EMMA: Well, I put it in for Griffith tankage.

18 CONTROL CENTER: Okay. Okay.

19 EMMA: Because I was having --

20 CONTROL CENTER: (indiscernible) we'll just leave it the  
21 way it is.

22 EMMA: Yeah. Well, I will take a look because I know I  
23 was just pre-pumping the, the Sarnia (indiscernible).

24 CONTROL CENTER: Um-hum.

25 EMMA: So I just put in that shutdown from when they

1 came in.

2 CONTROL CENTER: Yeah.

3 EMMA: But if I have the volume in the tanks --

4 CONTROL CENTER: Um-hum.

5 EMMA: -- then I'll just pull it out a little bit

6 earlier.

7 CONTROL CENTER: Perfect.

8 EMMA: Yeah, as long as I don't pre-pump any tanks I

9 don't see any issues with that.

10 CONTROL CENTER: Okay.

11 EMMA: So instead of having it at 1630 we'll put it at

12 1530?

13 CONTROL CENTER: Yeah, because he'll be into Stockbridge

14 then, so --

15 EMMA: Okay.

16 CONTROL CENTER: So you -- you would have it -- it's

17 even with LLB-904 -

18 EMMA: Yeah.

19 CONTROL CENTER: -- at 1530.

20 EMMA: Okay. 1530 and I'll start up at 1. Yeah, so --

21 CONTROL CENTER: Yeah.

22 EMMA: -- if it looks good with my tankage I will --

23 CONTROL CENTER: Fire it off.

24 EMMA: Fire it off, yeah. And if it doesn't I'll let

25 you know.

1 CONTROL CENTER: Wonderful.

2 EMMA: Thanks, Bob.

3 CONTROL CENTER: You're the best.

4 EMMA: Oh, thank you.

5 CONTROL CENTER: Thanks very much.

6 EMMA: I guess I can take a compliment.

7 CONTROL CENTER: (indiscernible) Okay.

8 EMMA: (indiscernible)

9 CONTROL CENTER: Bye.

10 EMMA: Okay, bye.

11 \* \* \*

12 (Start time: July 25, 2010, 13:36:12)

13 CONTROL CENTER: Good afternoon Enbridge.

14 UNIDENTIFIED SPEAKER: Yeah, Emma said she'd do it but  
15 you'd have to buy her dinner.

16 CONTROL CENTER: She'd do what?

17 UNIDENTIFIED SPEAKER: She would change the schedule,  
18 the startup and shutdown.

19 CONTROL CENTER: Oh, she doesn't have to.

20 UNIDENTIFIED SPEAKER: No, no, no. She said she --

21 CONTROL CENTER: I'll do it (indiscernible) going to do  
22 it.

23 UNIDENTIFIED SPEAKER: She thought -- originally she'd  
24 had that in there for Griffith tankage.

25 CONTROL CENTER: Um-hum.

1 UNIDENTIFIED SPEAKER: Because you're not supposed to  
2 pre-pump any batches if we're down 6B for Sarnia. But having said  
3 that, she says -- I said, you know, I said we're just out by that  
4 hour. We just decided that it would probably be a little better  
5 for efficiency if we just shut it down when we finish at  
6 Stockbridge and they can restart it back up at 1:00 instead of 2,  
7 so -- she's just going to have a quick look and she'll either send  
8 a revision or get back to us.

9 CONTROL CENTER: All right.

10 UNIDENTIFIED SPEAKER: All right?

11 CONTROL CENTER: Yep.

12 UNIDENTIFIED SPEAKER: Okay.

13 CONTROL CENTER: Okay. It's done.

14 UNIDENTIFIED SPEAKER: Thanks.

15 CONTROL CENTER: Right. Bye.

16 UNIDENTIFIED SPEAKER: Bye.

17 \* \* \*

18 (Start time: July 25, 2010, 13:49:07)

19 UNIDENTIFIED SPEAKER: Good afternoon Enbridge. Yeah  
20 (indiscernible) here on Line 6B. How are we doing?

21 CONTROL CENTER: Good. You?

22 UNIDENTIFIED SPEAKER: Good. Good. Hey, we are all  
23 done here at milepost 707.4060.

24 CONTROL CENTER: Okay. 12:48. Well, I hope you have a  
25 great evening.

1 UNIDENTIFIED SPEAKER: I will be calling you here in an  
2 hour with another milepost where we're headed to. I don't know it  
3 yet.

4 CONTROL CENTER: All right. Well, we'll talk to you in  
5 an hour.

6 UNIDENTIFIED SPEAKER: Yep. Thank you.

7 CONTROL CENTER: Thanks.

8 UNIDENTIFIED SPEAKER: Bye now.

9 CONTROL CENTER: Bye.

10 \* \* \*

11 (Start time: July 25, 2010, 13:50:09)

12 CONTROL CENTER: Ms. Gold.

13 MS. GOLD: Hello.

14 CONTROL CENTER: How you doing?

15 MS. GOLD: Good. Okay, so the revision is sent out just  
16 for you.

17 CONTROL CENTER: You are great.

18 MS. GOLD: Oh, I try.

19 CONTROL CENTER: All right. (Indiscernible)

20 MS. GOLD: Okay.

21 CONTROL CENTER: Thanks Emma.

22 MS. GOLD: Oh, you're welcome. Talk to you later.

23 CONTROL CENTER: Bye-bye.

24 MS. GOLD: Goodbye.

25 \* \* \*



1 (Start time: July 25, 2010, 13:50:18)

2 CONTROL CENTER: Line 6 revision. Line 6, Line 6  
3 revision. Thank you.

4 \* \* \*

5 (Start time: July 25, 2010, 13:52:06)

6 CONTROL CENTER: Good afternoon Enbridge.

7 MR. THOMAS: Good afternoon, sir. Matt Thomas on Line  
8 6A.

9 CONTROL CENTER: Yes, sir.

10 MR. THOMAS: We are done out here for the day.

11 CONTROL CENTER: All right (indiscernible). I hope you  
12 have a great evening.

13 MR. THOMAS: All right. You as well there. We're up to  
14 the point we're just going to wait for some cement tomorrow  
15 morning.

16 CONTROL CENTER: Oh, nice.

17 MR. THOMAS: Yeah.

18 CONTROL CENTER: Well, hopefully it'll be there on time  
19 and you can get that job done.

20 MR. THOMAS: Oh, yeah. He's, he's on schedule. I think  
21 we're doing good.

22 CONTROL CENTER: Oh, good.

23 MR. THOMAS: All right. All right well you have  
24 yourself a great afternoon.

25 CONTROL CENTER: I will. Thanks. Take care.

1 MR. THOMAS: You too, sir. Bye-bye.

2 CONTROL CENTER: Bye.

3 \* \* \*

4 (Start time: July 25, 2010, 14:11:21)

5 AL: Enbridge, Al here.

6 CONTROL CENTER: Hey Al. Darren on 2 here.

7 AL: Hey.

8 CONTROL CENTER: Hey, I forgot to give you call here. I  
9 had a (indiscernible) station trouble ring in -- oh, it's just a  
10 little under an hour ago.

11 AL: Okay.

12 CONTROL CENTER: Anyway, I called Dan (indiscernible).  
13 He's on call. And we had trouble there just before shift change  
14 yesterday, the station trouble alarm and Joel said they found some  
15 transmitter was faulty.

16 AL: Okay.

17 CONTROL CENTER: So they replaced it and it was a good  
18 thing they went out. But anyway, it rang in again so I called Dan  
19 and he's going to have Ryan DeBorden (ph.) an electrician from  
20 Regina head out there.

21 AL: Okay.

22 CONTROL CENTER: And he said he'd be there in about an  
23 hour, so he should be getting there probably another half hour or  
24 45 minutes or so.

25 AL: Cool. Thank you, Darren.

1 CONTROL CENTER: Yeah, you betcha. I just thought I'd  
2 like you know.

3 AL: Perfect. Thank you.

4 CONTROL CENTER: Okay, Al.

5 AL: Bye-bye.

6 \* \* \*

7 (Start time: July 25, 2010, 14:25:59)

8 MR. CARTER: I don't want to go up on that  
9 (indiscernible) until I pass because I got to get to the tall  
10 grass.

11 CONTROL CENTER: Good afternoon Enbridge.

12 MR. CARTER: Hey, Dave. This is Darrell Carter. How  
13 you doing?

14 CONTROL CENTER: Wonderful. Yourself?

15 MR. CARTER: Everything's still the same?

16 CONTROL CENTER: Yes, sir. We're going to shut down  
17 about 1500 hours.

18 MR. CARTER: Okay. So I got about two -- an hour and a  
19 half?

20 CONTROL CENTER: Yep.

21 MR. CARTER: And I just want to let you know I am in  
22 Niles. I'll be standing here -- staying here. You do have my  
23 cell phone number. My battery's charged so you can call me if you  
24 need me. I'm in Niles at the Holiday Inn Express.

25 CONTROL CENTER: Okay.

1 MR. CARTER: How many steaks you want me to eat now?

2 CONTROL CENTER: Well, at least a couple.

3 MR. CARTER: At least a couple?

4 CONTROL CENTER: Yeah.

5 MR. CARTER: I appreciate, I appreciate what you're  
6 doing for me and I did tell my boss, you know, what was going on.  
7 And he called me and I told him how we was doing everything. So  
8 the best thing was for me to come up here to try to be up here  
9 6:00 in the morning (indiscernible) in the dark, you know.

10 CONTROL CENTER: Yeah.

11 MR. CARTER: So I am in town. I'll get to the station  
12 at about 1500 hours and I'll give you a call once I hear you shut  
13 down. If you (indiscernible) when I hear you shut down I'll walk  
14 out on top of the hill -- it's going to take me a couple minutes  
15 -- and I'll close the station's suction valve and the station's  
16 discharge valve and I'll give you a call to let you know that they  
17 are off -- that they are closed.

18 CONTROL CENTER: Okay. (indiscernible) you got an  
19 automatic bypass. Yep, sounds good.

20 MR. CARTER: No, I'm going to do it myself. You want me  
21 to do it, right?

22 CONTROL CENTER: Yep. No, I was just checking to make  
23 sure you don't have a -- like you have a check valve, bypass check  
24 valve in there, right?

25 MR. CARTER: I'm sure it is.

1 CONTROL CENTER: Yep. Yeah, I see it on the schematic.

2 It is, so --

3 MR. CARTER: Yeah.

4 CONTROL CENTER: Yeah, you --

5 MR. CARTER: So I'll --

6 CONTROL CENTER: -- the suction and discharge and that

7 would be good.

8 MR. CARTER: All right, Dave. I'll call you when

9 everything starts happening.

10 CONTROL CENTER: Okay.

11 MR. CARTER: All right. Bye-bye.

12 CONTROL CENTER: Bye.

13 \* \* \*

14 (Start time: July 25, 2010, 14:31:17)

15 CONTROL CENTER: Hi Frank?

16 FRANK: Yeah.

17 CONTROL CENTER: It's Al here in the Control room.

18 FRANK: Hey, Al. What's up?

19 CONTROL CENTER: I got a 1 call for you.

20 FRANK: Okay. Where at?

21 CONTROL CENTER: Porter County.

22 FRANK: Okay.

23 CONTROL CENTER: In Union Township.

24 FRANK: All right.

25 CONTROL CENTER: 355 County --

1 FRANK: 355 -  
2 CONTROL CENTER: County Line Road.  
3 FRANK: All right.  
4 CONTROL CENTER: West 35 North.  
5 FRANK: Okay.  
6 CONTROL CENTER: It's a NIPSCO.  
7 FRANK: All right.  
8 CONTROL CENTER: And the caller's name is George  
9 Tessman.  
10 FRANK: Okay. I will let the people know that I'm  
11 crossing quarters now.  
12 CONTROL CENTER: Okay. Do you need a phone number?  
13 FRANK: No, that's okay.  
14 CONTROL CENTER: Okay.  
15 FRANK: Thank you.  
16 CONTROL CENTER: So it didn't come up on the computer,  
17 which is weird.  
18 FRANK: How'd you get notified?  
19 CONTROL CENTER: I got phoned.  
20 FRANK: Oh, okay.  
21 CONTROL CENTER: Yeah.  
22 FRANK: So I'll call Charlie and make sure he knows.  
23 CONTROL CENTER: Okay.  
24 FRANK: All right, thanks.  
25 CONTROL CENTER: Thanks. Bye-bye.

1 FRANK: Bye.

2 \* \* \*

3 (Start time: July 25, 2010, 14:36:43)

4 CONTROL CENTER: Enbridge, Al here.

5 TROY: Yeah, this is Troy. I'm the outcall

6 (indiscernible) guy out here at Griffith.

7 CONTROL CENTER: How's it going?

8 TROY: Good. Frank's supervisor called me and said that  
9 you guys had received an emergency ticket?

10 CONTROL CENTER: Yeah. We did, yep. Do you want the  
11 information? Hello?

12 TROY: Hello?

13 CONTROL CENTER: Hello.

14 TROY: Yeah.

15 CONTROL CENTER: Do you want the --

16 TROY: Did you guys receive an emergency call ticket?

17 CONTROL CENTER: Yeah. It didn't come through on the  
18 computer. We actually got a phone call.

19 TROY: You got -- was there a phone number that they  
20 left?

21 CONTROL CENTER: Yep.

22 TROY: A name or anything?

23 CONTROL CENTER: Yep.

24 TROY: Could I get the information?

25 CONTROL CENTER: Yep. Do you want all the -- do you

1 want the address and everything too?

2 TROY: Yeah. Yeah, please.

3 CONTROL CENTER: Okay. So it's in Porter County.

4 TROY: Okay.

5 CONTROL CENTER: In Union Township.

6 TROY: Uh-huh.

7 CONTROL CENTER: 355 County Line Road.

8 TROY: Okay.

9 CONTROL CENTER: West 35 North.

10 TROY: All right.

11 CONTROL CENTER: And they're doing -- it's a NIPSCO  
12 fault.

13 TROY: All right.

14 CONTROL CENTER: And the name is George Tessman.

15 TROY: Okay. Is there a phone number?

16 CONTROL CENTER: [REDACTED]

17 TROY: Uh-huh.

18 CONTROL CENTER: -- [REDACTED]

19 TROY: Okay.

20 CONTROL CENTER: [REDACTED]

21 TROY: [REDACTED].

22 CONTROL CENTER: Yeah.

23 TROY: All right.

24 CONTROL CENTER: Okay.

25 TROY: All right. Thanks a lot. I appreciate it.



1 CONTROL CENTER: Yeah, no problem. Bye-bye.

2 TROY: Bye.

3 \* \* \*

4 (Start time: July 25, 2010, 14:44:49)

5 CONTROL CENTER: Enbridge.

6 MR. JONES: Yeah, Denver Jones here on Line 6B Holly,

7 Michigan. How we doing?

8 CONTROL CENTER: Good. You?

9 MR. JONES: Good. Hey, we made it to our new milepost.  
10 It is 690.6094.

11 CONTROL CENTER: Okay.

12 MR. JONES: We are going to be setting up the same  
13 (indiscernible) which we will not do today. We're just kind of --  
14 we're going to mobilize in the site. We're going to get down in  
15 the ditch, pump some water out, spread out some plastic, just get  
16 ready for sandblasting for tomorrow because we only --

17 CONTROL CENTER: Okay.

18 MR. JONES: -- we only got about 45 more minutes left of  
19 this day and then we're done.

20 CONTROL CENTER: All right. So I'll talk to you in  
21 about an hour.

22 MR. JONES: And there you go. All right. Thank you.

23 CONTROL CENTER: All right.

24 MR. JONES: Bye now.

25 CONTROL CENTER: Bye.

1 \* \* \*

2 (Start time: July 25, 2010, 14:59:05)

3 CONTROL CENTER: Good afternoon Enbridge.

4 TODD: Yeah, this is Todd at milepost 622.249. We are  
5 done for the day, 6B.

6 CONTROL CENTER: (indiscernible) 19.41. All right.

7 Well, I hope you have a great evening.

8 TODD: Well, thanks. You too.

9 CONTROL CENTER: I will try. Thanks.

10 TODD: All right. Have a good one.

11 CONTROL CENTER: All right. Bye.

12 \* \* \*

13 (Start time: July 25, 2010, 15:02:30)

14 AMAR: Amar speaking

15 CONTROL CENTER: Hi. This is Dave in the Control  
16 Center.

17 AMAR: Hi Dave.

18 CONTROL CENTER: We are shut down at 1459 hours.

19 AMAR: Okay. Thank you. I thought I heard that they'd  
20 stopped (indiscernible).

21 CONTROL CENTER: Yep.

22 AMAR: Okay. Thanks a lot, Dave.

23 CONTROL CENTER: All right.

24 AMAR: And we're still --

25 CONTROL CENTER: Yeah, we'll still be starting up around

1 1:00 Mountain Standard Time.

2 \* \* \*

3 (Start time: July 25, 2010, 15:02:40)

4 CONTROL CENTER: Enbridge.

5 AMAR: Hello. It's Amar calling from 6B.

6 CONTROL CENTER: How you doing?

7 AMAR: Not too bad. Not too bad. I got a couple  
8 updates here for you on the position of the pigs.

9 CONTROL CENTER: Okay.

10 AMAR: Okay. The first pig went by milepost 529.80 --

11 CONTROL CENTER: Um-hum.

12 AMAR: -- at 1330.

13 CONTROL CENTER: Okay.

14 AMAR: And the second pig went by milepost 525.11 at  
15 1344. And (indiscernible).

16 CONTROL CENTER: Oh, you're breaking up there. Hello?  
17 You're breaking up.

18 \* \* \*

19 (Start time: July 25, 2010, 15:03:47)

20 AL: Enbridge. Al here.

21 CONTROL CENTER: Hi. Line 6 Bravo 5-minute MBS alarm  
22 Griffith to Marshall on a shutdown.

23 AL: Okay.

24 CONTROL CENTER: All right.

25 \* \* \*

1 (Start time: July 25, 2010, 15:04:00)

2 CONTROL CENTER: Enbridge. Hello?

3 UNIDENTIFIED SPEAKER: Hello?

4 CONTROL CENTER: Hi. Just barely.

5 UNIDENTIFIED SPEAKER: -- calling back. Yeah,

6 (indiscernible). Did you get those pig positions?

7 CONTROL CENTER: 529 and 525, yes.

8 UNIDENTIFIED SPEAKER: Okay. Good. And would you mind  
9 calling me when the line shuts down?

10 CONTROL CENTER: Yes, sir. I certainly will do that.

11 UNIDENTIFIED SPEAKER: Perfect. Thank you very much.

12 CONTROL CENTER: Okay.

13 UNIDENTIFIED SPEAKER: Okay. Bye.

14 CONTROL CENTER: Bye.

15 \* \* \*

16 (Start time: July 25, 2010, 15:05:11)

17 CONTROL CENTER: Good afternoon Enbridge.

18 SHANE: Hey, it's Shane here.

19 CONTROL CENTER: Hi there.

20 SHANE: You got some column separation. That's what's  
21 the cause of that alarm.

22 CONTROL CENTER: You had Marshall I bet?

23 SHANE: Yep, that's the one.

24 CONTROL CENTER: Yeah. Okay.

25 SHANE: All right.

1 CONTROL CENTER: That'll probably be there until we  
2 start back up about 1:00.

3 SHANE: Okay. Sounds good. I'll let the next guy know.

4 CONTROL CENTER: All right, thanks.

5 SHANE: Thanks. Bye.

6 CONTROL CENTER: Bye.

7 \* \* \*

8 (Start time: July 25, 2010, 15:11:52)

9 CONTROL CENTER: Enbridge.

10 CLIFF: Yes. This is Cliff (indiscernible) at milepost  
11 658.

12 CONTROL CENTER: Yes, sir.

13 CLIFF: We are done for the night.

14 CONTROL CENTER: You are done for the night, 1411. Al  
15 right. Well, I hope you have a great evening.

16 CLIFF: Yeah, you do the same.

17 CONTROL CENTER: I'll try. Thanks.

18 CLIFF: Uh-huh. Bye-bye.

19 CONTROL CENTER: Bye.

20 \* \* \*

21 (Start time: July 25, 2010, 15:21:13)

22 CONTROL CENTER: Control Center.

23 DON: Hey, it's Don. How you doing?

24 CONTROL CENTER: Wonderful. You?

25 DON: Oh, I can't complain, so. What kind of reading we

1 got on 6B before we shut down today? 1600?

2 CONTROL CENTER: No. Right now we're doing almost 2000  
3 an hour.

4 DON: Okay.

5 CONTROL CENTER: But when we start back up we'll be  
6 doing 1600 and hour.

7 DON: Okay. Just because that, because that station's  
8 going to be offline for the pigs or what?

9 CONTROL CENTER: Yep.

10 DON: Okay. That's not in the pump orders. What do the  
11 pump orders show for them? You guys got tomorrow's in or not?

12 CONTROL CENTER: No not yet.

13 DON: You won't have that till tonight, so.

14 CONTROL CENTER: Till tonight, yeah.

15 DON: All right. Yeah, just trying to get some ETAs for  
16 Stockbridge there for Mick there because right now it looks like  
17 we're getting the first pig in at 1:00 in the morning --

18 CONTROL CENTER: Oh.

19 DON: -- for them to pull so they got to make some  
20 arrangements with the PLM guys, so.

21 CONTROL CENTER: Yeah. That's always fun, eh?

22 DON: Yeah it is. We had it pretty well set till this  
23 shutdown came into play. There's always something to screw us up.

24 CONTROL CENTER: Always. You know that.

25 DON: Oh I know, yeah. If we didn't like change we

1 wouldn't be here, so.

2 CONTROL CENTER: Yeah.

3 DON: All right, thanks.

4 CONTROL CENTER: (indiscernible)

5 DON: And you guys are shutting down in what about an  
6 hour or so?

7 CONTROL CENTER: In about 40 minutes.

8 DON: Okay. Sounds good. Appreciate it. Thanks.

9 CONTROL CENTER: Yep. No problem.

10 DON: Bye now.

11 CONTROL CENTER: Bye.

12 \* \* \*

13 (Start time: July 25, 2010, 15:23:49)

14 CONTROL CENTER: Control Center.

15 MR. LECHTENBERG: Yes, sir. This is Dave Lechtenberg  
16 here on Line 6B and to let you know we're off the right-of-way  
17 (indiscernible) today at 688.93.

18 CONTROL CENTER: Okay. Perfect. 1423. Well, I hope  
19 you have a great evening.

20 MR. LECHTENBERG: Hey, you too now. And we'll catch up  
21 with you probably tomorrow.

22 CONTROL CENTER: Yes, sir.

23 MR. LECHTENBERG: Okay. Well, thank you very much.

24 CONTROL CENTER: All right. Take care.

25 MR. LECHTENBERG: Yes, sir. Bye.

1 CONTROL CENTER: Bye.

2 \* \* \*

3 (Start time: July 25, 2010, 15:30:48)

4 CONTROL CENTER: Good afternoon Enbridge.

5 MR. JONES: Yes. Hey, Denver Jones here on Line 6B,  
6 Holly, Michigan. How we doing?

7 CONTROL CENTER: Good. You?

8 MR. JONES: Good. Good. Say, we're all done here at  
9 milepost 690.6094.

10 CONTROL CENTER: All right. Well, I hope you have a  
11 great evening.

12 MR. JONES: Yep. You too. Thank you.

13 CONTROL CENTER: All right. Talk to you later.

14 MR. JONES: Yep. Bye now.

15 CONTROL CENTER: Bye.

16 \* \* \*

17 (Start time: July 25, 2010, 15:37:14)

18 CONTROL CENTER: Enbridge.

19 DARRELL: Hey, Dave, this is Darrell. I'm going to  
20 start heading over to the station.

21 CONTROL CENTER: Okay.

22 DARRELL: To the Niles station. We got about 15, 20  
23 minutes, right?

24 CONTROL CENTER: Yes, sir.

25 DARRELL: All right. I'm going to start heading that



1 way.

2 CONTROL CENTER: All right.

3 DARRELL: I got to -- I got to open the gates and when I  
4 heard you knocking offline I'll start closing valves and then I'll  
5 call you back and let you know it's all isolated.

6 CONTROL CENTER: All right. Sounds good.

7 DARRELL: So I won't call you when you first knock it  
8 off. I'll just go out there and to it. Okay?

9 CONTROL CENTER: Yep. That's fine.

10 DARRELL: Yeah, I got a long walk. It's up on the hill.  
11 Niles is a big place.

12 CONTROL CENTER: Is it?

13 DARRELL: Well, the valves are sitting way on the  
14 mainline over there and the station is sitting -- it's like two  
15 sets of gates I got to open up to get to it.

16 CONTROL CENTER: Oh my goodness.

17 DARRELL: Okay. Well, you have a good one. I'll see  
18 you -- I'll be waiting on you to knock it off.

19 CONTROL CENTER: All right. Talk to you in a bit.

20 DARRELL: All right, bye.

21 CONTROL CENTER: Bye.

22 \* \* \*

23 (Start time: July 25, 2010, 15:41:39)

24 CONTROL CENTER: Hi Jerry. This is Dave in the Control  
25 Center.

1 JERRY: Yes, Dave.

2 CONTROL CENTER: Line 6B. I'm going to shut that down  
3 in about 15 minutes.

4 JERRY: Okay. In about 15 minutes we're going to be  
5 leaving.

6 CONTROL CENTER: Okay.

7 JERRY: So you can mark me off --

8 CONTROL CENTER: I'll just --

9 JERRY: -- in 15 minutes.

10 CONTROL CENTER: All right.

11 JERRY: Okay?

12 CONTROL CENTER: Well, that works for everyone.

13 JERRY: You betcha.

14 CONTROL CENTER: All right.

15 JERRY: All right.

16 CONTROL CENTER: Thank you very much.

17 JERRY: Have a good evening, Dave.

18 CONTROL CENTER: You too.

19 JERRY: Yep.

20 CONTROL CENTER: Bye.

21 \* \* \*

22 (Start time: July 25, 2010, 15:43:57)

23 CONTROL CENTER: Enbridge.

24 VERNON: Yeah, this is Vernon on 6B. We're done for  
25 today.

1 CONTROL CENTER: All right. At 1443. Hope you have a  
2 great evening.

3 VERNON: You too. Have a good one. Bye.

4 CONTROL CENTER: Thank you.

5 \* \* \*

6 (Start time: July 25, 2010, 15:48:55)

7 CONTROL CENTER: Enbridge.

8 JACKIE: Hi. This is Jackie Jobs. We're done for the  
9 day, sir, at Line 6A at milepost 155.

10 CONTROL CENTER: Okay. 1448. Well, I hope you have a  
11 great evening.

12 JACKIE: Okay. I thank you very much.

13 CONTROL CENTER: All right. Take care now.

14 JACKIE: Bye.

15 \* \* \*

16 (Start time: July 25, 2010, 16:03:21)

17 CONTROL CENTER: Enbridge.

18 AMAR: Hi Dave. It's Amar calling back.

19 CONTROL CENTER: Hi.

20 AMAR: Our signal keeps cutting in and out here.

21 CONTROL CENTER: Yeah.

22 AMAR: So I thought you said we're still set to start up  
23 at 0100?

24 CONTROL CENTER: Yes, sir.

25 AMAR: Okay. Perfect. I will give Adam a call and get

1 him --

2 CONTROL CENTER: Okay. You're gone again. But he's the  
3 one that's going to be on?

4 \* \* \*

5 (Start time: July 25, 2010, 16:05:09)

6 CONTROL CENTER: Control Center.

7 MATTHEW: Hello?

8 CONTROL CENTER: Hello.

9 MATTHEW: Hi. This is Matthew calling from downtown  
10 (indiscernible).

11 CONTROL CENTER: You got the wrong number, sir.

12 MATTHEW: Oh, sorry man.

13 CONTROL CENTER: Not a problem.

14 MATTHEW: Bye.

15 CONTROL CENTER: Bye.

16 \* \* \*

17 (Start time: July 25, 2010, 16:05:44)

18 CONTROL CENTER: Enbridge Control.

19 DAN: Hi. Who am I speaking to?

20 CONTROL CENTER: This is Bob.

21 DAN: Bob?

22 CONTROL CENTER: Yes, sir.

23 DAN: How are you?

24 CONTROL CENTER: Not too bad. How are you?

25 DAN: Okay. Dan here at Craig.

1 CONTROL CENTER: Hey, Dan.

2 DAN: What's the number, phone number for 67?

3 CONTROL CENTER: Line 67? Oh, hang on sec here.

4 DAN: (indiscernible)

5 CONTROL CENTER: No, not by heart.

6 DAN: Probably never use it either, eh?

7 CONTROL CENTER: Because it's new.

8 DAN: Yeah.

9 CONTROL CENTER: Actually it's the southern access  
10 console, so just let me -- of course. There it is. [REDACTED]. Let me  
11 transfer you over.

12 DAN: That's okay.

13 CONTROL CENTER: Oh.

14 DAN: Well, they said they got a -- that there was a  
15 station trouble alarm here at 7:23 this morning.

16 CONTROL CENTER: Okay.

17 DAN: And they set a reset and then it come back again.

18 CONTROL CENTER: Um-hum.

19 DAN: But all I see here is 7:23 and -- like I just got  
20 the call (indiscernible) but there's no way for me to find out  
21 what the [REDACTED] it is. Like he thought it might be the HVAC, but I  
22 checked this building and the other building and everything is  
23 good.

24 CONTROL CENTER: Okay.

25 DAN: The only thing I see on there is the active alarm

1 is -- the BFD overturned, but that was way back in -- on the 20th.  
2 So right now there's station trouble here and I just can't clear  
3 it and I don't know what it is.

4 CONTROL CENTER: Oh, okay. Who called you, do you know?

5 DAN: The operator on 67.

6 CONTROL CENTER: Okay.

7 DAN: But I just talked to the electrician, William  
8 Slancard (ph.). He says he's going to up here tomorrow --

9 CONTROL CENTER: Okay.

10 DAN: -- maybe take a look at it, but there's a  
11 transmitter failure on the -- on the, the tank here, eh.

12 CONTROL CENTER: Okay. On the sump?

13 DAN: Yeah --

14 CONTROL CENTER: Is that what it is or --

15 DAN: The -- yeah, the sump tank, yeah. The sump level,  
16 sump level transmitter failure. But he says that would have been  
17 off a long time ago. You (indiscernible) alarms are on BFD but  
18 you guys haven't been running it. And that was -- I looked --  
19 checked on that and that was way back on the 20th or the 23rd or  
20 something like that -- on the 20th. But we, we don't have this  
21 quick panel here -- like the quick panel tells us at the other  
22 stations what that alarm is.

23 CONTROL CENTER: Right.

24 DAN: But this station trouble I have no idea.

25 CONTROL CENTER: Okay. I'm looking -- yeah, station

1 trouble. Yeah, I saw that. That just came in at -- what time did  
2 that come in at? 1332.

3 DAN: But you said there was an alarm before that?

4 CONTROL CENTER: Yeah, there was a -- well, I'm showing  
5 just on the 20th there was a BFD lockup, but --

6 DAN: Yeah. And then on the 25th at 7:23?

7 CONTROL CENTER: Oh, okay.

8 DAN: It says station trouble and then station trouble  
9 bit to SCADA.

10 CONTROL CENTER: Um-hum.

11 DAN: And then -- but the operator said there was one  
12 after that, about 2 hours after, like a -- he said that one reset  
13 itself and then comes back again.

14 CONTROL CENTER: Okay. Okay. The one at 1332 here is -  
15 - it just says Line 67 Craig station trouble. Craig 67 A/STR.

16 DAN: FGR?

17 CONTROL CENTER: S, S as in Sam.

18 DAN: Oh, yeah?

19 CONTROL CENTER: Thomas Robert, STR.

20 DAN: STR?

21 CONTROL CENTER: Yeah. I'm not sure what that refers  
22 to.

23 DAN: No? I (indiscernible) look in somebody's  
24 (indiscernible). I can't see STR at all.

25 CONTROL CENTER: Very strange. So nothing --

1 DAN: So that's STR is.

2 CONTROL CENTER: What's that?

3 DAN: Strange.

4 CONTROL CENTER: [laughing] Yeah.

5 DAN: (indiscernible)

6 CONTROL CENTER: Yeah, again it's -- it looks like it's

7 a -- like a PLC alarm.

8 DAN: Well -- yeah, it could be that. I don't know that

9 that bit --

10 CONTROL CENTER: Yeah, whatever --

11 DAN: (indiscernible)

12 CONTROL CENTER: What's it referring to?

13 DAN: Yeah. I don't know. Like it says -- one here

14 says station trouble and then in blue it says station trouble bit

15 to SCADA. Would SCADA happen (indiscernible) with that?

16 CONTROL CENTER: Maybe, yeah.

17 DAN: But you guys aren't running up anyway, right?

18 CONTROL CENTER: No, no we're not running -- we're not

19 up and running. Let me see if -- let me check the schedule there,

20 Dan, and I'll just -- or Wayne, no Dan (indiscernible).

21 DAN: Dan, yeah.

22 CONTROL CENTER: Yeah. Let me just see when it's going

23 to come up again.

24 DAN: Okay.

25 CONTROL CENTER: And they're just doing fill on it so



1 just hang on a sec.

2 DAN: Yeah.

3 CONTROL CENTER: (indiscernible)?

4 DAN: Hello?

5 CONTROL CENTER: Dan?

6 DAN: Hi.

7 CONTROL CENTER: Yeah, I just talked with the 67  
8 operator. They're not due for any more fill until I think the  
9 beginning of August.

10 DAN: Oh.

11 CONTROL CENTER: So, if, if Wayne would go and have a  
12 look tomorrow that'd be good.

13 DAN: Yeah, he'll be here tomorrow (indiscernible).

14 CONTROL CENTER: All right. Couldn't you just leave a  
15 note for him to maybe just check that and maybe we'll follow it up  
16 with (indiscernible) later on?

17 DAN: Already talking to him.

18 CONTROL CENTER: All right (indiscernible).

19 DAN: All right.

20 CONTROL CENTER: Appreciate it a lot.

21 DAN: Thanks, Bob.

22 CONTROL CENTER: Thanks.

23 DAN: Bye.

24 CONTROL CENTER: Take care (indiscernible) bye.

25 \* \* \*

1 (Start time: July 25, 2010, 16:08:58)

2 CONTROL CENTER: Good afternoon Enbridge.

3 DARRELL: Hey, Dave. This is Darrell. She's isolated.

4 CONTROL CENTER: Okay.

5 DARRELL: You see it?

6 CONTROL CENTER: Yes, sir.

7 DARRELL: Okay. They both are closed and I got them in  
8 a position where can't nobody, you know, break in here and do  
9 anything and move them on you. You know what I mean?

10 CONTROL CENTER: Yes, sir.

11 DARRELL: So with that, I still got to wait on the pig  
12 trackers. They need a safe work permit. Are you there?

13 CONTROL CENTER: Yeah.

14 DARRELL: So I'm writing them a permit because they're  
15 going to stay out and do some tracking or something. Something  
16 they got to do and they need a permit to be out on the line  
17 tonight.

18 CONTROL CENTER: Oh, okay.

19 DARRELL: So I'm taking care of that too.

20 CONTROL CENTER: Perfect.

21 DARRELL: Okay?

22 CONTROL CENTER: That's --

23 DARRELL: So I'll be out in the parking lot.

24 CONTROL CENTER: All right. And then you'll be -- well,  
25 the first one will be by at --

1           DARRELL: What time do I need to be here in the morning?

2           CONTROL CENTER: Let's see, the 2 hour warning, an hour

3 --

4           DARRELL: Give me a two-hour warning.

5           CONTROL CENTER: -- 1:30, 2:30 (indiscernible) 4:30.

6 Probably around 4 -- I'll just guess right now at about 4:30 the

7 second one should be through.

8           DARRELL: Okay.

9           CONTROL CENTER: MST.

10          DARRELL: Okay. Well, I'll be here probably at my  
11 regular time at 7:00.

12          CONTROL CENTER: Okay.

13          DARRELL: In other words, like I start to work at that  
14 time anyway so I'm right down the street. Who's working next  
15 behind you?

16          CONTROL CENTER: Tim's here tonight.

17          DARRELL: Tell Tim if he needs anything he could get me  
18 on my cell phone because I am right in Niles at the Holiday Inn  
19 Express. I'm going wait on the pig tracker and give him a safe  
20 work assessment and then I'm going to get something to eat and  
21 then I'll be at the hotel.

22          CONTROL CENTER: All right. Well, enjoy.

23          DARRELL: Well, I might take a little swim that way I  
24 ain't got to take a bath. It's hot here.

25          CONTROL CENTER: Yeah. Another hot day, is it?

1           DARRELL: Yes. It's only about 88, but, you know, it's  
2 hot.

3           CONTROL CENTER: Oh, it's still hot, you know, a little  
4 humid I suppose so it's --

5           DARRELL: Yep.

6           CONTROL CENTER: Yeah. Do you, do you want a 2 hour  
7 notice or --

8           DARRELL: Yeah, I'll --

9           CONTROL CENTER: -- or an hour or --

10          DARRELL: -- probably be here before -- I'll call Tim  
11 before I go to bed and say give me a two-hour warning before the  
12 last pig. That way I can get up, shave, get dressed, but you know  
13 what? I really don't need that. I'm going to set a clock for  
14 5:30 anyway.

15          CONTROL CENTER: Okay.

16          DARRELL: But he -- I'll, I'll talk to Tim before I go  
17 to bed tonight and tell him -- I might tell him to give me a 2  
18 hour notice. I really don't need that, Dave. I'm 51. I know I'm  
19 going to wake up lock clock wake [sic].

20          CONTROL CENTER: Yeah.

21          DARRELL: You know what I mean? I've been doing this so  
22 long I know I'm going to wake up at 5:00 on the weekends. Like  
23 this morning I was up at 5:15 dressed.

24          CONTROL CENTER: Oh, my gosh. That's too early.

25          DARRELL: Well, but you get used to it. I'm 51, like

1 I'm saying, and I've been doing this for 30 years now. You know  
2 what I'm saying?

3 CONTROL CENTER: Oh, I totally understand you.

4 DARRELL: Yep, so everything is -- gates are locked,  
5 can't nobody get inside and I've got the valves in the off  
6 position where can't nobody go out there and hit no buttons. You  
7 know what I mean?

8 CONTROL CENTER: Yep.

9 DARRELL: Okay. You have a great night and thank you so  
10 much for all you do.

11 CONTROL CENTER: Oh, no problem. Thank you for coming  
12 out.

13 DARRELL: All right. Thank you.

14 CONTROL CENTER: And enjoy that steak dinner.

15 DARRELL: I will on you.

16 CONTROL CENTER: All right.

17 DARRELL: All right. Bye-bye.

18 CONTROL CENTER: Bye.

19 \* \* \*

20 (Start time: July 25, 2010, 16:11:11)

21 CONTROL CENTER: Enbridge Control.

22 UNIDENTIFIED SPEAKER: Hi. Is Alistair Ewing the 1st in  
23 please?

24 CONTROL CENTER: Alair Ewisting [sic] the 1st, 2nd and  
25 3rd. He was here a second ago.

1 UNIDENTIFIED SPEAKER: Oh. I just wanted to harass him.

2 CONTROL CENTER: Harass him?

3 UNIDENTIFIED SPEAKER: Yep.

4 CONTROL CENTER: He's over at the Edmonton console  
5 harassing them.

6 UNIDENTIFIED SPEAKER: Oh, okay.

7 CONTROL CENTER: I'll tell him to call you.

8 UNIDENTIFIED SPEAKER: No, that's fine. I'll, I'll find  
9 him.

10 CONTROL CENTER: Okay.

11 UNIDENTIFIED SPEAKER: (indiscernible)

12 \* \* \*

13 (Start time: July 25, 2010, 16:21:35)

14 CONTROL CENTER: Control Center.

15 MICHAEL: Hey, it's Mike calling.

16 CONTROL CENTER: Hey, Michael. How you doing?

17 MICHAEL: I'm doing good, Bob.

18 CONTROL CENTER: What's new?

19 MICHAEL: I just wanted to let you know there's a  
20 revision for Line 3 for today and Edmonton and Sarnia orders are  
21 for tomorrow.

22 CONTROL CENTER: Okay. So Line 3 is for today and  
23 Edmonton and Sarnia pumpers are for tomorrow.

24 MICHAEL: Yeah.

25 CONTROL CENTER: Good work.

1 MICHAEL: Okay.

2 CONTROL CENTER: All right, Michael.

3 MICHAEL: Okay. Thanks, Bob.

4 CONTROL CENTER: Thanks, buddy.

5 MICHAEL: Bye-bye.

6 CONTROL CENTER: Bye.

7 \* \* \*

8 (Start time: July 25, 2010, 16:21:51)

9 CONTROL CENTER: Revision for Line 3. Line 3 revision.  
10 Pump orders for Edmonton lines and Sarnia are now out for  
11 tomorrow. Thank you.

12 \* \* \*

13 (Start time: July 25, 2010, 16:50:05)

14 CONTROL CENTER: Good afternoon Enbridge.

15 MR. RICHARDS: Hi. This is Curt Richards, 6B. We're  
16 done for the day.

17 CONTROL CENTER: At milepost 670.

18 MR. RICHARDS: Yep, 67.6591 I think.

19 CONTROL CENTER: All right. Well, I hope you have a  
20 great evening.

21 MR. RICHARDS: (indiscernible) Whose this? Is this  
22 Tim?

23 CONTROL CENTER: No, Dave.

24 MR. RICHARDS: Dave, okay. Thanks a lot.

25 CONTROL CENTER: All right. Talk to you later.

1 MR. RICHARDS: Bye.

2 CONTROL CENTER: Bye.

3 \* \* \*

4 (Start time: July 25, 2010, 17:10:48)

5 CONTROL CENTER: Good afternoon Enbridge.

6 UNIDENTIFIED SPEAKER: Hello. It's Edmonton  
7 (indiscernible).

8 CONTROL CENTER: Hi.

9 UNIDENTIFIED SPEAKER: We're all done at 553.

10 CONTROL CENTER: At 1610 hours. All right. I hope you  
11 have a good evening.

12 UNIDENTIFIED SPEAKER: Yeah, you too.

13 CONTROL CENTER: All right, thanks.

14 UNIDENTIFIED SPEAKER: All right. Bye-bye.

15 \* \* \*

16 (Start time: July 25, 2010, 17:29:06)

17 CONTROL CENTER: Enbridge, Al here

18 EMMA: Hey Al. It's Emma. I just wanted to let you  
19 know pump orders are out for Superior and Griffith for tomorrow  
20 and there was a revision on 5.

21 CONTROL CENTER: Revision on 5. Thanks.

22 EMMA: Yep.

23 \* \* \*

24 (Start time: July 25, 2010, 17:29:18)

25 CONTROL CENTER: Revision Line 5 and pump orders for



1 Superior out for tomorrow.

2 \* \* \*

3 (Start time: July 25, 2010, 17:41:30)

4 CONTROL CENTER: Good evening Enbridge.

5 DON: Hey, it's Don. How you doing?

6 CONTROL CENTER: Wonderful. Yourself?

7 DON: Very good. 6B is down. Can you tell me when  
8 we're coming back up again?

9 CONTROL CENTER: 0100 hours.

10 DON: Okay. So we're down for 10 hours then, eh?

11 CONTROL CENTER: No.

12 DON: Yeah, we went down at 15, eh?

13 CONTROL CENTER: 1500, yep.

14 DON: Yep, so -- all right, sounds good. I'll put it in  
15 and give the boys at ETA for Niles. I've got the first pig at  
16 about 2:10 if we're going to be doing -- we're going to be doing  
17 1600?

18 CONTROL CENTER: Yes.

19 DON: Or are we going back to 1900?

20 CONTROL CENTER: Nope.

21 DON: 16?

22 CONTROL CENTER: 16.

23 DON: Okay. I'm going to use 5 here and see what  
24 happens. Yeah, I got 5, 5 mountain now, so does that sound right?

25 CONTROL CENTER: Yes.

1 DON: All right. Sounds good. Appreciate it.

2 CONTROL CENTER: All right. Not a problem.

3 DON: Thanks a lot. Bye.

4 CONTROL CENTER: Bye.

5 \* \* \*

6 (Start time: July 25, 2010, 19:04:54)

7 CONTROL CENTER: Hey there?

8 UNIDENTIFIED SPEAKER: Hey.

9 CONTROL CENTER: What's going on?

10 UNIDENTIFIED SPEAKER: We lost just about everything  
11 here.

12 CONTROL CENTER: What? Your console or what?

13 UNIDENTIFIED SPEAKER: Well, Line 51, 52 and El Dorado  
14 (ph.). There's a -- there's a big lightning storm down in Cushing  
15 right now.

16 CONTROL CENTER: Oh, yeah?

17 UNIDENTIFIED SPEAKER: So we lost power and it came back  
18 everywhere, so I'm starting -- kind of starting everything back up  
19 here, but -- yeah, just thought I'd let you guys know that.

20 CONTROL CENTER: Okay. So you're -- all you -- you do  
21 not have to shut down. You just --

22 \* \* \*

23 (Start time: July 25, 2010, 19:32:43)

24 UNIDENTIFIED SPEAKER: (indiscernible)

25 \* \* \*

1 (Start time: July 25, 2010, 19:36:50)

2 RECORDING: Hi, you've reached (indiscernible). Leave  
3 us a message. Thanks. Bye.

4 Memory full.

5 \* \* \*

6 (Start time: July 25, 2010, 19:38:12)

7 UNIDENTIFIED SPEAKER: Hello?

8 CONTROL CENTER: Hey.

9 UNIDENTIFIED SPEAKER: Hey. How's it going with you?

10 CONTROL CENTER: Oh, great.

11 UNIDENTIFIED SPEAKER: That's good. I called you today  
12 and you called back. That's wonderful.

13 CONTROL CENTER: Well --

14 UNIDENTIFIED SPEAKER: Is that why you're calling?

15 CONTROL CENTER: I didn't know if I should call you or  
16 not. I called you the other day four times and you never talked  
17 to me so I didn't know if I should talk to you or not.

18 UNIDENTIFIED SPEAKER: You called me on what?

19 CONTROL CENTER: The other day when you were at work  
20 when (indiscernible) --

21 UNIDENTIFIED SPEAKER: On my cell phone?

22 CONTROL CENTER: -- I wasn't sure if (indiscernible) and  
23 I called you work phone twice and I called your cell phone twice  
24 and --

25 UNIDENTIFIED SPEAKER: And I wasn't up in my office at

1 all and my cell phone was in my purse down in the meeting room  
2 because I was in a course and I wasn't in the building. We were  
3 all out driving around on a school bus for 4 hours.

4 CONTROL CENTER: Must be nice.

5 UNIDENTIFIED SPEAKER: If you would have called Sherry's  
6 cell phone she may have answered it, but we --

7 CONTROL CENTER: I don't have a clue what Sherry's cell  
8 phone number is and I don't --

9 UNIDENTIFIED SPEAKER: There you go, so --

10 CONTROL CENTER: -- think I need it.

11 UNIDENTIFIED SPEAKER: So what did you want to ask me  
12 back then?

13 CONTROL CENTER: Oh, I was going to ask you -- Leon's  
14 had some stuff on sale and I was going to go to Leon's and buy a  
15 freezer and that table I was looking at before that was on sale.  
16 It's on sale again and --

17 UNIDENTIFIED SPEAKER: Is it still on sale?

18 CONTROL CENTER: I don't know. It was the other day. I  
19 don't know.

20 UNIDENTIFIED SPEAKER: Oh. Which one were you going to  
21 buy?

22 CONTROL CENTER: The one with the bench that was at the  
23 front door.

24 UNIDENTIFIED SPEAKER: Oh, okay.

25 CONTROL CENTER: Remember?

1 UNIDENTIFIED SPEAKER: Yep. Okay. Well, that's  
2 interesting. So are you off tomorrow?

3 CONTROL CENTER: Yeah.

4 UNIDENTIFIED SPEAKER: Well, do you want to go shopping  
5 tomorrow?

6 CONTROL CENTER: It depends if I get any sleep or not.

7 UNIDENTIFIED SPEAKER: Okay, so --

8 CONTROL CENTER: Like I've had 6 hours of sleep in the  
9 last three days, so that's pretty good.

10 UNIDENTIFIED SPEAKER: How come?

11 CONTROL CENTER: I don't sleep.

12 UNIDENTIFIED SPEAKER: Why not?

13 CONTROL CENTER: I don't know.

14 UNIDENTIFIED SPEAKER: Huh. So are you on nightshift  
15 then or dayshift?

16 CONTROL CENTER: Yeppers (ph.).

17 UNIDENTIFIED SPEAKER: So you go to work -- you're at  
18 work now?

19 CONTROL CENTER: Yep.

20 UNIDENTIFIED SPEAKER: Oh, and so you get off and then  
21 you don't know what you're doing. Okay.

22 CONTROL CENTER: It depends if I sleep tomorrow or not.

23 UNIDENTIFIED SPEAKER: All right. When --

24 CONTROL CENTER: Like today I didn't bother sleeping.

25 UNIDENTIFIED SPEAKER: Okay.

1 CONTROL CENTER: There's no point, so --

2 UNIDENTIFIED SPEAKER: Well, you can call me at home or  
3 call me on my cell phone because it'll be on and I'm not going to  
4 work tomorrow so I'll be able to answer it. I'll try to keep it  
5 near to me.

6 CONTROL CENTER: Well -- yeah?

7 UNIDENTIFIED SPEAKER: Yeah, because I thought I might  
8 go see those little boys since I haven't seen them for three days.

9 CONTROL CENTER: Which little boys?

10 UNIDENTIFIED SPEAKER: (indiscernible)

11 CONTROL CENTER: Are they even in province?

12 UNIDENTIFIED SPEAKER: Yeah, they got back last night.

13 CONTROL CENTER: Oh.

14 UNIDENTIFIED SPEAKER: And they were out here today, but  
15 I wasn't back from the lake yet so I didn't get to see them just  
16 papa did, so --

17 CONTROL CENTER: Um-hum.

18 UNIDENTIFIED SPEAKER: Um-hum. Yeah, well we'll play it  
19 by ear. If you're awake and you want to do that give me a call  
20 and I'll see if I can rendezvous with you. And if not, then --

21 CONTROL CENTER: Because they had one ottoman that's  
22 kind of a square (indiscernible) with the flip tops and the  
23 stools.

24 UNIDENTIFIED SPEAKER: Yeah.

25 CONTROL CENTER: And it was 330 bucks.

1 UNIDENTIFIED SPEAKER: Uh-huh.

2 CONTROL CENTER: And then they had another one that's  
3 half that size that was a hundred and --

4 UNIDENTIFIED SPEAKER: Oh, yeah.

5 CONTROL CENTER: -- 40 bucks.

6 UNIDENTIFIED SPEAKER: Okay.

7 CONTROL CENTER: Then they had that table that -- with  
8 the butterfly in the bench --

9 UNIDENTIFIED SPEAKER: Yeah.

10 CONTROL CENTER: -- that was on sale for a thousand.

11 UNIDENTIFIED SPEAKER: Okay.

12 CONTROL CENTER: Then they had a 7.1 cubic freezer for  
13 289.

14 UNIDENTIFIED SPEAKER: Okay. Well, maybe you'll have to  
15 see. Tomorrow might be a good day to see if it's still on. If  
16 not, oh well, it'll come on again. We know that. It kind of  
17 rotates (indiscernible).

18 CONTROL CENTER: So I could have, I could have spent a  
19 lot of money the other day, but --

20 UNIDENTIFIED SPEAKER: Yeah. Well, I had to go to the  
21 lake. I took my friends to the lake.

22 CONTROL CENTER: Your, your vehicle --

23 UNIDENTIFIED SPEAKER: (indiscernible) doesn't work.

24 CONTROL CENTER: -- did not work.

25 UNIDENTIFIED SPEAKER: Right. What day was that? That

1 was Friday?

2 CONTROL CENTER: Friday.

3 UNIDENTIFIED SPEAKER: Yeah.

4 CONTROL CENTER: Friday morning I started phoning you at  
5 about 10 and finally gave up after, after lunch, after noon.

6 UNIDENTIFIED SPEAKER: Okay. See, if you would have  
7 phoned at about 12:30 I would have answered.

8 CONTROL CENTER: I was thinking I was going to go to bed  
9 at 12:30 --

10 UNIDENTIFIED SPEAKER: Okay.

11 CONTROL CENTER: -- but it didn't happen till 3:00, so.

12 UNIDENTIFIED SPEAKER: Okay, I see, so that was okay.  
13 No that's okay. Like I say, when I'm on course I don't always  
14 answer my phone and I had definitely left my purse and my phone  
15 and everything.

16 CONTROL CENTER: So you're not at work tomorrow then?

17 UNIDENTIFIED SPEAKER: Nope.

18 CONTROL CENTER: Dave wants to know how long of a bus  
19 ride it is for his kids to, to get to school.

20 UNIDENTIFIED SPEAKER: That's a good question.

21 CONTROL CENTER: I said oh for sure she has a  
22 spreadsheet and you should call her next week, but it doesn't  
23 sound like you're going to work next week.

24 UNIDENTIFIED SPEAKER: No, I'm not next -- there next  
25 week. I think I'm working --



1 CONTROL CENTER: He says you get more holidays than --  
2 than the government guys do.

3 UNIDENTIFIED SPEAKER: Not likely. I only wish. I get  
4 my five weeks and I had to work 23 years for that, so --

5 CONTROL CENTER: You're lucky.

6 UNIDENTIFIED SPEAKER: -- don't push it. Don't push it.  
7 Yeah.

8 CONTROL CENTER: Okay. Right on.

9 UNIDENTIFIED SPEAKER: Okay.

10 CONTROL CENTER: Yep.

11 UNIDENTIFIED SPEAKER: Do you want to talk  
12 (indiscernible) or you're good?

13 CONTROL CENTER: No, I'm good.

14 UNIDENTIFIED SPEAKER: All right. Oh, oh --

15 CONTROL CENTER: The only thing is --

16 UNIDENTIFIED SPEAKER: -- I did (indiscernible)

17 CONTROL CENTER: -- (indiscernible) about leeches.

18 UNIDENTIFIED SPEAKER: Leeches. No I'm asking you about  
19 leeches for Tim.

20 TIM: I've got none, so --

21 UNIDENTIFIED SPEAKER: He's got none, so --

22 CONTROL CENTER: No? He's got lots?

23 TIM: (indiscernible)

24 UNIDENTIFIED SPEAKER: He's got none here.

25 CONTROL CENTER: Oh, okay.

1 UNIDENTIFIED SPEAKER: That's all I can tell you. No,  
2 Mike, why I was phoning you is were you planning -- are you going  
3 or planning to go to our cabin for the long weekend?

4 CONTROL CENTER: Nope.

5 UNIDENTIFIED SPEAKER: Are you working?

6 CONTROL CENTER: Yep.

7 UNIDENTIFIED SPEAKER: Oh, okay. That answers my  
8 question. All right. We'll talk to you again.

9 CONTROL CENTER: Right on.

10 UNIDENTIFIED SPEAKER: Okay. Bye-bye.

11 CONTROL CENTER: Later.

12 \* \* \*

13 (Start time: July 25, 2010, 19:46:02)

14 CONTROL CENTER: Control Center.

15 MR. GANNING: Yeah, it's Jeff Ganning (ph.) calling.

16 CONTROL CENTER: Hi, Jeff.

17 MR. GANNING: Hi. I'm going to be tracking -- cold wire  
18 tracking the pigs from Ferris to Glenboro (indiscernible) Line 4.

19 CONTROL CENTER: Okay.

20 MR. GANNING: And just want to see the -- I'm kind of  
21 curious what the flow rate pump orders are for tomorrow?

22 CONTROL CENTER: 5600.

23 MR. GANNING: 5600. Oh, you guys are trucking right  
24 along.

25 CONTROL CENTER: Yep.

1 MR. GANNING: Okay.

2 CONTROL CENTER: So it'll probably go fast.

3 MR. GANNING: Yeah, no problem. Who am I speaking to?

4 CONTROL CENTER: It's Giselle.

5 MR. GANNING: Oh, Giselle, sorry. I just didn't  
6 recognize your voice (indiscernible).

7 CONTROL CENTER: No worries.

8 MR. GANNING: No problem. Okay.

9 CONTROL CENTER: Okay.

10 MR. GANNING: So is there any shutdowns? You guys  
11 (indiscernible).

12 CONTROL CENTER: (indiscernible) Hold on a sec.

13 MR. GANNING: There might be some deliveries in the  
14 Regina area (indiscernible).

15 CONTROL CENTER: Oh, let me just have a look here.

16 MR. GANNING: So how has your summer been? Good?

17 CONTROL CENTER: Oh, I've been working a lot, so not --  
18 actually it hasn't, it hasn't been bad. I'd like to get out and  
19 do some more camping, but we've been working a lot, so. How about  
20 yours?

21 MR. GANNING: (indiscernible) it's hard to leave the  
22 lake. We're at Regina Beach.

23 CONTROL CENTER: Oh.

24 MR. GANNING: (indiscernible)

25 CONTROL CENTER: Oh.

1 MR. GANNING: Yeah, we're going to be building here next  
2 year, but (indiscernible) -- it was like 32 yesterday. It's like  
3 26 today, but nice.

4 CONTROL CENTER: Yeah, it's been -- it hasn't been that  
5 -- wonderful weather right here. Lots of rain, but it's supposed  
6 to warm up for the next two weeks so that'll be nice.

7 MR. GANNING: (indiscernible)

8 CONTROL CENTER: Jeff, I just looked and there doesn't  
9 look to be any Regina deliveries tomorrow.

10 MR. GANNING: Okay. Excellent. Thank you very much.

11 CONTROL CENTER: Okay? You're very welcome. Talk to  
12 you tomorrow.

13 MR. GANNING: Goodbye.

14 CONTROL CENTER: Bye.

15 \* \* \*

16 (Start time: July 25, 2010, 20:13:48)

17 CONTROL CENTER: Hey, Tim.

18 TIM: Hey. How are we -- I had to readjust my line  
19 there, so I don't know -- how are we looking in and out?

20 CONTROL CENTER: Well, it fluctuates a little bit.

21 TIM: Yes.

22 CONTROL CENTER: It's -- I'd say you're probably 5  
23 minutes slow on the injection.

24 TIM: Okay. So I might be able to speed up the  
25 injection just a little bit.

1 CONTROL CENTER: Okay. Okay?

2 TIM: No, that sounds, that sounds great.

3 CONTROL CENTER: All right. Thanks, Tim.

4 TIM: Okay, thanks.

5 CONTROL CENTER: Bye.

6 \* \* \*

7 (Start time: July 25, 2010, 20:15:40)

8 TYSON: Line 13, Tyson speaking.

9 CONTROL CENTER: What the hell's happening over there?

10 TYSON: Nothing. Why?

11 CONTROL CENTER: You're busy or what?

12 TYSON: Oh, no. Just digging up some (indiscernible)  
13 for Benny.

14 CONTROL CENTER: Nice. So all the guys are coming to  
15 your place (indiscernible) except for you or what?

16 TYSON: Yes.

17 CONTROL CENTER: Okay. I am really going to have to get  
18 my deck done so that we can just go to the Fork and drink beer in  
19 the Fork and then we don't have to drive as far.

20 TYSON: Okay. But yeah, it's on, it's on your way  
21 though, right?

22 CONTROL CENTER: Oh, yeah. No, for sure. I was just  
23 thinking that most of the guys are from the Fork then.

24 TYSON: No (indiscernible).

25 CONTROL CENTER: We're going to need -- I need that deck

1 really quick. We can sit on my -- the only thing is my deck faces  
2 north so you won't get that good sun until about 8 or 9. 7:00  
3 you'll need to (indiscernible) a couple of beers just to keep  
4 warm.

5 TYSON: Okay. Well, the good thing about our deck is  
6 it'll be -- the sun will be coming and we'll -- we will be able to  
7 get a bit of a tan tomorrow morning.

8 CONTROL CENTER: First thing. Right on.

9 TYSON: Yeah.

10 CONTROL CENTER: It should be good.

11 TYSON: (indiscernible)

12 CONTROL CENTER: Sounds great.

13 TYSON: All right, buddy.

14 CONTROL CENTER: I'll bug you later.

15 TYSON: Okay. Bye-bye.

16 \* \* \*

17 (Start time: July 25, 2010, 20:23:54)

18 CONTROL CENTER: Control Center, Tim speaking.

19 MR. KEMPTON: Hey, Tim. This is Bob Kempton out on 6A.

20 CONTROL CENTER: Yes, Bob.

21 MR. KEMPTON: 6B, excuse me. Say, I was about to go to  
22 bed again and I wanted to just check and make sure we're still  
23 looking at 0100 for a startup time?

24 CONTROL CENTER: Yeah. Yeah, yeah that's what we'll do.

25 MR. KEMPTON: Okay. We'll give you call about 00:30 to

1 let you know we're out there and ready to go.

2 CONTROL CENTER: Sounds good.

3 MR. KEMPTON: And we'll be off and running again.

4 CONTROL CENTER: Sounds great.

5 MR. KEMPTON: All right. Thank you, sir.

6 CONTROL CENTER: Okay. Thanks, Bob.

7 MR. KEMPTON: You bet.

8 CONTROL CENTER: Talk to you later.

9 MR. KEMPTON: Okay. Bye.

10 \* \* \*

11 (Start time: July 25, 2010, 20:31:57)

12 CONTROL CENTER: Hey.

13 UNIDENTIFIED SPEAKER: Hey.

14 CONTROL CENTER: Let Aaron know that Line 61 was only  
15 down -- well, we only lost a thousand barrels --

16 UNIDENTIFIED SPEAKER: Okay.

17 CONTROL CENTER: -- for one hour. We were down and back  
18 up.

19 UNIDENTIFIED SPEAKER: Okay.

20 CONTROL CENTER: We didn't actually shut down, but we  
21 just --

22 UNIDENTIFIED SPEAKER: Right. 52 went down.

23 CONTROL CENTER: Yeah, 52 went down for an hour. That's  
24 back up and back to normal.

25 UNIDENTIFIED SPEAKER: Okay. Cool man. You make up

1 rate there or no?

2 CONTROL CENTER: Not on 52 we won't make up rates, so --

3 UNIDENTIFIED SPEAKER: Okay.

4 CONTROL CENTER: -- we lost about 1200 barrels there.

5 UNIDENTIFIED SPEAKER: No worries.

6 CONTROL CENTER: So --

7 UNIDENTIFIED SPEAKER: No worries.

8 CONTROL CENTER: Yeah. We should be all right though.

9 UNIDENTIFIED SPEAKER: All right.

10 CONTROL CENTER: Okay.

11 UNIDENTIFIED SPEAKER: Bye.

12 CONTROL CENTER: Goodbye.

13 \* \* \*

14 (Start time: July 25, 2010, 21:57:27)

15 CONTROL CENTER: Control Center, Tim speaking.

16 JIM: Hey, Tim. This is Jim (indiscernible). I was  
17 wondering did they launch that tool today out of Superior?

18 CONTROL CENTER: Negative.

19 JIM: Negative huh?

20 CONTROL CENTER: Okay. And that's the thing like the  
21 work -- the last time I -- I haven't looked yet tonight, but I  
22 know last night when I looked that work order was still active.  
23 But I heard, I heard the rumor it was getting scrapped, but that  
24 OSH went out -- we just -- were on that OSH right now.

25 JIM: Okay.



1 CONTROL CENTER: So I haven't heard from anybody in the  
2 field that we were -- that there's actually guys out there  
3 launching it.

4 JIM: Okay.

5 CONTROL CENTER: And like I said I -- I heard a rumor.  
6 It never was confirmed that it was -- I don't know if it was  
7 getting scrapped, but it was going to get postponed.

8 JIM: [laughing]

9 CONTROL CENTER: But that was just a rumor, right? I  
10 never actually saw an e-mail that said, yeah, it's scrapped or --  
11 I'm just digging through the, the work order database here again  
12 just to see if maybe it did get officially changed here.

13 JIM: Okay. Well, I'm glad I called. I was supposed to  
14 sleep in tomorrow morning so I could work all night tomorrow  
15 night. I'd be still up at work at 4:00 in the afternoon.

16 CONTROL CENTER: That's not too bad.

17 JIM: [laughing]

18 CONTROL CENTER: That sounds good to me.

19 JIM: Maybe I'll act like I never even knew. I'll just  
20 sleep in tomorrow and --

21 CONTROL CENTER: Yeah.

22 JIM: -- (indiscernible).

23 CONTROL CENTER: You mean it didn't go out? What?

24 JIM: [laughing]

25 CONTROL CENTER: You've just to act really surprised,

1 Jim.

2 JIM: [laughing]

3 CONTROL CENTER: Oh, I just -- I'm pulling it -- it's  
4 taking forever to open (indiscernible). I'm good at times and  
5 dates (indiscernible) 11:45.

6 JIM: Okay.

7 CONTROL CENTER: Now, if those guys didn't tell me  
8 (indiscernible). Let's see if there's any pigs in line -- in the  
9 line fill. I'm just trying to check a little bit of everything  
10 here to see -- because, yeah, yesterday when I came in my -- the  
11 guy I was reliving said that it was going to get scrapped, but I  
12 never officially saw anything that said it was scrapped.

13 JIM: Okay.

14 CONTROL CENTER: And like I said, that OSH batch that it  
15 was supposed to go into?

16 JIM: Yeah.

17 CONTROL CENTER: We're currently pumping at rate now.

18 JIM: Okay.

19 CONTROL CENTER: And I haven't heard from anybody.

20 JIM: So they'll have to launch quick if they want it.

21 CONTROL CENTER: Oh, exactly.

22 JIM: [laughing] Okay. Well, I'm glad I called.

23 CONTROL CENTER: Yeah -- no, like I, I really don't know  
24 what to tell you, but as far as I know it's, it's not, not  
25 happening here.

1 JIM: Okay. Well, it'll be a while before it gets to me  
2 anyway so I just won't be sleeping in tomorrow.

3 CONTROL CENTER: Yeah. And I have to look at  
4 (indiscernible) to see if there's any kind of a craft. And I  
5 don't see any craft going out any time tomorrow.

6 JIM: Okay.

7 CONTROL CENTER: So yeah, I, I really don't know what to  
8 tell you.

9 JIM: Oh, that's fine. I'll call the boss tomorrow  
10 morning and see what's going on.

11 CONTROL CENTER: Okay.

12 JIM: Okay. Thanks a lot.

13 CONTROL CENTER: Right on. Thanks, Jim.

14 JIM: Yep. Goodbye.

15 \* \* \*

16 (Start time: July 25, 2010, 21:33:54)

17 CONTROL CENTER: Yes?

18 UNIDENTIFIED SPEAKER: Hey, Line 14 again from  
19 Burlington (indiscernible) doing the step thing.

20 CONTROL CENTER: Are you injecting DRA?

21 UNIDENTIFIED SPEAKER: Oh, yeah. We're going to be  
22 injecting DRA all summer.

23 CONTROL CENTER: Oh, okay.

24 UNIDENTIFIED SPEAKER: Yeah, till September.

25 CONTROL CENTER: I thought maybe somebody turned it off.

1 Okay I'll check it.

2 UNIDENTIFIED SPEAKER: Okay.

3 CONTROL CENTER: Okay. Bye.

4 \* \* \*

5 (Start time: July 25, 2010, 21:40:09)

6 UNIDENTIFIED SPEAKER: Hey, Jim.

7 CONTROL CENTER: Hi. When you go back to Mokena could  
8 you give me a call because we'll probably -- it's only because you  
9 down on the lateral right now --

10 UNIDENTIFIED SPEAKER: Um-hum.

11 CONTROL CENTER: -- that I need to turn off Shorewood.

12 UNIDENTIFIED SPEAKER: Okay. Well, I'm going  
13 (indiscernible) all night.

14 CONTROL CENTER: Okay. Yeah, it just -- that section  
15 from Mokena to GT?

16 UNIDENTIFIED SPEAKER: Um-hum.

17 CONTROL CENTER: It doesn't work -- like Burlington  
18 won't carry it all the way down.

19 UNIDENTIFIED SPEAKER: No?

20 CONTROL CENTER: We have to relax the pressures at  
21 Shorewood as well.

22 UNIDENTIFIED SPEAKER: Okay.

23 CONTROL CENTER: Yeah, it's just -- for some reason or  
24 other it wants to put a differential in there.

25 UNIDENTIFIED SPEAKER: Um-hum.

1 CONTROL CENTER: There's something -- there's something  
2 odd here (indiscernible) so I'm going to have to do a little  
3 checking. Are you going to run a unit at Shorewood?

4 UNIDENTIFIED SPEAKER: No, probably not at this rate.

5 CONTROL CENTER: Okay. All right. I might do something  
6 a little different then. I might just relax Griffith pressure.

7 UNIDENTIFIED SPEAKER: Okay.

8 CONTROL CENTER: All right. Thanks.

9 UNIDENTIFIED SPEAKER: All right. Thanks.

10 CONTROL CENTER: Okay. Bye.

11 \* \* \*

12 (Start time: July 25, 2010, 22:41:21)

13 CONTROL CENTER: Hello?

14 UNIDENTIFIED SPEAKER: Yeah.

15 CONTROL CENTER: Hi.

16 UNIDENTIFIED SPEAKER: What's happening?

17 CONTROL CENTER: I'm just in a meeting right now.

18 UNIDENTIFIED SPEAKER: Oh. Okay. Do you know tomorrow  
19 is it jeans?

20 CONTROL CENTER: Yeah it's jeans, yeah.

21 UNIDENTIFIED SPEAKER: (indiscernible) a little bit.

22 CONTROL CENTER: You betcha. Actually, jeans shorts.

23 UNIDENTIFIED SPEAKER: Jeans shorts?

24 CONTROL CENTER: Yeah, you can wear jeans shorts today  
25 -- tomorrow.

1 UNIDENTIFIED SPEAKER: And denim --

2 CONTROL CENTER: Yeah.

3 UNIDENTIFIED SPEAKER: -- denim tops and stuff?

4 Cutoffs?

5 CONTROL CENTER: Yeah. Yeah, cutoffs.

6 UNIDENTIFIED SPEAKER: Cutoff sleeves with a wife beater

7 underneath? Is Dave Beck in tonight?

8 CONTROL CENTER: Who?

9 UNIDENTIFIED SPEAKER: Dave Beck?

10 CONTROL CENTER: Yeah he is.

11 UNIDENTIFIED SPEAKER: Is he in to tickets or

12 (indiscernible)?

13 CONTROL CENTER: I don't know.

14 UNIDENTIFIED SPEAKER: Okay. I'll talk to him.

15 CONTROL CENTER: Okay. Bye.

16 \* \* \*

17 (Start time: July 25, 2010, 22:30:20)

18 CONTROL CENTER: Hi, Leona. Darren here.

19 UNIDENTIFIED SPEAKER: (indiscernible)

20 CONTROL CENTER: Hey, sorry for bothering you.

21 UNIDENTIFIED SPEAKER: (indiscernible)

22 CONTROL CENTER: Back up to (indiscernible) in there in

23 our WCS pool.

24 UNIDENTIFIED SPEAKER: Um-hum.

25 CONTROL CENTER: Did you guys have any issues pumping

1 out a WCS that's destined for Conaco from a WCS that's destined  
2 for Fork?

3 UNIDENTIFIED SPEAKER: No.

4 CONTROL CENTER: Okay.

5 UNIDENTIFIED SPEAKER: As long as they're all --

6 CONTROL CENTER: WCS?

7 UNIDENTIFIED SPEAKER: Yes, it's fine.

8 CONTROL CENTER: Perfect. That's what I thought. Sorry  
9 for bothering you.

10 UNIDENTIFIED SPEAKER: (indiscernible)

11 CONTROL CENTER: I know, I know the operators --  
12 sometimes they get a little finicky with us so I figured I'd  
13 better touch base with you guys.

14 UNIDENTIFIED SPEAKER: Yes, in some cases maybe if we  
15 had a high 10 and we were buffering something and --

16 CONTROL CENTER: Oh, okay.

17 UNIDENTIFIED SPEAKER: -- something odd like that, but  
18 for the most part as long as it's just a pool they can do whatever  
19 they like (indiscernible).

20 CONTROL CENTER: Yeah. Yeah, looking, looking ahead  
21 here it looks like we're going to be putting in Conaco WCS into  
22 Fork WCS tanks, so we're going to commingle it anyway. So I just  
23 thought I'd maybe just touch base with you guys.

24 UNIDENTIFIED SPEAKER: Yep.

25 CONTROL CENTER: All right. Thanks and I'm sorry for

1 bothering you.

2 UNIDENTIFIED SPEAKER: That's okay. Goodbye.

3 CONTROL CENTER: Have a good night.

4 \* \* \*

5 (Start time: July 25, 2010, 22:32:52)

6 UNIDENTIFIED SPEAKER: Hey, Jim.

7 CONTROL CENTER: Hi there. I'm reloading your Line 14.

8 UNIDENTIFIED SPEAKER: Okay, thanks.

9 CONTROL CENTER: So it's going to shut down and you can  
10 start it up in about 3 minutes.

11 UNIDENTIFIED SPEAKER: Okay. Will do.

12 CONTROL CENTER: Okay. Bye.

13 \* \* \*

14 (Start time: July 25, 2010, 23:33:18)

15 UNIDENTIFIED SPEAKER: Hey.

16 CONTROL CENTER: Howdy.

17 UNIDENTIFIED SPEAKER: Hi buddy.

18 CONTROL CENTER: I'm just giving you a 10-minute heads  
19 up here.

20 UNIDENTIFIED SPEAKER: All right.

21 CONTROL CENTER: I'm just told maybe you got about 15  
22 minutes left, so 10 minutes we'll be looking for some boostage.

23 UNIDENTIFIED SPEAKER: Okay. I'm going to  
24 (indiscernible) my valve now.

25 CONTROL CENTER: Okay. Thank you.



1 UNIDENTIFIED SPEAKER: All right. Thanks, man.

2 CONTROL CENTER: Yep.

3 UNIDENTIFIED SPEAKER: Bye.

4 CONTROL CENTER: Okay. Bye.

5 \* \* \*

6 (Start time: July 25, 2010, 23:43:15)

7 UNIDENTIFIED SPEAKER: Hey buddy.

8 CONTROL CENTER: Hey. Can I get some boostage for 3  
9 please?

10 UNIDENTIFIED SPEAKER: I though you said 15 minutes man?

11 CONTROL CENTER: I -- well, no 15 minutes till I go even  
12 so it was 10 minutes till I was going to phone right now  
13 (indiscernible) ahead of time that I need to get things rolling.

14 UNIDENTIFIED SPEAKER: Holy smokes.

15 CONTROL CENTER: I know.

16 UNIDENTIFIED SPEAKER: Okay. There they go.

17 CONTROL CENTER: Right on.

18 UNIDENTIFIED SPEAKER: Thanks, bud.

19 CONTROL CENTER: Okay, thanks.

20 UNIDENTIFIED SPEAKER: Goodbye.

21 \* \* \*

22 (Start time: July 25, 2010, 23:52:52)

23 UNIDENTIFIED SPEAKER: Line 5.

24 CONTROL CENTER: Flip it.

25 UNIDENTIFIED SPEAKER: Flipping, eh? Yeah, sure.

1 CONTROL CENTER: Okay.

2 \* \* \*

3 (Start time: July 26, 2010, 00:18:28)

4 CONTROL CENTER: Ready for a booster?

5 UNIDENTIFIED SPEAKER: No, not yet. We're going to  
6 probably open up in a few minutes here so I'll give you a call  
7 when --

8 CONTROL CENTER: Okay.

9 UNIDENTIFIED SPEAKER: -- we're getting closer.

10 CONTROL CENTER: Sounds good.

11 UNIDENTIFIED SPEAKER: Okay?

12 CONTROL CENTER: Thanks.

13 UNIDENTIFIED SPEAKER: Bye.

14 \* \* \*

15 (Start time: July 26, 2010, 00:20:35)

16 CONTROL CENTER: Booster now?

17 UNIDENTIFIED SPEAKER: No. One minute.

18 CONTROL CENTER: Okay.

19 UNIDENTIFIED SPEAKER: (indiscernible)

20 \* \* \*

21 (Start time: July 26, 2010, 00:22:25)

22 CONTROL CENTER: Boosters now?

23 UNIDENTIFIED SPEAKER: Please.

24 CONTROL CENTER: Okay. There it goes.

25 UNIDENTIFIED SPEAKER: Thank you.

1 CONTROL CENTER: Thank --

2 \* \* \*

3 (Start time: July 26, 2010, 00:30:53)

4 CONTROL CENTER: Control Center, Tim speaking.

5 BOB: Hey, Tim.

6 CONTROL CENTER: How's it going?

7 BOB: This is Bob.

8 CONTROL CENTER: Pretty good.

9 BOB: We're out and read to rock and roll sort of.

10 CONTROL CENTER: Sounds good.

11 BOB: I'm still looking at 1:00?

12 CONTROL CENTER: Yep. Yeah, for sure.

13 BOB: All right. Well, we'll call you when we've got  
14 action going on out here.

15 CONTROL CENTER: Sounds great.

16 BOB: All right. Thank you.

17 CONTROL CENTER: Okay, thanks.

18 BOB: You bet. See you.

19 CONTROL CENTER: Yep. Okay, bye.

20 \* \* \*

21 (Start time: July 26, 2010, 00:32:54)

22 CONTROL CENTER: Control Center, Tim speaking.

23 UNIDENTIFIED SPEAKER: Sorry. I forgot to ask you what'  
24 your rate going to be?

25 CONTROL CENTER: I'm not sure. I'm only guessing about

1 1600 for the --

2 UNIDENTIFIED SPEAKER: Okay.

3 CONTROL CENTER: -- bypass here.

4 UNIDENTIFIED SPEAKER: Sure.

5 CONTROL CENTER: Once we get our pigs through then I'll  
6 wind her up.

7 UNIDENTIFIED SPEAKER: You bet. Perfect. That's what  
8 we'll put in the spreadsheet. Thank you very much.

9 CONTROL CENTER: So we'll have to wait -- like I said,  
10 until I'm actually slow and I'm not sure (indiscernible).

11 UNIDENTIFIED SPEAKER: Thank you. No problem.

12 CONTROL CENTER: Okay?

13 UNIDENTIFIED SPEAKER: That'll be close enough. Thank  
14 you.

15 CONTROL CENTER: Right on.

16 UNIDENTIFIED SPEAKER: Okay. Oh, and are they still  
17 planning on leaving that shut down until the second one gets  
18 through?

19 CONTROL CENTER: Yeah, I think so.

20 UNIDENTIFIED SPEAKER: Oh, okay.

21 CONTROL CENTER: Yeah.

22 UNIDENTIFIED SPEAKER: Sometimes that changes because  
23 somebody wants to pump a bunch of oil and so they make you fire it  
24 up, so I --

25 CONTROL CENTER: Normally, I do. I just -- I run in

1 between. But the way they had it set up I was just going to go  
2 with what they had.

3 UNIDENTIFIED SPEAKER: Sure. Excellent. Thank you very  
4 much.

5 CONTROL CENTER: Right on. Well, I'll talk you in a bit  
6 (indiscernible).

7 UNIDENTIFIED SPEAKER: Okay. Bye.

8 CONTROL CENTER: Yep. Okay, bye.

9 \* \* \*

10 (Start time: July 26, 2010, 01:00:44)

11 CONTROL CENTER: Howdy.

12 UNIDENTIFIED SPEAKER: Hey, Tim. It's 101.

13 CONTROL CENTER: Okay. You're opening up?

14 UNIDENTIFIED SPEAKER: Do you want me to open up?

15 CONTROL CENTER: Yes, please.

16 UNIDENTIFIED SPEAKER: Okay. Then we'll open up.

17 CONTROL CENTER: Okay. I'm going to send

18 (indiscernible). Okay.

19 UNIDENTIFIED SPEAKER: All right. Thanks. Bye.

20 \* \* \*

21 (Start time: July 26, 2010, 01:04:21)

22 UNIDENTIFIED SPEAKER: Hello?

23 CONTROL CENTER: Hey.

24 UNIDENTIFIED SPEAKER: Hey, man.

25 CONTROL CENTER: I am planning on starting up 60. I have

1 a valve 632 that is unknown. I've driven upstream and we should  
2 be good.

3 UNIDENTIFIED SPEAKER: Right on, buddy.

4 CONTROL CENTER: That valve is not the normal  
5 sectionalizing valve so it shouldn't have been touched. I sent an  
6 open to it just in case it comes back and should be good to go  
7 here.

8 UNIDENTIFIED SPEAKER: Right on (indiscernible).

9 CONTROL CENTER: Okay. Thanks.

10 UNIDENTIFIED SPEAKER: Thanks. Bye.

11 \* \* \*

12 (Start time: July 26, 2010, 01:04:49)

13 UNIDENTIFIED SPEAKER: Yes?

14 CONTROL CENTER: You're good there dude?

15 UNIDENTIFIED SPEAKER: I'm good. I'm holding 180 at the  
16 moment. Do you want me to lower down to 165 or so?

17 CONTROL CENTER: Yeah, just so that I'm not in force at  
18 Howell and then we'll bring it down after that.

19 UNIDENTIFIED SPEAKER: Okay, man. That sounds good.

20 CONTROL CENTER: Sounds great.

21 UNIDENTIFIED SPEAKER: Okay, thanks.

22 CONTROL CENTER: Okay, thanks.

23 UNIDENTIFIED SPEAKER: Bye.

24 \* \* \*

25 (Start time: July 26, 2010, 01:12:45)

1 UNIDENTIFIED SPEAKER: Yes?

2 CONTROL CENTER: Howdy.

3 UNIDENTIFIED SPEAKER: What'd you break?

4 CONTROL CENTER: Line 6B I'm just starting up and --

5 UNIDENTIFIED SPEAKER: Interesting concept.

6 CONTROL CENTER: -- (indiscernible).

7 UNIDENTIFIED SPEAKER: Okay. I'll have a look.

8 CONTROL CENTER: Right on. Thanks.

9 UNIDENTIFIED SPEAKER: All right. Bye.

10 \* \* \*

11 (Start time: July 26, 2010, 01:21:30)

12 CONTROL CENTER: Hello.

13 UNIDENTIFIED SPEAKER: Hey there.

14 CONTROL CENTER: Hey, man.

15 UNIDENTIFIED SPEAKER: Looks like Brewster

16 (indiscernible) starting on (indiscernible) 79 in about 10  
17 minutes.

18 CONTROL CENTER: Oh, okay. Thanks buddy.

19 UNIDENTIFIED SPEAKER: Thank you.

20 CONTROL CENTER: Bye.

21 UNIDENTIFIED SPEAKER: Bye.

22 \* \* \*

23 (Start time: July 26, 2010, 01:23:49)

24 UNIDENTIFIED SPEAKER: Hello.

25 CONTROL CENTER: Hey.

1 UNIDENTIFIED SPEAKER: Hey (indiscernible).

2 CONTROL CENTER: It's me again. Line 6B.

3 UNIDENTIFIED SPEAKER: Yeah?

4 CONTROL CENTER: My Mendon pipe -- pump. I started it  
5 10 minutes ago. Marshall went from 0 to 1 pound. It hasn't  
6 really moved a whole bunch, but that pump when I started it I  
7 started it controlled and it's just opening up and it's just that  
8 small one. So it really hasn't had a good chance to fill in  
9 Marshall, but Marshall really isn't doing anything. My MBS is  
10 just starting to, to react -- some flow in that area.

11 UNIDENTIFIED SPEAKER: Okay. So we're at a 10 minute  
12 mark right now?

13 CONTROL CENTER: I started Mendon 10 minutes ago, yeah.  
14 It's just filling in. It's just coming off of suction right now.  
15 And that's just a little pump there because I'm bypassing Niles on  
16 the startup.

17 UNIDENTIFIED SPEAKER: Okay. (indiscernible)

18 CONTROL CENTER: Okay. I get --

19 UNIDENTIFIED SPEAKER: What's your, what's your holding  
20 at Sarnia?

21 CONTROL CENTER: We're into Marysville.

22 UNIDENTIFIED SPEAKER: 132?

23 CONTROL CENTER: Yes. That's the thing, like I haven't  
24 (indiscernible)

25 UNIDENTIFIED SPEAKER: (indiscernible)



1 CONTROL CENTER: Stockbridge hasn't moved, Howell hasn't  
2 moved.

3 UNIDENTIFIED SPEAKER: Could they bring that up?

4 CONTROL CENTER: Yeah, they can.

5 UNIDENTIFIED SPEAKER: Yeah, you just go another pound.

6 CONTROL CENTER: Oh, there it is. It's moving. You  
7 know, that's the thing. I'm not overly worried just because I'm  
8 bypassing Niles and I only have the small pump on at Mendon. As  
9 soon as I can get the big pump on at Mendon I'm, I'm sure Marshall  
10 will fill in. I just -- because I'm bypassing and I just have the  
11 small pump on it's taking -- they must have drained this line out  
12 good when they shut it down.

13 UNIDENTIFIED SPEAKER: Okay.

14 CONTROL CENTER: I wasn't overly worried yet. It's just  
15 I hit 10 minutes and I thought I'd better phone you guys.

16 UNIDENTIFIED SPEAKER: Yeah. No, that's  
17 (indiscernible).

18 CONTROL CENTER: So yeah, I'm going to try to get  
19 another pump on at Mendon here and then I'll be able to fill in  
20 Marshall.

21 UNIDENTIFIED SPEAKER: Sounds good.

22 CONTROL CENTER: Okay. Right on.

23 UNIDENTIFIED SPEAKER: Thanks, pal.

24 \* \* \*

25 (Start time: July 26, 2010, 01:24:41)

1 CONTROL CENTER: Howdy.

2 UNIDENTIFIED SPEAKER: Hey, man. (indiscernible) still  
3 going at (indiscernible).

4 CONTROL CENTER: Yes, very slow. That's why I'm just  
5 wondering either they really drained it out, which I think they  
6 did, because I don't have any pressure further down the line.

7 UNIDENTIFIED SPEAKER: Yeah, they must have because I'm  
8 still trying to hold 150 and it's just sitting there.

9 CONTROL CENTER: Yeah, exactly. Or else I'm -- or else  
10 I'm leaking. One of the two.

11 UNIDENTIFIED SPEAKER: Well, either way it'll be fun.

12 CONTROL CENTER: Okay. So I'm going to try to get that  
13 bigger unit on at Mendon now that I finally got the small unit off  
14 of suction there.

15 UNIDENTIFIED SPEAKER: Sure.

16 CONTROL CENTER: And then if Marshall doesn't start  
17 reacting soon then, yeah, I will be shutting down. But for right  
18 now I am going to kind of swing up at Mendon and get some oil into  
19 Marshall there.

20 UNIDENTIFIED SPEAKER: You know what I'm going to do in  
21 the short term? I'm going to pump it up to 170.

22 CONTROL CENTER: Yep. Yep.

23 UNIDENTIFIED SPEAKER: And (indiscernible) whenever  
24 we'll (indiscernible) here.

25 CONTROL CENTER: Yeah, exactly. We'll wait till at

1 least we get into Stockbridge or whatever.

2 UNIDENTIFIED SPEAKER: Yeah, that's fine. Just once you  
3 start turning on the ones -- like the second two stations below  
4 Stockbridge?

5 CONTROL CENTER: Yeah.

6 UNIDENTIFIED SPEAKER: Let me know. Okay?

7 CONTROL CENTER: Sounds great.

8 UNIDENTIFIED SPEAKER: Thanks, man.

9 CONTROL CENTER: Okay, thanks.

10 UNIDENTIFIED SPEAKER: Bye.

11 \* \* \*

12 (Start time: July 26, 2010, 01:35:58)

13 DARCY: Yeah, you got some trouble? Hey?

14 CONTROL CENTER: Hey. Hey, could you tell us how much  
15 oil we (indiscernible) since we started up?

16 DARCY: 262.

17 CONTROL CENTER: 262?

18 DARCY: Yep.

19 CONTROL CENTER: Okay.

20 DARCY: In about 35 minutes.

21 CONTROL CENTER: Thanks, Darcy.

22 DARCY: Yep.

23 CONTROL CENTER: Bye.

24 \* \* \*

25 (Start time: July 26, 2010, 01:54:58)

1 CONTROL CENTER: Control Center, Tim speaking.

2 MR. JACKSON: Tim this is Dick Jackson out here on Line  
3 6 tracking. Looks like we're about an hour out of Niles station.

4 CONTROL CENTER: Sounds great.

5 MR. JACKSON: Okay.

6 CONTROL CENTER: Okay, thanks.

7 MR. JACKSON: Yep. Bye.

8 CONTROL CENTER: Okay, bye.

9 \* \* \*

10 (Start time: July 26, 2010, 02:00:13)

11 UNIDENTIFIED SPEAKER: Hey (indiscernible).

12 CONTROL CENTER: Shut her down?

13 UNIDENTIFIED SPEAKER: Well, give me, give me one more  
14 minute.

15 CONTROL CENTER: Okay. Because we -- not that we're  
16 losing, but we're not gaining at Mendon anymore.

17 UNIDENTIFIED SPEAKER: (indiscernible)?

18 CONTROL CENTER: Yeah. It's just (indiscernible). It  
19 just plateaued out. It leveled out.

20 UNIDENTIFIED SPEAKER: Right. So you're doing -- you  
21 think you're doing 1800 an hour at Mendon right now?

22 CONTROL CENTER: At Mendon, no. I might be doing 15  
23 maybe.

24 UNIDENTIFIED SPEAKER: Yeah.

25 CONTROL CENTER: Probably, probably around that 15.

1 UNIDENTIFIED SPEAKER: So you got 20, 20 minutes -- 20.7  
2 (indiscernible) plus 10.

3 CONTROL CENTER: 20.7 so that's right now.

4 UNIDENTIFIED SPEAKER: Okay. Just hold on one second  
5 here.

6 CONTROL CENTER: Okay.

7 UNIDENTIFIED SPEAKER: Hey Darcy? Darcy? Hey Darcy?  
8 Darcy? Hey, how much you got (indiscernible) now? Is it still  
9 260?

10 DARCY: Yeah, it's 269 now.

11 CONTROL CENTER: 269?

12 UNIDENTIFIED SPEAKER: (indiscernible) Okay. I got to  
13 shut her down (indiscernible).

14 CONTROL CENTER: Okay.

15 UNIDENTIFIED SPEAKER: (indiscernible)

16 CONTROL CENTER: Okay. Bye.

17 \* \* \*

18 (Start time: July 26, 2010, 02:04:21)

19 UNIDENTIFIED SPEAKER: Hello?

20 CONTROL CENTER: Hey.

21 UNIDENTIFIED SPEAKER: Hey, man.

22 CONTROL CENTER: I am planning on starting up 60. I have a valve  
23 632 that is unknown. I've driven upstream and we should be good.

24 UNIDENTIFIED SPEAKER: Right on, buddy.

25 CONTROL CENTER: That valve is not the normal

1 sectionalizing valve so it shouldn't have been touched. I sent an  
2 open to it just in case it comes back and should be good to go  
3 here.

4 UNIDENTIFIED SPEAKER: Right on (indiscernible).

5 CONTROL CENTER: Okay. Thanks.

6 UNIDENTIFIED SPEAKER: Thanks. Bye.

7 CONTROL CENTER: Okay. Bye.

8 \* \* \*

9 (Start time: July 26, 2010, 02:04:46)

10 BOB: -- Bob.

11 CONTROL CENTER: Hey, Bob. It's Tim in the control  
12 room.

13 BOB: Hi Tim.

14 CONTROL CENTER: Just to let you know I just shut down  
15 6B. They were having some technical difficulties.

16 BOB: Oh, okay.

17 CONTROL CENTER: I'll let you --

18 BOB: (indiscernible)

19 CONTROL CENTER: I'll let you know here when, when we  
20 can get her back up. If you can let your partner know?

21 BOB: I sure will.

22 CONTROL CENTER: Sounds great. So I'll probably be  
23 talking to you right away here.

24 BOB: You bet. Thank you.

25 CONTROL CENTER: Thanks, Bob.

1 BOB: You bet. Bye.

2 CONTROL CENTER: Okay, bye.

3 \* \* \*

4 (Start time: July 26, 2010, 02:42:43)

5 CONTROL CENTER: Hello.

6 UNIDENTIFIED SPEAKER: Hi. I have 237 for us to start

7 Clearbrook on that change that's going through.

8 CONTROL CENTER: 237 --

9 UNIDENTIFIED SPEAKER: Yeah.

10 CONTROL CENTER: Pretty close. You gave me 236 last  
11 time.

12 UNIDENTIFIED SPEAKER: That's on -- yeah, that's on  
13 track though, but I'm just going to double check track here, which  
14 I am getting -- yeah, about 231 on track.

15 CONTROL CENTER: Oh, okay. Yeah.

16 UNIDENTIFIED SPEAKER: Yeah.

17 CONTROL CENTER: Sounds good (indiscernible).

18 UNIDENTIFIED SPEAKER: Yeah, we're just cool.

19 CONTROL CENTER: Okay. Thanks.

20 UNIDENTIFIED SPEAKER: You're welcome.

21 CONTROL CENTER: Bye.

22 \* \* \*

23 (Start time: July 26, 2010, 03:10:01)

24 CONTROL CENTER: Control Center, Tim speaking.

25 MR. CARTER: Hey, Tim. This is Darrell Carter from the

1 Niles station.

2 CONTROL CENTER: Yes, Darrell.

3 MR. CARTER: What time do you want me at the station?

4 CONTROL CENTER: I don't know yet. We're shut down on  
5 6B.

6 MR. CARTER: What happened?

7 CONTROL CENTER: We're trying to start up and we're not  
8 getting any pressure into Marshall, so we're shut down until we  
9 can investigate and see, see if we're leaking or what we're doing  
10 there.

11 MR. CARTER: Okay. So you got in touch with Brian?

12 CONTROL CENTER: Three?

13 MR. CARTER: You're at Marshall station? You got, you  
14 got in touch with Brian Whittaker?

15 CONTROL CENTER: No, no. We didn't phone anybody yet.  
16 We're seeing what's happening here yet.

17 MR. CARTER: Okay. Then thank you.

18 CONTROL CENTER: Okay?

19 MR. CARTER: All righty. Bye-bye.

20 CONTROL CENTER: Okay, thanks.

21 \* \* \*

22 (Start time: July 26, 2010, 03:26:05)

23 CONTROL CENTER: Control Center, Tim speaking.

24 MR. WREN: Yeah, I've got a -- my phone rang. Are you  
25 calling?



1 CONTROL CENTER: No. No.

2 MR. WREN: Oh, okay. I don't know how I answered you,  
3 but --

4 CONTROL CENTER: Okay.

5 MR. WREN: -- I must have hit a dial back number or  
6 something. Sorry.

7 CONTROL CENTER: Honestly, that's okay.

8 MR. WREN: What line are you on?

9 CONTROL CENTER: 3 and 6 and 17.

10 MR. WREN: 3 and -- oh, okay. Well, this is Russell  
11 Wren (ph.). We're going to be working on Line 3 today.

12 CONTROL CENTER: Okay.

13 MR. WREN: Rick (indiscernible) will probably be calling  
14 you a little bit later around 7:00 too, so.

15 CONTROL CENTER: Okay. Right on.

16 MR. WREN: Okay. Thanks Tim.

17 CONTROL CENTER: Thanks -- yep.

18 MR. WREN: Bye.

19 CONTROL CENTER: Okay, bye.

20 \* \* \*

21 (Start time: July 26, 2010, 03:29:28)

22 CONTROL CENTER: Control Center, Tim speaking.

23 VERNON: Hey, Tim. This is Vernon here on 6B. Hey,  
24 we're going to be here between milepost 720.0430 and 720.0881.  
25 And we're going to be doing some sandblasting and analytical and

1 some digging.

2 CONTROL CENTER: Okay.

3 VERNON: Line up, down, what -- what's going on there?

4 CONTROL CENTER: Right now it's down. Hopefully it's  
5 going up soon, but I don't know yet.

6 VERNON: Okey dokey. All right. See you later then.

7 You got my number?

8 CONTROL CENTER: [REDACTED]?

9 VERNON: Oh, is that showing up?

10 CONTROL CENTER: That's what's showing up.

11 VERNON: Okay. This is my -- this my backup phone  
12 because my other one I think is getting ready to go down so that's  
13 why I thought I'd go ahead and call on this one.

14 CONTROL CENTER: Okay.

15 VERNON: Put this one and the [REDACTED] down also.

16 CONTROL CENTER: Sounds great.

17 VERNON: Okay. Appreciate it.

18 CONTROL CENTER: Okay. Thanks Vernon.

19 VERNON: Goodbye.

20 \* \* \*

21 (Start time: July 26, 2010, 03:34:54)

22 BLAINE: Hello?

23 CONTROL CENTER: Blaine?

24 BLAINE: Yep.

25 CONTROL CENTER: Hey. Darren here in the Control

1 Center.

2 BLAINE: Um-hum.

3 CONTROL CENTER: Sorry to bother you.

4 BLAINE: No problem.

5 CONTROL CENTER: You're just getting out of the shower,  
6 right?

7 BLAINE: Yeah.

8 CONTROL CENTER: Yeah. Hey, we've got kind of puzzler  
9 here for Line 6B. We're scheduled to start up -- start it up.  
10 The line was drained off. Quite often they break the column there  
11 at Marshall and we, we typically have to fill it. Got running and  
12 got the line going. Started, started the station upstream. Didn't  
13 get any pressure at Marshfield for, for some time. Got a pound  
14 here a pound there. Kind of got up to 4 pounds. However, after  
15 that we weren't receiving any, any pressure.

16 BLAINE: Okay.

17 CONTROL CENTER: So basically, pumping in there  
18 expecting pressure and not getting it.

19 BLAINE: Not getting it, yeah.

20 CONTROL CENTER: Now, we, we calculated our numbers to  
21 have looked at draining about 632 cubes roughly on the line, so --

22 BLAINE: Um-hum.

23 CONTROL CENTER: So once, once we figured, okay, we're  
24 not getting any pressure, we, we got those numbers, figured, okay,  
25 well, let's go 600 cubes, it should fill it. So we had a time

1 that we actually figured we would reach and by the time we reached  
2 that we should have been -- we should be have been there.

3 BLAINE: Right.

4 CONTROL CENTER: We didn't get any pressure on that  
5 time. However, there was several, I guess -- well, not several  
6 factors, but there's a couple things that potentially might have  
7 hurt us in that situation.

8 BLAINE: Okay.

9 CONTROL CENTER: One, we had Mendon station upstream on,  
10 which is pulling on a hill, which wasn't helping our situation.  
11 Basically we're just pulling the -- pulling the pressure away from  
12 the area that, that we were expecting the pressure to come in.

13 BLAINE: Right.

14 CONTROL CENTER: So we weren't coming at it fast enough.

15 BLAINE: Um-hum.

16 CONTROL CENTER: And looking at it, we had -- so we had  
17 that going on. Plus we were bypassing Niles for a pig upstream so  
18 we couldn't -- we didn't have enough pressure upstream to overcome  
19 the column set that we had.

20 BLAINE: Okay.

21 CONTROL CENTER: And -- well, I mean in hindsight we  
22 should have --

23 BLAINE: Um-hum.

24 CONTROL CENTER: -- you know, shut the one unit off and  
25 come at it a little harder from, from upstream like at La Porte.

1 BLAINE: Okay.

2 CONTROL CENTER: But we -- but we didn't, so we've shut  
3 down. But when it was all said and done we put in about 1600  
4 cubes.

5 BLAINE: Okay.

6 CONTROL CENTER: And we only took out about 270 cubes.  
7 So in discussions with the MBS --

8 BLAINE: Um-hum.

9 CONTROL CENTER: Jim's on today, which is good.

10 BLAINE: Yeah.

11 CONTROL CENTER: He figures that we're not -- we weren't  
12 coming at it hard enough. Obviously we've got MBS alarms because  
13 we had the columns set, but --

14 BLAINE: Right.

15 CONTROL CENTER: -- he said that we -- he figured we  
16 weren't coming at it hard enough and we were pulling away -- like  
17 I had mentioned maybe when we shouldn't have been.

18 BLAINE: Um-hum.

19 CONTROL CENTER: I guess, but with that being said, you  
20 know, it sounds like, you know, all those factors we don't -- we  
21 didn't -- you know, in hindsight maybe we should have shut that  
22 one pump off --

23 BLAINE: Um-hum.

24 CONTROL CENTER: -- and had higher suction at the, at  
25 the -- what station is it? Oh, sorry about this. Okay. Yeah, so

1 we should have had higher suction at Mendon. And I held the  
2 pressure back so that when it came into Marshfield downstream it  
3 would have had a bigger wave, so --

4 BLAINE: Mendon is just upstream on the cycle?

5 CONTROL CENTER: Yeah, exactly. So, you know, with --  
6 but with that being said, you know, it looks like we didn't come  
7 at it hard enough and, and Mendon on when we shouldn't have had it  
8 on and waited till the pressure really built up upstream, right?

9 BLAINE: Um-hum. Um-hum.

10 CONTROL CENTER: But like I said, with that being said  
11 we shouldn't have to put in 1600 cubes in order to pack that line.  
12 I guess it just shouldn't work. Like the numbers don't add up.

13 BLAINE: It shouldn't have took that much.

14 CONTROL CENTER: Yeah. So, yeah, we're kind of -- we're  
15 sitting here, you know, Mendon upstream -- at Mendon everything's  
16 fine. All the pressure's there. Downstream at Marshfield area  
17 our pressure is zero, so --

18 BLAINE: Um-hum.

19 CONTROL CENTER: I mean it -- we got the 4 pounds and as  
20 soon as we shut down it went to zero.

21 BLAINE: Okay. Who's on 6B? Who's on the line?

22 CONTROL CENTER: Tim (indiscernible). Yeah, so, you  
23 know, we're kind of at that point where, you know, [REDACTED] we should  
24 have shut off Mendon station earlier.

25 BLAINE: Um-hum.

1 CONTROL CENTER: And that would have maybe helped us out  
2 in this situation, but then -- but then again, you know, you put  
3 that much new volume in I'm not too sure if that's -- you know,  
4 typically talking to the operator that, you know, queued up 700  
5 cubes, sometimes they drain off. You know, typically it's only  
6 about 200 cubes --

7 BLAINE: Um-hum.

8 CONTROL CENTER: -- until you can get that column back.

9 BLAINE: Right. Right.

10 CONTROL CENTER: But it's been shut down since 5:00  
11 yesterday in that section, so.

12 BLAINE: Okay. So --

13 CONTROL CENTER: I guess from our standpoint, you  
14 know --

15 BLAINE: Do you try again or do you --

16 CONTROL CENTER: Right. Exactly.

17 BLAINE: -- (indiscernible) a leak.

18 CONTROL CENTER: Yeah, exactly. And I can get Jim over  
19 here and get him on speaker phone and have, have him go through  
20 what he sees on his end --

21 BLAINE: Yeah.

22 CONTROL CENTER: -- from -- but, yeah, I'll grab him  
23 here and --

24 BLAINE: Okay.

25 CONTROL CENTER: -- just get his, his opinion. Okay.

1 I'll just put you on speaker here.

2 BLAINE: Okay.

3 CONTROL CENTER: Hey Blaine?

4 BLAINE: Yeah.

5 CONTROL CENTER: I got Jim here so --

6 JIM: Hi Blaine.

7 BLAINE: Good morning.

8 JIM: So as far as we're concerned in the MS -- MBS  
9 world it's just -- it's some nearly broken columns --

10 BLAINE: Um-hum.

11 JIM: -- on the startup. We did have a problem at Niles  
12 because they're bypassing it. And in the model they don't have  
13 bypass valve, so we had do a little manipulation in order to -- to  
14 get it to read the correct pressures on both sides.

15 BLAINE: Okay.

16 JIM: But there's still (indiscernible) pressure. So as  
17 far as, you know, we're concerned we're intact up until we get to  
18 Mendon.

19 BLAINE: Right.

20 JIM: And then from Mendon down it looks like we're  
21 still going to attempt to put the columns together.

22 BLAINE: Still no, no pressure from -- well, no pressure  
23 at Marshall I guess?

24 JIM: Nope. So once they're shut down everything is in  
25 -- is in a static state. We're not showing anything is really



1 draining. I mean in the rare event that we actually did have  
2 something open to the atmosphere it would have to be at the higher  
3 elevations.

4 BLAINE: Um-hum.

5 JIM: And we're probably no worse off than when we  
6 initially tried to start it than what we're at right now.

7 BLAINE: Right. So it'd be your recommendation to  
8 probably try to -- try to do this again.

9 JIM: Yeah, I -- you know, I wouldn't, I wouldn't  
10 recommend trying to start it again. You still need to get -- you  
11 still need to get a significant amount of pressure past Mendon.

12 BLAINE: Um-hum.

13 JIM: (indiscernible)

14 BLAINE: Um-hum.

15 JIM: And I think initially on the startup that probably  
16 wasn't the case.

17 BLAINE: Okay.

18 JIM: I mean the volumes look really large, but the  
19 line's been down for a while and there was two separate shutdowns  
20 that's probably accounting for some of those losses both in  
21 Stockbridge and into -- and in Sarnia.

22 BLAINE: Right. Still -- but typically Darren was  
23 saying that's probably about 300 max, that it takes 300 cubes to  
24 fill that column, but this one's a little different, eh?

25 JIM: Yeah. I, I just don't think we have the energy

1 from upstream because of Niles being out of service.

2 BLAINE: Um-hum.

3 JIM: So that's the extra little kick that would have  
4 been enough to push Mendon and allow it to fill in.

5 BLAINE: Okay.

6 JIM: That's -- you're talking almost 135 miles --

7 BLAINE: Right.

8 JIM: -- between stations right now from La Porte down  
9 to Mendon.

10 BLAINE: Okay.

11 CONTROL CENTER: Yeah, I guess the question I have is  
12 if, if we put in 1600 cubes why didn't it get there?

13 BLAINE: Yeah, where did it go?

14 CONTROL CENTER: Right.

15 JIM: Well, it went into line pack for one thing because  
16 you're pushing it -- you're pushing it through 137 miles of pipe,  
17 so you've got to pack that section in order to get any type of  
18 flow in.

19 BLAINE: Um-hum.

20 JIM: And that was basically -- it was fairly low  
21 pressure there on startup, so that's going to suck up a lot of  
22 cubes per hour right there.

23 BLAINE: Yeah, but typically they -- it's not that much  
24 volume, right?

25 JIM: No, but --

1 CONTROL CENTER: The pressures were a little lower, but  
2 not -- not too crazy.

3 BLAINE: Um-hum.

4 JIM: I'd say the (indiscernible) overriding factors  
5 would be bypassing Niles on the startup.

6 BLAINE: Right.

7 CONTROL CENTER: So all you have is Griffith, La Porte.

8 JIM: You got basically two stations and you got hold it  
9 back at Mendon, which we did. We started Mendon when we got some  
10 pressure (indiscernible). We should have built up a little more  
11 energy with those two stations at La Porte and Griffith and then,  
12 then started Mendon once we had a significant amount there.

13 BLAINE: So why did we do that?

14 JIM: Well, we had enough to start a unit, right?

15 BLAINE: I see that, yeah.

16 JIM: We had, we had enough. We had differentials. We  
17 just maybe should have waited a little longer.

18 BLAINE: Okay. Well, I guess we can try it again. I  
19 guess there's two choices. You either consider it a leak or try  
20 it again.

21 CONTROL CENTER: Yeah. We haven't talked to regional  
22 management yet.

23 BLAINE: Okay.

24 JIM: I'd like to get their, their ideas on it.

25 CONTROL CENTER: I think to be cautious hold off

1 starting the unit at Mendon until you can get pressure past that  
2 station.

3 BLAINE: Um-hum.

4 CONTROL CENTER: Then once you get pressure past that  
5 station then you know you've got that column intact and then  
6 you're free to start up Mendon and then start monitoring from  
7 Stockbridge down.

8 BLAINE: Right.

9 CONTROL CENTER: Because really you've got about three  
10 steps here in order to put these columns back together. You know,  
11 you'll get one together and then it'll start to pack so it's, it's  
12 still going to take time to get all of the others. They're not  
13 all going to come together all at once.

14 BLAINE: Right. Right.

15 CONTROL CENTER: And plus, soon as you open up and start  
16 it you're going to continue to drain.

17 BLAINE: Um-hum.

18 JIM: We just can't get that first column together  
19 because of -- because of that energy for -- there's a hole.

20 BLAINE: Right.

21 JIM: Right.

22 BLAINE: That's a lot of packing, but I guess -- you can  
23 get regional's -- do you need -- what does the procedure say?  
24 Does it say to get their approval first?

25 CONTROL CENTER: (indiscernible) here. (indiscernible).

1 BLAINE: Going outside the 10 minute.

2 CONTROL CENTER: Right. And (indiscernible) temporary  
3 alarm -- it's not a valid alarm. Yeah -- reassessment. Yeah, if  
4 after 10 minutes an analysis of the alarm is not complete shut  
5 down the pipeline and stand by for analysis. (indiscernible)  
6 supported by the alarm execute the MBS valid alarm procedure.

7 BLAINE: Um-hum.

8 CONTROL CENTER: If the MBS report (indiscernible) the  
9 alarm is false execute the temporary alarm procedure, so what are  
10 you calling this?

11 JIM: I'm calling it a false alarm.

12 CONTROL CENTER: Okay. So false alarm procedure -- if  
13 shift leader MBS determines that the MBS alarm is temporary --  
14 pipeline operator continue normal operations. No pipeline  
15 shutdown is required. Or if the pipeline was shut down resume  
16 normal operations.

17 BLAINE: So you don't need regional?

18 CONTROL CENTER: No. The only time we would need -- I  
19 guess would be verified.

20 BLAINE: Right.

21 CONTROL CENTER: Yeah. So -- yeah, so if it's  
22 (indiscernible) then the operator shut down, request MBS to  
23 provide information, contact, contact regional management or  
24 contact (indiscernible) on call. And that's if it's valid.

25 BLAINE: That's if it's valid, yeah.

1 CONTROL CENTER: Yeah.

2 BLAINE: So after analysis we're thinking this is not  
3 valid?

4 CONTROL CENTER: Yeah.

5 BLAINE: Yeah, and we'll try --

6 CONTROL CENTER: Yeah, it's just -- yeah, it's just one  
7 of those things where, you know, we've done a couple things. You  
8 started Mendon a little too early.

9 BLAINE: Uh-huh.

10 CONTROL CENTER: Didn't get enough pressure there.  
11 Coming at it a little slower because of Niles and -- you know, and  
12 we traded off, you know, 600 cubes, but like I said we put in 1600  
13 and we still haven't seen it, so we've packed the line somewhere  
14 or else put it -- put on the ground.

15 BLAINE: Yeah.

16 CONTROL CENTER: And it's -- I mean the, the MBS alarms  
17 mean that it's -- or Jim's saying they're false --

18 BLAINE: Um-hum.

19 CONTROL CENTER: -- due to the column (indiscernible),  
20 but -- and right now he said that when we're static everything  
21 seems to be intact.

22 JIM: Our in balances haven't changed over the last  
23 hour. They're still the same as what they were originally.

24 BLAINE: So we don't, we don't show any draining  
25 anywhere?

1 CONTROL CENTER: No. Well, with Marshall they're out,  
2 so.

3 BLAINE: Right.

4 CONTROL CENTER: We probably wouldn't see anything  
5 there.

6 BLAINE: Yeah, this is a good one.

7 CONTROL CENTER: Like it's -- yeah. It's one of those  
8 ones where, you know, do you go at it hard for another 10 minutes  
9 and --

10 BLAINE: Um-hum.

11 JIM: (indiscernible)

12 BLAINE: It's like you're starting over again.

13 JIM: Yeah, that's exactly it.

14 CONTROL CENTER: Yeah, we can't measure the pressures  
15 between La Porte and Mendon with Niles being out because the  
16 pressure transmitters are inside the station.

17 BLAINE: Oh, okay.

18 CONTROL CENTER: But we're not reading out -- anything  
19 out on the main line. I do have one pressure that I am getting  
20 back, but it's not in the model and I'd have to reconfigure the  
21 model in order to be able to use it. But I can monitor it on  
22 startup.

23 BLAINE: Okay.

24 CONTROL CENTER: (indiscernible) as the pressure climbs.

25 BLAINE: Um-hum.

1 CONTROL CENTER: We can use that as a measurement point  
2 to see if, if we can an increase through Niles, you know, is that  
3 increase making it down to Mendon.

4 BLAINE: Right.

5 CONTROL CENTER: And we did have enough pressure at  
6 Mendon to start up. It is at the bottom of the hill.

7 BLAINE: Um-hum.

8 CONTROL CENTER: But we did get enough pressure there to  
9 start a unit.

10 BLAINE: Well, I don't know. To me it sounds like you,  
11 you need to try again (indiscernible) monitor it like Jim said and  
12 (indiscernible).

13 CONTROL CENTER: So you -- so go over it again as if  
14 we're doing our regular startup?

15 BLAINE: I would think, yeah.

16 JIM: But by our numbers and --

17 CONTROL CENTER: Well, I think the clock starts once you  
18 have pressure at Mendon. Then your clock starts at that point.

19 BLAINE: Right.

20 JIM: And I think the -- one of the significant things  
21 (indiscernible) we don't get a unit on right away at Mendon  
22 because it's only going to struggle in suctioning until you get  
23 enough packing from upstream. And like when we come through Niles  
24 we'll actually have to pump up probably close to about 300 feet to  
25 get to Mendon. So I mean you're overcoming gravity and you're



1 overcoming (indiscernible) at the same time. And that's -- that  
2 has a detrimental effect on what's going to happen at Mendon.

3 BLAINE: Um-hum.

4 JIM: So we need to get probably somewhere, somewhere  
5 around 400 pounds I would think across Niles before you actually  
6 have enough to really support a pump --

7 CONTROL CENTER: At Mendon.

8 JIM: -- at Mendon. And then you've got good flow,  
9 you've got good pressures all the way through and that'll support  
10 Mendon (indiscernible) downstream.

11 CONTROL CENTER: But we don't have any transmitter at  
12 Niles (indiscernible).

13 JIM: No, well I do.

14 CONTROL CENTER: (indiscernible).

15 JIM: I have one out -- there's one on the main line  
16 (indiscernible).

17 CONTROL CENTER: Oh, okay. Yeah, yeah, yeah.

18 JIM: So --

19 CONTROL CENTER: You're going to be able to read that  
20 one (indiscernible).

21 JIM: Absolutely. That'll be our marker point for  
22 pressure (indiscernible).

23 CONTROL CENTER: Well, I think we need to see that at  
24 400 pounds -- 350 to 400 pounds. It's probably to safe to start  
25 your unit at Mendon. And we'll enough suction to support that

1 unit to put out good flow (indiscernible).

2 BLAINE: Okay. Well, you'll, you'll monitor that  
3 pressure, Jim?

4 JIM: Yeah, I'll keep an eye on it as we're going  
5 through. I'll follow the whole startup here and just bring up  
6 some key -- some key locations and check the pressures.

7 BLAINE: Okay. Okay. I think that's what I would do you  
8 guys.

9 CONTROL CENTER: Okay. No, it sounds, sounds good,  
10 Blaine.

11 BLAINE: Okay.

12 CONTROL CENTER: We'll -- yeah, I'll give you a shout  
13 here in about a half hour kind of give you an update.

14 BLAINE: Sure.

15 CONTROL CENTER: And see how that goes. All righty,  
16 man.

17 BLAINE: Sounds good. Thank you

18 CONTROL CENTER: Thanks. Bye.

19 \* \* \*

20 (Start time: July 26, 2010, 03:34:54)

21 CONTROL CENTER: Control Center.

22 BOB: Hey, this is Bob from Enbridge Telecon.

23 CONTROL CENTER: Hey there.

24 BOB: Hey, we got a call from TELUS saying that Herschel  
25 was down.

1 CONTROL CENTER: Oh, yeah?

2 BOB: So do you see it down or --

3 CONTROL CENTER: No.

4 BOB: No?

5 CONTROL CENTER: Well, actually only it would just be --

6 yeah, I guess we do. We see the primary and -- yeah, the line's

7 out and we're just on dialup, so I guess the line is out.

8 BOB: Okay. And do we -- is there anybody on site  
9 there?

10 CONTROL CENTER: Not right now, no.

11 BOB: But there is during the day or --

12 CONTROL CENTER: Yeah, during the day there'd be someone  
13 (indiscernible). Yeah, like probably being it's in the middle of  
14 the night we could -- first thing in the morning we could get  
15 someone to go out there.

16 BOB: Okay. TELUS would like us to look at the  
17 equipment and make sure there's power and stuff like that.  
18 Obviously there's power.

19 CONTROL CENTER: Right.

20 BOB: They'd like us to cycle some stuff so --

21 CONTROL CENTER: Okay.

22 BOB: Let me phone TELUS back and then I'll see what  
23 they want to do.

24 CONTROL CENTER: Okay.

25 BOB: And I'll let you know if we need to send somebody.

1 CONTROL CENTER: Sounds good.

2 BOB: Thank you.

3 CONTROL CENTER: Okay. Bye.

4 \* \* \*

5 (Start time: July 26, 2010, 03:36:50)

6 CONTROL CENTER: Hey Bill.

7 BILL: This is it.

8 CONTROL CENTER: All right. Let's do it.

9 BILL: All right.

10 CONTROL CENTER: Bye-bye.

11 BILL: Bye.

12 \* \* \*

13 (Start time: July 26, 2010, 03:41:14)

14 CONTROL CENTER: Control Center.

15 NICK: Yes, ma'am. This is Nick with Enbridge out of  
16 Bay City. How are you today?

17 CONTROL CENTER: Not bad. How are you doing today,  
18 Nick?

19 NICK: Good. Good. Just a quick question. Did you get  
20 6B up and running at 0100?

21 CONTROL CENTER: No we did not.

22 NICK: Did not.

23 CONTROL CENTER: No it did not happen.

24 NICK: What time -- are you (indiscernible) now?

25 CONTROL CENTER: No we're not. I have actually -- I

1 have actually no idea. We were having issues filling in Mendon,  
2 also Marshall station, and it's going to be down till further  
3 notice.

4 NICK: Marshall is?

5 CONTROL CENTER: Yes.

6 NICK: Well, what -- I guess, what's the issue?

7 CONTROL CENTER: We couldn't fill the column in.

8 NICK: What's that?

9 CONTROL CENTER: We couldn't fill the column in.

10 NICK: Fill the column in.

11 CONTROL CENTER: Yeah.

12 NICK: Oh, you mean Marshall station is offline?

13 CONTROL CENTER: No, just we couldn't -- there's no  
14 pressures at the stations. We couldn't push oil into the station  
15 so we're suspecting a possible leak. We don't know.

16 NICK: Wow. When did that start?

17 CONTROL CENTER: When we were going to start up.

18 NICK: No kidding?

19 CONTROL CENTER: Yeah, so we -- it's been down since  
20 then and we are investigating currently.

21 NICK: Okay.

22 CONTROL CENTER: We do not know --

23 NICK: Is the POM out there yet?

24 CONTROL CENTER: No we haven't -- I don't think they  
25 sent anybody out yet. They're still just looking at some of the

1 numbers here and --

2 NICK: Oh, okay.

3 CONTROL CENTER: -- looking to see what's going on and  
4 why.

5 NICK: Okay. Okey dokey. Well, sounds good. I guess  
6 keep me the loop, but I will --

7 CONTROL CENTER: Yes.

8 NICK: We'll try and talk later.

9 CONTROL CENTER: Sure. I'll grab your name and number.

10 NICK: Yeah, it's Nick.

11 CONTROL CENTER: Um-hum.

12 NICK: I'm out of Bay City. I'll be -- I'm actually  
13 going to be pulling the tools when they show up at Stockbridge.

14 CONTROL CENTER: Um-hum.

15 NICK: So that's what I was kind of curious. But the  
16 number is [REDACTED]

17 CONTROL CENTER: Okay. Sounds good, Nick. I will --

18 NICK: (indiscernible)

19 CONTROL CENTER: Yep, not a problem. I will --

20 NICK: Thank you. I'll talk to you.

21 CONTROL CENTER: Thanks.

22 NICK: Yep. Bye.

23 CONTROL CENTER: Bye.

24 \* \* \*

25 (Start time: July 26, 2010, 03:48:02)

1 CONTROL CENTER: Control Center, Tim speaking.

2 MR. WYATT: Yeah, Tim. This is Kirk Wyatt at milepost  
3 658.7934. How are you doing this morning?

4 CONTROL CENTER: Not too bad.

5 MR. WYATT: Well, good. We're going to be doing some  
6 welding on some sleeves and that's about it today.

7 CONTROL CENTER: Okay.

8 MR. WYATT: (indiscernible). What's that?

9 CONTROL CENTER: The line is down right now. It's  
10 supposed to be running so it could start up at any time, but it's  
11 down right now.

12 MR. WYATT: Okay.

13 CONTROL CENTER: (indiscernible) [REDACTED]

14 MR. WYATT: That's the one.

15 CONTROL CENTER: Okay. So you're doing some welding and  
16 -- yeah, the line's down so that's about all I can tell you.

17 MR. WYATT: Okay.

18 CONTROL CENTER: Okay?

19 MR. WYATT: All right. I guess you'll just -- just call  
20 me when, when they -- when it comes back on or --

21 CONTROL CENTER: Sounds great.

22 MR. WYATT: All right. We'll talk to you then.

23 CONTROL CENTER: Okay, thanks.

24 MR. WYATT: All right. Thank you. Bye-bye.

25 \* \* \*

1 (Start time: July 26, 2010, 03:49:50)

2 CONTROL CENTER: Control Center, Tim speaking.

3 CURT: Hey Tim. Curt with (indiscernible). We're out  
4 here again at 670.6591.

5 CONTROL CENTER: Okay.

6 CURT: We'll be doing welding all day.

7 CONTROL CENTER: Okay. The line is down --

8 \* \* \*

9 (Start time: July 26, 2010, 03:51:03)

10 CONTROL CENTER: Control Center, Tim speaking.

11 UNIDENTIFIED SPEAKER: Yeah, sorry Tim. We got cut off.

12 CONTROL CENTER: Okay. The contact number?

13 UNIDENTIFIED SPEAKER: [REDACTED]

14 CONTROL CENTER: Okay. And the line's down right now.

15 It should be running, but we're just -- we got to wait here to see  
16 if we're going to get her going or not.

17 UNIDENTIFIED SPEAKER: When do you think it might turn  
18 around?

19 CONTROL CENTER: Well, I don't know. We tried to start  
20 it up and we're having problems here, so we're going to see when  
21 we can get it started back up.

22 UNIDENTIFIED SPEAKER: Well, any time then -- give me  
23 call because I have to get the welders out, you know.

24 CONTROL CENTER: Yep. Okay.

25 UNIDENTIFIED SPEAKER: Okay. 10-4 thanks.



1 CONTROL CENTER: Okay, thanks.

2 UNIDENTIFIED SPEAKER: Bye.

3 \* \* \*

4 (Start time: July 26, 2010, 03:52:53)

5 CONTROL CENTER: Control Center, Tim speaking.

6 MR. LASHWAY: Hey. This is Tim Lashway (ph.) working on  
7 the line -- working on Line 6B.

8 CONTROL CENTER: Okay.

9 MR. LASHWAY: Milepost 704.29 and this does have a  
10 restriction on it.

11 CONTROL CENTER: Okay. The line is currently down here  
12 right now.

13 MR. LASHWAY: Okay. Approximately how long?

14 CONTROL CENTER: We don't know. I tried to start it up  
15 and we're having problems so it could start up a few minutes after  
16 I talk to you. I'll be phoning you right back or it could be  
17 hours.

18 MR. LASHWAY: Uh-oh. Okay. Hey, good luck with that.  
19 You need a phone number.

20 CONTROL CENTER: Yes, please.

21 MR. LASHWAY: [REDACTED]

22 CONTROL CENTER: And what you doing out there, Tim?

23 MR. LASHWAY: We'll be excavating --

24 CONTROL CENTER: Okay.

25 MR. LASHWAY: -- excavating a pipe.

1 CONTROL CENTER: Sounds great.

2 MR. LASHWAY: Okay.

3 CONTROL CENTER: Perfect.

4 MR. LASHWAY: Okay.

5 CONTROL CENTER: I'll talk to you later.

6 MR. LASHWAY: Hey, good luck. Thanks.

7 CONTROL CENTER: Okay. Okay, bye.

8 \* \* \*

9 (Start time: July 26, 2010, 03:56:10)

10 CONTROL CENTER: Control Center, Tim speaking.

11 TODD: Yeah, this Todd at milepost 622.9. Hey, we're  
12 going to be doing some excavating and -- well, actually  
13 backfilling today.

14 CONTROL CENTER: Okay.

15 TODD: MR- -- MR-14 is our work order. There shouldn't  
16 be any restrictions.

17 CONTROL CENTER: Okay. Your contact number there?

18 TODD: Yep. It's [REDACTED]

19 CONTROL CENTER: Okay. And the line is currently down  
20 here.

21 TODD: Okay. Great.

22 CONTROL CENTER: Okay?

23 TODD: All right.

24 CONTROL CENTER: Right on.

25 TODD: I'll give you a call when we're done.

1 CONTROL CENTER: Perfect.

2 TODD: All right. Have a good day.

3 CONTROL CENTER: You too.

4 TODD: Bye.

5 \* \* \*

6 (Start time: July 26, 2010, 04:01:36)

7 CURT: Hello.

8 CONTROL CENTER: Yes.

9 CURT: Hello?

10 CONTROL CENTER: Curt?

11 CURT: Yeah, Curt.

12 CONTROL CENTER: This is the Control room. We're going  
13 to get everybody off the line. I got to try to start this line up  
14 again and it's all going to take forever. We'll --

15 CURT: Okay.

16 CONTROL CENTER: -- call you back when it's safe to get  
17 back to work.

18 CURT: Okay. Thank you, sir.

19 CONTROL CENTER: Okay, thanks.

20 CURT: All right. Bye-bye.

21 \* \* \*

22 (Start time: July 26, 2010, 04:02:50)

23 CONTROL CENTER: Curt? Curt?

24 CURT: Hello.

25 CONTROL CENTER: Hello.

1 CURT: Yeah, sorry. I was out on a truck here.

2 CONTROL CENTER: Okay. We're going to get you off the  
3 line. I got to try to start 6B and it's probably going to take  
4 forever so I'll give you a call when the line's up and steady.

5 CURT: Do you think it'll be more than a half hour?

6 CONTROL CENTER: Probably.

7 CURT: Oh, no kidding?

8 CONTROL CENTER: Yeah.

9 CURT: Okay.

10 CONTROL CENTER: Okay?

11 CURT: (indiscernible)

12 CONTROL CENTER: Okay, thanks.

13 \* \* \*

14 (Start time: July 26, 2010, 04:03:51)

15 RECORDING: -- forwarded to an automatic voice message  
16 system. [REDACTED] is not available. At the tone please record  
17 your message. When you are finished recording you may hang up or  
18 press 1 for more options.

19 CONTROL CENTER: Tim, it's Tim in the control room. We  
20 need you off the line here for a line startup. Give me a call in  
21 the control room to make sure you got this.

22 \* \* \*

23 (Start time: July 26, 2010, 04:04:40)

24 TODD: Enbridge. This is Todd.

25 CONTROL CENTER: Todd it's Tim in the control room.

1           TODD: Yes.

2           CONTROL CENTER: We're going to try to start up 6B so I  
3 have to get you off the line here and it's probably going to take  
4 a while.

5           TODD: Okay. No problem.

6           CONTROL CENTER: Okay?

7           TODD: Just give me a call when you're completed.

8           CONTROL CENTER: Sounds great. Thanks, Todd.

9           TODD: All right. Yeah, talk to you later.

10          CONTROL CENTER: Okay, bye.

11          TODD: Bye.

12   \* \* \*

13          (Start time: July 26, 2010, 04:05:35)

14          DENVER: Speaking.

15          CONTROL CENTER: Denver, Tim in the control room.

16          DENVER: Tim what's going on today?

17          CONTROL CENTER: We're going to try to start 6B up so  
18 I'm going to have to get you off the line here.

19          DENVER: Hey, the other girl just called me too about  
20 two minutes ago and we're off the line and we're waiting for your  
21 callback, so --

22          CONTROL CENTER: Okay. Yeah, I'm just going to try to  
23 start it up and it's probably going to take quite a while here,  
24 Denver.

25          DENVER: It will? Okay.

1 CONTROL CENTER: We're having a problem. I tried to  
2 start it up a couple hours ago and we're all sorts of problems.

3 DENVER: All right.

4 CONTROL CENTER: But I need you off the line to at least  
5 try.

6 DENVER: Yep. Yep, give her, give her a try. Give her  
7 a college try and give me a call when we can get back to work.

8 CONTROL CENTER: Okay. Thanks, Denver.

9 DENVER: Thanks.

10 \* \* \*

11 (Start time: July 26, 2010, 04:06:28)

12 CONTROL CENTER: Vernon, it's Tim in the control room.

13 VERNON: (indiscernible)

14 CONTROL CENTER: We're going to try to start up 6B here  
15 again so I'm going to need you off the line.

16 VERNON: Okey doke. You bet.

17 CONTROL CENTER: And it's probably going to take awhile,  
18 but we'll give you a call when we're done.

19 VERNON: Okay.

20 CONTROL CENTER: Okay, thanks.

21 VERNON: You bet.

22 CONTROL CENTER: Okay, bye.

23 VERNON: Okay. Thank you. Bye.

24 \* \* \*

25 (Start time: July 26, 2010, 04:07:11)

1           RECORDING:  -- forwarded to an automatic voice --

2                           \* \* \*

3           (Start time:  July 26, 2010, 04:08:19)

4           CONTROL CENTER:  Bob, it's Tim in the control room.

5           BOB:  Hi.

6           CONTROL CENTER:  You probably thought I forgot about

7  you.

8           BOB:  No.  I knew you were busy.

9           CONTROL CENTER:  Okay.  We're going to try to get this  
10 line going here again.

11          BOB:  Okay.

12          CONTROL CENTER:  No promises, so it'll be a couple  
13 minutes.  I still got to get valves and stuff moving here, but I  
14 thought I'd give you a heads up.

15          BOB:  Thank you.  I'll let my cohort know.

16          CONTROL CENTER:  Perfect.

17          BOB:  Thank you.

18          CONTROL CENTER:  Thanks, Bob.

19          BOB:  Okay.  Yep, see you.

20          CONTROL CENTER:  Okay, bye.

21                           \* \* \*

22          (Start time:  July 26, 2010, 04:08:57)

23          UNIDENTIFIED SPEAKER:  Yes, Tim.

24          CONTROL CENTER:  Hey, I guess we're going to give this  
25 another try here.

1 UNIDENTIFIED SPEAKER: Yeah. Okay.

2 CONTROL CENTER: So can I --

3 UNIDENTIFIED SPEAKER: (indiscernible)?

4 CONTROL CENTER: Yeah.

5 UNIDENTIFIED SPEAKER: Okay.

6 CONTROL CENTER: So can I get you to open up and keep  
7 your hold on high?

8 UNIDENTIFIED SPEAKER: Oh, yeah. It was high before  
9 though.

10 CONTROL CENTER: Yeah, I know.

11 UNIDENTIFIED SPEAKER: But, yeah, we'll open up for  
12 right now because we're open.

13 CONTROL CENTER: Yeah.

14 UNIDENTIFIED SPEAKER: (indiscernible) and I'll hold 180  
15 again.

16 CONTROL CENTER: Sounds great.

17 UNIDENTIFIED SPEAKER: Later, man.

18 CONTROL CENTER: Thank you.

19 UNIDENTIFIED SPEAKER: Bye-bye.

20 \* \* \*

21 (Start time: July 26, 2010, 04:11:10)

22 CONTROL CENTER: Control Center.

23 LYLE: Hey, this is Lyle from the Enbridge Telecon.

24 CONTROL CENTER: Hey, Lyle.

25 LYLE: Hey, so they found the issue with Herschel, some



1 bad cable, so they need to dispatch some people and Cenesco is  
2 looking for some contact info for the site.

3 CONTROL CENTER: Okay. I guess I can give you the --  
4 they're going to call right now or are they going to wait a bit?

5 LYLE: Well, I can tell them whatever.

6 CONTROL CENTER: Yeah, because I don't want them to call  
7 now because it's -- well, what time is it there? It's --

8 LYLE: I think it's about 5:00 there. I don't think  
9 they roll in --

10 CONTROL CENTER: Yeah. I think you might as well just  
11 wait till 7 or whatever because it's not -- you know, it's not  
12 hurting anything or -- so should we do this in a couple hours  
13 or --

14 LYLE: Well, if you'd give me the info I can pass it on  
15 and tell them they can't call until then if you want.

16 CONTROL CENTER: Okay. So you think that they'll wait  
17 or --

18 LYLE: It's your choice. I can, I can hold off and --

19 CONTROL CENTER: Because these guys usually don't like  
20 getting woke up for something that's not -- so Herschel,  
21 Herschel's in the western region, so the maintenance guy there is  
22 Dan Tisler (ph.). And his numbers are [REDACTED]

23 LYLE: Um-hum.

24 CONTROL CENTER: And his cell phone is the same number  
25 [REDACTED].

1           LYLE:   Okay.

2           CONTROL CENTER:   So that sounds good (indiscernible) I  
3 guess if he's -- yeah, he should be -- he's the guy on call so he  
4 should be, he should be around today, so --

5           LYLE:   Okay.   And you said he comes on shift about 7:00  
6 a.m.?

7           CONTROL CENTER:   Yeah, I usually wait till like 7:00 or  
8 8:00 to call him for something like that.

9           LYLE:   Okay.

10          CONTROL CENTER:   Sounds good Lyle.

11          LYLE:   Thank you.

12          CONTROL CENTER:   Okay, bye.

13          LYLE:   Bye.

14                               \* \* \*

15          (Start time:   July 26, 2010, 04:11:43)

16          CONTROL CENTER:   Howdy.

17          UNIDENTIFIED SPEAKER:   Howdy, Tim.   So we are fully open  
18 holding 180, trying our best.

19          CONTROL CENTER:   Okay.

20          UNIDENTIFIED SPEAKER:   That's it, man.

21          CONTROL CENTER:   Sounds great.

22          UNIDENTIFIED SPEAKER:   Thanks.   Let me know if something  
23 changes.

24          CONTROL CENTER:   Sounds perfect.

25          UNIDENTIFIED SPEAKER:   All right.   Cool.

1 CONTROL CENTER: Okay, bye.

2 UNIDENTIFIED SPEAKER: Bye-bye.

3 \* \* \*

4 (Start time: July 26, 2010, 04:13:03)

5 RECORDING: -- forwarded to an automatic voice message  
6 system. [REDACTED] is not available. At the tone please record  
7 your message. When you are finished recording you may hang up or  
8 press 1 for more options.

9 CONTROL CENTER: Tim, it's Tim in the control room.  
10 Give me a call please. I'm trying to get 6B started back up.  
11 Just waiting on your call. Thanks.

12 \* \* \*

13 (Start time: July 26, 2010, 04:19:55)

14 TIM: Good morning.

15 CONTROL CENTER: Tim?

16 TIM: Yes.

17 CONTROL CENTER: I'm going to get you off the line here  
18 for a bit. We're going to try to start 6B up.

19 TIM: Okay. Thank you.

20 CONTROL CENTER: It's probably going to take us a while,  
21 but we'll give you a call when it's ready.

22 TIM: All right. Good enough.

23 CONTROL CENTER: Okay?

24 TIM: Yep.

25 CONTROL CENTER: Okay, bye.

1 TIM: Bye.

2 \* \* \*

3 (Start time: July 26, 2010, 04:31:32)

4 CONTROL CENTER: Control Center, Tim speaking.

5 JERRY: Hey, Tim. This is Jerry (indiscernible) done  
6 here at Line 6B mile marker 487.7637.

7 CONTROL CENTER: Okay.

8 JERRY: We are getting ready to start work.

9 CONTROL CENTER: Yeah, it's going to be awhile. We're  
10 trying to get the -- the line running. We kind of had it running  
11 and then we had to shut it down and we're starting it up again.  
12 So I'll have to give you a call back before we get going and it  
13 could be a while here, Jerry.

14 JERRY: Okay. You don't want us -- you don't want us to  
15 start any work now then?

16 CONTROL CENTER: No, no. We're in the process of  
17 starting up the line right now so it's not steady and it could be  
18 a while here Jerry.

19 JERRY: All right. Very good.

20 CONTROL CENTER: Okay. Thanks, Jerry.

21 JERRY: Thank you. Yep, bye.

22 CONTROL CENTER: Okay, bye.

23 \* \* \*

24 (Start time: July 26, 2010, 04:31:50)

25 UNIDENTIFIED SPEAKER: Ready to shut down?

1 UNIDENTIFIED SPEAKER: Yeah, I'm going to start fully  
2 shutting down.

3 UNIDENTIFIED SPEAKER: Okay. Sounds good.

4 UNIDENTIFIED SPEAKER: Okay.

5 \* \* \*

6 (Start time: July 26, 2010, 04:32:22)

7 CONTROL CENTER: Control Center.

8 MR. THOMAS: Good morning. Matt Thomas on Line 6A.

9 CONTROL CENTER: Hi Matt.

10 MR. THOMAS: Hi. Milepost 102, no restrictions and we  
11 are going to get some cement poured in soon.

12 CONTROL CENTER: Okay.

13 MR. THOMAS: (indiscernible). And then the number is  
14 701 --

15 CONTROL CENTER: Um-hum.

16 MR. THOMAS: -- 426 --

17 CONTROL CENTER: Okay.

18 MR. THOMAS: -- 0907.

19 CONTROL CENTER: Okay. Sounds good Matt. Thanks for  
20 the call and --

21 MR. THOMAS: Thank you.

22 CONTROL CENTER: -- give us a call when you're done.

23 MR. THOMAS: Yeah, absolutely. You have a nice one.

24 CONTROL CENTER: Yes, you too.

25 MR. THOMAS: Okay. Bye-bye.

1 \* \* \*

2 (Start time: July 26, 2010, 04:34:46)

3 CONTROL CENTER: Control Center. Do you mind holding a  
4 second please?

5 UNIDENTIFIED SPEAKER: Yes.

6 \* \* \*

7 (Start time: July 26, 2010, 04:35:13)

8 CONTROL CENTER: Control Center.

9 MR. LECHTENBERG: Yes, ma'am. For Line 6B this is Dave  
10 Lechtenberg and I wanted to you let know where we're at and what  
11 we're doing today, please.

12 CONTROL CENTER: Okay. Yeah, go ahead Dave.

13 MR. LECHTENBERG: Okay. 688.93 --

14 CONTROL CENTER: Dave, do you mind just holding one  
15 second please?

16 MR. LECHTENBERG: Sure.

17 CONTROL CENTER: Okay. Dave, go ahead.

18 MR. LECHTENBERG: Okay. Okay. 688.93 and backfilling  
19 (indiscernible).

20 CONTROL CENTER: Um-hum.

21 MR. LECHTENBERG: No restrictions and cell phone  
22 number --

23 CONTROL CENTER: Um-hum.

24 MR. LECHTENBERG: [REDACTED] and I'll let you know  
25 later in the day when we're done.

1 CONTROL CENTER: Dave, I'd actually like you to hold off  
2 for a bit. We're actually starting up the line at the moment, so  
3 just hold off till we give you a call.

4 MR. LECHTENBERG: Okay.

5 CONTROL CENTER: Okay?

6 MR. LECHTENBERG: Thank you very much.

7 CONTROL CENTER: Thank you, Dave.

8 MR. LECHTENBERG: All right. Bye.

9 CONTROL CENTER: Bye.

10 \* \* \*

11 (Start time: July 26, 2010, 04:35:36)

12 UNIDENTIFIED SPEAKER: Hey.

13 UNIDENTIFIED SPEAKER: Hey.

14 UNIDENTIFIED SPEAKER: (indiscernible) units coming  
15 (indiscernible) please.

16 UNIDENTIFIED SPEAKER: (indiscernible).

17 \* \* \*

18 (Start time: July 26, 2010, 04:38:15)

19 CONTROL CENTER: Control Center.

20 BRIAN: Yeah, this is Brian down here at Marshall. I  
21 just got a message. Is 6B shut down because of Marshall station?

22 CONTROL CENTER: Not because of Marshall. We're just  
23 trying to fill in the column there.

24 BRIAN: You're trying to do -- fill -- oh, okay.

25 CONTROL CENTER: Yeah, we -- but you are at Marshall?

1           BRIAN: Well, I'm, I'm here at the POM right now. I  
2 just walked in the door and I got a message that the line was shut  
3 down and, and I was the on call person and no one called me, so I  
4 was just kind of wondering what was going on.

5           CONTROL CENTER: Well, we're just having issues starting  
6 up the line, just can't seem to fill the column there at Marshall,  
7 so we're trying again.

8           BRIAN: Oh, okay. All right. Well, I'll be out there  
9 in a few minutes and, you know, I guess if there's a problem there  
10 or whatever and you need to get a hold of me I'll be there at the  
11 station.

12          CONTROL CENTER: Okay. And your number is?

13          BRIAN: ██████████

14          CONTROL CENTER: Okay.

15          BRIAN: -- ██████████

16          CONTROL CENTER: ██████████. And your name again?

17          BRIAN: Brian.

18          CONTROL CENTER: Okay. And just hold on a second,  
19 Brian.

20          BRIAN: All right.

21          CONTROL CENTER: Brian's on his way to the Marshall  
22 station so (indiscernible).

23          Yeah, give us a call when you get there Brian.

24          BRIAN: Okay.

25          CONTROL CENTER: That'd be great. Thanks.



1 BRIAN: All right. Bye.

2 CONTROL CENTER: Bye.

3 \* \* \*

4 (Start time: July 26, 2010, 04:40:20)

5 CONTROL CENTER: Hi.

6 UNIDENTIFIED SPEAKER: Hey, can you get Tim to open up  
7 that Mendon another 30? It's dropped down to 50.

8 CONTROL CENTER: (indiscernible) can you open up Mendon  
9 for another -- another 30? Okay.

10 \* \* \*

11 (Start time: July 26, 2010, 04:42:35)

12 CONTROL CENTER: Yep.

13 UNIDENTIFIED SPEAKER: Hey, is it possible if Tim swings  
14 up?

15 TIM: I can try.

16 CONTROL CENTER: He can try.

17 UNIDENTIFIED SPEAKER: All right. Thanks.

18 \* \* \*

19 (Start time: July 26, 2010, 04:42:58)

20 CONTROL CENTER: Control Center.

21 VERNON: Yeah, this is Vernon. Did you all call me and  
22 I missed it?

23 CONTROL CENTER: No. We called you earlier just to see  
24 if you can get off the line for a bit?

25 VERNON: Okay. Yeah, we're, we're still off.

1 CONTROL CENTER: Off the line. Yeah, that's all.

2 VERNON: Okay. About how much longer do you think?

3 CONTROL CENTER: A while longer. We're still waiting.

4 VERNON: Okay. Thanks.

5 CONTROL CENTER: Okay? Thanks Vernon.

6 \* \* \*

7 (Start time: July 26, 2010, 04:44:31)

8 CONTROL CENTER: Control Center.

9 MR. JONES: Yes, Denver Jones here at Line 6B, Holly,  
10 Michigan.

11 CONTROL CENTER: Hi Denver.

12 MR. JONES: How you doing?

13 CONTROL CENTER: Not bad. How are you?

14 MR. JONES: Doing good. Hey, milepost 690.6094.

15 CONTROL CENTER: 690, 690, I'm sorry, what was it?

16 MR. JONES: Yep -- .6904.

17 CONTROL CENTER: Okay.

18 MR. JONES: We are going to be sandblasting and coating  
19 here today.

20 CONTROL CENTER: Okay.

21 MR. JONES: Contact number is [REDACTED]

22 CONTROL CENTER: Okay. Are there restrictions  
23 (indiscernible)?

24 MR. JONES: (indiscernible) tell you what? I think so  
25 because it's sleeves.

1 CONTROL CENTER: Okay. Did you want to talk to Denver?

2 UNIDENTIFIED SPEAKER: (indiscernible) There's a lot  
3 (indiscernible).

4 CONTROL CENTER: Can -- the line is not running right  
5 now Denver and we don't know what -- when it will be running.

6 MR. JONES: Okay.

7 CONTROL CENTER: So I guess if you guys don't need the  
8 line to be running to be doing your work go right ahead for work.

9 MR. JONES: Okay.

10 CONTROL CENTER: But anticipate a phone call to get off  
11 the line. Don't know when.

12 MR. JONES: All right. You're saying you'll give me  
13 (indiscernible).

14 CONTROL CENTER: Yes, of course.

15 MR. JONES: Okay. And does anybody else up there want  
16 to talk to me?

17 CONTROL CENTER: No. Tim is, Tim is the one that  
18 (indiscernible) operating on that site, so --

19 MR. JONES: Oh, okay. You said hey do you want to talk  
20 to Denver? I just figured anyone else want to talk to me while  
21 I'm on the phone?

22 CONTROL CENTER: Well (indiscernible).

23 MR. JONES: Yeah, give me, give me a holler whenever we  
24 got to get off the line and we'll get them out of there.

25 CONTROL CENTER: Sounds good. Will do, Denver.

1 MR. JONES: All right. Thank you.

2 CONTROL CENTER: Bye.

3 MR. JONES: Bye.

4 \* \* \*

5 (Start time: July 26, 2010, 04:45:01)

6 CONTROL CENTER: Control Center, Jim speaking.

7 UNIDENTIFIED SPEAKER: Yeah, Jim this is

8 (indiscernible). I'm just calling to let you know that we're back  
9 out on Line 17 working this morning.

10 CONTROL CENTER: Sounds great. And a contact number  
11 there?

12 UNIDENTIFIED SPEAKER: Yeah, my number is [REDACTED]

13 CONTROL CENTER: 9110?

14 UNIDENTIFIED SPEAKER: 91 -- 9190.

15 CONTROL CENTER: 9190. Perfect. Thanks.

16 UNIDENTIFIED SPEAKER: All righty. We'll talk to you  
17 later.

18 CONTROL CENTER: Yep. Okay, bye.

19 UNIDENTIFIED SPEAKER: Goodbye.

20 \* \* \*

21 (Start time: July 26, 2010, 04:45:30)

22 UNIDENTIFIED SPEAKER: (indiscernible)

23 CONTROL CENTER: We're (indiscernible) suction should be  
24 at I'd say --

25 UNIDENTIFIED SPEAKER: (indiscernible)

1 CONTROL CENTER: I'd say go down more if you can.

2 UNIDENTIFIED SPEAKER: Okay. I'll open her up.

3 CONTROL CENTER: Okay.

4 UNIDENTIFIED SPEAKER: Sounds great.

5 CONTROL CENTER: Goodbye.

6 \* \* \*

7 (Start time: July 26, 2010, 04:46:32)

8 CONTROL CENTER: Hey, buddy.

9 UNIDENTIFIED SPEAKER: How's it going?

10 CONTROL CENTER: Good. Well, I don't know yet. We, we  
11 kind of did some looking around, digging around --

12 UNIDENTIFIED SPEAKER: Okay.

13 CONTROL CENTER: -- to kind of check our bases before we  
14 start up again, so --

15 UNIDENTIFIED SPEAKER: Sure.

16 CONTROL CENTER: -- right now we're just starting up.  
17 We are currently 10 minutes into differential upstream at  
18 Marshfield.

19 UNIDENTIFIED SPEAKER: Okay.

20 CONTROL CENTER: Marshall -- and so, we've got 3 pounds  
21 since we've started up over 10 minutes.

22 UNIDENTIFIED SPEAKER: Right.

23 CONTROL CENTER: We're just calculating right now. I  
24 don't think we got enough power to actually fix the column.

25 UNIDENTIFIED SPEAKER: Oh, really?

1 CONTROL CENTER: Yeah.

2 UNIDENTIFIED SPEAKER: That's, that's the issue.

3 CONTROL CENTER: Yeah. We're just going to run some  
4 calculations here real quick.

5 UNIDENTIFIED SPEAKER: Okay.

6 CONTROL CENTER: And, and see, see where we end up, but  
7 we've got -- we need 120 pounds just to get from Mendon to  
8 Marshall.

9 UNIDENTIFIED SPEAKER: Marshall, yes.

10 CONTROL CENTER: We've got that, but now we've got to  
11 overcome 300 feet of frictional loss uphill.

12 UNIDENTIFIED SPEAKER: Right.

13 CONTROL CENTER: So we might not have enough juice to  
14 get her, get her up.

15 UNIDENTIFIED SPEAKER: And what station's out of  
16 service?

17 CONTROL CENTER: Niles, which is upstream of Mendon.  
18 It's just because of the pig, rig.

19 UNIDENTIFIED SPEAKER: Oh, because of the pig, yes.

20 CONTROL CENTER: We're bypassing it because of the pig,  
21 so --

22 UNIDENTIFIED SPEAKER: [REDACTED], eh?

23 CONTROL CENTER: Yeah.

24 UNIDENTIFIED SPEAKER: It's a weird one.

25 CONTROL CENTER: Yeah.

1 UNIDENTIFIED SPEAKER: Huh. Okay.

2 CONTROL CENTER: So, I mean looking at our trends and  
3 all our pressures there is, there is no abnormal bump and then  
4 release kind of thing.

5 UNIDENTIFIED SPEAKER: Um-hum.

6 CONTROL CENTER: It just -- our trends all look as if we  
7 couldn't put that column together at all.

8 UNIDENTIFIED SPEAKER: Right. Right.

9 CONTROL CENTER: So it, it sounds like --  
10 (indiscernible) just did some number crunching and we can't  
11 overcome it.

12 UNIDENTIFIED SPEAKER: We can't?

13 CONTROL CENTER: I don't think so.

14 UNIDENTIFIED SPEAKER: Uh-oh.

15 CONTROL CENTER: Yeah.

16 UNIDENTIFIED SPEAKER: So then what? What are our  
17 options then?

18 CONTROL CENTER: Then we -- either we try to -- well,  
19 one we're maxed out on power at Griffith, so we can't --

20 UNIDENTIFIED SPEAKER: Okay.

21 CONTROL CENTER: -- we can't get another unit on there.  
22 At La Porte we only have one unit available to us and that's the  
23 one we got on.

24 UNIDENTIFIED SPEAKER: Okay.

25 CONTROL CENTER: And Niles we, we don't have -- we only

1 to units but we're bypassing it, so --

2 UNIDENTIFIED SPEAKER: Right.

3 CONTROL CENTER: -- if we can get something on at Niles  
4 and run for a bit with the pig coming in --

5 UNIDENTIFIED SPEAKER: Right. Right.

6 CONTROL CENTER: -- that would help out.

7 UNIDENTIFIED SPEAKER: Something, yeah.

8 CONTROL CENTER: And then or else a little more power  
9 out of Griffith.

10 UNIDENTIFIED SPEAKER: Griffith.

11 CONTROL CENTER: But, but it's -- yeah, it's just one of  
12 those things where, you know, we're giving it what we can  
13 and --

14 UNIDENTIFIED SPEAKER: (indiscernible)

15 CONTROL CENTER: -- it's not, not getting there.

16 UNIDENTIFIED SPEAKER: Okay.

17 CONTROL CENTER: So --

18 UNIDENTIFIED SPEAKER: Okay.

19 CONTROL CENTER: All right. We'll -- I'll call you --  
20 I'll call you on your cell here right away.

21 UNIDENTIFIED SPEAKER: Okay.

22 CONTROL CENTER: What do we need? Oh, okay. We need  
23 330 pounds at Mendon to put it together and we only got 270.

24 UNIDENTIFIED SPEAKER: [laughing]

25 CONTROL CENTER: Yeah, so --



1 UNIDENTIFIED SPEAKER: Okay.

2 CONTROL CENTER: All right? So we'll, we'll call you  
3 back.

4 UNIDENTIFIED SPEAKER: Okay.

5 CONTROL CENTER: Bye.

6 \* \* \*

7 (Start time: July 26, 2010, 04:48:23)

8 CONTROL CENTER: Howdy.

9 UNIDENTIFIED SPEAKER: Hey.

10 CONTROL CENTER: Can we start (indiscernible) in La  
11 Porte?

12 UNIDENTIFIED SPEAKER: No. We only have one unit  
13 available to us.

14 CONTROL CENTER: Can you start it in an emergency  
15 situation?

16 UNIDENTIFIED SPEAKER: They're all out of service. I --  
17 like I -- we only have one unit that we can run at La Porte.

18 CONTROL CENTER: I know they're out of service. Can we  
19 put them in service?

20 UNIDENTIFIED SPEAKER: I, I don't -- as far as -- well,  
21 I can -- I don't -- as far as I know we don't have a unit there.

22 CONTROL CENTER: Oh it's not even there?

23 UNIDENTIFIED SPEAKER: Well, no they are there but they  
24 took them out. We were -- they only gave us one unit to run in  
25 there. I can try -- if you want I can try to start it, but I

1 don't think -- like I don't know. Do you want me to start it?

2 CONTROL CENTER: Maybe we should call -- maybe I figured  
3 320 or 330. Yeah, let's, let's start it.

4 UNIDENTIFIED SPEAKER: Okay.

5 CONTROL CENTER: They're -- like, did they say like --  
6 is there some note that says we shouldn't start them or --

7 UNIDENTIFIED SPEAKER: No, it was a power thing. Before  
8 we had unit 1 and 4.

9 CONTROL CENTER: Yeah.

10 UNIDENTIFIED SPEAKER: And then they took away 1, 2, 3  
11 and we only had 4. And then they gave us 1 and they took away 2,  
12 3, 4. We just weren't supposed to use them.

13 CONTROL CENTER: Yeah, let's start No. 4. Okay?

14 UNIDENTIFIED SPEAKER: Okay.

15 CONTROL CENTER: Right on.

16 \* \* \*

17 (Start time: July 26, 2010, 04:50:04)

18 CONTROL CENTER: Control Center, Tim speaking.

19 ROGER: Good morning, Tim. This is Roger

20 (indiscernible) out at milepost 862.

21 CONTROL CENTER: What's happening out there?

22 ROGER: Oh, we're just doing some assessing -- corrosion  
23 assessment. We had a work order -- let's see what was it -- GF-  
24 311 I believe.

25 CONTROL CENTER: Okay. Okay, 311. What's your contact

1 number there?

2 ROGER: It's [REDACTED]

3 CONTROL CENTER: Okay. And what are you doing out  
4 there, Rob?

5 ROGER: We're just, we're just doing some corrosion  
6 assessment.

7 CONTROL CENTER: Okay. Yeah, sorry, you said that.

8 ROGER: (indiscernible)

9 CONTROL CENTER: Okay. And there's no restrictions, so  
10 perfect. Okay.

11 ROGER: Thanks.

12 CONTROL CENTER: Thanks a lot, buddy. I got other calls  
13 piling up here.

14 ROGER: Okay. Goodbye.

15 CONTROL CENTER: Thanks.

16 \* \* \*

17 (Start time: July 26, 2010, 04:51:02)

18 CONTROL CENTER: Control Center.

19 BRIAN: Yeah, this is Brian here down at Marshall 6B.

20 CONTROL CENTER: Hi.

21 BRIAN: Hey. I was just trying to get a hold of the  
22 operator. They said they've had some problems here with low  
23 pressure?

24 CONTROL CENTER: Yeah.

25 BRIAN: Yeah. And I was just looking at (indiscernible)

1 numbers now. I just took a look around the station to see if  
2 there was any, you know, leaks or anything like that and I don't  
3 see anything.

4 CONTROL CENTER: Yeah.

5 BRIAN: Or smell any oil.

6 CONTROL CENTER: Yeah. No I think we've figured out  
7 what the problem is.

8 BRIAN: Oh, okay.

9 CONTROL CENTER: Yeah, we don't, we don't have enough  
10 head pressure upstream to overcome the, the column, so --

11 BRIAN: Oh, okay. All right. So it's got to get -- be  
12 going upstream there a little bit and then go?

13 CONTROL CENTER: Yeah. We got to get another pump out  
14 of La Porte and then we should go -- get her going there.

15 BRIAN: Oh, okay. All right. Well, just let them now  
16 that I -- I am here, so if they need to talk to me I'll be right  
17 here at the station.

18 CONTROL CENTER: Okay. Okay, thanks.

19 BRIAN: Okay. Talk to you later.

20 CONTROL CENTER: Okay, bye.

21 BRIAN: Bye.

22 \* \* \*

23 (Start time: July 26, 2010, 04:53:56)

24 DWAYNE: (indiscernible)

25 CONTROL CENTER: Hi, Daniel?

1 DWAYNE: Yes, this is him. Dwayne actually I go by.

2 CONTROL CENTER: Okay (indiscernible). This is Aaron in  
3 the Control Center.

4 DWAYNE: Yeah, what can I do for you?

5 CONTROL CENTER: Hey, we're wondering if we can get  
6 someone to go up to La Porte this morning.

7 DWAYNE: Yeah. I tell you what let me make a phone call  
8 here and find out if there's anybody that's actually going to in  
9 be in that area and if not I'll give you a call back and head that  
10 way. What number do I need to call you back on?

11 CONTROL CENTER: 8899.

12 DWAYNE: 8899?

13 CONTROL CENTER: Yeah.

14 DWAYNE: All right. I'll give you a call here in just a  
15 few minutes.

16 CONTROL CENTER: Thanks, Dwayne.

17 DWAYNE: All right, bye.

18 CONTROL CENTER: Goodbye.

19 \* \* \*

20 (Start time: July 26, 2010, 04:54:23)

21 CONTROL CENTER: Hey, Dwayne.

22 DWAYNE: Hello?

23 CONTROL CENTER: Hey, Dwayne?

24 DWAYNE: Hey.

25 CONTROL CENTER: We -- yeah, we're, we're just shutting

1 down. Yeah, we don't have enough power to get that column back  
2 together.

3 DWAYNE: Okay.

4 CONTROL CENTER: So that's, that's good news.

5 DWAYNE: Yeah.

6 CONTROL CENTER: So right now we're just going to call  
7 some field guys, try go get some power, get a couple more units  
8 available for us and be able to get that, that line up and running  
9 there.

10 DWAYNE: It makes sense.

11 CONTROL CENTER: All right, man.

12 DWAYNE: Yeah, thanks.

13 CONTROL CENTER: We'll -- yeah, we'll talk to you  
14 (indiscernible).

15 DWAYNE: Okay.

16 CONTROL CENTER: All right, bye.

17 DWAYNE: Yeah.

18 \* \* \*

19 (Start time: July 26, 2010, 04:54:31)

20 CONTROL CENTER: So (indiscernible). All my pumps are  
21 down so I don't care. You can close off whenever.

22 UNIDENTIFIED SPEAKER: Yeah.

23 CONTROL CENTER: Because it's not going to take me down  
24 that's for sure.

25 UNIDENTIFIED SPEAKER: Yeah, whatever. I'll wait till

1 you --

2 CONTROL CENTER: Have you heard what the problem is?

3 UNIDENTIFIED SPEAKER: Yeah, well Jim was trying to  
4 explain it to me.

5 CONTROL CENTER: We don't have enough power to --

6 UNIDENTIFIED SPEAKER: Overcome the frictional losses or  
7 something, yeah (indiscernible).

8 CONTROL CENTER: To even get -- yeah, to even get oil  
9 into Marshall.

10 UNIDENTIFIED SPEAKER: Yeah.

11 CONTROL CENTER: This is great, eh?

12 UNIDENTIFIED SPEAKER: Yeah. Well, I've never seen this  
13 problem. That's kind of interesting, to be honest.

14 CONTROL CENTER: Yeah, this is nice. I like this.

15 UNIDENTIFIED SPEAKER: Have you ever done this?

16 CONTROL CENTER: No not like this.

17 UNIDENTIFIED SPEAKER: Well, neither have I. And to me  
18 like it looks like a leak.

19 CONTROL CENTER: For sure.

20 UNIDENTIFIED SPEAKER: And I'm like holy cow that's  
21 amazing. Like I've never ever heard of that where you can't get  
22 enough --

23 CONTROL CENTER: I can pump as hard as I want and I --  
24 I'd never over pressure the line?

25 UNIDENTIFIED SPEAKER: Yeah. But doesn't it seem messed

1 up? Like eventually the oil has to go somewhere.

2 CONTROL CENTER: It has to.

3 UNIDENTIFIED SPEAKER: Like, I don't know.

4 CONTROL CENTER: (indiscernible)

5 UNIDENTIFIED SPEAKER: I don't know. Something about  
6 this feels wrong.

7 CONTROL CENTER: Yup.

8 UNIDENTIFIED SPEAKER: Whatever. We're going home.  
9 We're off for a few days.

10 CONTROL CENTER: Exactly.

11 UNIDENTIFIED SPEAKER: Let's not worry about it anymore.

12 CONTROL CENTER: I'm done. Exactly. We're not going to  
13 try this again. Not on our shift.

14 UNIDENTIFIED SPEAKER: No. Are you back on Friday or --

15 CONTROL CENTER: Yes.

16 UNIDENTIFIED SPEAKER: Yeah. Okay. I'll talk to you  
17 then, then.

18 CONTROL CENTER: Okay.

19 UNIDENTIFIED SPEAKER: Take it easy, buddy.

20 CONTROL CENTER: See you.

21 UNIDENTIFIED SPEAKER: Bye.

22 \* \* \*

23 (Start time: July 26, 2010, 04:46:23)

24 BOB: This is Bob.

25 CONTROL CENTER: Bob it's me again.



1 BOB: It is you again.

2 CONTROL CENTER: We're shut down again.

3 BOB: Okay. We're at 55.

4 CONTROL CENTER: Yeah.

5 BOB: Not a good morning, huh?

6 CONTROL CENTER: No, but I get to go home hopefully in  
7 the next 20 minutes or so, so then it's somebody else's deal.

8 BOB: Sweet.

9 CONTROL CENTER: Good for me. Not good for anybody else  
10 though.

11 BOB: [laughing]

12 CONTROL CENTER: Yeah. No we just -- we don't have  
13 enough power upstream with Niles passed to move oil.

14 BOB: Oh.

15 CONTROL CENTER: Yeah.

16 BOB: So how does that work then, huh?

17 CONTROL CENTER: I don't know. We're going to try to  
18 get another pump at another station here somewhere, but right now  
19 it's not working.

20 BOB: I see.

21 CONTROL CENTER: Yeah. Interesting.

22 BOB: (indiscernible).

23 CONTROL CENTER: So, I need --

24 BOB: (indiscernible) with an old pipeline.

25 CONTROL CENTER: Yeah. Yeah, I got other calls coming

1 in. I don't have a clue when we're going to start up, but I'm  
2 going to have to let you go here.

3 BOB: See you. Thank you.

4 CONTROL CENTER: Thanks.

5 \* \* \*

6 (Start time: July 26, 2010, 04:56:41)

7 CONTROL CENTER: Control Center, Tim speaking.

8 UNIDENTIFIED SPEAKER: Yeah, Tim. Is Aaron around?

9 CONTROL CENTER: I'll transfer you that way. I'm not  
10 sure if anybody would be on the phone here yet. I'll try though.

11 UNIDENTIFIED SPEAKER: Okay.

12 \* \* \*

13 (Start time: July 26, 2010, 04:56:42)

14 TIM: Hey.

15 AARON: Hey I got a call for you.

16 TIM: Okay.

17 \* \* \*

18 (Start time: July 26, 2010, 04:57:17)

19 TIM: Hey.

20 AARON: Hey I got a call for you.

21 TIM: Okay.

22 CONTROL CENTER: Hello, Aaron here.

23 DWAYNE: Hey, Aaron. This is Dwayne.

24 CONTROL CENTER: Hi Dwayne.

25 DWAYNE: Hey, I got a hold of Darrell. He lives out

1 that way so he's real close to the station this time in the  
2 morning.

3 CONTROL CENTER: Okay.

4 DWAYNE: And he's going to give you a call and see what  
5 you got.

6 CONTROL CENTER: Perfect.

7 DWAYNE: So --

8 CONTROL CENTER: We'll expect --

9 DWAYNE: -- all right.

10 CONTROL CENTER: Thanks --

11 DWAYNE: You did say La Porte, right?

12 CONTROL CENTER: That's right, yep.

13 DWAYNE: Okay. Yeah, he'll -- he'll give you a call and  
14 take care of you.

15 CONTROL CENTER: Thanks, Dwayne.

16 DWAYNE: All righty. Bye.

17 CONTROL CENTER: Bye.

18 \* \* \*

19 (Start time: July 26, 2010, 05:02:13)

20 CONTROL CENTER: Control Center.

21 MR. MALACH: Good morning. Line 4. How are you today?

22 CONTROL CENTER: I'm not bad. How are you?

23 MR. MALACH: Not too bad. Mike Malach (indiscernible)  
24 POM calling.

25 CONTROL CENTER: Hey, Mike.

1 MR. MALACH: (indiscernible) still to go today from  
2 Souris to Glenboro?

3 CONTROL CENTER: Yes, it is.

4 MR. MALACH: Okay. I'm on my way there right now. I'll  
5 give you call when I get there and I'll get ready to send  
6 (indiscernible).

7 CONTROL CENTER: Okay (indiscernible).

8 MR. MALACH: Any shutdowns today?

9 CONTROL CENTER: No we aren't -- no there isn't any  
10 scheduled ones.

11 MR. MALACH: (indiscernible) my contact number will be a  
12 cell phone.

13 CONTROL CENTER: Okay.

14 MR. MALACH: It'll -- it'll be area code [REDACTED]

15 CONTROL CENTER: Okay. And your name again?

16 MR. MALACH: Mike Malach, M-a-l-a-c-h.

17 CONTROL CENTER: Okay.

18 MR. MALACH: And who have I got?

19 CONTROL CENTER: It's Giselle.

20 MR. MALACH: Giselle, okay. Right on.

21 CONTROL CENTER: Okay. Thanks for calling Mike.

22 MR. MALACH: Yeah, let me know if anything comes up  
23 there today.

24 CONTROL CENTER: Will do.

25 MR. MALACH: Good. Thanks. Have a good day.

1

\* \* \*

2

(Start time: July 26, 2010, 05:02:47)

3

DENVER: (indiscernible).

4

CONTROL CENTER: Hey, Denver. Giselle calling you from  
6B. We're going to start up the line here shortly so I need you  
guys to get off the line please.

7

DENVER: Sounds good. We will wait for your call so we  
can get back to work.

9

CONTROL CENTER: Okay. Sounds good, Denver.

10

DENVER: All right. Thank you.

11

CONTROL CENTER: Okay. Bye-bye.

12

DENVER: Bye.

13

\* \* \*

14

(Start time: July 26, 2010, 05:04:38)

15

CONTROL CENTER: Control Center, Jim speaking.

16

MR. RICHARDS: Hey, Jim. Curt Richards.

17

CONTROL CENTER: Hey, Curt.

18

MR. RICHARDS: (indiscernible)

19

CONTROL CENTER: Not -- not good here yet, Curt.

20

MR. RICHARDS: Really?

21

CONTROL CENTER: We tried to start up again and it  
didn't work. We just got shut down here, so you guys could get  
back to work, but I don't know if we'll be calling you back in 5  
minutes or in a couple hours to get back off the line here.

25

MR. RICHARDS: (indiscernible)

1 CONTROL CENTER: You might as well get back to work and  
2 we'll call you again when you got to stop, but I don't have any  
3 kind of timeline on it.

4 MR. RICHARDS: Okay. Good. We got a lot of welding to  
5 do so I'm hoping we can get it in. Okay. Bye.

6 CONTROL CENTER: Sounds great.

7 MR. RICHARDS: Okay, bye.

8 \* \* \*

9 (Start time: July 26, 2010, 05:05:4)

10 CONTROL CENTER: Control Center. Just hold for a sec.  
11 Hey, Vern?

12 VERNON: Okay.

13 CONTROL CENTER: You're good to -- you're good to go  
14 back. We could be calling you in 5 minutes. It could be a couple  
15 hours, I don't know. We're having all sorts of problems with that  
16 line, but we are shut down now.

17 VERNON: Okay.

18 CONTROL CENTER: Okay?

19 VERNON: Okey doke.

20 CONTROL CENTER: Okay, thanks.

21 VERNON: Catch you later.

22 CONTROL CENTER: Okay, bye.

23 \* \* \*

24 (Start time: July 26, 2010, 05:06:03)

25 CONTROL CENTER: Control Center. Just hold for a sec.

1 Hey Vern? You're good to, you're good to go back. We could be  
2 calling you in 5 minutes. It could be a couple hours, I don't  
3 know. We're having all sorts of problems with that line, but we  
4 are shut down now. Okay? Okay, thanks. Okay, bye.

5 Control Center, Tim speaking.

6 TIM: Hey, this is Tim. I just heard what you told  
7 Vernon, so --

8 CONTROL CENTER: Okay.

9 TIM: -- I got it.

10 CONTROL CENTER: We just got shut down like -- and we're  
11 having all sorts of troubles here so we are shut down right now.  
12 You guys can go to work, but it, like I said, it could be 10  
13 minutes, it could be 2 hours before we kick you off the line  
14 again.

15 TIM: Okay. Okay, thanks.

16 CONTROL CENTER: Yep, bye.

17 \* \* \*

18 (Start time: July 26, 2010, 05:08:46)

19 CONTROL CENTER: Control Center, Tim speaking.

20 LOWELL: Good morning, Tim. This is Lowell and I'm with  
21 Enbridge on Line 3.

22 CONTROL CENTER: Okay. Just a sec here, Lowell.

23 LOWELL: Okay.

24 CONTROL CENTER: Lowell?

25 LOWELL: Yeah.

1 CONTROL CENTER: Okay. You're on Line 3. Where you at?

2 LOWELL: 950.18.

3 CONTROL CENTER: Okay.

4 LOWELL: Everything --

5 CONTROL CENTER: And what's happening there?

6 LOWELL: We're going to be recoating and backfilling  
7 today. It's all fixed. (indiscernible) the work order on it.  
8 Just to let you know where we're at.

9 CONTROL CENTER: Okay. And contact number.

10 LOWELL: [REDACTED]

11 CONTROL CENTER: Sounds great. Thanks Lowell.

12 LOWELL: Okay. Thanks, Tim. Have a good day.

13 CONTROL CENTER: Yep. Okay, bye.

14 LOWELL: Bye.

15 \* \* \*

16 (Start time: July 26, 2010, 05:08:57)

17 UNIDENTIFIED SPEAKER: Yes, Tim?

18 CONTROL CENTER: Hey. I guess we're going to give this  
19 another try here.

20 UNIDENTIFIED SPEAKER: Yeah, okay.

21 CONTROL CENTER: So can I --

22 UNIDENTIFIED SPEAKER: You're actually serious?

23 CONTROL CENTER: Yeah.

24 UNIDENTIFIED SPEAKER: Okay.

25 CONTROL CENTER: So can I get you to open up, but keep



1 your hold on high.

2 UNIDENTIFIED SPEAKER: Oh, yeah. It was high before  
3 though.

4 CONTROL CENTER: Yeah, I know.

5 UNIDENTIFIED SPEAKER: But yeah, we'll open up for right  
6 now because we're open. (indiscernible) traveling and I'll hold  
7 180 if I can.

8 CONTROL CENTER: Sounds great.

9 UNIDENTIFIED SPEAKER: Later, buddy.

10 CONTROL CENTER: Thank you.

11 UNIDENTIFIED SPEAKER: Bye-bye.

12 \* \* \*

13 (Start time: July 26, 2010, 05:09:45)

14 DENVER: This is Denver speaking.

15 CONTROL CENTER: Denver, it's Tim in the control room.

16 DENVER: How are we doing?

17 CONTROL CENTER: Nah, not so good. We're down again on  
18 6B so you guys can get back to work, but I don't have --

19 DENVER: Okay.

20 CONTROL CENTER: They're going to have to try to start  
21 it again, but I don't know. It could be half an hour, it could be  
22 a couple hours, so I, I don't know. They will be phoning you to  
23 kick you back off the line. I just don't know when yet.

24 DENVER: All righty. I will be expecting a call from  
25 you guys then.

1 CONTROL CENTER: Sounds great. Thanks, Denver.

2 DENVER: Yep. Thank you, bye.

3 CONTROL CENTER: Goodbye.

4 \* \* \*

5 (Start time: July 26, 2010, 05:10:06)

6 RECORDING: -- forwarded to an automatic voice message  
7 system. [REDACTED] is not available. At the tone please record  
8 your message. When you are finished recording you may hang up or  
9 press 1 for more options.

10 CONTROL CENTER: Hey, Tim. It's Giselle calling on  
11 behalf of Tim. We just need you guys to get off the line. We're  
12 going to be starting up the line here shortly so please give me a  
13 call back as soon as you get this. Thanks, bye.

14 \* \* \*

15 (Start time: July 26, 2010, 05:11:10)

16 JERRY: Jerry.

17 CONTROL CENTER: Jerry, Tim in the control room.

18 JERRY: Hi Tim.

19 CONTROL CENTER: Okay. The line is back down here again  
20 so you guys are good to go back to work. What are you guys doing  
21 out there, Jerry?

22 JERRY: It's integrity digs.

23 CONTROL CENTER: Okay.

24 JERRY: We are going to be doing the NDE work today and  
25 some sandblasting and coating.

1 CONTROL CENTER: Okay. And I didn't get a chance to  
2 look at this work request and restriction on this one?

3 JERRY: No restrictions. The work request number is --  
4 oh, let me, let me look here. The work request number is  
5 GT-317.

6 CONTROL CENTER: Okay. The line right now is down. You  
7 guys are good to go to work, but they will be bugging you again to  
8 try to get this line started. We're having all sorts of troubles  
9 here. I don't know if it could be in a half an hour. It could be  
10 a couple hours. I don't know when, but they'll, they'll be  
11 kicking you off the line again.

12 JERRY: Okay. Very good.

13 CONTROL CENTER: Okay. Thanks, Jerry.

14 JERRY: Yep.

15 \* \* \*

16 (Start time: July 26, 2010, 05:12:35)

17 DAVE: Hello.

18 CONTROL CENTER: Dave, it's Tim in the control room.

19 DAVE: Tim.

20 CONTROL CENTER: Okay. The 6B it's down here again, so  
21 you guys are good to get back to work, but we're having --

22 DAVE: Okay.

23 CONTROL CENTER: -- all sorts of problems here so they  
24 will be calling you again to kick you off the line. But I have --

25 DAVE: (indiscernible)

1 CONTROL CENTER: I don't have any kind of a timeline.  
2 It could be half an hour; it could be a couple hours. I, I  
3 really don't know.

4 DAVE: Yes, well that's fine. That's fine. We've got  
5 the pipe, the pipe covered (indiscernible) and we're just  
6 (indiscernible) trying to (indiscernible) so we -- we're in pretty  
7 in good shape in terms of the line as far as being away from it,  
8 so --

9 CONTROL CENTER: Okay.

10 DAVE: (indiscernible)

11 CONTROL CENTER: Okay. You're breaking up there.

12 DAVE: Okay. (indiscernible) we're good to go with  
13 (indiscernible).

14 CONTROL CENTER: Okay. We'll talk to you later.

15 DAVE: Okay.

16 \* \* \*

17 (Start time: July 26, 2010, 05:17:14)

18 CONTROL CENTER: Control Center, Tim speaking.

19 DARRELL: Hi Tim. This is Darrell.

20 CONTROL CENTER: Darrell.

21 DARRELL: I'm out at -- I'm going to be out at La Porte  
22 station in less than 5 minutes, so --

23 CONTROL CENTER: Okay. Okay.

24 DARRELL: What's -- what is the scoop out there?

25 CONTROL CENTER: They figure that we need another unit

1 at La Porte. We have a Niles bypass and we can't get any pressure  
2 into Marshall, so they figure we need another unit at La Porte  
3 just to be able to push oil to get it into Marshall.

4 DARRELL: Okay.

5 CONTROL CENTER: So you're going to --

6 DARRELL: Okay. Are you, are you running unit 1 right  
7 now?

8 CONTROL CENTER: Well, actually we'll shut down, but  
9 yes, we were running unit 1.

10 DARRELL: Okay. So you -- which units do you want to  
11 run?

12 CONTROL CENTER: Well, probably just 1 and 4, the small  
13 one I guess. I don't know.

14 DARRELL: Okay. Well, 4 is still unavailable.

15 CONTROL CENTER: Okay.

16 DARRELL: It's still locked out because of the check  
17 valve problem.

18 CONTROL CENTER: Okay. So what are my choices?

19 DARRELL: Well, 1, 2 or 3.

20 CONTROL CENTER: Okay. Sure then -- I guess any of the  
21 two units there.

22 DARRELL: Okay. All right. Well, I'll be out there in  
23 just a few minutes and I'll give you a call.

24 CONTROL CENTER: Sounds great.

25 DARRELL: Okay.

1 CONTROL CENTER: Okay, thanks.

2 DARRELL: Bye.

3 \* \* \*

4 (Start time: July 26, 2010, 05:21:22)

5 CONTROL CENTER: Control Center, Tim speaking.

6 TODD: Hey, Tim. It's Todd at 622. Hey, my phone went  
7 dead. Were you trying to get a hold of me at all?

8 CONTROL CENTER: Yeah, yeah. I had called you to tell  
9 you that we're shut down. We're having all sorts of problems  
10 here. We're shut down again, so you can get back to work.

11 TODD: Okay.

12 CONTROL CENTER: But we'll probably be bugging you here  
13 again to get you off the line to try to start it up again.

14 TODD: Okay.

15 CONTROL CENTER: Okay?

16 TODD: All right. Thanks.

17 CONTROL CENTER: Do we have a different number here Todd  
18 or --

19 TODD: Yeah. If you can't get a hold of me on that  
20 other one -- I got it charging right now.

21 CONTROL CENTER: All right.

22 TODD: But this is the phone number. It is [REDACTED]  
23 would be my backup phone.

24 CONTROL CENTER: Okay. Sounds great.

25 TODD: Okay.

1 CONTROL CENTER: Okay, thanks.

2 TODD: Yep, bye.

3 CONTROL CENTER: Okay, bye.

4 \* \* \*

5 (Start time: July 26, 2010, 05:25:38)

6 CONTROL CENTER: Control Center, Tim speaking.

7 DARRELL: Hey, Tim. This is Darrell. Is there anything  
8 I can do to help you guys?

9 CONTROL CENTER: Not right now. We're kind of stuck  
10 because that pig is so close to Niles and even -- we can't even  
11 get Niles turned around to help us out right.

12 DARRELL: Well, they're supposed to give you call. I  
13 just talked to the pig tracker.

14 CONTROL CENTER: Yeah.

15 DARRELL: And I just had to take -- put something on my  
16 stomach because I had to take my meds, you know what I mean?

17 CONTROL CENTER: Yeah. Yeah.

18 DARRELL: I'll be there after awhile. Okay?

19 CONTROL CENTER: Okay. Sounds great.

20 DARRELL: All right, bye.

21 CONTROL CENTER: Okay, thanks.

22 \* \* \*

23 (Start time: July 26, 2010, 05:28:52)

24 CONTROL CENTER: Control Center, Greg here.

25 DARRELL: Hi Greg. Is this Darrell Eichsman (ph.) here

1 at La Porte station Line 6B.

2 CONTROL CENTER: Hey, how's it going?

3 DARRELL: Okay. I was just talking to Tim. I guess  
4 they want to run two units out here at La Porte, is that right?

5 CONTROL CENTER: Yeah, I guess so, but I was saying that  
6 I don't think we can because of the power going up.

7 DARRELL: That's, that's what I thought too, but I  
8 didn't know what their needs were. I know they said they got  
9 Mendon bypassed?

10 CONTROL CENTER: Yeah.

11 DARRELL: And I think usually when we've wanted to run  
12 two big units here they've had to get a clearance of some kind  
13 because of the power usage, yeah.

14 CONTROL CENTER: So yeah, I, I just got in, honestly, so  
15 I don't know I'm going to have a talk with the shift leads or  
16 whatever and see what they want.

17 DARRELL: Okay.

18 CONTROL CENTER: Are you out at the station right now?

19 DARRELL: Yeah. I'm out here right now and I did notice  
20 that there was a vibration shutdown on unit 1. I'm not sure why  
21 that happened, but I, I did reset that.

22 CONTROL CENTER: Oh, okay.

23 DARRELL: So if at the very least, I guess if you wanted  
24 to start unit 1 --

25 CONTROL CENTER: To get it going there?



1           DARRELL: Yeah.

2           CONTROL CENTER: Okay. Well, yeah, I'll talk to them  
3 and then let you know.

4           DARRELL: Okay. All right. I'll be right here.

5           CONTROL CENTER: All right (indiscernible).

6           DARRELL: All right. Thanks. Bye.

7                           \* \* \*

8           (Start time: July 26, 2010, 05:32:03)

9           CONTROL CENTER: Control Center, Greg here. Control  
10 Center.

11          BRIAN: Oh, yeah this is Brian. I called the wrong,  
12 wrong desk.

13          CONTROL CENTER: Okay.

14          BRIAN: Sorry about that.

15          CONTROL CENTER: Bye.

16                           \* \* \*

17          (Start time: July 26, 2010, 05:36:28)

18          RECORDING: All right. This is Jerry. Leave a message  
19 and I'll get back to you.

20           At the tone please record your message. When you are  
21 finished recording you may hang up or press # for more options.

22          CONTROL CENTER: Hey, Jerry. Kelly here in the Control  
23 Center. Sorry to bug you on your personal cell, but we need you  
24 man. We need you big time. La Porte -- we need to open up some  
25 power there if possible. We're having a hard time getting some

1 oil over out of Mendon into Herschel and -- yeah, for temporary --  
2 for, you know, a couple of -- I don't know maybe an hour or so we  
3 might need two units out of La Porte. So if you can give me a  
4 call back as soon as you get this, [REDACTED] Thanks, Jerry.

5 \* \* \*

6 (Start time: July 26, 2010, 05:38:28)

7 CONTROL CENTER: Control Center.

8 UNIDENTIFIED SPEAKER: Hey, are you busy?

9 CONTROL CENTER: Yeah, a little bit.

10 UNIDENTIFIED SPEAKER: Yeah, okay. No it's no big deal.  
11 I just wanted a time for the next batch, but --

12 CONTROL CENTER: Oh, okay.

13 UNIDENTIFIED SPEAKER: -- (indiscernible).

14 CONTROL CENTER: No, just one second. I can --

15 UNIDENTIFIED SPEAKER: Because none of my times are  
16 matching up with anything here.

17 CONTROL CENTER: You had 6951 from -- as of 5:00.

18 UNIDENTIFIED SPEAKER: Okay. 6951 left?

19 CONTROL CENTER: Yeah. It's July 25 -- 2 hours and --  
20 till 7:42?

21 UNIDENTIFIED SPEAKER: Yeah. I'm showing about that  
22 too.

23 CONTROL CENTER: Okay.

24 UNIDENTIFIED SPEAKER: Okay. Thanks a lot, man.

25 CONTROL CENTER: Okay.

1 \* \* \*

2 (Start time: July 26, 2010, 05:43:49)

3 UNIDENTIFIED SPEAKER: Yes, Bill?

4 BILL: This is it.

5 UNIDENTIFIED SPEAKER: Okay.

6 BILL: Okay. Bye.

7 \* \* \*

8 (Start time: July 26, 2010, 05:46:14)

9 UNIDENTIFIED SPEAKER: Hey Greg.

10 CONTROL CENTER: What's going on?

11 UNIDENTIFIED SPEAKER: Not much.

12 CONTROL CENTER: Hey, (indiscernible) --

13 UNIDENTIFIED SPEAKER: But other than that it's good.

14 What's up?

15 CONTROL CENTER: What's the deal with La Porte? Like --

16 UNIDENTIFIED SPEAKER: Did you just get your unit there?

17 CONTROL CENTER: Yeah, but I was -- we only -- we can't

18 run two units at La Porte --

19 UNIDENTIFIED SPEAKER: Yeah, I know.

20 CONTROL CENTER: -- with the power.

21 UNIDENTIFIED SPEAKER: We're looking -- yeah, we're

22 phoning Jerry here right now.

23 CONTROL CENTER: And I don't even -- to be honest, I

24 don't -- like we never ever have ran two units to bypass a

25 station.

1 UNIDENTIFIED SPEAKER: Gotcha. (indiscernible) when  
2 Chubb (ph.) was running there?

3 CONTROL CENTER: Yeah.

4 UNIDENTIFIED SPEAKER: He had two units on at Griffith  
5 and one out of La Porte and he started with 70 pounds away.

6 CONTROL CENTER: At what?

7 UNIDENTIFIED SPEAKER: At La Porte.

8 CONTROL CENTER: Yeah, if you -- that should be -- I  
9 don't know.

10 UNIDENTIFIED SPEAKER: So we were thinking if you cut  
11 back Griffith a little bit give yourself a little bit more room,  
12 like maybe only start one unit at Griffith to begin with. Get two  
13 units out of La Porte and then start up Griffith maybe or  
14 something like that.

15 CONTROL CENTER: Yeah, if there's --

16 UNIDENTIFIED SPEAKER: Probably get --

17 CONTROL CENTER: If there's -- yeah, if there's enough  
18 suction pressure, but --

19 UNIDENTIFIED SPEAKER: Yeah.

20 CONTROL CENTER: -- you know what I -- like I've started  
21 this line up bypassing La Porte. That's how I start up all the  
22 time.

23 UNIDENTIFIED SPEAKER: Okay.

24 CONTROL CENTER: (indiscernible) and I've never had a  
25 problem unless it's drained out that much.

1 UNIDENTIFIED SPEAKER: Yeah, but we don't, we don't have  
2 Niles, right?

3 CONTROL CENTER: What's that?

4 UNIDENTIFIED SPEAKER: We can't start Niles.

5 CONTROL CENTER: Yeah, but when I start up the line  
6 that's like a normal startup is. I bypass every other station.

7 UNIDENTIFIED SPEAKER: Yeah, but you don't have Niles  
8 this time though, right?

9 UNIDENTIFIED SPEAKER: That's when you got Niles though,  
10 right?

11 CONTROL CENTER: No, I, I don't start Niles when I start  
12 up. I start Griffith, La Porte, like nothing at Niles, Mendon,  
13 nothing -- and then Marshall.

14 UNIDENTIFIED SPEAKER: You usually bypass Niles?

15 CONTROL CENTER: Yeah, every other station when I start  
16 up because you -- ever since they had that, that Marshall pressure  
17 restriction you can't start up like just every station. Well, you  
18 can but it's going --

19 UNIDENTIFIED SPEAKER: So you don't startup La Porte  
20 then, right?

21 UNIDENTIFIED SPEAKER: You probably skip La Porte then,  
22 right, the second one?

23 CONTROL CENTER: I don't know --

24 UNIDENTIFIED SPEAKER: (indiscernible)

25 CONTROL CENTER: I don't know what I do, but I do every

1 other station or I skip stations.

2 UNIDENTIFIED SPEAKER: Just there's, there's nothing  
3 else we could do?

4 CONTROL CENTER: Yeah.

5 UNIDENTIFIED SPEAKER: Like we figured you need about  
6 330 pounds to discharge at Mendon to overcome that hill.

7 CONTROL CENTER: So what -- what's the Mendon unit  
8 doing? Is it --

9 UNIDENTIFIED SPEAKER: It's running --

10 CONTROL CENTER: Is it right on suction?

11 UNIDENTIFIED SPEAKER: Yep.

12 CONTROL CENTER: And like --

13 UNIDENTIFIED SPEAKER: It's not --

14 CONTROL CENTER: -- (indiscernible) or what?

15 UNIDENTIFIED SPEAKER: Well, it's running like 50  
16 pounds.

17 CONTROL CENTER: That's it. They're still on?

18 UNIDENTIFIED SPEAKER: Yeah, we got to about 280 pounds  
19 discharge. Yeah, but it's not enough --

20 CONTROL CENTER: (indiscernible) after 20 minutes it  
21 didn't --

22 UNIDENTIFIED SPEAKER: No. It just sat there.

23 UNIDENTIFIED SPEAKER: Because (indiscernible) figured  
24 that you need 330 pounds just to get over the hill or to get to  
25 the suction at Marshall and you only -- and what did you guys

1 have?

2 UNIDENTIFIED SPEAKER: (indiscernible)

3 UNIDENTIFIED SPEAKER: No, what did -- how many pounds  
4 did you have it?

5 UNIDENTIFIED SPEAKER: Just (indiscernible) 280 so we  
6 need another 50 pounds just to get to the hill.

7 CONTROL CENTER: Was the discharge at Mendon going up or  
8 anything?

9 UNIDENTIFIED SPEAKER: No (indiscernible).

10 UNIDENTIFIED SPEAKER: Not really.

11 CONTROL CENTER: Because it should, it should -- the  
12 discharge should slowly go up.

13 UNIDENTIFIED SPEAKER: Not if it's just going over the  
14 hill and, you know, like half filling the pipe or whatever. It's  
15 just flowing over the hill.

16 UNIDENTIFIED SPEAKER: Yeah.

17 UNIDENTIFIED SPEAKER: But not, not enough to --

18 CONTROL CENTER: Yeah.

19 UNIDENTIFIED SPEAKER: -- completely pressure it up  
20 though, right?

21 UNIDENTIFIED SPEAKER: We started up the first time. We  
22 ran Mendon for 30 minutes.

23 CONTROL CENTER: Holy [REDACTED].

24 UNIDENTIFIED SPEAKER: And then we shut down. And then  
25 we started up again and we ran Mendon for like another 13, 14

1 minutes.

2 UNIDENTIFIED SPEAKER: Well, that's when you started  
3 calculating like the line loss between Mendon and Marshall and --  
4 so 300 feet uphill from Mendon to Marshall?

5 CONTROL CENTER: Yeah.

6 UNIDENTIFIED SPEAKER: So that's what 120 pounds? And  
7 then the line loss is (indiscernible) which is 210 psi.

8 CONTROL CENTER: Yeah.

9 UNIDENTIFIED SPEAKER: I know it's not going to look --

10 CONTROL CENTER: That's weird.

11 UNIDENTIFIED SPEAKER: -- it's not going to look pretty  
12 when you put two on at La Porte, but I don't know what else we  
13 could do. Other than wait for that pig to go through Niles, but  
14 it doesn't sound like it's very far away.

15 CONTROL CENTER: What was the discharge at Griffith?

16 UNIDENTIFIED SPEAKER: It was pretty much spent. It was  
17 like 30 -- 20, 30 pounds away.

18 CONTROL CENTER: Yeah.

19 UNIDENTIFIED SPEAKER: We were doing 1700 an hour.

20 UNIDENTIFIED SPEAKER: 300 (indiscernible).

21 CONTROL CENTER: You're doing 1700 an hour?

22 UNIDENTIFIED SPEAKER: Yeah.

23 CONTROL CENTER: And it still never filled it?

24 UNIDENTIFIED SPEAKER: No. No that's the part that  
25 doesn't make sense.



1 UNIDENTIFIED SPEAKER: So like he said it's just enough  
2 to get it over the -- so it is getting over the hill. It's just  
3 not -- it's not enough to pressure us right up.

4 UNIDENTIFIED SPEAKER: And I think being as it's drained  
5 out so bad, like say you had -- say you had 50 pounds at Marshall,  
6 your whole profile would be a bit higher, right? And you'd have  
7 enough discharge to, to get up to that hill, but being  
8 (indiscernible) at Marshall you need to get -- it's hard to get  
9 that pressure (indiscernible).

10 UNIDENTIFIED SPEAKER: Did it start draining away?

11 UNIDENTIFIED SPEAKER: No it's pretty -- see Marshall  
12 right here?

13 CONTROL CENTER: Yeah.

14 UNIDENTIFIED SPEAKER: Yeah, after Marshall it's pretty  
15 flat.

16 CONTROL CENTER: (indiscernible)

17 UNIDENTIFIED SPEAKER: (indiscernible)

18 UNIDENTIFIED SPEAKER: Yeah, it doesn't really make  
19 sense though why it doesn't.

20 UNIDENTIFIED SPEAKER: (indiscernible)

21 CONTROL CENTER: Yeah, that doesn't.

22 UNIDENTIFIED SPEAKER: Like until we -- until we came up  
23 with that line loss thing we didn't --

24 UNIDENTIFIED SPEAKER: (indiscernible) loss.

25 UNIDENTIFIED SPEAKER: (indiscernible) we thought

1 (indiscernible).

2 CONTROL CENTER: Oh, yeah. I've never -- yeah, I've  
3 never seen it on this line. Because I -- you know, like we -- I  
4 think when we lost Niles for -- remember when we lost Niles like a  
5 couple months ago with that power problem? It was out for like a  
6 whole weekend?

7 UNIDENTIFIED SPEAKER: Oh, yeah? No I don't remember  
8 (indiscernible).

9 CONTROL CENTER: Like we were -- I think we were  
10 bypassing that station on startup/shutdown all the time.

11 UNIDENTIFIED SPEAKER: Yeah.

12 UNIDENTIFIED SPEAKER: Yeah, and I think --

13 CONTROL CENTER: Yeah, that was like only in I think  
14 June or May.

15 UNIDENTIFIED SPEAKER: Right. So maybe, you know, being  
16 (indiscernible) at Marshall I think that's adding or giving us a  
17 hard time (indiscernible). We can get the engineers to look at  
18 (indiscernible). I don't know --

19 CONTROL CENTER: Yeah, that's (indiscernible).

20 UNIDENTIFIED SPEAKER: Like you -- you're going to be  
21 down here for 4 hours (indiscernible).

22 CONTROL CENTER: Yeah.

23 UNIDENTIFIED SPEAKER: (indiscernible)

24 CONTROL CENTER: Okay.

25 UNIDENTIFIED SPEAKER: Let him talk to -- have you

1 talked to Blaine again?

2 UNIDENTIFIED SPEAKER: (indiscernible) but --

3 UNIDENTIFIED SPEAKER: Okay.

4 UNIDENTIFIED SPEAKER: -- (indiscernible).

5 UNIDENTIFIED SPEAKER: Yeah. Okay, Greg. Well, we'll  
6 talk to -- try to talk to Jerry here.

7 CONTROL CENTER: All right.

8 UNIDENTIFIED SPEAKER: And we'll get them to -- Blaine  
9 again to get clearance and then we'll get back to you.

10 CONTROL CENTER: All right.

11 UNIDENTIFIED SPEAKER: Thanks, Greg.

12 \* \* \*

13 (Start time: July 26, 2010, 05:48:25)

14 UNIDENTIFIED SPEAKER: Enbridge pipeline emergency line.  
15 Enbridge pipeline emergency line.

16 \* \* \*

17 (Start time: July 26, 2010, 05:50:02)

18 CONTROL CENTER: Hey, Brian.

19 BRIAN: Yeah.

20 CONTROL CENTER: It's Giselle calling you on behalf of  
21 Tim for 6B. Just (indiscernible) La Porte station. We're having  
22 troubles putting the column back together on Marshall and we just  
23 need a little more juice. Is there any way we can get any more  
24 units on at La Porte?

25 BRIAN: I'm not sure what's, what's wrong with La Porte.

1 Why can't you get the unit up?

2 CONTROL CENTER: I think it from, from what Aaron's  
3 saying it's either one, one unit or none, but that's just the way  
4 it's been for a long time. Hey, Aaron --

5 BRIAN: Okay. Can you call -- I'm not, I'm not that  
6 familiar with, with the situation there. (indiscernible) give  
7 Darrell Isominger (ph.) a call.

8 CONTROL CENTER: Darrell Isom (ph.)? He's the  
9 electrician.

10 BRIAN: Isominger. There's, there's a Darrell Isominger  
11 or there's Brian Isom.

12 CONTROL CENTER: Um-hum.

13 BRIAN: Or Dennis Gabriel, the Griffith electricians.

14 CONTROL CENTER: Okay.

15 BRIAN: They should be able to give you an answer on  
16 that.

17 CONTROL CENTER: Okay. Electricians. Okay. Will do.

18 BRIAN: All right. Thanks.

19 CONTROL CENTER: Thank you so much, Brian.

20 BRIAN: You bet.

21 CONTROL CENTER: Bye.

22 \* \* \*

23 (Start time: July 26, 2010, 05:22:00)

24 CONTROL CENTER: Control Center, Greg here.

25 RICK: Yeah, Greg. This is Rick (indiscernible) down

1 there in line 3 and we're at milepost 801 --

2 CONTROL CENTER: Okay. Hold on a sec, Rick. I just  
3 have to --

4 RICK: Okay.

5 CONTROL CENTER: Line 3 -- okay. Which milepost?

6 RICK: We're working at milepost 801.9947 through 801.16  
7 -- or 802.1615.

8 CONTROL CENTER: Okay. So you have no restrictions or  
9 anything?

10 RICK: No, it's -- I don't believe there is.

11 CONTROL CENTER: Okay. And what are you doing there,  
12 Rick?

13 RICK: We're excavating and we'll be sandblasting and  
14 doing some assessing on the pipe.

15 CONTROL CENTER: Okay. And your number there, Rick?

16 RICK: It's [REDACTED]

17 CONTROL CENTER: Okay.

18 RICK: [REDACTED]

19 CONTROL CENTER: [REDACTED]. Right on.

20 RICK: The line is up and running?

21 CONTROL CENTER: Yeah, the line will be running all day.

22 RICK: Okay. Well, if you have troubles give me a call.

23 CONTROL CENTER: Okay. Yeah, perfect. Thanks Rick.

24 RICK: Thank you.

25 CONTROL CENTER: All right. Bye.

1

\* \* \*

2

(Start time: July 26, 2010, 05:52:46)

3

CONTROL CENTER: Control Center, Greg here.

4

JIM: Hey, Greg. Are you Line 3?

5

CONTROL CENTER: I am.

6

JIM: Good. This is Jim at Cass (ph.) Lake.

7

CONTROL CENTER: Hey.

8

JIM: Hey, can I get you to switch units? I want to do my annual maintenance on unit 3.

10

CONTROL CENTER: Cass Lake. I don't -- is that a small one? Okay (indiscernible). Yeah, I can (indiscernible).

12

JIM: It shouldn't take long. Probably about an hour and a half I would guess.

14

CONTROL CENTER: Okay. Yeah, I can do that. It'll just be a little bit later. I'm kind of swamped here, but --

16

JIM: (indiscernible).

17

CONTROL CENTER: -- if I'll -- as soon as I can get to it I'll do it.

19

JIM: Okay.

20

CONTROL CENTER: All right?

21

JIM: Sounds good.

22

CONTROL CENTER: Bye Jim.

23

JIM: Yeah, bye.

24

\* \* \*

25

(Start time: July 26, 2010, 05:53:21)

1           BRIAN: Hello, this is Brian.

2           CONTROL CENTER: Hey, Brian. It's Giselle calling you  
3 on behalf of 6B.

4           BRIAN: Hi.

5           CONTROL CENTER: We're having troubles putting  
6 Marshall's column back together and we figured out that we just  
7 need a little more power upstream to be able to do that. Is there  
8 any way we can get an extra unit on at La Porte?

9           BRIAN: At La Porte?

10          CONTROL CENTER: Yeah.

11          BRIAN: As far as I know three of out of four of them  
12 are working at La Porte.

13          CONTROL CENTER: Okay. So what -- because  
14 (indiscernible) saying there's only one unit or nothing. That's  
15 what we've been, we've been told, so we are able to bring on  
16 another unit?

17          BRIAN: Yes. See what I thought it was only one unit  
18 was down, number 4 -- of a mechanical problem with the check  
19 valve, so number 4 you can't put on. But as far as I know you can  
20 use the other three.

21          CONTROL CENTER: Okay. Do you know any way that I might  
22 be able to find out more information or --

23          BRIAN: The only thing I could tell you if you have no  
24 alarms on those three you could go ahead and try to turn one on.  
25 I haven't heard anything about not being able to use the other,

1 other ones. I think people are under the impression you don't  
2 want to run any other than just one because of power demands or  
3 something, but, you know, I mean, I could drive out there and --  
4 but as far as I know nothing's locked out. I've been out there  
5 not that long ago unless something else has happened that I'm not  
6 aware of. Let me see. I guess we could -- I could call one of  
7 the mechanics and see if they know of anything that's, that's  
8 wrong out there that maybe has come up since the last time I was  
9 out there.

10 CONTROL CENTER: If you could that would be great. If  
11 not I'll just relay that to the shift leads and -- yeah, we'll see  
12 if we can try to get one of the other units, 2 or 3 on, but 4 is  
13 definitely a no-no.

14 BRIAN: Yeah, 4 is still being worked on. As far as I  
15 know they had complications (indiscernible). But if you want I  
16 can give you a call back. I'll call the mechanics and make sure  
17 there's nothing on their end.

18 CONTROL CENTER: Okay. Sounds good, Brian. That would  
19 be great.

20 BRIAN: Okay. So this is Line 6 then, right?

21 CONTROL CENTER: Line 6B, right.

22 BRIAN: 6B. Okay.

23 CONTROL CENTER: Okay?

24 BRIAN: I'll call you back.

25 CONTROL CENTER: Thanks Brian. Bye.



1 BRIAN: Okay.

2 \* \* \*

3 (Start time: July 26, 2010, 05:58:18)

4 CONTROL CENTER: Control Center, Greg here.

5 KEITH: Yeah, Greg. This is Keith down at Vesper.

6 CONTROL CENTER: Hey.

7 KEITH: Hey, can you give me any information on what's  
8 going on with the pig? Do you know if it's sent out?

9 CONTROL CENTER: I have no idea.

10 KEITH: [laughing]

11 CONTROL CENTER: I just got in.

12 KEITH: Okay.

13 CONTROL CENTER: So --

14 KEITH: All right. Well, I guess we'll give it some  
15 time then because they -- both had been sent out yesterday, but  
16 there's been no updates no nothing, so --

17 CONTROL CENTER: Okay. No, I just -- I was off for like  
18 three weeks and it's my first day back today, so --

19 KEITH: All right.

20 CONTROL CENTER: So I don't know too much.

21 KEITH: All right.

22 CONTROL CENTER: All right?

23 KEITH: See you in a little bit of time then.

24 CONTROL CENTER: Okay.

25 KEITH: Thanks.

1 CONTROL CENTER: All right (indiscernible) bye.

2 \* \* \*

3 (Start time: July 26, 2010, 05:59:36)

4 CONTROL CENTER: Control Center.

5 BRIAN: Hi. This is (indiscernible). Somebody called  
6 me about running more units on -- at La Porte? Was that --

7 CONTROL CENTER: Me. That's right, Brian. That was me.

8 BRIAN: Oh, okay. I just talked to Randy Sheridan.  
9 He's the mechanic that's been there the longest that we have now  
10 at Griffith. And he said he don't know of any reason why, why not  
11 to run them, but they -- you know, they service them and  
12 everything, but they haven't ran a lot. And so, if you go to run  
13 them he wouldn't mind if, if he was informed just so at some point  
14 he could just check them out while they're running.

15 CONTROL CENTER: Okay.

16 BRIAN: But run one or the other.

17 CONTROL CENTER: Okay. Sounds good.

18 BRIAN: Okay.

19 CONTROL CENTER: I will pass on that message.

20 BRIAN: Okay. Thanks.

21 CONTROL CENTER: Thanks so much for checking into that  
22 Brian.

23 BRIAN: Uh-huh.

24 CONTROL CENTER: Okay, bye.

25 BRIAN: Bye.

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(Start time: July 26, 2010, 06:01:18)

CONTROL CENTER: Control Center.

MR. MALACH: Hey, there. Line 4 how are you today?

CONTROL CENTER: Good. How about you?

MR. MALACH: Not too bad at all. Mike Malach, Cromer  
POM at (indiscernible) station.

CONTROL CENTER: Yeah.

MR. MALACH: I had, I had talked to Giselle there this  
morning. And I'm at (indiscernible) now, so I will be sending  
that fresh pig at 0600.

CONTROL CENTER: At 0600?

MR. MALACH: Yeah. And who have I got now?

CONTROL CENTER: Justin.

MR. MALACH: Justin (indiscernible).

CONTROL CENTER: Yeah.

MR. MALACH: And I left her a contact number.

CONTROL CENTER: Yeah, [REDACTED]

MR. MALACH: So no shutdowns today? So far?

CONTROL CENTER: I -- honestly, I just stepped in the  
door.

MR. MALACH: Oh, okay.

CONTROL CENTER: I really can't tell you. She hasn't -  
hasn't even given me the rundown yet.

MR. MALACH: Oh, okay.

1 CONTROL CENTER: (indiscernible) go stop down there, the  
2 room there, so if I, if I find out anything I'll let you know.

3 MR. MALACH: Yeah, let me know.

4 CONTROL CENTER: Okay, thanks. Bye.

5 MR. MALACH: So you're running at 5570 or whatever  
6 today?

7 CONTROL CENTER: I have no idea. Like I said I just, I  
8 just started like walked in the door. I don't even have my coat  
9 off yet.

10 MR. MALACH: Okay. Yeah, I'll talk to you later then.

11 CONTROL CENTER: Yeah, bye.

12 MR. MALACH: Have a good day, bye.

13 CONTROL CENTER: You too.

14 \* \* \*

15 (Start time: July 26, 2010, 06:01:49)

16 CONTROL CENTER: Control Center, Greg here.

17 DON: Hey, Greg. This is Don. How are you doing this  
18 morning?

19 CONTROL CENTER: Oh, not bad. You?

20 DON: Very good. Are you just coming on shift?

21 CONTROL CENTER: Yeah, I just got on.

22 DON: What's going on with 6B this morning?

23 CONTROL CENTER: Oh, well we can't get it started up,  
24 so --

25 DON: You're kidding.

1 CONTROL CENTER: Yeah, we're having troubles with  
2 getting pressure down at Marshall.

3 DON: Okay.

4 CONTROL CENTER: Like we're still in the kind of  
5 (indiscernible).

6 DON: You got somebody out driving the line or what's  
7 going on?

8 CONTROL CENTER: I'm not too sure. I, I -- I don't know  
9 what they're doing. I just got in, so --

10 DON: Okay.

11 CONTROL CENTER: But I know they're going to -- they're  
12 trying to get two units on at La Porte, but --

13 DON: All right. Yeah, I just got some updates from Bob  
14 here from -- we started up at 1:00 and went down at 2:03 and then  
15 0423 -- we're pretty close with that front pig to Niles, but --  
16 which is okay, just --

17 CONTROL CENTER: Yeah.

18 DON: -- (indiscernible) the pressure downstream it's  
19 pretty hard to start up isn't it?

20 CONTROL CENTER: Yeah. Yeah, there's a hill or whatever  
21 we can't get over.

22 DON: Yeah, because we shut down last night. We were  
23 about -- we were still about 2 hours out. I don't know did they  
24 fire up Niles this morning?

25 CONTROL CENTER: No they didn't.

1 DON: Yeah.

2 CONTROL CENTER: They were 2 hours out last night?

3 DON: Well -- yeah, we were about 4 miles still upstream  
4 in the station when they, when they shut down, so. They could  
5 have easily started up if they wanted to, so --

6 CONTROL CENTER: Yeah, I don't know. Are they -- yeah  
7 (indiscernible). I think they just bypassed it last night, so --

8 DON: Yeah, but --

9 CONTROL CENTER: -- the operator didn't have to go out  
10 in the middle of the night.

11 DON: Yeah.

12 CONTROL CENTER: That's kind of why they did it, but --

13 DON: Yeah. All right (indiscernible).

14 CONTROL CENTER: Yeah, thanks Don.

15 DON: (indiscernible) thanks.

16 CONTROL CENTER: Bye.

17 DON: Bye.

18 \* \* \*

19 (Start time: July 26, 2010, 06:04:13)

20 CONTROL CENTER: Control Center, Greg here.

21 NICK: Greg, this is Nick (indiscernible) out of Bay  
22 City. How are you doing today?

23 CONTROL CENTER: Oh, not bad. You?

24 NICK: Good. Did you get that 6B rolling yet?

25 CONTROL CENTER: We haven't.

1 NICK: You haven't.

2 CONTROL CENTER: No we're still waiting.

3 NICK: Are you thinking you're going to be getting her  
4 going?

5 CONTROL CENTER: Hopefully in the next little bit.

6 NICK: Okay. Okey dokey.

7 CONTROL CENTER: Yeah, I'm just kind of -- the shift  
8 leaders are looking out there and --

9 NICK: Oh, okay.

10 CONTROL CENTER: -- then we'll get (indiscernible) to go  
11 ahead.

12 NICK: The glitch is Niles. You can't get enough  
13 pressure past the hill there?

14 CONTROL CENTER: No, it's Mendon and Marshall there's --  
15 like there's a hill there. We can't get enough pressure --

16 NICK: Yeah, you have to --

17 CONTROL CENTER: -- enough discharge or --

18 NICK: -- Niles -- you got to pull out of Niles and it's  
19 between -- I think the hill is between Niles and Mendon.

20 CONTROL CENTER: Oh, is it Niles and Mendon?

21 NICK: Yeah. I think that's where the hill is, so, so  
22 it's kind of a nuisance, but yeah, okay. Just, just curious.  
23 We're going to be receiving the pigs at Stockbridge so that's my  
24 only -- just kind of snopy that's why.

25 CONTROL CENTER: Oh, okay.

1 NICK: But that's -- you know, it's a day off yet  
2 anyways.

3 CONTROL CENTER: Yeah.

4 NICK: What rate were you scheduled to do today?

5 CONTROL CENTER: Max like 1800.

6 NICK: 18. Okay. Hey, sounds good, sir. I'll be  
7 talking to you later.

8 CONTROL CENTER: Right on. Thanks Nick.

9 NICK: Bye.

10 CONTROL CENTER: Bye.

11 \* \* \*

12 (Start time: July 26, 2010, 06:22:30)

13 CONTROL CENTER: Control Center?

14 UNIDENTIFIED SPEAKER: Hi, Justin?

15 CONTROL CENTER: Yeah.

16 UNIDENTIFIED SPEAKER: It's (indiscernible).

17 CONTROL CENTER: How's it going?

18 UNIDENTIFIED SPEAKER: Not bad. And you?

19 CONTROL CENTER: Pretty good.

20 UNIDENTIFIED SPEAKER: Yeah?

21 CONTROL CENTER: Yeah.

22 UNIDENTIFIED SPEAKER: Hey, what, what kind of rate we  
23 doing today?

24 CONTROL CENTER: We are speeding up to 5570  
25 (indiscernible).



1 UNIDENTIFIED SPEAKER: Speeding up right now?

2 CONTROL CENTER: No not till 7:00 (indiscernible) up to  
3 5570.

4 UNIDENTIFIED SPEAKER: Okay 7:00, 5570.

5 CONTROL CENTER: Yeah.

6 UNIDENTIFIED SPEAKER: And you're going to run that all  
7 day?

8 CONTROL CENTER: Yeah. And as far as (indiscernible)  
9 down I have no scheduled shutdowns.

10 UNIDENTIFIED SPEAKER: Okay.

11 CONTROL CENTER: You're talking about (indiscernible),  
12 right?

13 UNIDENTIFIED SPEAKER: Yep, yep.

14 CONTROL CENTER: Yeah. No, there's no shutdowns or  
15 anything, so --

16 UNIDENTIFIED SPEAKER: Okay. Well, sounds good.

17 CONTROL CENTER: Perfect.

18 UNIDENTIFIED SPEAKER: Okay. Thanks.

19 CONTROL CENTER: Thanks. Bye.

20 UNIDENTIFIED SPEAKER: Bye.

21 \* \* \*

22 (Start time: July 26, 2010, 06:31:44)

23 CONTROL CENTER: Control Center.

24 LEE: How's it going this morning?

25 CONTROL CENTER: Good. How about you?

1           LEE: Not too bad. This is Lee down there with the  
2 corrosion crew out of Cromer and we got a little bit of welding to  
3 do on Line 4 today at milepost 681.

4           CONTROL CENTER: Milepost 681. Is that -- there's a  
5 work order for that, right?

6           LEE: No. No we don't need one. It's just kind of a  
7 courtesy call in case the pressures change on us. We just kind of  
8 like to know if that happens.

9           CONTROL CENTER: Oh, okay. No, I'm sorry. I have a  
10 work order too for someone else then.

11          LEE: Oh, do you? Okay.

12          CONTROL CENTER: Yeah. That's why I just asked.

13          LEE: There's no --

14          CONTROL CENTER: You said this is Lee?

15          LEE: Yeah, this is Lee. We're just putting a sleeve on  
16 there and welding it out today.

17          CONTROL CENTER: Okay.

18          LEE: And, yeah, I usually just phone it in case you  
19 guys shut the line or bump it up. We just usually just kind of  
20 get out of the hole until things stabilize again.

21          CONTROL CENTER: Sounds good. I appreciate the call.  
22 Can I get your phone number there, Lee?

23          LEE: You betcha. It's [REDACTED]--

24          CONTROL CENTER: [REDACTED]

25          LEE: -- [REDACTED]

1 CONTROL CENTER: [REDACTED]

2 LEE: -- [REDACTED]

3 CONTROL CENTER: [REDACTED] Just to give you a heads up at  
4 7:00, at 0700 we're going to be speeding up --

5 LEE: Okay, sure.

6 CONTROL CENTER: -- the line, so just --

7 LEE: (indiscernible)

8 CONTROL CENTER: -- if you guys want to step back around  
9 7:00 that would be great.

10 LEE: All right. Sounds good.

11 CONTROL CENTER: Thanks. Bye.

12 LEE: Thank you. Bye-bye.

13 \* \* \*

14 (Start time: July 26, 2010, 06:33:11)

15 CONTROL CENTER: Control Center, Lines 6 and 3.

16 CLAYTON: Hi. I'm looking for 4.

17 CONTROL CENTER: Oh, you just -- I'm (indiscernible)  
18 right now.

19 CLAYTON: Oh, is it?

20 CONTROL CENTER: May I help you?

21 CLAYTON: This is Clayton calling from (indiscernible).  
22 We were just going to launch this pig about half an hour early.  
23 I just wanted to check and make sure that wasn't an issue.

24 CONTROL CENTER: Yeah, it looks like he's, he's running  
25 so it should be no problem.

1           CLAYTON: Okay. Yeah, we're just getting -- we're ready  
2 to launch here, so we'll kick her out.

3           CONTROL CENTER: (indiscernible).

4           CLAYTON: Okay. All right, bye.

5           CONTROL CENTER: All right.

6                           \* \* \*

7           (Start time: July 26, 2010, 06:33:35)

8           RECORDING: Hi there. You've reached the cell phone of  
9 Richard (indiscernible) Control Center engineer at Enbridge  
10 pipeline. I'm away from the phone. Please leave a message.

11           BRAD: Hey, Richard. It's Brad just calling to -- once  
12 you get in this morning give me a shout. Thanks. Bye. 8899.

13                           \* \* \*

14           (Start time: July 26, 2010, 06:33:57)

15           CONTROL CENTER: Control Center.

16           BRIAN: Line 14?

17           CONTROL CENTER: Yeah.

18           BRIAN: This is Brian (indiscernible) up at Sherwood.

19           CONTROL CENTER: Yeah?

20           BRIAN: We're going to be starting some switch gear  
21 repairs.

22           CONTROL CENTER: Okay.

23           BRIAN: We're due to start at 8:00, but two units are  
24 down now so if it's all right we're going to open up the  
25 (indiscernible) here and -- and start work.

1 CONTROL CENTER: (indiscernible) a work request for this  
2 one?

3 BRIAN: Is there a work request? Yeah.

4 CONTROL CENTER: Okay. Up at Sherwood, hey? Okay.  
5 I'll have to print that off, but there's no restrictions as far as  
6 pressure or anything you guys know over there?

7 BRIAN: Correct, yeah. We're -- we've got an 8-hour  
8 outage starting at 8:00 today and again tomorrow -- at 8:00  
9 tomorrow for eight hours.

10 CONTROL CENTER: Okay. Yeah -- no, but there's no --  
11 okay. I don't think there's --

12 BRIAN: No pressure.

13 CONTROL CENTER: (indiscernible) yeah. Brian, can I get  
14 a phone number from you?

15 BRIAN: Yeah. [REDACTED]

16 CONTROL CENTER: [REDACTED]

17 BRIAN: -- [REDACTED] --

18 CONTROL CENTER: [REDACTED]

19 BRIAN: -- [REDACTED] --

20 CONTROL CENTER: [REDACTED]

21 BRIAN: -- [REDACTED].

22 CONTROL CENTER: [REDACTED] Perfect. That's perfect.

23 BRIAN: Okay?

24 CONTROL CENTER: I will give you a call if anything  
25 happens. We're, we're currently slowing down the line right now,

1 but -- so maybe wait about 10 minutes and then you should be good  
2 to go. Is that all right?

3 BRIAN: Well, you're not running the line now or do you  
4 want -- are you --

5 CONTROL CENTER: Oh, I guess -- yeah, it doesn't really,  
6 really matter for you. There's no units running there, so yeah,  
7 never mind.

8 BRIAN: Okay.

9 CONTROL CENTER: Okay. Sounds good.

10 BRIAN: All right. Thanks.

11 CONTROL CENTER: Thanks, bye.

12 \* \* \*

13 (Start time: July 26, 2010, 06:40:23)

14 CONTROL CENTER: Control Center.

15 PETE: Yes, Line 6 please.

16 CONTROL CENTER: He's just on the other line. Can I  
17 take a message?

18 PETE: Yeah, this is Pete down at Vesper. I was just  
19 wondering where the inspection tool is? What milepost about?

20 CONTROL CENTER: Just one second. I can't find his pig  
21 tracking sheet. Do you mind giving a call back in about 5  
22 minutes?

23 PETE: That's fine.

24 CONTROL CENTER: Okay. Thanks. Bye.

25 \* \* \*

1 (Start time: July 26, 2010, 06:41:55)

2 CONTROL CENTER: Control Center.

3 JEFF: Yeah, its Jeff (indiscernible) from C&C tracking.

4 CONTROL CENTER: Yeah.

5 JEFF: Yeah (indiscernible).

6 CONTROL CENTER: Hello?

7 JEFF: Yeah, hello?

8 CONTROL CENTER: Hey, there you go. You cut out.

9 JEFF: Yeah, they have a bad cell going through here.

10 Yeah, they, they launched the first stage out of (indiscernible)

11 at 0537.

12 CONTROL CENTER: 0537.

13 JEFF: Yeah.

14 CONTROL CENTER: Okay.

15 JEFF: And what kind of rate are we doing now?

16 CONTROL CENTER: We're, we're doing about 4900 and then

17 we're speeding up to 5750 at 7:00.

18 JEFF: (indiscernible) --

19 CONTROL CENTER: Yeah.

20 JEFF: -- another hour and 20 minutes. Who am I

21 speaking to?

22 CONTROL CENTER: With Justin.

23 JEFF: Okay, Justin. Right on. Yeah, it's Jeff here.

24 I'm going to give you my cell number.

25 CONTROL CENTER: I think I got it. [REDACTED] right?

1 JEFF: Yeah. And then Colton (ph.) will be doing pig 2?

2 CONTROL CENTER: Colton?

3 JEFF: Yeah.

4 CONTROL CENTER: Okay. And do you have his number?

5 JEFF: Yeah. It's [REDACTED] What do they have on  
6 there? Dell?

7 CONTROL CENTER: No. They didn't have anybody.

8 JEFF: Yeah. No, that's -- Colton will be doing pig 2  
9 today, Justin. Now you're -- are you just on for dayshift now or  
10 are you at the end of your shift?

11 CONTROL CENTER: No I just started dayshift.

12 JEFF: Okay. Thanks a lot, Justin. We'll talk to you  
13 through the day.

14 CONTROL CENTER: Okay. Sounds good. Have a good one.

15 JEFF: You too.

16 CONTROL CENTER: Bye.

17 \* \* \*

18 (Start time: July 26, 2010, 06:45:53)

19 CONTROL CENTER: Control Center.

20 DARRELL: Hi. This is Darrell out at the La Porte  
21 station, Line 6B.

22 CONTROL CENTER: Hi Darrell.

23 DARRELL: Hey, I was just checking in to see if  
24 anybody's got a play of what they want to do on this or --

25 CONTROL CENTER: No, we're still (indiscernible) here.



1           DARRELL: Okay. I wanted to let you too this unit 4,  
2 this smaller unit that's here, it is still locked out due to the  
3 issues that we had with the check valve.

4           CONTROL CENTER: Right. Is it locked -- really?  
5 Because I don't show it locked out or anything.

6           DARRELL: It's -- well, last I knew it was -- I believe  
7 it's still locked out here. I'll take another look. Yeah, it's  
8 got a lock on it. It's just the disconnect is pulled on the, on  
9 the gear. Yeah, I would think you'd be able to see that. Oh, it  
10 -- probably it's not going to show as a lockout like in red.

11          CONTROL CENTER: Yep.

12          DARRELL: It just -- we just pulled the power on it.  
13 No, this was due to the issue with the check valve that was to be  
14 repaired or replaced here a couple weeks ago. And I know they had  
15 problems removing that so that job was not completed. That was  
16 taken out of service like last fall because of concerns over that  
17 check value on the unit. Now, the last time we ran it -- I mean  
18 it runs okay, but we've got a problem with the check valve. It's  
19 like slamming.

20          CONTROL CENTER: Yeah.

21          DARRELL: Really loud. So they were concerned about it  
22 so they had to shut it off. I mean I don't know if somebody in  
23 engineering that decided to do that would be okay with running it  
24 for a few hours just one time and then shut it back down. I mean  
25 I don't know if that would be an option. I don't, I don't know

1 all the issues you guys are working with. I'm assuming it's  
2 power.

3 CONTROL CENTER: Yeah.

4 DARRELL: Or power issues, so --

5 CONTROL CENTER: Yeah, I don't know. We found something  
6 else but we're just trying to figure it out here, but --

7 DARRELL: Oh.

8 CONTROL CENTER: -- they're, they're kind of talking  
9 about it and -- you know, and a game plan, so -- but we'll let you  
10 know.

11 DARRELL: Okay. Well, I was just curious too if I  
12 should stay here at La Porte station?

13 CONTROL CENTER: I -- yeah (indiscernible).

14 DARRELL: Because the other thing that concerned me too  
15 was when I got here we had a vibration shutdown on that unit 1. I  
16 don't know what caused that. If it could be because of, you know,  
17 just line upset that we had and whatever we were trying to do may  
18 have caused it and if you go to start back up again I don't know  
19 if that'll happen again or not or -- I guess it depends on what  
20 we're going to try to do, so --

21 CONTROL CENTER: Yeah.

22 DARRELL: Okay. Well, I'll --

23 CONTROL CENTER: Yeah, just maybe hang tough there and  
24 then we'll let you know.

25 DARRELL: Yeah, I got other stuff I can do here so I'll

1 just hang tight here and wait to here from you then.

2 CONTROL CENTER: Okay. Right on.

3 DARRELL: All right. Thanks.

4 CONTROL CENTER: Bye.

5 DARRELL: Bye.

6 \* \* \*

7 (Start time: July 26, 2010, 06:47:39)

8 CONTROL CENTER: Control Center.

9 MR. CARTER: Yes, Line 6B. This is Darrell Carter at  
10 Niles station.

11 CONTROL CENTER: Yeah?

12 MR. CARTER: Is this the shift lead?

13 CONTROL CENTER: No.

14 MR. CARTER: I've been working with Tim on Line 6B. Is  
15 he available?

16 CONTROL CENTER: No, Tim's gone --

17 MR. CARTER: He's real, real busy?

18 CONTROL CENTER: Tim's gone home for the day. Greg's  
19 stepped in for him, but he's just on the other line.

20 MR. CARTER: Okay. I'll just wait on Greg.

21 CONTROL CENTER: Yeah, just -- oh, here I'll transfer  
22 you through right now.

23 MR. CARTER: Okay.

24 \* \* \*

25 (Start time: July 26, 2010, 06:47:39)

1 CONTROL CENTER: Control Center, Greg here.

2 MR. CARTER: Hey, Greg. Darrell Carter here.

3 CONTROL CENTER: Hey.

4 MR. CARTER: How you doing? I'm at, I'm at Niles  
5 station, right, and I was wondering -- I had asked Tim is there  
6 anything that I can do? Do you think we can like run the station  
7 for 5 minutes and get the pig moving and then hurry up and  
8 reclose? Or you don't make those decisions?

9 CONTROL CENTER: Yeah, I don't -- I think it's -- yeah,  
10 it's not my decision, but I think it's, I think it's only like 10  
11 minutes out, that pig.

12 MR. CARTER: Yeah, the guy is here. He says his guess  
13 -- best guess estimate is 10 minutes.

14 CONTROL CENTER: (indiscernible)

15 MR. CARTER: I didn't know what was the best thing to  
16 do. You know, I just want to kind of get it through. It's been a  
17 long weekend.

18 CONTROL CENTER: Yeah. I mean I don't think, yeah,  
19 they're going to resort to that just because --

20 MR. CARTER: Okay.

21 CONTROL CENTER: -- it's so close.

22 MR. CARTER: Close, right.

23 CONTROL CENTER: But -- yeah, if they decide -- they're  
24 just still deciding what to do and we'll --

25 MR. CARTER: You got my cell phone number.

1 CONTROL CENTER: Yeah, you're out there. You're going  
2 to be at the station?

3 MR. CARTER: I am here.

4 CONTROL CENTER: Okay. All right.

5 MR. CARTER: I'm at the station right now, so I just was  
6 kind of letting you know that whenever they make a decision. I'm  
7 going to go out there and talk to the pig tracker, so I have to be  
8 reached by my cell phone and my number is up there.

9 CONTROL CENTER: (indiscernible).

10 MR. CARTER: Thank you, Greg.

11 CONTROL CENTER: Thanks Darrell. Talk to you later.  
12 Bye.

13 \* \* \*

14 (Start time: July 26, 2010, 06:49:55)

15 CONTROL CENTER: Brian, how you doing?

16 BRIAN: Good. Good.

17 CONTROL CENTER: Good. Kelly here in the Control  
18 Center.

19 BRIAN: Yes, sir.

20 CONTROL CENTER: We -- we're starting up today.

21 BRIAN: Okay.

22 CONTROL CENTER: Well, we tried earlier here today, but  
23 there was a column separation at Marshall.

24 BRIAN: Okay.

25 CONTROL CENTER: So we started up and we never could get

1 the column back together at, at Marshall there.

2 BRIAN: All right.

3 CONTROL CENTER: So we, we did some digging and it looks  
4 like yesterday on shutdown that the -- you know, we had good  
5 pressure, good pressure, and when they shut down the pressure went  
6 to zero and it's never come back at Marshall.

7 BRIAN: Oh.

8 CONTROL CENTER: And I think you've been there for a  
9 little while, eh, today?

10 BRIAN: Yeah. When I got here the pressure was 4  
11 pounds.

12 CONTROL CENTER: Yeah.

13 BRIAN: And then -- now it's dropped down to zero.

14 CONTROL CENTER: Yeah. I think they -- yeah, when they  
15 were filling it, it went from zero -- it came back up to 4, but --

16 BRIAN: Oh.

17 CONTROL CENTER: -- it never, yeah, it never -- nothing  
18 substantial ever came back there.

19 BRIAN: Okay.

20 CONTROL CENTER: You don't see anything at the station?

21 BRIAN: You mean as far as leaking or anything?

22 CONTROL CENTER: As far as leaking or anything like  
23 that?

24 BRIAN: No. No. I even went around and checked any of  
25 my underground enclosures, you know --

1 CONTROL CENTER: Yeah.

2 BRIAN: -- going to the transmitters and everything  
3 looks really good.

4 CONTROL CENTER: Yeah.

5 BRIAN: So -- yeah, it's, it's weird. What, what are  
6 you guys thinking? That we got a problem on the main line  
7 somewhere?

8 CONTROL CENTER: Well, we're just checking some numbers  
9 here, but initially I guess, yeah, if you've already checked the  
10 station we'll leave it at that.

11 BRIAN: Okay.

12 CONTROL CENTER: We're going to talk to the regional  
13 here (indiscernible) your management, I guess --

14 BRIAN: Oh, okay.

15 CONTROL CENTER: -- as well as ours to decide what --  
16 where to proceed from here.

17 BRIAN: Okay.

18 CONTROL CENTER: And it possibly may involve checking,  
19 checking the line as well, but --

20 BRIAN: Okay.

21 CONTROL CENTER: -- at this point, yeah, as long as  
22 you've checked the station that should be good for now, I guess.

23 BRIAN: Yeah, everything --

24 CONTROL CENTER: Or anything else you can check or  
25 whatever, but --

1           BRIAN: Yeah, I -- everything that I could think of -- I  
2 mean, I went in the pump house, I checked all over everything, and  
3 like I said I even looked in the underground enclosures --

4           CONTROL CENTER: Yeah.

5           BRIAN: -- just to make sure there was nothing leaking  
6 in there.

7           CONTROL CENTER: Yeah.

8           BRIAN: And no, we're good here at Marshall.

9           CONTROL CENTER: Okay. We'll, we'll get back to you if  
10 I guess we need you.

11          BRIAN: Okay.

12          CONTROL CENTER: This is Brian, right?

13          BRIAN: Yes, and I'll be right here at the station.

14          CONTROL CENTER: Awesome. Thanks a lot.

15          BRIAN: Okay.

16          CONTROL CENTER: Bye-bye.

17          BRIAN: Bye.

18                                 \* \* \*

19                 (Start time: July 26, 2010, 06:50:59)

20          RECORDING: Blaine (indiscernible). Record your message  
21 at the tone. When you are finished hang up or press # --

22                                 \* \* \*

23                 (Start time: July 26, 2010, 06:57:26)

24          CONTROL CENTER: Hey.

25          UNIDENTIFIED SPEAKER: Hey. Can you see what time they



1 closed the delivery valve at Stockbridge?

2 CONTROL CENTER: Is there --

3 UNIDENTIFIED SPEAKER: 1459 is when they shut down  
4 there, but I don't know if you get (indiscernible) or what.

5 CONTROL CENTER: I don't -- I haven't -- I don't. I can  
6 try (indiscernible) but that's the only --

7 UNIDENTIFIED SPEAKER: You should be able to find it.

8 CONTROL CENTER: The delivery?

9 UNIDENTIFIED SPEAKER: Yeah, the delivery valve.

10 CONTROL CENTER: Or the, the block valve.

11 UNIDENTIFIED SPEAKER: Well, the block valve would have  
12 already been closed because you're delivering in there.

13 CONTROL CENTER: Oh, right. Yeah.

14 UNIDENTIFIED SPEAKER: It would be the -- yeah, whatever  
15 delivery valve, whatever that valve is.

16 CONTROL CENTER: (indiscernible)

17 UNIDENTIFIED SPEAKER: (indiscernible).

18 CONTROL CENTER: Okay.

19 UNIDENTIFIED SPEAKER: Thanks.

20 \* \* \*

21 (Start time: July 26, 2010, 06:58:59)

22 CONTROL CENTER: Control Center.

23 EVAN: Hello. It's Evan from (indiscernible) calling.

24 CONTROL CENTER: Yeah.

25 EVAN: We're going to be doing some welding at milepost

1 553.

2 CONTROL CENTER: Oh, just one sec. Let me grab a piece  
3 of paper. Oh, actually -- you're talking about Line 3, right?

4 EVAN: That's right.

5 CONTROL CENTER: Hold on one second --

6 \* \* \*

7 (Start time: July 26, 2010, 06:58:59)

8 CONTROL CENTER: Control Center, Greg here.

9 EVAN: Hey, Greg. It's Evan from (indiscernible)  
10 calling.

11 CONTROL CENTER: How's it going Evan?

12 EVAN: Good. You?

13 CONTROL CENTER: Pretty good.

14 EVAN: Right on. We're going to welding at 553 today.

15 CONTROL CENTER: 533. That's (indiscernible), right?

16 EVAN: Yep. That'll be 79.

17 CONTROL CENTER: (indiscernible). And your number,  
18 Evan?

19 EVAN: [REDACTED].

20 CONTROL CENTER: Okay. And you're welding?

21 EVAN: Yeah.

22 CONTROL CENTER: Okay. (indiscernible) here. 354  
23 discharge at Cactus Lake. Okay. We'll have to get her below.  
24 All right. Yeah, I'll just be a minute here. I'll give you a  
25 shout back once we're down.

1 EVAN: Sure. Sounds good.

2 CONTROL CENTER: Actually -- yeah, I'll, I'll call you  
3 once --

4 EVAN: Okay.

5 CONTROL CENTER: -- once we're good. All right?

6 EVAN: Sounds good.

7 CONTROL CENTER: All right.

8 EVAN: Sure. Thanks. Bye.

9 \* \* \*

10 (Start time: July 26, 2010, 07:10:25)

11 CONTROL CENTER: Control Center, Greg here.

12 UNIDENTIFIED SPEAKER: Hey, Greg. It's (indiscernible)  
13 in Enbridge in Calgary. I was just calling about that 6B  
14 shutdown --

15 CONTROL CENTER: Yeah.

16 UNIDENTIFIED SPEAKER: -- see if there's any status  
17 updates on that.

18 CONTROL CENTER: No I don't. Yeah, they're still trying  
19 to figure out --

20 UNIDENTIFIED SPEAKER: Okay.

21 CONTROL CENTER: -- what's wrong.

22 UNIDENTIFIED SPEAKER: Okay. Do you, do you have like  
23 an ETA on when that's going to be coming back up or anything like  
24 that?

25 CONTROL CENTER: No idea. It could be -- if it's only

1 been -- it could be a while or if, if they figure something else  
2 out --

3 UNIDENTIFIED SPEAKER: Okay.

4 CONTROL CENTER: -- it could be an hour or 2 hours. I'm  
5 not too sure.

6 UNIDENTIFIED SPEAKER: Okay. So it's not just, it's not  
7 just like trying to start up another unit?

8 CONTROL CENTER: No.

9 UNIDENTIFIED SPEAKER: Oh, okay.

10 CONTROL CENTER: No. We're just trying to figure out  
11 the problem here.

12 UNIDENTIFIED SPEAKER: Okay. Yeah, because you noticed  
13 that there's a head pressure issue? Does that give you a leak or  
14 they just don't know or is it just because there's that one unit  
15 that -- La Porte?

16 CONTROL CENTER: Well, yeah. That's what we're trying  
17 to investigate as why they're not getting any pressure.

18 UNIDENTIFIED SPEAKER: Okay. (indiscernible).

19 CONTROL CENTER: All right?

20 UNIDENTIFIED SPEAKER: If you can give me a shout back  
21 or -- you know, but if not that'd be great, so --

22 CONTROL CENTER: Yeah.

23 UNIDENTIFIED SPEAKER: Okay. Thanks.

24 CONTROL CENTER: All right.

25 UNIDENTIFIED SPEAKER: Bye.

1 \* \* \*

2 (Start time: July 26, 2010, 07:13:22)

3 CONTROL CENTER: Control Center, Greg here.

4 JIM: Hey, Greg. It's Jim again.

5 CONTROL CENTER: Hey.

6 JIM: Hey. I'm all done with that unit, so if you want

7 to switch back you're more than welcome.

8 CONTROL CENTER: Okay. I probably will.

9 JIM: Okay. Thanks.

10 CONTROL CENTER: Thank you. Bye.

11 JIM: Okay, bye.

12 \* \* \*

13 (Start time: July 26, 2010, 07:13:37)

14 CONTROL CENTER: Control Center.

15 MR. JOBES: Good morning. This is Jackie Jobes.

16 CONTROL CENTER: Yeah.

17 MR. JOBES: We're (indiscernible). We're out at Line 6A

18 this morning at milepost 155. Hopefully, we will complete our

19 cleanup today.

20 CONTROL CENTER: Just doing cleanup? No -- nothing

21 else? Just --

22 MR. JOBES: No, just -- well, we're, we're replacing the

23 topsoil. I guess, I guess you could call it excavation.

24 CONTROL CENTER: Okay. (indiscernible) you see no

25 restrictions?

1 MR. JOBES: No there should not be.

2 CONTROL CENTER: Can I get your phone number?

3 MR. JOBES: Sure. The number is [REDACTED]

4 CONTROL CENTER: All right. I will give you call if  
5 anything happens. You give us a shout when you're done for the  
6 day.

7 MR. JOBES: Okay, sir. Thank you.

8 CONTROL CENTER: Thanks. Bye.

9 \* \* \*

10 (Start time: July 26, 2010, 07:16:15)

11 TOM: Hello.

12 CONTROL CENTER: Hi Tom. How are you doing?

13 TOM: Good. Yourself?

14 CONTROL CENTER: Oh, not too bad. It's Kelly here in  
15 the Control Center calling.

16 TOM: Yeah, Kelly.

17 CONTROL CENTER: So on Line 6B we're having some issues  
18 putting a column back together.

19 TOM: Okay.

20 CONTROL CENTER: I guess I'll give you a little bit of a  
21 rundown of what, what we know so far.

22 TOM: Sure.

23 CONTROL CENTER: So yesterday we shut down in going into  
24 Stockbridge, a scheduled shutdown. And they went to restart the  
25 line here this morning and they started up upstream and when they

1 started up they could only get about 4 pounds at Marshall station.  
2 So we shut down and did some more calculating and it looks like  
3 they -- they calculated about 600 cubes had drained off during the  
4 shutdown. I guess I should also say that we started up going into  
5 Marysville, so we started up going even. We shut down into  
6 Stockbridge, started up going even at Stockbridge all the way to  
7 Marysville.

8 By any means, we started up and -- the second time and  
9 we still couldn't get a column together at Mendon -- or sorry, at  
10 Marshall.

11 TOM: Marshall, huh.

12 CONTROL CENTER: And discharged at Mendon, came up --  
13 yeah, but we couldn't get anything at Marshall so we shut down  
14 again here. There was one of your guys out at -- I think it was  
15 Brian out at Marshall. He's checked everything at the station.  
16 Everything looks fine there. We looked back at pressures on the  
17 shutdown yesterday.

18 TOM: Right.

19 CONTROL CENTER: And it looks like the pressures --  
20 right when we shut down the pumps the pressures at Marshall on the  
21 suction end discharge went to zero, which is a little bit odd I  
22 guess possibly.

23 TOM: Yeah.

24 CONTROL CENTER: So at this point I guess --

25 TOM: That was where?

1 CONTROL CENTER: That was at Marshall.

2 TOM: At Marshall?

3 CONTROL CENTER: Right at Marshall, yeah.

4 TOM: (indiscernible)

5 CONTROL CENTER: Mendon --

6 TOM: Brian, Brian Whittaker checked Marshall, right?

7 CONTROL CENTER: He's looked at Marshall. He said  
8 everything looks good there.

9 TOM: Yeah.

10 CONTROL CENTER: So normally when things go to zero --

11 TOM: Yeah, you check for leaking.

12 CONTROL CENTER: -- suction end discharge you'd be  
13 checking for leaks for sure.

14 TOM: Yeah.

15 CONTROL CENTER: And normally if it goes to zero it's  
16 usually something that happens right at the station.

17 TOM: Right.

18 CONTROL CENTER: All three transmitters went to zero at  
19 exactly the same time.

20 TOM: Right.

21 CONTROL CENTER: But I guess at this point we're kind of  
22 at a loss. We're looking at more numbers here right now.

23 TOM: Okay.

24 CONTROL CENTER: But initially I don't know if you guys  
25 needs to check out some of the pipeline upstream and downstream of



1 Marshall?

2 TOM: I wouldn't think so. I -- you know, if it's right  
3 at Marshall -- you know, it seems like there's something else  
4 going wrong either with the computer or with, with the  
5 instrumentation. And then your lost column and things go haywire,  
6 right?

7 CONTROL CENTER: Yeah. But, I guess --

8 TOM: Yeah, do you want them to check?

9 CONTROL CENTER: Well --

10 TOM: I'm not -- right now I'm not, I'm not convinced.  
11 We haven't had any phone calls. I mean it's perfect weather out  
12 here.

13 CONTROL CENTER: Yeah, (indiscernible).

14 TOM: Someone -- if it's a rupture someone's going to  
15 notice that, you know, and smell it.

16 CONTROL CENTER: Yeah. Yeah, for sure.

17 TOM: So --

18 CONTROL CENTER: Yeah, I guess -- okay. At this point  
19 we'll just keep looking into things here.

20 TOM: Yeah.

21 CONTROL CENTER: Like I said, we were putting in a lot  
22 of oil and not much was coming out, so they, they knew that there  
23 was some, some drained off, so we knew that we were going to have  
24 to pump a little bit more --

25 TOM: Right.

1 CONTROL CENTER: -- to get the column back, but it just  
2 -- it --

3 TOM: It didn't seem, it didn't want to come back.

4 CONTROL CENTER: Yeah, it seemed like it didn't want to  
5 come back.

6 TOM: Where was it going? It was going into --

7 CONTROL CENTER: To Marysville.

8 TOM: It drained off into Marysville didn't it.

9 CONTROL CENTER: So we shut into Stockbridge and they  
10 drained a bit. And if -- then they figure it went downstream of  
11 Stockbridge as well and was drained off a little bit into Sarnia.  
12 So when they, when they started back up, you know, there was kind  
13 of two, two places that were drained off a bit, but -- yeah, it's  
14 still looking like that -- we put in a lot that we should have got  
15 it back so we're just going to -- we're going to check our numbers  
16 here a little bit better.

17 TOM: Okay.

18 CONTROL CENTER: We weren't quite getting the pressure  
19 at Mendon on the discharge --

20 TOM: Right.

21 CONTROL CENTER: -- to completely fill the column at --  
22 to Marshall, I guess. There's a little bit of a hill right there.

23 TOM: Right.

24 CONTROL CENTER: But, but yeah, our thinking was that it  
25 should have filled up downstream because we weren't taking much

1 out. But yeah, we'll do some more digging. I guess --

2 TOM: Yeah, have a look. If you have --

3 CONTROL CENTER: So if we can't, if we can't make sense  
4 of the numbers then, yeah, we may have to give you guys a call  
5 back to --

6 TOM: Yeah, call us back, but --

7 CONTROL CENTER: -- check (indiscernible).

8 TOM: -- I'm okay with you guys ready to go if it looks  
9 like the numbers are fitting.

10 CONTROL CENTER: Yeah. Is Brian an electrician or is he  
11 a --

12 TOM: Yep. Yep.

13 CONTROL CENTER: He is, eh?

14 TOM: Yeah.

15 CONTROL CENTER: Is there any way he can check the  
16 transmitters to see that --

17 TOM: Sure.

18 CONTROL CENTER: -- the --

19 TOM: You want to, you want to give him call and  
20 just --

21 CONTROL CENTER: (indiscernible) the PLC or the  
22 transmitters or --

23 TOM: Yep. Yeah, just give him a call and --

24 CONTROL CENTER: -- (indiscernible) something.

25 TOM: Yeah. You guys call him directly so that I'm not

1 playing middleman and --

2 CONTROL CENTER: Okay. Yeah, no for sure.

3 TOM: -- and just get him to check things out. Tell him  
4 that we're just -- your numbers aren't jiving and things aren't --  
5 we want to double check before we fire up.

6 CONTROL CENTER: Yeah. Yeah, awesome. All right, Tom.

7 TOM: You got, you got my okay to go, but give us a call  
8 if you want us to definitely check.

9 CONTROL CENTER: Yeah.

10 TOM: But we would have, we would have heard something  
11 by now.

12 CONTROL CENTER: Okay. No, it sounds good. So that  
13 whole Marshall area upstream and downstream is pretty populated  
14 then, correct?

15 TOM: Yeah.

16 CONTROL CENTER: Is that right?

17 TOM: Yeah. Well, I wouldn't say populated, but I mean  
18 there's farms --

19 CONTROL CENTER: Yeah.

20 TOM: -- and there's houses and people driving around  
21 all the time, yeah.

22 CONTROL CENTER: All over -- all the time, yeah.

23 TOM: Yes.

24 CONTROL CENTER: Yeah. Okay. No, it sounds good then,  
25 Tom.

1 TOM: All righty?

2 CONTROL CENTER: We might give you call -- if we do  
3 decide to start up again we might give you a call anyways --

4 TOM: Yep.

5 CONTROL CENTER: -- just to double check, but --

6 TOM: No problem. We'll help you out. I'm sitting in  
7 here my office.

8 CONTROL CENTER: Awesome. Thanks, Tom.

9 TOM: Okay. Take care.

10 CONTROL CENTER: Bye.

11 TOM: Bye.

12 \* \* \*

13 (Start time: July 26, 2010, 07:22:28)

14 CONTROL CENTER: Control Center, Kelly speaking.

15 UNIDENTIFIED SPEAKER: Kelly, is Brad there?

16 CONTROL CENTER: Yeah, he's right there.

17 UNIDENTIFIED SPEAKER: Hey -- okay, I found -- they  
18 closed that valve like right after 1459.

19 UNIDENTIFIED SPEAKER: At Stockbridge?

20 UNIDENTIFIED SPEAKER: At Stockbridge.

21 CONTROL CENTER: They started closing it or it was fully  
22 (indiscernible).

23 UNIDENTIFIED SPEAKER: (indiscernible) well,  
24 (indiscernible) in travel when they issued the command.

25 CONTROL CENTER: Yeah.

1 UNIDENTIFIED SPEAKER: And then it looks like that unit  
2 may have went off on Marshall's suction.

3 UNIDENTIFIED SPEAKER: Okay.

4 UNIDENTIFIED SPEAKER: Because -- well, it, it happened  
5 -- the low suction pressure alarm at Marshall and the sequence  
6 all happened at the same time.

7 CONTROL CENTER: Well, was there a -- do you know if  
8 there was a command saying shut off or was it --

9 UNIDENTIFIED SPEAKER: I don't know. Probably --  
10 (indiscernible) and I really don't think that it's commands.

11 UNIDENTIFIED SPEAKER: Yeah, I think --

12 UNIDENTIFIED SPEAKER: Or I guess, yeah, maybe  
13 (indiscernible) one rate.

14 CONTROL CENTER: (indiscernible)

15 UNIDENTIFIED SPEAKER: Yeah, it should be green.

16 UNIDENTIFIED SPEAKER: The green ones (indiscernible).

17 CONTROL CENTER: The green ones, yeah, are commands  
18 usually and it says what console sent the alarm -- or the command  
19 and stuff like that usually.

20 UNIDENTIFIED SPEAKER: Yeah. I didn't (indiscernible).  
21 It should have closed it off. (indiscernible)?

22 CONTROL CENTER: Brad just talked (indiscernible) -- did  
23 you talk to Richard?

24 UNIDENTIFIED SPEAKER: He's not here yet.

25 CONTROL CENTER: Richard's not here yet.

1 UNIDENTIFIED SPEAKER: All right.

2 CONTROL CENTER: Yeah, I don't really -- he didn't give  
3 me a lot (indiscernible) so, I'll (indiscernible) the e-mail and  
4 (indiscernible).

5 UNIDENTIFIED SPEAKER: No, it doesn't show them.

6 CONTROL CENTER: It doesn't show a command?

7 UNIDENTIFIED SPEAKER: No. (indiscernible)

8 CONTROL CENTER: Okay.

9 UNIDENTIFIED SPEAKER: He'll be able to help you. He  
10 knows (indiscernible).

11 CONTROL CENTER: Are you looking at a historical alarm  
12 here or are you looking at commands and --

13 UNIDENTIFIED SPEAKER: I'm looking at historical  
14 (indiscernible).

15 CONTROL CENTER: Okay. Okay.

16 UNIDENTIFIED SPEAKER: Yeah, I've -- I got  
17 (indiscernible) acknowledged, yeah.

18 CONTROL CENTER: Acknowledge should be all.

19 UNIDENTIFIED SPEAKER: (indiscernible)

20 CONTROL CENTER: Because you don't have to acknowledge  
21 those commands. So if you set that one to all it'll go all  
22 commands, all --

23 UNIDENTIFIED SPEAKER: (indiscernible) Oh, yeah, then I  
24 get the white ones (indiscernible).

25 CONTROL CENTER: They're showing up now?

1 UNIDENTIFIED SPEAKER: It kind of looks like it.

2 CONTROL CENTER: Like any set point changes should show  
3 up in green.

4 UNIDENTIFIED SPEAKER: I'm getting the SQs.

5 CONTROL CENTER: We'll see if one of the technical guys  
6 can -- or see --

7 UNIDENTIFIED SPEAKER: Camille --

8 CONTROL CENTER: See if Camille is busy and see if you  
9 can help out and see if you can find another way to find commands.

10 UNIDENTIFIED SPEAKER: Commands. Okay.

11 CONTROL CENTER: All right? Thanks, man.

12 UNIDENTIFIED SPEAKER: (indiscernible)

13 \* \* \*

14 (Start time: July 26, 2010, 07:23:08)

15 CONTROL CENTER: Control Center?

16 ROB: Hello, Line 4?

17 CONTROL CENTER: Yep.

18 ROB: Yeah, it's Rob calling from Glenboro. Just  
19 calling to let you know I'm going to inside the SB for a few  
20 minutes here. I'll give you a call when I'm done.

21 CONTROL CENTER: Sounds good.

22 ROB: Thank you.

23 CONTROL CENTER: Bye.

24 ROB: Bye.

25 \* \* \*



1 (Start time: July 26, 2010, 07:24:41)

2 RICHARD: This is Richard.

3 CONTROL CENTER: Richard.

4 RICHARD: Hey. How's it going?

5 CONTROL CENTER: Good. You?

6 RICHARD: Good.

7 CONTROL CENTER: Are you on your way in?

8 RICHARD: I am.

9 CONTROL CENTER: Okay. We need your help.

10 RICHARD: What's (indiscernible)? What's shaking?

11 CONTROL CENTER: Line 6B we are -- we have a suspected  
12 leak --

13 RICHARD: Okay.

14 CONTROL CENTER: -- around Marshall and we need you to  
15 help us out -- figure out some numbers.

16 RICHARD: Okay. I'm on the train, so --

17 CONTROL CENTER: Right on.

18 RICHARD: Okay.

19 \* \* \*

20 (Start time: July 26, 2010, 07:29:40)

21 CONTROL CENTER: Control Center.

22 ROB: Hey Line 4. It's Rob with Glenboro again.

23 CONTROL CENTER: Yeah.

24 ROB: I was wondering if you could tell me what your  
25 density and flow rate is past Glenboro right now.

1 CONTROL CENTER: I suppose so. Give me a second here.  
2 932 for our density.

3 ROB: Okay. Yep.

4 CONTROL CENTER: Flow rate we're doing 4800.

5 ROB: 4800. Perfect. Is that what you're scheduled to  
6 be doing all day, do you know, or is it --

7 CONTROL CENTER: No. At 7:00 we're speeding up to 5560.

8 ROB: Okay. Perfect. Thank you very much.

9 CONTROL CENTER: Yeah, sounds good.

10 ROB: Oh, and I'm out of the SB too.

11 CONTROL CENTER: Yeah, perfect.

12 ROB: Okay. Thanks. Bye.

13 CONTROL CENTER: Bye.

14 \* \* \*

15 (Start time: July 26, 2010, 07:30:43)

16 CONTROL CENTER: Control Center.

17 UNIDENTIFIED SPEAKER: Hey, how's it going?

18 CONTROL CENTER: Good. How are you?

19 UNIDENTIFIED SPEAKER: Good. You guys aren't running  
20 (indiscernible) tonight?

21 CONTROL CENTER: No.

22 UNIDENTIFIED SPEAKER: No. Okay. What time you  
23 planning to start up?

24 CONTROL CENTER: Not for a while at Edmonton.

25 UNIDENTIFIED SPEAKER: Okay.

1 CONTROL CENTER: In fact (indiscernible) roughly 1400.

2 UNIDENTIFIED SPEAKER: Oh, 1400. Okay.

3 CONTROL CENTER: After lunch or --

4 UNIDENTIFIED SPEAKER: How's the -- was the  
5 (indiscernible) running all weekend?

6 CONTROL CENTER: That I can't tell you. I've been off  
7 for five days, so --

8 UNIDENTIFIED SPEAKER: Okay.

9 CONTROL CENTER: Yeah.

10 UNIDENTIFIED SPEAKER: All right. Well, I just tried to  
11 log in here and I can't get in, so -- okay. All right. We will  
12 talk to you later.

13 CONTROL CENTER: Sounds good.

14 UNIDENTIFIED SPEAKER: Bye-bye.

15 CONTROL CENTER: Have a good one. Bye.

16 UNIDENTIFIED SPEAKER: You too. Bye.

17 \* \* \*

18 (Start time: July 26, 2010, 07:35:18)

19 CONTROL CENTER: Control Center, Greg here.

20 MR. ISAACSON: Hello Greg. It's Roger Isaacson up at  
21 862.

22 CONTROL CENTER: Okay.

23 MR. ISAACSON: We, we got chased out of here by  
24 lightning and we're going to go down to 880 and do a little  
25 cleanup.

1 CONTROL CENTER: Okay (indiscernible) Roger. Which line  
2 are you on, Roger?

3 MR. ISAACSON: Line 3.

4 CONTROL CENTER: Okay. I don't even have you down here.  
5 Did you call in earlier?

6 MR. ISAACSON: Yep. Yeah I did.

7 CONTROL CENTER: Okay. You're at 862?

8 MR. ISAACSON: We were.

9 CONTROL CENTER: Oh, they got you down as Rob.

10 MR. ISAACSON: Oh. No, Roger.

11 CONTROL CENTER: Roger. They must have been half asleep  
12 this morning.

13 MR. ISAACSON: Well, I, I talk funny.

14 CONTROL CENTER: All right. So you're going to 8 --

15 MR. ISAACSON: 880.

16 CONTROL CENTER: All right. Yeah, just give me shout  
17 when you're all done there, Roger.

18 MR. ISAACSON: Yeah, sure will.

19 CONTROL CENTER: All right. Thanks for calling us.

20 Bye.

21 MR. ISAACSON: Yeah, thank you. Bye.

22 \* \* \*

23 (Start time: July 26, 2010, 07:44:29)

24 CONTROL CENTER: Control Center, Kelly speaking.

25 DAVID: Hey, Kelly. (indiscernible) here.

1 CONTROL CENTER: Hey, David.

2 DAVID: Hey. I got an over and short on Line 3.

3 CONTROL CENTER: Okay.

4 DAVID: I'm going from a WCS to our buffer batch shee  
5 (ph.).

6 CONTROL CENTER: Okay.

7 DAVID: And it's 684 over.

8 CONTROL CENTER: Okay. So you're going from a heavy to  
9 a shee?

10 DAVID: Heavy to a shee and from that to the suites.  
11 It's the buffer for the suites.

12 CONTROL CENTER: Okay.

13 DAVID: And this is this modified cut procedure that  
14 we're doing now for suites, so it's CPC +5 at that's where --  
15 that's where she hit.

16 CONTROL CENTER: Okay. So that's -- are they normally  
17 long then?

18 DAVID: Yeah, they're always normally long, yeah.

19 CONTROL CENTER: Okay. So you have to throw in a good  
20 comment there and it should be good.

21 DAVID: Okay.

22 CONTROL CENTER: Thanks (indiscernible)

23 DAVID: You're welcome.

24 CONTROL CENTER: Bye-bye.

25 DAVID: Bye.

1 \* \* \*

2 (Start time: July 26, 2010, 07:50:24)

3 CONTROL CENTER: (indiscernible)?

4 UNIDENTIFIED SPEAKER: Hey.

5 CONTROL CENTER: Hey, it's Jerry here. Hey, I didn't  
6 call you did I?

7 UNIDENTIFIED SPEAKER: (indiscernible)

8 CONTROL CENTER: Oh, sorry about that. Yeah, we're  
9 good.

10 UNIDENTIFIED SPEAKER: Okay. Perfect.

11 CONTROL CENTER: All right.

12 UNIDENTIFIED SPEAKER: I was just about to phone you  
13 anyway.

14 CONTROL CENTER: Okay. Sorry about that, again.

15 UNIDENTIFIED SPEAKER: No problem. Talk to you later.

16 CONTROL CENTER: All right. Bye.

17 UNIDENTIFIED SPEAKER: (indiscernible)

18 \* \* \*

19 (Start time: July 26, 2010, 07:53:53)

20 CONTROL CENTER: Enbridge Pipeline emergency phone. Go  
21 ahead. What's your pipeline emergency?

22 UNIDENTIFIED SPEAKER: Well, I don't have an emergency,  
23 but I have a question.

24 CONTROL CENTER: All righty.

25 UNIDENTIFIED SPEAKER: We received a letter from you

1 saying (indiscernible) the pipeline (indiscernible) located near  
2 your home or business.

3 CONTROL CENTER: Okay.

4 UNIDENTIFIED SPEAKER: We own farmland in Logan and this  
5 is Dewitt County. I don't know of any pipelines that are near us.

6 Why would we have gotten a letter like this? Do you have any  
7 idea?

8 CONTROL CENTER: Oh, it just might be the -- it might  
9 not be through your property. I think it might be in the general  
10 area. What state are you in?

11 UNIDENTIFIED SPEAKER: Illinois. Logan County in the  
12 middle of Illinois, state of Illinois, and Dewitt County adjacent  
13 to us in Logan County.

14 CONTROL CENTER: Okay. Let me just bring up a map here.

15 UNIDENTIFIED SPEAKER: I heard of a pipeline coming in  
16 going south someplace, but I never heard any more about it.

17 CONTROL CENTER: Yeah, we got a pipeline that runs  
18 through Tazewell and Mason County. I think that's -- looks like  
19 the county over from you?

20 UNIDENTIFIED SPEAKER: Yeah, that's -- that's west of  
21 us.

22 CONTROL CENTER: Yeah.

23 UNIDENTIFIED SPEAKER: (indiscernible)

24 CONTROL CENTER: So it just could be because it's --  
25 it's close to you that they do still -- you know, it's within kind

1 of maybe -- Logan County comes within --

2 UNIDENTIFIED SPEAKER: What assessment?

3 CONTROL CENTER: -- probably 10 miles, 5 miles within  
4 out pipelines. So they just sometimes send it out to the whole  
5 general area just --

6 UNIDENTIFIED SPEAKER: I see.

7 CONTROL CENTER: -- just so you know.

8 UNIDENTIFIED SPEAKER: Is there -- do you know if  
9 there's a proposed line going in in central Illinois? It just  
10 seems (indiscernible) one of those lines one time, but I couldn't  
11 make out anything.

12 CONTROL CENTER: Yeah, I believe there -- there is. I  
13 think, yeah, there's -- there's a proposal for it anyways, I  
14 believe, yeah.

15 UNIDENTIFIED SPEAKER: You're located in Houston, right?

16 CONTROL CENTER: No. I'm in Edmonton, Alberta.

17 UNIDENTIFIED SPEAKER: Pardon?

18 CONTROL CENTER: I'm in Edmonton, Alberta.

19 UNIDENTIFIED SPEAKER: Oh, you are?

20 CONTROL CENTER: Yep.

21 UNIDENTIFIED SPEAKER: Oh, okay.

22 CONTROL CENTER: Yeah, it's our control center for the  
23 Enbridge pipelines.

24 UNIDENTIFIED SPEAKER: I see. Okay, well --

25 CONTROL CENTER: So no real emergency, just wondering



1 why you got that piece of paper (indiscernible) that letter?

2 UNIDENTIFIED SPEAKER: Yeah.

3 CONTROL CENTER: All right. Yeah.

4 UNIDENTIFIED SPEAKER: Yeah, and I just wondered that I  
5 -- for some reason I didn't know that a pipeline was close to us.

6 CONTROL CENTER: Yeah.

7 UNIDENTIFIED SPEAKER: Yeah.

8 CONTROL CENTER: Currently it's just -- yeah.

9 UNIDENTIFIED SPEAKER: Yeah.

10 CONTROL CENTER: It's the neighboring county I guess  
11 over from you guys.

12 UNIDENTIFIED SPEAKER: Yeah, it's -- it's west of us.

13 CONTROL CENTER: Yepper.

14 UNIDENTIFIED SPEAKER: Yeah.

15 CONTROL CENTER: This is an emergency line. I better  
16 let you go here.

17 UNIDENTIFIED SPEAKER: Okay. Thank you.

18 CONTROL CENTER: Thank you. Bye-bye.

19 \* \* \*

20 (Start time: July 26, 2010, 07:55:50)

21 CONTROL CENTER: Control Center.

22 UNIDENTIFIED SPEAKER: Good afternoon.

23 CONTROL CENTER: Hi.

24 UNIDENTIFIED SPEAKER: How are you?

25 CONTROL CENTER: Good. How are you?

1 UNIDENTIFIED SPEAKER: Good. Is Camille working today?

2 CONTROL CENTER: He is on Line 1.

3 UNIDENTIFIED SPEAKER: Is he?

4 CONTROL CENTER: Yes.

5 UNIDENTIFIED SPEAKER: Could you by chance transfer me  
6 over there?

7 CONTROL CENTER: [REDACTED] you. Who's this?

8 UNIDENTIFIED SPEAKER: You know who this is. It's your  
9 worse [REDACTED] nightmare. Actually it's [REDACTED], right?

10 CONTROL CENTER: Yeah. You want me to transfer you?

11 UNIDENTIFIED SPEAKER: No. I'll phone direct. I just  
12 don't know what desks people sit at anymore, so I'll just phone  
13 direct.

14 CONTROL CENTER: All right.

15 UNIDENTIFIED SPEAKER: Hey.

16 CONTROL CENTER: Love you.

17 UNIDENTIFIED SPEAKER: Yeah, you too.

18 \* \* \*

19 (Start time: July 26, 2010, 07:58:16)

20 CONTROL CENTER: Enbridge pipeline emergency phone. Go  
21 ahead. What's your pipeline emergency?

22 ALAN: We have a cave in on one of your pipeline  
23 crossings.

24 CONTROL CENTER: Just the ground caving in above it?

25 ALAN: No. The road is caved in.

1 CONTROL CENTER: The road is caved in.

2 ALAN: Yep.

3 CONTROL CENTER: Oh.

4 ALAN: (indiscernible) the crossing once before. The  
5 guys came and fixed it and now we've got (indiscernible) right  
6 beside where they fixed.

7 CONTROL CENTER: Okay. So no oil or anything like that?  
8 Just the ground is caved in, is that correct?

9 ALAN: Yeah. Yeah, I'd say it's a good sized cave in.

10 CONTROL CENTER: Yeah. No, for sure.

11 ALAN: Yeah.

12 CONTROL CENTER: I'm just confirming that there's no oil  
13 -- that's there no oil or anything like that. It's just a cave  
14 in?

15 ALAN: At this point, right.

16 CONTROL CENTER: Yep. So what -- where are you located?

17 ALAN: Its on the south southwest 30 47 17, west of the  
18 4th. It's right at the end -- east of the intersection of  
19 Township Road 474.

20 CONTROL CENTER: Okay. So east of Township --

21 ALAN: Road 474.

22 CONTROL CENTER: 474.

23 ALAN: And Range Road 180. Number 6 pipeline crosses  
24 there (indiscernible) and at the very east crossing. Out of the 6  
25 it's the very east one. And it's approaching the centerline of

1 the road. We've got it barricaded and marked and so and so forth.

2 CONTROL CENTER: Okay. What was your name?

3 ALAN: Alan calling from Camrose County.

4 CONTROL CENTER: Okay. Sir, I don't have the map right  
5 in front of me. Which way from (indiscernible) is that?

6 ALAN: It would be east and north.

7 CONTROL CENTER: East and north (indiscernible).

8 ALAN: Four miles north of 26 on the Willowdale Road.

9 CONTROL CENTER: Okay.

10 ALAN: And then 2 miles east.

11 CONTROL CENTER: All righty. So east of Township Road  
12 474 and Range Road 180?

13 ALAN: Yeah. And it's plain as day. You can see it.  
14 It's barricaded and (indiscernible).

15 CONTROL CENTER: Yeah. Okay I will -- Alan what was  
16 your phone number, your callback number?

17 ALAN: [REDACTED]

18 CONTROL CENTER: [REDACTED]

19 ALAN: That's correct. And I'm on site right now.

20 CONTROL CENTER: All righty. I'll probably have  
21 somebody giving you a call here and (indiscernible).

22 ALAN: Real good.

23 CONTROL CENTER: Thank you very much, Alan.

24 ALAN: Bye-bye.

25 CONTROL CENTER: Bye-bye.

1

\* \* \*

2

(Start time: July 26, 2010, 08:01:12)

3

CONTROL CENTER: Control Center, Kelly here.

4

GREG: Kelly.

5

CONTROL CENTER: Hey.

6

GREG: Yeah, so no he issued the command to stop the  
7 Marshall unit.

8

CONTROL CENTER: He did. When? You're talking about  
9 the time when it went to zero there?

10

GREG: Yeah.

11

CONTROL CENTER: (indiscernible)?

12

GREG: Yeah.

13

CONTROL CENTER: Okay. Okay. Did Brad talk to you  
14 about looking into the -- well, I guess you did look into the  
15 whole shutdown. Was there -- the sequence of (indiscernible)  
16 being shut down was there -- did he shut down ahead of Mendon or  
17 upstream of Mendon quite a bit sooner or was it all kind of all at  
18 once?

19

GREG: Just hold on a sec here.

20

CONTROL CENTER: Okay.

21

GREG: What do they -- have they figured anything out  
22 or --

23

CONTROL CENTER: No. I think they just talked to  
24 Richard (indiscernible).

25

Do you want to get the phone, Brad? The other line?

1 GREG: So 801 Mendon -- turned Mendon off 1458.

2 CONTROL CENTER: Just got to grab the emergency phone  
3 there.

4 GREG: Okay.

5 (caller on hold)

6 CONTROL CENTER: (indiscernible)

7 GREG: Kelly.

8 CONTROL CENTER: Hey, Greg.

9 GREG: Yeah, so it looks like, yeah, he turned  
10 everything off all at once. Niles went off at 1457.

11 CONTROL CENTER: Yeah.

12 GREG: Mendon 1458 and Marshall is like 1458, just  
13 like --

14 CONTROL CENTER: So it's all bang, bang, bang.

15 GREG: Yeah.

16 CONTROL CENTER: Okay. No, that's what we figured just  
17 we thought we'd double check everything. Okay. We'll let the  
18 engineers take a quick look at it here as well. Brad's still  
19 looking at some historicals as well.

20 GREG: Yeah.

21 CONTROL CENTER: We've got to figure out what's going on  
22 here.

23 GREG: Yeah, they closed everything up right away.

24 CONTROL CENTER: Yeah.

25 GREG: So they shouldn't have drained (indiscernible).

1 CONTROL CENTER: I think you were talking about the  
2 shutdown into Sarnia that they were --

3 GREG: Oh, they (indiscernible) yeah.

4 CONTROL CENTER: When they, when they did the  
5 Stockbridge, when they swung into Stockbridge, but they drained  
6 out quite a bit on the shutdown at Sarnia or whatever.

7 GREG: Oh, yeah. Yeah, that's what they always do,  
8 yeah.

9 CONTROL CENTER: Yeah, so they figured it was about 600  
10 and then -- yeah, also the pressure was at zero at Marshall for  
11 some reason when they shut down, so that would have added a little  
12 bit to it. And then -- yeah. So I guess best case we were close  
13 to, to putting the column back together, but we'll let the  
14 engineers take a look, eh.

15 GREG: All right.

16 CONTROL CENTER: Thanks, man.

17 GREG: Bye.

18 \* \* \*

19 (Start time: July 26, 2010, 08:01:28)

20 CONTROL CENTER: Control Center.

21 ROB: Hey, Line 4 it's Rob calling from Glenboro. Sorry  
22 to bother you again.

23 CONTROL CENTER: Yeah.

24 ROB: I was, I was just calling -- you don't have any  
25 pigs coming into Glenboro today do you?

1 CONTROL CENTER: Yeah, we do.

2 ROB: You do, eh? What -- whereabouts is that pig at?

3 CONTROL CENTER: It was just -- the first one was just  
4 launched at 5:37 from Souris.

5 ROB: Oh, okay. So it's -- do you know what the arrival  
6 time is?

7 CONTROL CENTER: No. Like I said they just launched it.

8 ROB: Okay. All right.

9 CONTROL CENTER: (indiscernible) ETA in a couple hours,  
10 but --

11 ROB: Sure. Okay.

12 CONTROL CENTER: I'd have to calculate a new one, but --

13 ROB: Yeah, no problem. Okay. I just wanted to make  
14 sure there wasn't one like just on our doorstep or anything.

15 CONTROL CENTER: No, no not for, for a long time.

16 ROB: Okay. Perfect. Thank you.

17 CONTROL CENTER: No problem. Bye.

18 ROB: Okay. Bye.

19 \* \* \*

20 (Start time: July 26, 2010, 08:01:46)

21 RECORDING: -- and Bridgefield (indiscernible) is not  
22 available.

23 \* \* \*

24 (Start time: July 26, 2010, 08:04:23)

25 DALLAS: Hello?



1 CONTROL CENTER: Hey Dallas?

2 DALLAS: How's it going?

3 CONTROL CENTER: Good. You?

4 DALLAS: Not too bad.

5 CONTROL CENTER: It's Brad in the Control Center.

6 DALLAS: You bet.

7 CONTROL CENTER: Hey, I got a call from Camrose County

8 -- the guy's name Alan -- reporting a large sinkhole on our right

9 of way.

10 DALLAS: Okay.

11 CONTROL CENTER: And you've got a pen?

12 DALLAS: I'm just outside. I'm going to head in. Just

13 hold on one second. Yeah, let me just get in the office and I'll

14 write it down there.

15 CONTROL CENTER: Right on.

16 DALLAS: A large sinkhole. Whereabouts?

17 CONTROL CENTER: It's east of Township 474.

18 DALLAS: Okay.

19 CONTROL CENTER: On Range Road 180.

20 DALLAS: It's probably Line 4 I bet. I'm just thinking

21 because that's the only thing that's had new construction, so --

22 CONTROL CENTER: Right.

23 DALLAS: Is it in the field or is it on the road?

24 CONTROL CENTER: It sounded like -- was it in the field

25 Kelly? Sounds like it's close to the road.

1 DALLAS: Yeah, because it could be (indiscernible).

2 CONTROL CENTER: Right.

3 DALLAS: We've had trouble -- we've had some trouble  
4 with those before.

5 CONTROL CENTER: Oh, okay.

6 DALLAS: Almost there, almost there, buddy.

7 CONTROL CENTER: No problem. (indiscernible) Alan. The  
8 guy is still on site. He -- I guess he had to barricade the road  
9 off, so --

10 DALLAS: Yeah, that's what I was worried about. And  
11 then you've his number I'm sure too, eh?

12 CONTROL CENTER: Yeah.

13 DALLAS: Okay, so go ahead.

14 CONTROL CENTER: It's Alan.

15 DALLAS: Alan.

16 CONTROL CENTER: [REDACTED]

17 DALLAS: Okay.

18 CONTROL CENTER: [REDACTED]

19 DALLAS: Okay. Alan, and he's with the county of  
20 Camrose?

21 CONTROL CENTER: Camrose. Camrose County, yeah.

22 DALLAS: Camrose County. Okay. And then can you give  
23 me that location again?

24 CONTROL CENTER: I got the coordinates here too.

25 DALLAS: I'll take (indiscernible). I'll take --

1 CONTROL CENTER: South southwest 30 40 37 17.

2 DALLAS: Yep.

3 CONTROL CENTER: West of the 4th.

4 DALLAS: Okay.

5 CONTROL CENTER: Then he says it's east of Township 474.

6 DALLAS: Township Road 474.

7 CONTROL CENTER: Yeah, and Range Road 180.

8 DALLAS: Range Road 180. Okay. I'll give him a call  
9 right now.

10 CONTROL CENTER: Thanks, Dallas.

11 DALLAS: Yeah (indiscernible).

12 CONTROL CENTER: If there's any questions give me a  
13 shout back.

14 DALLAS: I will. Bye.

15 \* \* \*

16 (Start time: July 26, 2010, 08:04:23)

17 UNIDENTIFIED SPEAKER: Yes, sir.

18 CONTROL CENTER: (indiscernible)

19 UNIDENTIFIED SPEAKER: Hey, Kelly.

20 CONTROL CENTER: Sorry to bug you.

21 UNIDENTIFIED SPEAKER: No problem.

22 \* \* \*

23 (Start time: July 26, 2010, 08:07:02)

24 CONTROL CENTER: Control Center, Greg here.

25 DON: Hey it's Greg, it's Don. How you doing?

1 CONTROL CENTER: Oh, not bad. You?

2 DON: What's going on with that 6B yet?

3 CONTROL CENTER: It's still down.

4 DON: It's still down?

5 CONTROL CENTER: Yeah, the engineers are looking at it  
6 doing some analysis and stuff and --

7 DON: Okay.

8 CONTROL CENTER: Still -- yeah.

9 DON: So it's not -- they don't think it's a leak or  
10 anything? It's just --

11 CONTROL CENTER: Well, no they haven't ruled that out.

12 DON: Okay.

13 CONTROL CENTER: It still may be --

14 DON: Have we got the helicopter out flying or what?

15 CONTROL CENTER: I'm not too sure. I, I don't think  
16 it's gone that far yet.

17 DON: Okay. Yeah, because the helicopter is not that far  
18 away. It's in Sarnia, so --

19 CONTROL CENTER: Oh, okay.

20 DON: We could be there in an hour or so.

21 CONTROL CENTER: Okay.

22 DON: All right. Sounds good.

23 CONTROL CENTER: Right on. Thanks, Don.

24 DON: All right. Bye.

25 \* \* \*

1 (Start time: July 26, 2010, 08:09:01)

2 CONTROL CENTER: Control Center.

3 DAN: Hey, this is Dan (indiscernible).

4 CONTROL CENTER: How's it going?

5 DAN: Good. I'm at out at milepost 1.83 on Line 14.

6 CONTROL CENTER: Yeah?

7 DAN: And I would like to reroute one of the network

8 cables, so you'll lose status for a minute.

9 CONTROL CENTER: Just on that milepost?

10 DAN: Yeah, just that at 1.8.

11 CONTROL CENTER: Okay.

12 DAN: If you can hang on it'll only take me a minute to

13 reload it and you'll see a fail or a timeout and maybe not even

14 that if I go fast enough.

15 CONTROL CENTER: Sounds good. And you can actually just

16 give me a call back when you're done. I'll watch for it.

17 DAN: Well, I'm already halfway done (indiscernible).

18 CONTROL CENTER: Okay.

19 DAN: If you don't want to hang on --

20 CONTROL CENTER: When then -- then I'll just hang on.

21 Yep, no problem.

22 DAN: And that should be it. You should have

23 communication reestablished, should be good to go.

24 CONTROL CENTER: Sounds good. Didn't even see anything.

25 DAN: All right. All right. Back to you later then.

1 CONTROL CENTER: Yeah. Have a good one.

2 DAN: Okay. Bye.

3 \* \* \*

4 (Start time: July 26, 2010, 08:17:18)

5 CONTROL CENTER: Enbridge emergency line. How can I  
6 help you?

7 UNIDENTIFIED SPEAKER: Sorry. I've got the wrong  
8 number.

9 CONTROL CENTER: Oh, okay.

10 \* \* \*

11 (Start time: July 26, 2010, 08:17:52)

12 CONTROL CENTER: Enbridge pipeline emergency phone. Go  
13 ahead. What's your pipeline emergency?

14 MR. TREACHUR: Yes. This is Chris Treachur. I work for  
15 Consumers Energy and I'm in Marshall. There's oil getting into  
16 the creek and I believe it's from your pipeline.

17 CONTROL CENTER: Okay.

18 MR. TREACHUR: I mean there's a lot. We're getting,  
19 we're getting like 20 gas leak calls and everything. So I found  
20 -- do you know where the address was of that creek oil? I'm  
21 trying to remember that, but anyway it's between 27 and 16 mile.  
22 We're trying to walk your line and see if we can find where it's  
23 broke.

24 CONTROL CENTER: Okay.

25 MR. TREACHUR: But it's -- I mean, there's, there's a

1 [REDACTED] pile of it. That creek is black.

2 CONTROL CENTER: Okay, so --

3 MR. TREACHUR: It's running.

4 CONTROL CENTER: Yeah. Your name is Chris Treachur?

5 MR. TREACHUR: Treachur, yeah.

6 CONTROL CENTER: So where, where are you exactly  
7 located?

8 MR. TREACHUR: I am -- right now I'm on 27 south of  
9 Division. Do you have local people here?

10 CONTROL CENTER: We do, yeah.

11 MR. TREACHUR: Okay.

12 CONTROL CENTER: I'm just going to grab a bunch of --  
13 information from you. What's your callback number, Chris?

14 MR. TREACHUR: [REDACTED]

15 CONTROL CENTER: 9932?

16 MR. TREACHUR: Yep.

17 CONTROL CENTER: Okay. So which way from Marshall are  
18 you?

19 MR. TREACHUR: What's that?

20 CONTROL CENTER: Which way from Marshall are you  
21 exactly?

22 MR. TREACHUR: Oh, south.

23 CONTROL CENTER: South of Marshall?

24 MR. TREACHUR: Yeah. It is -- kind of like Marshall's  
25 on the edge, but the south edge.

1 CONTROL CENTER: Okay. I'm just going to bring up a map  
2 to find out exactly where you are. So you said you by Division  
3 Drive?

4 MR. TREACHUR: Old 27 and Division.

5 CONTROL CENTER: Okay.

6 MR. TREACHUR: They might call it South Kalamazoo. It's  
7 a little way up.

8 CONTROL CENTER: Yeah, I see that. Yeah, South  
9 Kalamazoo. Okay. We're isolating everything on our pipeline here  
10 and we're going to get our guys to -- I'll be giving our guys,  
11 local guys to call to check that out.

12 MR. TREACHUR: Okay. I will --

13 CONTROL CENTER: So you said we got --

14 MR. TREACHUR: Oh yeah, by this one house I was at -- I  
15 don't have the address -- I was there a minute ago. I was trying  
16 to find your number.

17 CONTROL CENTER: Yeah.

18 MR. TREACHUR: There's a creek right there behind this  
19 house and this is pumping black.

20 CONTROL CENTER: Okay. And that would be south of where  
21 you're at?

22 MR. TREACHUR: That would be west of where I'm at.

23 CONTROL CENTER: West of where you're at. Yeah, okay.  
24 That's what I see on the map here. It looks like --

25 MR. TREACHUR: Does it show the Michigan Gas utilities



1 station there?

2 CONTROL CENTER: Pardon me? Sorry?

3 MR. TREACHUR: Does it show the Michigan Gas utilities?

4 They have a pump station right there on Division Road?

5 CONTROL CENTER: I don't, I don't see that --

6 MR. TREACHUR: Okay.

7 CONTROL CENTER: -- on my maps.

8 MR. TREACHUR: (indiscernible) that's the worst smell  
9 there, but I can't get access.

10 CONTROL CENTER: Okay. I'm going to actually give our  
11 guys in the field a call.

12 MR. TREACHUR: Okay.

13 CONTROL CENTER: And they'll, they'll be in contact with  
14 you.

15 MR. TREACHUR: Okay.

16 CONTROL CENTER: If that's all right with you. So  
17 that's your, that's your contact -- your cell phone number then?

18 MR. TREACHUR: Yes. Yep, yeah.

19 CONTROL CENTER: Okay. And you're with who? You're  
20 with --

21 MR. TREACHUR: Consumers Energy.

22 CONTROL CENTER: Consumers. Okay. Thanks Chris. And  
23 somebody from our company will be in contact with you here  
24 shortly.

25 MR. TREACHUR: Okay. Thanks.

1 CONTROL CENTER: Thank you very much.

2 \* \* \*

3 (Start time: July 26, 2010, 08:20:50)

4 MR. FRIDEL: Tom Fridel.

5 CONTROL CENTER: Hi Tom. It's Kelly here in the Control  
6 Center again.

7 MR. FRIDEL: Hi Kelly. How are you doing now?

8 CONTROL CENTER: Not better. We just got a --

9 MR. FRIDEL: Not better. Okay.

10 CONTROL CENTER: We just got a call from Chris Treachur  
11 with Consumers Energy --

12 MR. FRIDEL: Okay.

13 CONTROL CENTER: -- on the emergency line.

14 MR. FRIDEL: All right.

15 CONTROL CENTER: I guess they've been getting a whole  
16 bunch of calls in the area.

17 MR. FRIDEL: All right.

18 CONTROL CENTER: South of Marshall.

19 MR. FRIDEL: South of Marshall.

20 CONTROL CENTER: He said that he's -- yeah, about 2  
21 miles south of Marshall at -- I think it's Highway 27 and Division  
22 Road.

23 MR. FRIDEL: Okay.

24 CONTROL CENTER: Or Division Drive.

25 MR. FRIDEL: All right.

1 CONTROL CENTER: There is oil on the ground.

2 MR. FRIDEL: Okay.

3 CONTROL CENTER: There's a creek I guess that runs --

4 MR. FRIDEL: Division, Division Drive?

5 CONTROL CENTER: Division Drive or Division Road, yeah.

6 MR. FRIDEL: Division Drive.

7 CONTROL CENTER: And 27. It was also called South  
8 Kalamazoo Ave. I think it kind of changes names there, but it's  
9 either/or there.

10 MR. FRIDEL: Okay. Not good, I guess.

11 CONTROL CENTER: Not good. And it's also in one of the  
12 creeks.

13 MR. FRIDEL: Does it sound like it's our event?

14 CONTROL CENTER: It sounds like it.

15 MR. FRIDEL: Okay. All right.

16 CONTROL CENTER: He was also asking if there's another  
17 -- about another pipeline that was in the area. I don't have that  
18 on my maps.

19 MR. FRIDEL: Yeah, there is.

20 CONTROL CENTER: But, yeah, at this point I'd have to  
21 think it could be us for sure, so --

22 MR. FRIDEL: Okay.

23 CONTROL CENTER: We're currently isolating all around  
24 that as much as we can and I'm not sure if there's hand valves as  
25 well --

1 MR. FRIDEL: Okay.

2 CONTROL CENTER: -- that we can better isolate.

3 MR. FRIDEL: Right.

4 CONTROL CENTER: But I guess I'll leave that up to -- to  
5 your field guys there.

6 MR. FRIDEL: So do you have a milepost approximately?

7 CONTROL CENTER: Marshall is 607 and we are about a mile  
8 -- where he was was about a mile away (indiscernible) --

9 MR. FRIDEL: Up or down?

10 CONTROL CENTER: Downstream.

11 MR. FRIDEL: 608, 609?

12 CONTROL CENTER: 608, 609 roughly, yeah.

13 MR. FRIDEL: Okay. Okay. Let me get on the phone here  
14 and I'll get POM out there right away here. And we'll, we'll get  
15 back to you here shortly.

16 CONTROL CENTER: Okay. Thanks, Tom.

17 MR. FRIDEL: Okay. Keep isolating and see what you can  
18 do on that.

19 CONTROL CENTER: Yeah, oh for sure.

20 MR. FRIDEL: Thank you.

21 CONTROL CENTER: And if you need us to do anything let  
22 us as know as well.

23 MR. FRIDEL: You bet, Kelly.

24 CONTROL CENTER: Bye-bye.

25 (Start time: July 26, 2010, 08:21:24

1 CONTROL CENTER: Control Center.

2 UNIDENTIFIED SPEAKER: Line 4?

3 CONTROL CENTER: Yeah.

4 UNIDENTIFIED SPEAKER: Yeah, this is (indiscernible) at  
5 Hardisty here.

6 CONTROL CENTER: Yeah.

7 UNIDENTIFIED SPEAKER: Who do I have today?

8 CONTROL CENTER: Justin.

9 UNIDENTIFIED SPEAKER: Justin, how you doing? I just  
10 wanted to check on, are you reading the upstream densitometer --  
11 site there at milepost 100?

12 CONTROL CENTER: Milepost 100, no that's, that's -- just  
13 a second. Let me, let me bring that up.

14 UNIDENTIFIED SPEAKER: Yeah, because there were some  
15 reports of it not communicating with -

16 CONTROL CENTER: No, it's, it's been out for a while.  
17 Actually, milepost 100 is in and out all the time. It says remote  
18 PLC failed.

19 UNIDENTIFIED SPEAKER: It does, eh?

20 CONTROL CENTER: Yeah.

21 UNIDENTIFIED SPEAKER: Currently right now?

22 CONTROL CENTER: Yeah.

23 UNIDENTIFIED SPEAKER: Okay. Is that the only alarm  
24 that's coming from that site right now?

25 CONTROL CENTER: Just a sec. Milepost 100 M340 remote

1 PLC failed for 5 minutes. PLC 20 network address mod bus +20.

2 UNIDENTIFIED SPEAKER: Okay.

3 CONTROL CENTER: And then there's MP 100 remote PLC  
4 power supply failed.

5 UNIDENTIFIED SPEAKER: Okay. That's what it's showing  
6 right now, eh?

7 CONTROL CENTER: Yeah.

8 UNIDENTIFIED SPEAKER: Okay. Are you reading any  
9 density value from there at all?

10 CONTROL CENTER: Milepost 100?

11 UNIDENTIFIED SPEAKER: Yeah.

12 CONTROL CENTER: I don't really use that densitometer.  
13 The only one I use is -- I use the one at --

14 UNIDENTIFIED SPEAKER: 107?

15 CONTROL CENTER: Downstream.

16 UNIDENTIFIED SPEAKER: Yeah, at 107?

17 CONTROL CENTER: (indiscernible) yeah.

18 UNIDENTIFIED SPEAKER: Okay. Because I was wondering --  
19 like you, you don't actually read those values then currently then  
20 from that location?

21 CONTROL CENTER: No I don't. Just one second.

22 Hey (indiscernible) can you guys see the milepost 100  
23 densitometer?

24 Okay. Yeah, no we don't really use that one.

25 UNIDENTIFIED SPEAKER: Okay. Yeah, because the only --

1 as far as I know the only density -- value that's coming from that  
2 site is for Line 4.

3 CONTROL CENTER: Yeah.

4 UNIDENTIFIED SPEAKER: And then -- and right now you're  
5 currently not reading that as part of your, your -- day-to-day  
6 type of thing?

7 CONTROL CENTER: Yeah. No, not -- I think that -- I  
8 don't know if it is or not, but that might be -- or have something  
9 to do with that new densitometer they put in there.

10 UNIDENTIFIED SPEAKER: Yeah, it's -- it's supposedly --  
11 I don't know. We're not sure on the site here if that's actually  
12 in service or not right now.

13 CONTROL CENTER: Yeah -- no, we don't use it, so --

14 UNIDENTIFIED SPEAKER: Okay. I'll start checking with  
15 the engineers whoever put it in to see where it's at because right  
16 now we don't even know if it's in service locally ourselves here.

17 CONTROL CENTER: Oh, okay.

18 UNIDENTIFIED SPEAKER: So -- yeah, but I noticed that we  
19 are reading a value, upstream value, but I think that might be  
20 coming from that upstream densitometer site and not the, not the  
21 one we're currently talking about here.

22 CONTROL CENTER: Oh, okay.

23 UNIDENTIFIED SPEAKER: But are you getting just an  
24 upstream site value right now?

25 CONTROL CENTER: Yeah, the regular ones that we use

1 upstream in the station are working fine.

2 UNIDENTIFIED SPEAKER: Okay. You're seeing those, eh?

3 CONTROL CENTER: Yeah, absolutely.

4 UNIDENTIFIED SPEAKER: Okay. Good enough. Then I'll  
5 talk to you later. We'll see if we can cure what the heck is  
6 happening there on that.

7 CONTROL CENTER: Perfect.

8 UNIDENTIFIED SPEAKER: Okay.

9 CONTROL CENTER: Thank you.

10 UNIDENTIFIED SPEAKER: All right. Bye-bye.

11 \* \* \*

12 (Start time: July 26, 2010, 08:26:08)

13 CONTROL CENTER: Hey.

14 UNIDENTIFIED SPEAKER: Hey, Greg?

15 CONTROL CENTER: Yeah.

16 UNIDENTIFIED SPEAKER: If you have communications to 620  
17 there as well give those, give those a close as well.

18 CONTROL CENTER: 20?

19 UNIDENTIFIED SPEAKER: 620, yeah.

20 CONTROL CENTER: Okay.

21 UNIDENTIFIED SPEAKER: And it doesn't hurt to close 661  
22 as well.

23 CONTROL CENTER: The other one's (indiscernible)  
24 communication.

25 UNIDENTIFIED SPEAKER: Okay. Yeah --



1 CONTROL CENTER: (indiscernible)

2 UNIDENTIFIED SPEAKER: -- because we're not sure. It  
3 could be, it could be as far as milepost 610. We're not 100  
4 percent sure, so --

5 CONTROL CENTER: Okay.

6 UNIDENTIFIED SPEAKER: (indiscernible)

7 CONTROL CENTER: Yeah, it wouldn't hurt to close that  
8 valve. It wouldn't hurt that valve.

9 UNIDENTIFIED SPEAKER: Yeah. If they're going to  
10 check out the area around Marshall it's not a priority to get that  
11 one closed, but, yeah, if there's somebody that can go check it  
12 out, maybe a Stockbridge guy or something like that?

13 CONTROL CENTER: All right.

14 UNIDENTIFIED SPEAKER: All right? Thanks.

15 CONTROL CENTER: Bye-bye.

16 \* \* \*

17 (Start time: July 26, 2010, 08:27:50)

18 RECORDING: You've reached the voice-mail of Elwin  
19 Jackson with Enbridge Pipelines. I will be out of the office  
20 until Monday, August the 9th. For mainline scheduling concerns  
21 please contact Jennifer Giggy (ph.) at area code [REDACTED]

22 \* \* \*

23 (Start time: July 26, 2010, 08:28:35)

24 RECORDING: You have reached the desk of Jennifer Giggy  
25 at Enbridge Pipelines. I'm currently on the other line or away

1 from my desk. Please leave a message and I will return your call  
2 as soon as possible. Thanks for calling and have a great day.

3 CONTROL CENTER: Hi, Jennifer. It's Brad Ashcroft from  
4 the Control Center. Give me a call. We have a problem on Line  
5 6B, a suspected leak, and it's been down for a few hours. Give me  
6 a shout and I'll give you an update. Thanks. Bye.

7 (Start time: July 26, 2010, 08:29:50)

8 RECORDING: -- the office of Tom --

9 (Start time: July 26, 2010, 08:30:31)

10 CONTROL CENTER: Hey, Rich. It's Brad.

11 RICH: Hey, Brad. What time did we try starting up  
12 yesterday or this morning I mean?

13 CONTROL CENTER: The first time 1:00, second time 4:20;  
14 but we have a leak (indiscernible).

15 RICH: Pardon?

16 (Start time: July 26, 2010, 08:30:51)

17 CONTROL CENTER: Control Center.

18 SHANE: Hi there. How you doing?

19 CONTROL CENTER: Pretty good. You?

20 SHANE: Good. Shane in Hardisty.

21 CONTROL CENTER: Yeah.

22 SHANE: I'm just looking for a flow rate and a density  
23 today.

24 CONTROL CENTER: Currently density is 928 and the flow  
25 rate is -- we're doing about 5600.

1 SHANE: 5600.

2 CONTROL CENTER: Yeah.

3 SHANE: All right. Thank you, sir.

4 CONTROL CENTER: Thanks. Bye.

5 SHANE: All right, bye.

6 \* \* \*

7 (Start time: July 26, 2010, 08:31:24)

8 CONTROL CENTER: -- from the public.

9 UNIDENTIFIED SPEAKER: Okay.

10 CONTROL CENTER: So we've gone into suspected leak mode.

11 UNIDENTIFIED SPEAKER: Okay. What -- have you -- do we  
12 have any more information on that?

13 CONTROL CENTER: On the call?

14 UNIDENTIFIED SPEAKER: Yeah.

15 CONTROL CENTER: Or -- yeah, it's downstream of  
16 Marshall. We're just putting all this together here, but  
17 downstream of Marshall there is oil on the ground. Consumers'  
18 pipeline's on site I guess. They were getting calls from the  
19 public, but we weren't, so --

20 UNIDENTIFIED SPEAKER: Okay.

21 CONTROL CENTER: Okay?

22 UNIDENTIFIED SPEAKER: Thanks.

23 CONTROL CENTER: (indiscernible)

24 UNIDENTIFIED SPEAKER: Bye.

25 CONTROL CENTER: Bye.

1 (Start time: July 26, 2010, 08:31:24)

2 RECORDING: -- voice message system. [REDACTED] is  
3 not available. At the tone please record your message. When  
4 you've finished recording you may hang up or press 1 for more  
5 options. To leave a callback number press 5.

6 CONTROL CENTER: Hi, Tom. It's Kelly calling here. I'm  
7 not sure that I gave you the contact's name from Consumers Energy.  
8 It's Chris Treachur and his phone number -- he's actually on site  
9 right now. His phone number is [REDACTED]. Give us a call back  
10 here if you need any more information. The number for us is [REDACTED]  
11 [REDACTED] Thanks Tom.

12 \* \* \*

13 (Start time: July 26, 2010, 08:32:35)

14 RECORDING: -- the office of Tom Fridel. I'm presently  
15 unavailable to take your call. Please leave a message after the  
16 tone or press 0 for personal assistance. Thank you.

17 Record your message at the tone. When you are finished  
18 hang up or hold for more options.

19 CONTROL CENTER: Hi, Tom. It's Kelly here in the  
20 Control Center again. I don't believe that I gave you the contact  
21 for Consumers Energy's phone number and his name. I think I just  
22 gave you where he was at. The phone number -- sorry, his name is  
23 Chris Treachur and his phone number is [REDACTED]. You can give  
24 us a call back in the Control Center if you need any more  
25 information. The number is [REDACTED] Thanks, Tom.

1 \* \* \*

2 (Start time: July 26, 2010, 08:33:47)

3 CONTROL CENTER: Enbridge Pipeline emergency phone. Go  
4 ahead. What's your pipeline emergency?

5 UNIDENTIFIED SPEAKER: Oh. I didn't call pipeline  
6 emergency. I thought I was just calling Enbridge for a gas bill.

7 CONTROL CENTER: No. No, sorry this is just our  
8 Enbridge dedicated emergency line.

9 UNIDENTIFIED SPEAKER: Okay. All right.

10 CONTROL CENTER: Thanks.

11 UNIDENTIFIED SPEAKER: Bye.

12 \* \* \*

13 (Start time: July 26, 2010, 08:34:13)

14 KARIM: Superior desk, Karim (ph.) speaking.

15 CONTROL CENTER: Hey, Karim. It's Brad.

16 KARIM: Hey, Brad. How are you?

17 CONTROL CENTER: I need the Griffith desk.

18 KARIM: The Griffith desk, yeah, for sure. Hold on one  
19 second --

20 CONTROL CENTER: Thanks --

21 KARIM: -- and I will get them on the horn.

22 CONTROL CENTER: Thanks a lot.

23 KARIM: No problem.

24 (caller on hold)

25 DAVE: Dave speaking.

1 CONTROL CENTER: Dave, it's Brad in the Control Center.

2 How are you?

3 DAVE: Good. How are you doing?

4 CONTROL CENTER: Good. I had tried to call Jennifer.

5 Oh, you know what? Who's the pipeline scheduler for 6 -- Line 6B?

6 DAVE: It's Ken Lee.

7 CONTROL CENTER: Ken Lee?

8 DAVE: Here hold on. Ken what's your extension? It's

9 Brad from the Control Center. [REDACTED]?

10 Yes, 3408 if you're looking to get a hold of him.

11 CONTROL CENTER: I'll give him a shout.

12 DAVE: Right on.

13 CONTROL CENTER: Thanks.

14 DAVE: No problem.

15 \* \* \*

16 (Start time: July 26, 2010, 08:35:44)

17 KEN: (indiscernible)

18 CONTROL CENTER: Hey, Ken. It's Brad in the Control

19 Center. How are you?

20 KEN: Not too bad. How are you?

21 CONTROL CENTER: Good. Hey, we have a suspected leak  
22 downstream of Marshall on Line 6B.

23 KEN: Okay.

24 CONTROL CENTER: Guys are responding. There is oil on  
25 the ground and we suspect it could be us, so we'll keep you

1 updated, but 6B is going to stay down for a while.

2 KEN: That's not good. How long do you think?

3 CONTROL CENTER: We'll have to find out what the field  
4 sees.

5 KEN: Okay.

6 CONTROL CENTER: Okay?

7 KEN: So it's, it's -- just let me write this down.  
8 I'll have to let (indiscernible) and them know. Leak -- after  
9 Marshall?

10 CONTROL CENTER: Yeah, downstream of Marshall, yeah.

11 KEN: Okay. Okay I will let her know and then I guess  
12 we'll have to slow -- or slow down 6A again.

13 CONTROL CENTER: Yeah, and --

14 KEN: (indiscernible)

15 CONTROL CENTER: -- it was scheduled to start up at  
16 1:00. They started up for an hour. They had to shut down then  
17 they -- so they pumped about an hour and a half from 1:00.

18 KEN: Yeah.

19 CONTROL CENTER: And then -- it's not looking good right  
20 now, but we'll see what the field finds.

21 KEN: Okay. Sounds good. If you could keep me updated  
22 that would be awesome.

23 CONTROL CENTER: (indiscernible)

24 KEN: Okay. Cool.

25 CONTROL CENTER: Thanks Ken.

1 KEN: Talk to you later. Bye.

2 CONTROL CENTER: Bye.

3 \* \* \*

4 (Start time: July 26, 2010, 08:36:58)

5 CONTROL CENTER: Control Center, Greg here.

6 UNIDENTIFIED SPEAKER: Hey, Greg. Is this Line 6?

7 CONTROL CENTER: Yeah.

8 UNIDENTIFIED SPEAKER: Okay, buddy. We just had two  
9 gentlemen walk out -- at milepost 608 walk out of the woods and  
10 say there is oil on the ground. We're, we're going to verify it  
11 right now. We're about less than a half a mile away, but two guys  
12 -- yeah, you can really smell it, so I don't know -- is it running  
13 right now, Greg?

14 CONTROL CENTER: No, no. We're shut down. We're  
15 sectionalized and isolated.

16 UNIDENTIFIED SPEAKER: Okay. That's -- I just wanted to  
17 double check. Mr. Ben Camp will be in touch with you, but we just  
18 had two guys from a different utility walk out and said they seen  
19 it going down a creek and they could smell it and all of the  
20 above.

21 CONTROL CENTER: Okay. What -- yeah. (indiscernible)

22 UNIDENTIFIED SPEAKER: So that's, that's where we're at  
23 buddy. We'll update you as soon as we -- we're about here now.  
24 We got to walk probably about a quarter mile and we'll give you an  
25 update.



1 CONTROL CENTER: (indiscernible) Thank you.

2 UNIDENTIFIED SPEAKER: Okay. Bye --

3 CONTROL CENTER: Bye.

4 \* \* \*

5 (Start time: July 26, 2010, 08:37:30)

6 CONTROL CENTER: Control Center.

7 JEFF: Hey Justin. It's Jeff with a pig 1 update.

8 CONTROL CENTER: Perfect.

9 JEFF: Milepost 655 at 0733.

10 CONTROL CENTER: 655 at 7:33?

11 JEFF: Yep.

12 CONTROL CENTER: Perfect.

13 JEFF: Thanks, man.

14 CONTROL CENTER: Yeah, thank you.

15 JEFF: All right.

16 CONTROL CENTER: Bye.

17 \* \* \*

18 (Start time: July 26, 2010, 08:37:32)

19 CONTROL CENTER: Enbridge Pipeline emergency phone. Go  
20 ahead. What's your pipeline emergency?

21 FRED: Hey, how's it going? Who's this?

22 CONTROL CENTER: It's Kelly.

23 FRED: Hey, Kelly. This is Fred Hickman in Houston.

24 I'm just changing one of our (indiscernible) at one of our remote  
25 sites.

1 CONTROL CENTER: Okay.

2 FRED: I just wanted to make sure the option works. And  
3 where -- are you located in Canada?

4 CONTROL CENTER: We are, yeah, Edmonton.

5 FRED: Okay. Thanks a lot.

6 CONTROL CENTER: All right. Thank you. Bye-bye.

7 FRED: Bye.

8 \* \* \*

9 (Start time: July 26, 2010, 08:37:45)

10 CONTROL CENTER: Control Center, Brad here.

11 HELEN: Hi Brad. This is Helen from (indiscernible).  
12 How are you?

13 CONTROL CENTER: Hi Helen.

14 HELEN: I just have a few questions. I saw FN00 queued  
15 up. Do you know who is operating TFN (ph.)?

16 CONTROL CENTER: Operating who?

17 HELEN: The tank farm Flanagan?

18 CONTROL CENTER: Oh, Flanagan. Okay, yeah. 8125.

19 HELEN: 8125. I appreciate it. Thank you.

20 CONTROL CENTER: Okay.

21 \* \* \*

22 (Start time: July 26, 2010, 08:38:17)

23 CONTROL CENTER: Control Center, Greg here.

24 PETE: Greg, this is Pete down in Vesper.

25 CONTROL CENTER: Hi Pete.

1           PETE: Did you ever find out anything about that pig?

2           CONTROL CENTER: No. I don't -- yeah, no one called me  
3 or anything.

4           PETE: Oh. So I take it there's nothing going on?

5           CONTROL CENTER: No. No.

6           PETE: All right.

7           CONTROL CENTER: All right?

8           PETE: Thank you much.

9           CONTROL CENTER: All right (indiscernible).

10          PETE: You bet.

11   \* \* \*

12   (Start time: July 26, 2010, 08:39:46)

13          CONTROL CENTER: Control Center, Brad here.

14          DALLAS: Hey, Brad. How's it going?

15          CONTROL CENTER: Good.

16          DALLAS: Right on. Hey, this is Dallas calling from  
17 Edmonton pipeline maintenance.

18          CONTROL CENTER: Yes, Dallas.

19          DALLAS: Hey, I just wanted to send an e-mail out on  
20 that reported road cave in.

21          CONTROL CENTER: Okay.

22          DALLAS: And I was just wondering what address to put on  
23 (indiscernible).

24          CONTROL CENTER: Oh, for our e-mail?

25          DALLAS: Yeah, for you guys.

1 CONTROL CENTER: ccoshiftlead.

2 DALLAS: Yeah, right. That's what it was. I was going  
3 to ECC -- it's been a while I guess. CCO --

4 CONTROL CENTER: No doubt.

5 DALLAS: Yeah, ccoshiftlead. There it is. Just  
6 ccoshiftlead?

7 CONTROL CENTER: Yeah.

8 DALLAS: Okay. Right on, man.

9 CONTROL CENTER: Thanks.

10 DALLAS: I'll talk to you later.

11 CONTROL CENTER: See you, Dallas.

12 \* \* \*

13 (Start time: July 26, 2010, 08:41:25)

14 CONTROL CENTER: Control Center, Greg here.

15 MR. CAMP: Hi Greg. This is Ben Camp, Marshall POM.

16 CONTROL CENTER: Hey.

17 MR. CAMP: Marshall, Michigan we have confirmed oil on  
18 the ground.

19 CONTROL CENTER: Okay. I can -- I guess I'll let you  
20 talk to the shift leads there, Ben.

21 MR. CAMP: Okay.

22 CONTROL CENTER: Just hold on a sec.

23 \* \* \*

24 (Start time: July 26, 2010, 08:41:26)

25 CONTROL CENTER: Control Center, Kelly here.

1 GREG: Kelly.

2 CONTROL CENTER: Hey, Greg.

3 GREG: Hey, I got the Marshall PM guy here on the line.

4 CONTROL CENTER: Okay. Yeah, I'll talk to him. Thanks.

5 \* \* \*

6 (Start time: July 26, 2010, 08:43:24)

7 CONTROL CENTER: Control Center, Kelly here.

8 GREG: Kelly.

9 CONTROL CENTER: Hey, Greg.

10 GREG: Hey, I got the Marshall PM guy here on the line.

11 CONTROL CENTER: Okay. Yeah, I'll talk to him. Thanks.

12 Hello. Go ahead for Kelly here.

13 MR. CAMP: Yeah, this is Ben Camp, Marshall POM, stand-  
14 in supervisor for Rusty Smith. We are --

15 CONTROL CENTER: Ben --

16 MR. CAMP: What's that?

17 CONTROL CENTER: You said this is Ben?

18 MR. CAMP: Yeah, this is Ben Camp, yep.

19 CONTROL CENTER: Okay, sorry.

20 MR. CAMP: Yep.

21 CONTROL CENTER: Thanks.

22 MR. CAMP: We have confirmed oil on the ground.

23 CONTROL CENTER: Yeah. Okay. And it's definitely  
24 coming from us?

25 MR. CAMP: I don't know that for sure. It's in

1 (indiscernible). The only other line I think that's in the right  
2 of way if gas.

3 CONTROL CENTER: Okay. Vector I think might be pretty  
4 close to there, I think. I'm not sure if this --

5 MR. CAMP: We have, we have Vector pipeline that's  
6 within our right of way and then also we have a Michigan Gas  
7 utilities line running at a 45-degree angle.

8 CONTROL CENTER: Okay. And that's gas you said?

9 MR. CAMP: Yep.

10 CONTROL CENTER: Okay.

11 MR. CAMP: We are a quarter to a half mile downstream of  
12 Marshall station.

13 CONTROL CENTER: Okay. One quarter to half mile.

14 MR. CAMP: I'm out on site right now otherwise I'd give  
15 you drag numbers and all.

16 CONTROL CENTER: Yeah -- no, that's fine. Yeah, so I  
17 just -- I talked to Tom there, but I didn't give him a contact for  
18 the Consumers Energy guy. I don't know if you need it. You're on  
19 site there anyways, but --

20 MR. CAMP: They're here. We talked to them. We made  
21 them stay back --

22 CONTROL CENTER: Oh, you've talked to them.

23 MR. CAMP: -- because they didn't have FR on, so --

24 CONTROL CENTER: Okay. Excellent. I guess we've  
25 isolated -- we've isolated two up and two down of -- of Marshall

1 station.

2 MR. CAMP: Okay.

3 CONTROL CENTER: And I'm not sure if there's any hand  
4 valves or anything like that, but we've close all that we can  
5 close there. Is there anything else you need from us at this  
6 point or --

7 MR. CAMP: No, not as far as I know.

8 CONTROL CENTER: Okay. I guess give us a call back if  
9 you need anything more from us.

10 MR. CAMP: Okay. Thank you.

11 CONTROL CENTER: Thank you very much there, Ben.

12 MR. CAMP: Bye.

13 CONTROL CENTER: Bye-bye.

14 \* \* \*

15 (Start time: July 26, 2010, 08:43:59)

16 CONTROL CENTER: Enbridge Pipeline's emergency line.

17 HELEN: It's not an emergency. I just need to find  
18 someone (indiscernible) Flanagan tank farm.

19 CONTROL CENTER: The Flanagan tank farm regarding what?

20 HELEN: It's regarding their (indiscernible) system.

21 CONTROL CENTER: Who is this?

22 HELEN: This is Helen from (indiscernible).

23 CONTROL CENTER: Helen you're on the emergency line.

24 HELEN: Yeah, I, I couldn't find anyone. I got a  
25 number. It's 2606 and --

1 CONTROL CENTER: Are, are you trying to talk to someone  
2 that runs the tank farm or out at the tank farm?

3 HELEN: Out at the tank farm.

4 CONTROL CENTER: And -- okay, so you talked to the  
5 operator? I gave you the number [REDACTED]

6 HELEN: Oh, you gave me --

7 CONTROL CENTER: [REDACTED]. They run the -- they should  
8 be able to give you a gauger's number or something.

9 HELEN: No I didn't get anyone. It's -- (indiscernible)  
10 you know the name of anyone there? Because when I dial that it  
11 just goes to the machine and asked me to, to put in  
12 (indiscernible) number.

13 CONTROL CENTER: Where, where are you?

14 HELEN: I'm (indiscernible).

15 CONTROL CENTER: Well, call the operator [REDACTED]. [REDACTED]-  
16 [REDACTED].

17 HELEN: Okay.

18 CONTROL CENTER: They'll be able to get you a number.  
19 Okay? Thanks. Bye.

20 HELEN: Okay. Bye.

21 CONTROL CENTER: Enbridge Pipeline emergency line. Go  
22 ahead with your emergency.

23 \* \* \*

24 (Start time: July 26, 2010, 08:46:10)

25 CONTROL CENTER: Enbridge Pipeline's emergency line.



1 CHRIS: Hello. Chris at Gopher State with an emergency.

2 CONTROL CENTER: Okay. Hold on a second, Chris. Okay.

3 Where is it located?

4 CHRIS: Grand Rapids Township.

5 CONTROL CENTER: Grand Rapids. Okay. And what's the  
6 ticket number?

7 CHRIS: The ticket number -- your name was?

8 CONTROL CENTER: Brad.

9 CHRIS: Okay. Thanks Brad. The ticket number  
10 100361666.

11 CONTROL CENTER: Okay. And what's the work type?

12 CHRIS: Emergency repair of septic tank at 11:30 a.m.  
13 today, the 26th.

14 CONTROL CENTER: 11:33 you said?

15 CHRIS: Nope. 11:30 a.m. today the 26th.

16 CONTROL CENTER: What time is it there now?

17 CHRIS: It's 10:44.

18 CONTROL CENTER: 10:44. What have I got -- one second.

19 So 10:44 --

20 CHRIS: Work's in 45 minutes.

21 CONTROL CENTER: And the address?

22 CHRIS: 902 20th Street, Northwest.

23 CONTROL CENTER: Okay. And contact phone?

24 CHRIS: Jim Kelly.

25 CONTROL CENTER: Okay. Phone number?

1 CHRIS: [REDACTED]

2 CONTROL CENTER: Okay.

3 CHRIS: That's the cell for Jim Kelly. Do you wish to  
4 get a landline?

5 CONTROL CENTER: If you got one there, sure.

6 CHRIS: [REDACTED]

7 CONTROL CENTER: That's home or is that --

8 CHRIS: I don't know. I would suspect that would be the  
9 office phone number.

10 CONTROL CENTER: Okay. Who's doing the work?

11 CHRIS: Lease Landscaping and Jim Kelly is with [REDACTED]  
12 [REDACTED].

13 CONTROL CENTER: How do you spell Lease?

14 CHRIS: [REDACTED]

15 CONTROL CENTER: Okay. Just making sure.

16 CHRIS: Okay.

17 CONTROL CENTER: Okay. I think I got everything I need  
18 to get somebody there.

19 CHRIS: All righty.

20 CONTROL CENTER: Thanks.

21 CHRIS: Bye.

22 CONTROL CENTER: Goodbye.

23 \* \* \*

24 (Start time: July 26, 2010, 08:49:12)

25 CONTROL CENTER: Hey.

1           TRACEY: Hey, it's Tracey at Edmonton. I don't know if  
2 you can check this or not, but your line filled for the -- an SH  
3 batch that was pumped last night.

4           CONTROL CENTER: Okay.

5           TRACEY: Does everything look cool there? Because I am  
6 showing that it should be a hundred cubes less. He grabbed his  
7 tank gauge before the SOB (ph.) stopped moving.

8           CONTROL CENTER: Okay.

9           TRACEY: So his closing should be -- he should have  
10 pumped 100 cubes less than what he put into the CMT.

11          CONTROL CENTER: Oh, okay.

12          TRACEY: So I'm just wondering if everything looks cool  
13 on your end or --

14          CONTROL CENTER: Yeah, like that's -- you're talking  
15 from last night?

16          TRACEY: Yeah.

17          CONTROL CENTER: Yeah, there's not over and shorts or --

18          TRACEY: Because my tank is at 113 cubes and I just kind  
19 of was hunting around and that's what happened. Like, he grabbed  
20 his closing gauge before the SOB stopped moving.

21          CONTROL CENTER: Yeah.

22          TRACEY: And if he had let it, you know, go for another  
23 couple minutes it would have went -- it would have settled out a  
24 hundred cubes higher than what he grabbed it at.

25          CONTROL CENTER: Oh, okay.

1 TRACEY: And it's a dead tank now, so I don't know --

2 CONTROL CENTER: So you want to go back and -- well, I  
3 guess it doesn't matter. You -- unless you changed the batch  
4 time, right? You can't. It's -- is that what you're saying?  
5 Like you want to change the -- everything looks fine here.

6 TRACEY: Yeah, it -- like whatever -- hmm. Because I  
7 don't -- like I could change the closing gauge. That would put my  
8 tank farm in balance, but then it might throw you off.

9 CONTROL CENTER: Yeah, I'd just have to rerun between  
10 the time that you changed it and then set everything, right?

11 TRACEY: Yeah.

12 CONTROL CENTER: Yeah.

13 TRACEY: Okay. So maybe I'll do that. I'll go in and  
14 I'll put the closing gauge that should be. So it would be on the  
15 SH 971 batch.

16 CONTROL CENTER: What, what time did it happen at  
17 though?

18 TRACEY: It closed at 5 minutes after midnight.

19 CONTROL CENTER: So 00 --

20 TRACEY: 0005, yeah.

21 CONTROL CENTER: On the 25th -- so (indiscernible) run  
22 back from 2300 to 7:00.

23 TRACEY: Okay. I'll do the same.

24 CONTROL CENTER: And if you -- once you change out and  
25 you summarize -- oh, no wait. Today's the 26th -- or the 26th,

1 right?

2 TRACEY: Six, yeah. So I'll summarize back from 2300  
3 till 7 and we'll see -- and then I don't know. You can run  
4 whatever you --

5 CONTROL CENTER: At 2300 on the 25th?

6 TRACEY: Yeah.

7 CONTROL CENTER: Till -- yeah.

8 TRACEY: Till 7.

9 CONTROL CENTER: If you do that, change that and then  
10 I'll, I'll re-summarize and then we'll see how that goes.

11 TRACEY: Hopefully it works. Okay, I'm done summarizing  
12 so --

13 CONTROL CENTER: Okay.

14 TRACEY: -- you can go ahead and see what happens, I  
15 guess.

16 CONTROL CENTER: All right.

17 TRACEY: I didn't know if it would throw you off or --

18 CONTROL CENTER: Well, as long as I rerun back --

19 TRACEY: Um-hum.

20 CONTROL CENTER: -- and -- and accept the changes and --  
21 and that puts everything back into line right.

22 TRACEY: Oh, okay. That's what -- that's exactly what  
23 he did. He just grabbed it before the SOB quit moving.

24 CONTROL CENTER: (indiscernible)

25 TRACEY: And we've got such a delay now on our tank

1 readings.

2 CONTROL CENTER: Yeah.

3 TRACEY: Like it can delay up to like 9 minutes before  
4 you actually see what's going on.

5 CONTROL CENTER: That's (indiscernible).

6 TRACEY: Kind of a pain.

7 CONTROL CENTER: Especially on stuff like Line 4 when  
8 you're flying (indiscernible).

9 TRACEY: I know. Yeah, when you're doing like 5700  
10 cubes an hour it's like geez.

11 CONTROL CENTER: Yeah.

12 TRACEY: Okay. So my tank farm's in balance now.

13 CONTROL CENTER: Yeah, and it just sends -- it sends me  
14 a note and I replace my, my tracks and then we're done.

15 TRACEY: And we're looking okay you think or --

16 CONTROL CENTER: Yeah. Everything's fine here. Like I  
17 said --

18 TRACEY: Yaay.

19 CONTROL CENTER: -- as long as I go back and accept the  
20 change it's not a big deal.

21 TRACEY: Okay cool.

22 CONTROL CENTER: Perfect.

23 TRACEY: Okay. Thanks a lot, man.

24 CONTROL CENTER: No problem.

25 TRACEY: Talk to you later.

1 CONTROL CENTER: Yeah, bye.

2 TRACEY: Bye.

3 \* \* \*

4 (Start time: July 26, 2010, 08:49:19)

5 TIM: Good morning Enbridge.

6 CONTROL CENTER: Hello Tim?

7 TIM: Yes, sir.

8 CONTROL CENTER: Hey, it's Brad in the Control Center.

9 How are you?

10 TIM: I'm pretty good. I'm guessing you got an  
11 emergency one call ticket, eh?

12 CONTROL CENTER: I did. You get it too?

13 TIM: Yeah. Well, he left a message when I was on the  
14 phone and I just got down talking to Chris at Gopher State and he  
15 said he had left it with you, so --

16 CONTROL CENTER: Okay. So you got all the info you  
17 need?

18 TIM: I believe I do. It's the same ticket isn't it?  
19 100361666?

20 CONTROL CENTER: Yes.

21 TIM: Yep, I've got her.

22 CONTROL CENTER: Thanks a lot, Tim.

23 TIM: All right. Thanks for the call, Brad.

24 CONTROL CENTER: Yeah. Take care, bye.

25 TIM: All right. Bye.

1 \* \* \*

2 (Start time: July 26, 2010, 08:49:57)

3 CONTROL CENTER: Enbridge Pipeline emergency phone. Go  
4 ahead with your pipeline emergency.

5 UNIDENTIFIED SPEAKER: Oh, I'm sorry. I thought I'm  
6 calling the Ontario (indiscernible).

7 CONTROL CENTER: No. This is Enbridge Pipeline.

8 UNIDENTIFIED SPEAKER: (indiscernible) have the number  
9 please for them?

10 CONTROL CENTER: [REDACTED]--

11 UNIDENTIFIED SPEAKER: Yeah, [REDACTED]

12 CONTROL CENTER: -- [REDACTED] --

13 UNIDENTIFIED SPEAKER: [REDACTED].

14 CONTROL CENTER: -- [REDACTED].

15 UNIDENTIFIED SPEAKER: [REDACTED]. Thank you very much.

16 CONTROL CENTER: Thanks.

17 \* \* \*

18 (Start time: July 26, 2010, 08:50:13)

19 CONTROL CENTER: Control Center.

20 PETER: Yes, Line 4 please.

21 CONTROL CENTER: Yeah, speaking.

22 PETER: Yeah, this is Peter (indiscernible).

23 CONTROL CENTER: Yeah.

24 PETER: I'm out doing rounds so I'm going to be in the  
25 line for ESB for a few minutes and I'll call you when I'm done.



1 CONTROL CENTER: Sounds good.

2 PETER: Okay. Thanks.

3 CONTROL CENTER: No problem.

4 PETER: Bye.

5 CONTROL CENTER: Bye.

6 \* \* \*

7 (Start time: July 26, 2010, 08:54:02)

8 CONTROL CENTER: Hi Tom. It's Kelly here in the Control  
9 Center. Sorry to bug you. I'm sure you're pretty busy right now,  
10 but --

11 TOM: Not a problem, Kelly.

12 CONTROL CENTER: We just talked to Ben.

13 TOM: Oh, you did?

14 CONTROL CENTER: (indiscernible) yeah. He just gave us  
15 call. He said -- he confirmed that there is oil on the ground.

16 TOM: Okay.

17 CONTROL CENTER: And he said it's about a quarter mile  
18 to a half mile downstream of Marshall station. And we just let  
19 him know that, yeah, we've isolated all that we can in that area.

20 TOM: Okay.

21 CONTROL CENTER: And if he -- there may be some manual  
22 valves closer to the site that he might be able to close, but,  
23 yeah, he's confirmed that there is oil on the ground and he's --  
24 he said that the only other pipelines that he knows of in the area  
25 are gas lines.

1 TOM: Great.

2 CONTROL CENTER: So it's safe to assume that it's  
3 probably us at this point.

4 TOM: Yeah.

5 CONTROL CENTER: As far as notifying the police did you  
6 want us to do that or --

7 TOM: Yeah, please.

8 CONTROL CENTER: Okay. We'll notify --

9 TOM: Go through your protocol.

10 CONTROL CENTER: Yeah.

11 TOM: I'll let Enbridge management know. Leon's on top  
12 of it. He's going to let Sonia know. We could -- you guys better  
13 plan to be down at least, at least two days here.

14 CONTROL CENTER: Yeah, no for sure.

15 TOM: So you'd better talk to schedulers and let them  
16 know all that.

17 CONTROL CENTER: Yeah, they're, they're notified.

18 TOM: (indiscernible) Well, we'll get in touch with  
19 Integrity public relations and Compliance, they'll deal with the  
20 regulatory people and --

21 CONTROL CENTER: Okay.

22 TOM: -- and I guess also Environment -- we'll get in  
23 touch with them. So if you could do the police at your end --

24 CONTROL CENTER: Oh yeah. For sure, yeah.

25 TOM: -- button it up. Tell everybody the sound of it

1 my gut feel is we're going to be down for 48 hours at least.

2 CONTROL CENTER: Yeah. No, for sure.

3 TOM: Because if we're in water it's not that easy. You  
4 know what I mean?

5 CONTROL CENTER: No for sure.

6 TOM: Okay. And we'll, we'll get in touch with Ben --  
7 you got my cell phone there?

8 CONTROL CENTER: I do here. I just want to make sure --  
9 I'll make sure it's the right one.

10 TOM: Yeah.

11 CONTROL CENTER: I left you a message on it I'm pretty  
12 sure.

13 TOM: Yep, yep you did.

14 CONTROL CENTER: Okay. So yeah, I got your cell phone  
15 number then, yeah.

16 TOM: Yeah.

17 CONTROL CENTER: [REDACTED] --

18 TOM: So I'll be incident commander for today and then  
19 Bill, Bill Bardo (ph.) will probably be at night and we'll be  
20 giving e-mail updates to the Control Center. And if you see  
21 anybody we missed just forward them on.

22 CONTROL CENTER: Sounds good. So you'll be sending it  
23 to (indiscernible) shift lead then?

24 TOM: Sure.

25 CONTROL CENTER: That'll get to us and then we'll --

1 yeah, we'll send it off to whoever --

2 TOM: Yeah.

3 CONTROL CENTER: -- whoever we normally notify, so.

4 TOM: You bet.

5 CONTROL CENTER: Okay. Thanks Tom. If you need  
6 anything else from us --

7 TOM: Thanks a lot. I'm sure you guys do your dumps and  
8 make sure you do your reports because Leon already asked me did,  
9 did we pump into an open pipe and I said no, but we, we did have  
10 some trouble with startup.

11 CONTROL CENTER: Yeah, no for sure.

12 TOM: So make sure you do all your research and get your  
13 homework done so you got all your evidence there.

14 CONTROL CENTER: Yeah, we're working on it.

15 TOM: Because obviously it, it will be investigated.  
16 And don't, don't take that personal, guys.

17 CONTROL CENTER: No, no for sure.

18 TOM: That's just the way, the way our business is. And  
19 we got to make sure we got our bases covered or --

20 CONTROL CENTER: For sure.

21 TOM: -- if we didn't we'll learn from our error, that's  
22 all.

23 CONTROL CENTER: Yeah. No, for sure.

24 TOM: Okay?

25 CONTROL CENTER: Thank you very much there, Tom.

1 TOM: Thanks Kelly. Take care, man.

2 CONTROL CENTER: Bye-bye.

3 \* \* \*

4 (Start time: July 26, 2010, 08:57:10)

5 CONTROL CENTER: Control Center, Greg here.

6 AMAR: Hi Greg. It's Amar calling from Line 6B. I'm  
7 just phoning to say I'm taking over from Bob. I understand the  
8 Line's shut down and -- but we're going to stay out here.

9 CONTROL CENTER: Okay.

10 AMAR: -- just in case we get something going, so --

11 CONTROL CENTER: Yeah, it'll probably be down for a  
12 while.

13 AMAR: It will be down for a while? Like --

14 CONTROL CENTER: Yeah, we -- they found --

15 AMAR: -- for hours and hours?

16 CONTROL CENTER: Well, they found oil on the ground,  
17 so --

18 AMAR: They found oil on the ground?

19 CONTROL CENTER: Yeah.

20 AMAR: Oh. Okay.

21 CONTROL CENTER: So --

22 AMAR: Do you know where?

23 CONTROL CENTER: It's downstream of Marshall, I think.

24 AMAR: Downstream of Marshall. Okay.

25 CONTROL CENTER: So --

1 AMAR: So no point in us staying out here then, eh?

2 CONTROL CENTER: Not really no. If -- how far you guys  
3 -- yeah, chances are it'll be a -- like 12 hours or today. It's  
4 probably --

5 AMAR: Okay.

6 CONTROL CENTER: -- maybe even longer.

7 AMAR: Sure. Sure. Okay. Thanks a lot, Greg.

8 CONTROL CENTER: Yeah, if anything changes I'll give you  
9 a shout.

10 AMAR: Sure. You can't start that line up if we're not  
11 up here --

12 CONTROL CENTER: So --

13 AMAR: -- because there's a pig --

14 CONTROL CENTER: Yeah.

15 AMAR: -- just upstream at Niles.

16 CONTROL CENTER: How far upstream?

17 AMAR: No, just upstream.

18 CONTROL CENTER: Like about 10 minutes?

19 AMAR: Like probably 10 minutes, yeah.

20 CONTROL CENTER: Okay.

21 AMAR: Just so you know.

22 CONTROL CENTER: That's the first one?

23 AMAR: Yeah, that's the first one. And -- now that  
24 station's all -- I believe is all bypassed and isolated?

25 CONTROL CENTER: Yeah.

1           AMAR: Okay. So it wouldn't be a big panic, but don't  
2 change that and -- because you might have a shift change before  
3 you fire up.

4           CONTROL CENTER: Yeah -- no, I'll make a note of that.

5           AMAR: Sure. Sure. Yeah, okay.

6           CONTROL CENTER: All right?

7           AMAR: Okay. Thanks, Greg.

8           CONTROL CENTER: And then if anything changes we'll give  
9 you a shout.

10          AMAR: Sure. You got my number there?

11          CONTROL CENTER: Yeah.

12          AMAR: [REDACTED]

13          CONTROL CENTER: Yeah.

14          AMAR: Perfect. Okay. Thanks, Greg.

15          CONTROL CENTER: All right. Thanks, Amar. Bye.

16                                   \* \* \*

17                   (Start time: July 26, 2010, 08:58:56)

18          CONTROL CENTER: Enbridge Pipeline's emergency line.

19          UNIDENTIFIED SPEAKER: I'm sorry. I have the wrong  
20 number.

21          CONTROL CENTER: Oh, okay.

22          UNIDENTIFIED SPEAKER: Goodbye.

23          CONTROL CENTER: Thanks, bye.

24                                   \* \* \*

25                   (Start time: July 26, 2010, 08:59:27)

1 CONTROL CENTER: Control Center.

2 CURT: Yeah. It's Curt at Owen station.

3 CONTROL CENTER: Yeah?

4 CURT: I (indiscernible) out here. I reset that. It  
5 went down on an incomplete sequence. I'd like to try and start it  
6 to see what the deal is.

7 CONTROL CENTER: Oh, you must be talking -- what Line?

8 CURT: Line 6.

9 CONTROL CENTER: Line 6?

10 CURT: Yeah.

11 CONTROL CENTER: Just one sec. He's just on the phone.  
12 Would you mind holding for a minute?

13 CURT: Yeah, I'll hold.

14 CONTROL CENTER: Okay. Sounds good.

15 (Caller on hold)

16 CONTROL CENTER: Control Center.

17 CURT: Yeah, it's Curt at -- on Line 6.

18 CONTROL CENTER: Yeah --

19 CURT: He said that unit 4 was locked out, eh?

20 CONTROL CENTER: He's still, he's still on the other  
21 line there.

22 CURT: Oh.

23 CONTROL CENTER: It must have re-rang. Why don't you  
24 give him a call back in a couple minutes?

25 CURT: Yeah, I'll do that. Thanks.



1 CONTROL CENTER: Because he's -- it looks like it's  
2 something important or something, so --

3 CURT: All right.

4 CONTROL CENTER: Okay. Thanks, bye.

5 \* \* \*

6 (Start time: July 26, 2010, 09:01:31)

7 CONTROL CENTER: Control Center.

8 PETE: Yeah, this is Pete (indiscernible). I'm all done  
9 in here.

10 CONTROL CENTER: Sounds good.

11 PETE: Okay. Thanks.

12 CONTROL CENTER: Thanks.

13 PETE: Bye.

14 \* \* \*

15 (Start time: July 26, 2010, 09:06:50)

16 CONTROL CENTER: Enbridge Pipeline's emergency line.

17 UNIDENTIFIED SPEAKER: Yes, sir. I work for Empire  
18 District Electric and I'm looking for somebody that takes care of  
19 the pipeline at Buffalo, Missouri.

20 CONTROL CENTER: What's it regarding?

21 UNIDENTIFIED SPEAKER: We got a meter there and when we  
22 have trouble with the phone line we usually call somebody and they  
23 take care of it. And I just need a contact number for whoever  
24 looks at them telephone lines.

25 CONTROL CENTER: Okay. Buffalo, New York

1 UNIDENTIFIED SPEAKER: No. Buffalo, Missouri.

2 CONTROL CENTER: Buffalo, Missouri.

3 UNIDENTIFIED SPEAKER: Um-hum.

4 CONTROL CENTER: Do you -- you don't have a contact name  
5 or --

6 UNIDENTIFIED SPEAKER: No. And I didn't know if you  
7 could help me or not.

8 CONTROL CENTER: I might be able to. (indiscernible)  
9 Buffalo station -- so you want our -- like usually our field  
10 personnel lets you in or something like that?

11 UNIDENTIFIED SPEAKER: Yes.

12 CONTROL CENTER: Oh, okay. One second.

13 UNIDENTIFIED SPEAKER: We usually have a guy that goes  
14 out -- what happens is we call a meter and get all the information  
15 off of it.

16 CONTROL CENTER: Right.

17 UNIDENTIFIED SPEAKER: And when we call it now we get a  
18 recording and something's happened or --

19 CONTROL CENTER: Okay. I'm going to -- hold on a  
20 second. I'll get you a number. I got to put the phone down for a  
21 sec. Okay?

22 UNIDENTIFIED SPEAKER: No problem.

23 CONTROL CENTER: Okay. I got a number here. His name  
24 is Richard.

25 UNIDENTIFIED SPEAKER: Uh-huh.

1 CONTROL CENTER: [REDACTED].

2 UNIDENTIFIED SPEAKER: [REDACTED] what?

3 CONTROL CENTER: [REDACTED].

4 UNIDENTIFIED SPEAKER: [REDACTED].

5 CONTROL CENTER: Yes.

6 UNIDENTIFIED SPEAKER: Okay. I appreciate your help.

7 CONTROL CENTER: Thanks a lot, bye.

8 \* \* \*

9 (Start time: July 26, 2010, 09:07:08)

10 CONTROL CENTER: Did anybody page SCADA support?

11 Thank you.

12 \* \* \*

13 (Start time: July 26, 2010, 09:08:03)

14 HELEN: Hello, Helen speaking.

15 CONTROL CENTER: Helen, did they give you a number when  
16 they paged?

17 HELEN: Well, it just shows a 5221. There's no person  
18 answering. It's just -- you know, tell you press 1 for pipeline,  
19 press 2 for tank farm --

20 CONTROL CENTER: Oh, that's weird.

21 HELEN: -- press 3 for you. Yeah --

22 CONTROL CENTER: That might have come from the  
23 Clearbrook terminal, the guys out at Clearbrook terminal?

24 HELEN: Clearbrook I just -- oh, well it's working now.  
25 I rebooted for them.

1 CONTROL CENTER: Oh, okay.

2 HELEN: And I called the local guy, asked him to look  
3 and everything is normal now.

4 CONTROL CENTER: Okay. There you go.

5 HELEN: Okay.

6 CONTROL CENTER: Thanks.

7 HELEN: All right, thank you. Bye.

8 \* \* \*

9 (Start time: July 26, 2010, 09:10:10)

10 CONTROL CENTER: -- desk, Brad speaking.

11 JUSTIN: Hey, Brad. How's it going?

12 CONTROL CENTER: Good. How you doing?

13 JUSTIN: Pretty good. It's Justin here at Line 4.

14 CONTROL CENTER: Hey.

15 JUSTIN: I just had a quick question.

16 CONTROL CENTER: Yep.

17 JUSTIN: You're, you're looking after Line 4, right?

18 CONTROL CENTER: Yep.

19 JUSTIN: Okay. For Clearbrook we have a delivery  
20 injection scheduled later. I don't know how -- like  
21 (indiscernible) on the volumes, but if -- is it possible that may  
22 be less (indiscernible) to inject (indiscernible)?

23 CONTROL CENTER: Like short, like --

24 JUSTIN: Yeah.

25 CONTROL CENTER: I don't know. That's not my call to

1 make, but isn't it -- so you're talking about -- you're at  
2 Clearbrook, right?

3 JUSTIN: Like, it -- don't you guys schedule the  
4 volumes?

5 CONTROL CENTER: The pipeline schedulers do that.

6 JUSTIN: Oh, okay.

7 CONTROL CENTER: Yeah.

8 JUSTIN: Yeah, sorry.

9 CONTROL CENTER: That's no problem. But I can look into  
10 it and -- for you if you'd like.

11 JUSTIN: Or even if you could forward me. I don't know  
12 their number.

13 CONTROL CENTER: Yeah, so what (indiscernible) -- I see  
14 what you're saying here.

15 JUSTIN: Yeah, because what it works out to is if I try  
16 and match them up -- if I can't match them up I got to slow down  
17 my whole line.

18 CONTROL CENTER: Yeah, it's, it's going to shut down  
19 Clearbrook and Superior.

20 JUSTIN: No -- well, no because the injection's more  
21 right, so -- so we try and match them up so we don't have to shut  
22 down the line, right?

23 CONTROL CENTER: Yeah.

24 JUSTIN: So I'll have to slow down the whole line from  
25 Edmonton to Clearbrook.

1 CONTROL CENTER: (indiscernible)

2 JUSTIN: If not I could do -- I was going to say if  
3 there is a little bit less to inject --

4 CONTROL CENTER: You're thinking maybe swap that  
5 (indiscernible) maybe went with a smaller volume.

6 JUSTIN: Yeah.

7 CONTROL CENTER: I'd have to check with the Line 4  
8 pipeline scheduler and get back to you. We're just -- anyway,  
9 we're just about to start recon, but that --

10 JUSTIN: Yeah.

11 CONTROL CENTER: This isn't till more like 3, 4:00  
12 today, right?

13 JUSTIN: Yeah. It's not till 1500.

14 CONTROL CENTER: Okay. Well, let me --

15 JUSTIN: No need to rush it. No (indiscernible) I just  
16 thought I'd ask because then it makes -- saves us from slowing  
17 down the whole line.

18 CONTROL CENTER: Yeah, no problem. Well, let me pass  
19 that on and I'll get them to give you a shout.

20 JUSTIN: Sounds good.

21 CONTROL CENTER: Okay. What was your name again, sir?

22 JUSTIN: It's Justin.

23 CONTROL CENTER: Justin. Okay. Perfect.

24 JUSTIN: Thanks.

25 CONTROL CENTER: Thanks, Justin.

1 JUSTIN: Bye.

2 CONTROL CENTER: Bye-bye.

3 \* \* \*

4 (Start time: July 26, 2010, 09:14:18)

5 CONTROL CENTER: Control Center.

6 CHRIS: Hi there. It's Chris calling (indiscernible).

7 CONTROL CENTER: Yeah.

8 CHRIS: I was just wondering if I could get the density  
9 for the (indiscernible) Bethune right now.

10 CONTROL CENTER: The density for Regina?

11 CHRIS: Bethune.

12 CONTROL CENTER: Oh, for Bethune. Sorry.

13 CHRIS: Sorry.

14 CONTROL CENTER: I've just got to find. Bethune due  
15 again 9:30.

16 CHRIS: 9:30. And what's the rate right now?

17 CONTROL CENTER: 5600.

18 CHRIS: All right. Thanks a lot.

19 CONTROL CENTER: No problem.

20 CHRIS: Bye.

21 CONTROL CENTER: Bye.

22 \* \* \*

23 (Start time: July 26, 2010, 09:18:16)

24 CONTROL CENTER: Control Center.

25 MR. BROWN: Hi there. Line 4?

1 CONTROL CENTER: Yep.

2 MR. BROWN: Hi. Barry Brown here at (indiscernible).

3 CONTROL CENTER: Yeah.

4 MR. BROWN: Hey, is there a pig in the line from Souris  
5 to Glenboro?

6 CONTROL CENTER: Yeah.

7 MR. BROWN: There is. What, what rate are you doing  
8 there?

9 CONTROL CENTER: 5600.

10 MR. BROWN: 50 -- oh, she's going, huh?

11 CONTROL CENTER: Yeah, she's hauling.

12 MR. BROWN: And do we know if that's going to be the  
13 same tomorrow or -- or we don't know?

14 CONTROL CENTER: The rate, I couldn't tell you yet.

15 MR. BROWN: Okay.

16 CONTROL CENTER: Yeah.

17 MR. BROWN: All right. But typically it's been pretty  
18 high for the last week or two or --

19 CONTROL CENTER: Yeah, it's been -- they've been running  
20 high rate for the last, the last week.

21 MR. BROWN: All right. Well, thanks a lot.

22 CONTROL CENTER: Sounds good. Thanks.

23 MR. BROWN: Bye.

24 CONTROL CENTER: Bye.

25 \* \* \*



1 (Start time: July 26, 2010, 09:18:52)

2 CONTROL CENTER: Line 4.

3 LARRY: Yeah. This is Larry at Edgewater on Line 14?

4 CONTROL CENTER: Oh, okay. Yeah?

5 LARRY: Could I get you to switch from 2 to either 1 or  
6 3? I need to do the (indiscernible) filters on the tube.

7 CONTROL CENTER: Yeah, I can switch those out for you.

8 LARRY: Okay. I'd appreciate that, sir.

9 CONTROL CENTER: Yeah. If you'd just step away from  
10 there I'll, I'll have her switched right away.

11 LARRY: Okay. Thank you.

12 CONTROL CENTER: Thanks, bye.

13 LARRY: Bye.

14 \* \* \*

15 (Start time: July 26, 2010, 09:18:52)

16 CONTROL CENTER: Control Center, Greg here.

17 LARRY: Yeah, Greg. You on Line 14?

18 CONTROL CENTER: No, he's -- the operator's just on the  
19 other line right now.

20 LARRY: Okay. This is Larry at Edgewater.

21 CONTROL CENTER: Oh, actually he just got off. I'll  
22 just pass you over.

23 LARRY: Okay.

24 \* \* \*

25 (Start time: July 26, 2010, 09:20:11)

1 CONTROL CENTER: Control Center.

2 UNIDENTIFIED SPEAKER: Justin is it?

3 CONTROL CENTER: Yeah.

4 UNIDENTIFIED SPEAKER: (indiscernible) again here.

5 CONTROL CENTER: Okay.

6 UNIDENTIFIED SPEAKER: Are those alarms cleared at  
7 milepost 100?

8 CONTROL CENTER: Milepost 100?

9 UNIDENTIFIED SPEAKER: Yeah.

10 CONTROL CENTER: Let's take a look here. No.

11 UNIDENTIFIED SPEAKER: They're still there?

12 CONTROL CENTER: Yeah.

13 UNIDENTIFIED SPEAKER: Are you reading any kind of value  
14 from the site?

15 CONTROL CENTER: From milepost 100?

16 UNIDENTIFIED SPEAKER: Yeah.

17 CONTROL CENTER: I don't, I don't have --

18 UNIDENTIFIED SPEAKER: I'll just wait for it, eh?

19 CONTROL CENTER: Yeah.

20 UNIDENTIFIED SPEAKER: Okay. All right. I'll tell you,  
21 we found the unit -- the site not running, but we powered it back  
22 it up and cleared all the alarms and everything's back up and  
23 running now at the site, but I'm just trying to figure out why you  
24 don't have that -- alarms cleared off per se.

25 CONTROL CENTER: I'm not sure. Bill said the power

1 supply failed and everything, so --

2 UNIDENTIFIED SPEAKER: Okay. I'll -- I've got some  
3 other people looking into that. (indiscernible) that you gave me  
4 or -- yeah, he's going to -- I contacted him, but he's going to  
5 call me back here shortly.

6 CONTROL CENTER: Sounds good.

7 UNIDENTIFIED SPEAKER: Okay.

8 CONTROL CENTER: Thank you.

9 UNIDENTIFIED SPEAKER: I'll talk to you later on.

10 Bye-bye.

11 CONTROL CENTER: Yeah, have a good one. Bye.

12 UNIDENTIFIED SPEAKER: Bye.

13 \* \* \*

14 (Start time: July 26, 2010, 09:20:47)

15 CONTROL CENTER: Control Center, Kelly speaking.

16 HELEN: Hi. This is Helen from SCADA operations. Is  
17 there (indiscernible) operator?

18 CONTROL CENTER: Yeah, he's the -- he's an operator,  
19 yeah. He's not in though today.

20 HELEN: Oh. I have this weird page that he paged, so it  
21 is actually not valid because he's not --

22 CONTROL CENTER: Cory might have -- it was a page from  
23 him?

24 HELEN: Yeah.

25 CONTROL CENTER: How did you know it was from him?

1 HELEN: I didn't receive an e-mail and there was no  
2 information on the page message. I had to go -- went  
3 (indiscernible) to search and find his name is there. I don't  
4 know what it is about either. Let's see.

5 CONTROL CENTER: You just got a page now?

6 HELEN: Yes. It's actually (indiscernible) -- started  
7 on 24th and so it has been -- oh, it has been on today for 9:00 --  
8 8:00, 9:00, 10:00 so it's just a repeating message.

9 CONTROL CENTER: Okay. I don't know. It must be some  
10 kind of glitch or something like that. He's not in today, so --

11 HELEN: Okay.

12 CONTROL CENTER: All righty?

13 HELEN: Okay. No problem.

14 CONTROL CENTER: Thank you.

15 HELEN: Bye.

16 \* \* \*

17 (Start time: July 26, 2010, 09:22:12)

18 CONTROL CENTER: Control Center.

19 MR. OLSON: This is Pete down at Vesper.

20 CONTROL CENTER: Yeah.

21 MR. OLSON: They -- I'm working with the engineers out  
22 of Superior and they were -- they're doing web card upgrades.

23 CONTROL CENTER: Okay.

24 MR. OLSON: They're putting a new program in them.

25 CONTROL CENTER: All right.

1 MR. OLSON: And you'll end up losing communication for  
2 like 3 to 4 minutes.

3 CONTROL CENTER: Okay.

4 MR. OLSON: Just to give you a heads up.

5 CONTROL CENTER: Sounds good.

6 MR. OLSON: All right?

7 CONTROL CENTER: Yeah, no that's fine. Just let me grab  
8 your number from you just in case I have any issues.

9 MR. OLSON: That's fine. [REDACTED] --

10 CONTROL CENTER: [REDACTED] --

11 MR. OLSON: -- [REDACTED] --

12 CONTROL CENTER: Yeah.

13 MR. OLSON: -- [REDACTED].

14 CONTROL CENTER: And, sorry. Who was I talking to  
15 again?

16 MR. OLSON: This is Pete Olson.

17 CONTROL CENTER: Pete. All right. Sounds good. If I  
18 have any issues I'll give you a shout.

19 MR. OLSON: All right. Thank you.

20 CONTROL CENTER: Yeah, thank you. Bye.

21 MR. OLSON: Bye.

22 \* \* \*

23 (Start time: July 26, 2010, 09:25:32)

24 CONTROL CENTER: Enbridge Pipeline emergency phone. Go  
25 ahead with your pipeline emergency.

1

\* \* \*

2

(Start time: July 26, 2010, 09:28:18)

3

CONTROL CENTER: Control Center.

4

BRIAN: Yeah, this is Brian here down at Marshall on 6B.

5

CONTROL CENTER: Yeah.

6

7

BRIAN: I was just looking for any kind of update on anything or if -- you know, did you guys come up with anything yet?

8

9

CONTROL CENTER: Just a sec.

10

BRIAN: Okay.

11

12

CONTROL CENTER: Any updates on 6B? It's Brian at Marshall. Yeah.

13

14

Yeah, they're, they're walking the line right now, so --

15

BRIAN: Oh, they are?

16

CONTROL CENTER: Hold on one second here.

17

BRIAN: Okay. All right.

18

\* \* \*

19

(Start time: July 26, 2010, 09:28:18)

20

CONTROL CENTER: Hello Brian?

21

BRIAN: Yeah.

22

CONTROL CENTER: Hey, it's Greg here.

23

BRIAN: Hey Greg.

24

25

CONTROL CENTER: Yeah, they're just walking the line (indiscernible) now.

1 BRIAN: Oh, okay.

2 CONTROL CENTER: They're thinking it may be a leak or  
3 whatever.

4 BRIAN: Okay. Do you know whereabouts they're -- where  
5 they're walking at or -

6 CONTROL CENTER: No I'm not too sure.

7 BRIAN: Okay. I'll --

8 CONTROL CENTER: But --

9 BRIAN: Go ahead.

10 CONTROL CENTER: I'm not too -- how far -- there's that  
11 Albion valve, the river valve, 632.89?

12 BRIAN: That's -- actually that's the Grand River, 632.  
13 Albion's 620.

14 CONTROL CENTER: Okay, yeah. 632.89?

15 BRIAN: Yeah.

16 CONTROL CENTER: That one's communication failed.

17 BRIAN: Oh. Okay.

18 CONTROL CENTER: Just wondering if you or someone could  
19 to out there and maybe --

20 BRIAN: Yeah.

21 CONTROL CENTER: -- check that? Because we may have to  
22 close that valve because --

23 BRIAN: Okay.

24 CONTROL CENTER: Because if there is a leak --

25 BRIAN: Okay.

1 CONTROL CENTER: -- depending on -- they don't know  
2 where it is or what, we'll have to close that valve.

3 BRIAN: Sure. Okay. Yeah, I can go out -- I didn't  
4 know if you guys wanted me to get that far away or not from the  
5 station, but -- and that's what I was calling about. I was  
6 actually going to go check some of the other valves and just kind  
7 of take a run down the right of way to see if I could help out at  
8 al.

9 CONTROL CENTER: Yeah.

10 BRIAN: Okay. Well, I'll work my way toward 632 then  
11 and see what's going on over there.

12 CONTROL CENTER: Okay.

13 BRIAN: Okay?

14 CONTROL CENTER: Right on.

15 BRIAN: I'll give you a call when I get over there.

16 CONTROL CENTER: Right on. Thanks, Brian. Hey Brian?

17 BRIAN: Yeah.

18 CONTROL CENTER: I want to just grab your number just so  
19 (indiscernible).

20 BRIAN: Yeah. My cell phone is [REDACTED] --

21 CONTROL CENTER: Okay.

22 BRIAN: -- [REDACTED]

23 CONTROL CENTER: Okay.

24 BRIAN: -- [REDACTED]

25 CONTROL CENTER: [REDACTED]. Right on. Thanks, Brian.



1 BRIAN: Okay. I'll talk to you later.

2 CONTROL CENTER: Bye.

3 BRIAN: Bye.

4 \* \* \*

5 (Start time: July 26, 2010, 09:32:12)

6 CONTROL CENTER: Control Center.

7 MERRILL: Yes. Is this Line 4?

8 CONTROL CENTER: Yeah.

9 MERRILL: Hi. It's Merrill at Gretna calling.

10 CONTROL CENTER: How's it going?

11 MERRILL: Good. Good. You're not planning on starting  
12 any units in the next couple of minutes are you?

13 CONTROL CENTER: No.

14 MERRILL: Okay. Steve and I -- Steve, the mechanic; and  
15 I were just going through the sequence of, of taking SVC down and  
16 back up again, so you're, you're going to get an alarm when we do  
17 that.

18 CONTROL CENTER: Okay. All I want to, all I want to ask  
19 is that -- the last time I lost SVC at Gretna I lost both my  
20 units. Am I going to use my -- lose my units?

21 MERRILL: No. You probably lost it because of a power  
22 bump. All this will do -- well, you shouldn't. Then there's  
23 something wrong with the system if you lose your units.

24 CONTROL CENTER: Yeah.

25 MERRILL: When, when was that?

1 CONTROL CENTER: It was about a couple weeks go we lost  
2 SVC at Gretna and both my units stopped.

3 MERRILL: They automatically stopped?

4 CONTROL CENTER: Yes.

5 MERRILL: Well, that's interesting.

6 CONTROL CENTER: Yeah.

7 MERRILL: Do you know if it was because of a power bump  
8 or why?

9 CONTROL CENTER: I'm not aware. I'm not sure. I  
10 thought -- I thought it was because of the SVC, but then we went  
11 and looked at the procedure and it said that they should not --

12 MERRILL: Well, no they shouldn't. They should -- as  
13 far as I know it should stay running because that's -- we've often  
14 done this in the past.

15 CONTROL CENTER: Yeah.

16 MERRILL: That's why I'm a little puzzled why -- why it  
17 would drop the SVC -- sorry, why it would drop the units if the  
18 SVC goes out.

19 CONTROL CENTER: Yeah, I --

20 MERRILL: Well, I'll -- maybe we won't take it down and  
21 back up again because I --

22 CONTROL CENTER: We can try --

23 MERRILL: -- don't want you to lose your units.

24 CONTROL CENTER: We can try them here, right? But --

25 MERRILL: Well -- no, I'll leave that part of it then

1 and I'll just --

2 CONTROL CENTER: Are you sure?

3 MERRILL: Yep. Yep.

4 CONTROL CENTER: Okay.

5 MERRILL: I'll talk it over here and explain how -- I'll  
6 just go through the motions but we just won't take it down.

7 CONTROL CENTER: Okay.

8 MERRILL: Okay?

9 CONTROL CENTER: Sounds good.

10 MERRILL: Good. Thanks.

11 CONTROL CENTER: Thank you. Bye.

12 MERRILL: Bye.

13 \* \* \*

14 (Start time: July 26, 2010, 09:40:58)

15 SHANE: Hello, Shane speaking.

16 CONTROL CENTER: Hey, Shane. How's it going?

17 SHANE: Good. How are you doing?

18 CONTROL CENTER: Pretty good. It's Justin on Line 4.

19 SHANE: Having some problems?

20 CONTROL CENTER: I'm just looking at -- between Cass  
21 Lake and Deer River?

22 SHANE: Yeah.

23 CONTROL CENTER: I gave it time before I called just to  
24 see if -- but it looks there's a step and it's kind of staying  
25 there. It's just a small step, but, but --

1 SHANE: Okay. Are you doing anything on the line in  
2 that area?

3 CONTROL CENTER: No, no. I started the unit about 5  
4 minutes ago, 6 minutes ago maybe, at Clearbrook and that's about  
5 it.

6 SHANE: Okay. And was the -- the step was there before  
7 that?

8 CONTROL CENTER: It started -- yeah, just before that,  
9 so I started a unit and I just -- I wanted to wait to see if it  
10 maybe went away because it looked like it started to go away after  
11 I started the unit.

12 SHANE: Oh, okay.

13 CONTROL CENTER: But then, then it came back.

14 SHANE: Okay. At what rate are you going through that  
15 section in?

16 CONTROL CENTER: 5600.

17 SHANE: 56. Okay, I'll have a look.

18 CONTROL CENTER: Sounds good.

19 SHANE: All right, thanks. Bye.

20 CONTROL CENTER: Thanks, bye.

21 \* \* \*

22 (Start time: July 26, 2010, 09:41:52)

23 CONTROL CENTER: Enbridge Pipeline emergency phone. Go  
24 ahead with your pipeline emergency.

25 MR. FISH: I'm with the Department of Natural Resources

1 in Michigan and I'm working on this broken pipeline on Division  
2 Drive. And I need to know why it's not being turned off.

3 CONTROL CENTER: Pardon me? Sorry?

4 MR. FISH: I need to know why it's not been turned off.  
5 It's still leaking a lot of oil into our Jones River here.

6 CONTROL CENTER: Can I get your name and number and get  
7 somebody to contact you with some more information on that?

8 MR. FISH: Right. My name is Brian, B-r-i-a-n, Fish,  
9 F-i-s-h.

10 CONTROL CENTER: Okay.

11 MR. FISH: My number is [REDACTED].

12 CONTROL CENTER: Okay. And that's your -- that'll be  
13 your number here for the next little bit here so I --

14 MR. FISH: Yeah, that's my work cell phone. I'm out at  
15 the site and it's --

16 CONTROL CENTER: Yeah.

17 MR. FISH: -- leaking oil and has been leaking for  
18 (indiscernible)

19 CONTROL CENTER: I will get somebody, somebody to give  
20 you a call right back there, Brian.

21 MR. FISH: Okay.

22 CONTROL CENTER: And you're with the Department of  
23 Natural Resources, you said?

24 MR. FISH: Department of Natural Resources and  
25 Environment, yes.

1 CONTROL CENTER: Okay. Thank you there, Brian.

2 MR. FISH: Thank you.

3 CONTROL CENTER: Bye.

4 \* \* \*

5 (Start time: July 26, 2010, 09:43:19)

6 CONTROL CENTER: Control Center.

7 BLAINE: Hey, is this Line 4?

8 CONTROL CENTER: Yeah.

9 BLAINE: It's Blaine at Manitou.

10 CONTROL CENTER: Yeah.

11 BLAINE: Is your line running today?

12 CONTROL CENTER: Yeah. Line 4 is running, yeah.

13 BLAINE: Okay. I need to -- I'm doing some work in the  
14 Line 2 electrical building.

15 CONTROL CENTER: Okay.

16 BLAINE: I had to cut the power off.

17 CONTROL CENTER: Yeah.

18 BLAINE: You've got a sectionalizing valve here at  
19 Manitou that's fed from this building.

20 CONTROL CENTER: Oh, okay.

21 BLAINE: Milepost 723.93.

22 CONTROL CENTER: 723.93. Just a sec. Let me make my  
23 screen bigger. I can barely see these [REDACTED] things on here.

24 BLAINE: It's just a valve and there's two transmitters.  
25 I don't know if you see the status of them, but --

1 CONTROL CENTER: Where are we? 723.98 I have.

2 BLAINE: Oh, okay. Yeah, same thing.

3 CONTROL CENTER: Yeah, the same thing. Yeah, I know --  
4 yeah, I don't, I don't think I have any transmitters there  
5 (indiscernible).

6 BLAINE: Okay.

7 CONTROL CENTER: (indiscernible) maybe milepost 720 or  
8 731.

9 BLAINE: But again, that's a different site.

10 CONTROL CENTER: That's different. So yeah, then no.

11 BLAINE: Okay. So I'm going to, I'm going to drop the  
12 power to that valve just to make sure it won't move.

13 CONTROL CENTER: Okay.

14 BLAINE: And so, I'll do that right away here.

15 CONTROL CENTER: Sounds good.

16 BLAINE: You should see that you've lost status of that  
17 valve?

18 CONTROL CENTER: Yeah, she comes -- it comes through any  
19 second. Yeah, under local control.

20 BLAINE: And there might be a power alarm when I, when I  
21 drop the power and it's going to be off for most of the day.

22 CONTROL CENTER: Okay.

23 BLAINE: So I'll, I'll give you a call once I'm all back  
24 up and running.

25 CONTROL CENTER: Sounds good.

1 BLAINE: All right?

2 CONTROL CENTER: Yes.

3 BLAINE: And I'll you my cell phone number just if you  
4 got any questions.

5 CONTROL CENTER: Okay. Let me find my pen here. Okay.

6 BLAINE: Blaine at Manitou and the number is [REDACTED] --

7 CONTROL CENTER: Yeah.

8 BLAINE: -- [REDACTED] --

9 CONTROL CENTER: Yeah.

10 BLAINE: -- [REDACTED].

11 CONTROL CENTER: [REDACTED] and that's milepost 729. Perfect.

12 BLAINE: 723.

13 CONTROL CENTER: Sorry. Well -- yeah, 723.9.

14 BLAINE: Yeah.

15 CONTROL CENTER: 723.9. There we go.

16 BLAINE: All right?

17 CONTROL CENTER: Yeah, sounds good. Thanks for letting  
18 me know.

19 BLAINE: Hey, have a good day.

20 CONTROL CENTER: You too. Bye.

21 BLAINE: Bye.

22 \* \* \*

23 (Start time: July 26, 2010, 09:54:02)

24 CONTROL CENTER: Hi, Tom. It's Kelly here in the  
25 Control Center. Sorry to bug you. I'm sure you're pretty busy



1 right now, but --

2 TOM: Not a problem, Kelly.

3 CONTROL CENTER: We just talked to Ben.

4 TOM: You did?

5 CONTROL CENTER: (indiscernible) guy, yeah. He just  
6 gave us a call. He said that -- he confirmed that there is oil on  
7 the ground.

8 TOM: Okay.

9 CONTROL CENTER: He said it's about a quarter mile to a  
10 half mile downstream of Marshall station. And we just let him  
11 know that, yeah, we've isolated all that we can in that area.

12 TOM: Okay.

13 CONTROL CENTER: If he -- there may be some manual  
14 valves closer to the site that he might be able to close, but,  
15 yeah, he's confirmed that there is oil on the ground. And he --  
16 he said that the only other pipelines that he knows of in the area  
17 are gas lines.

18 TOM: Great.

19 CONTROL CENTER: So it's safe to assume that it's  
20 probably us at this point.

21 TOM: Yeah.

22 CONTROL CENTER: As far notifying the police did you  
23 want us to do that or --

24 TOM: Yeah, please.

25 CONTROL CENTER: Okay. We'll notify --

1 TOM: Go through your protocol.

2 CONTROL CENTER: Yeah.

3 TOM: I'll let him Enbridge management know. Leon's on  
4 top of it. He's going to let Sonia know. We could -- you guys  
5 better plan to be down at least, at least two days here.

6 CONTROL CENTER: Yeah, no for sure.

7 TOM: So you better talk to schedulers and let them know  
8 all that.

9 CONTROL CENTER: Yeah, they're, they're notified.

10 TOM: (indiscernible) Well, we'll get in touch with  
11 Integrity public relations and Compliance, they'll deal with the  
12 regulatory people and --

13 CONTROL CENTER: Okay.

14 TOM: -- and I guess also Environment we'll get in touch  
15 with them, so if you could do the police and (indiscernible).

16 CONTROL CENTER: Regional, yeah. For sure, yeah.

17 TOM: Button it up. Tell everybody by the sound of it  
18 my gut feel is we're going to be down for 48 hours at least.

19 CONTROL CENTER: Yeah, no for sure.

20 TOM: Because if we're in water it's not that easy. You  
21 know what I mean?

22 CONTROL CENTER: No for sure.

23 TOM: Okay. And we'll, we'll get in touch with Ben.  
24 You got my cell phone there?

25 CONTROL CENTER: I do here. I just want to make sure --

1 I'll make sure it's the right one.

2 TOM: Yeah.

3 CONTROL CENTER: I left you a message on it. I'm pretty  
4 sure --

5 TOM: Yep. Yep, you did.

6 CONTROL CENTER: Okay. Yes, I got your cell phone  
7 number then, yeah. Yeah, [REDACTED]0.

8 TOM: So I'll be incident commander for today and then  
9 Bill, Bill Bardo will probably be at night and we'll be giving e-  
10 mail updates to the Control Center. And if you see anybody we  
11 missed just forward them on.

12 CONTROL CENTER: Sounds good. So you'll be sending it  
13 to ccoshiftleader then?

14 TOM: Sure.

15 CONTROL CENTER: That'll get to us and then we'll --  
16 yeah, we'll send it off to whoever --

17 TOM: Yeah.

18 CONTROL CENTER: -- whoever we normally notify, so --

19 TOM: You bet.

20 CONTROL CENTER: Okay. Thanks, Tom. If you need  
21 anything else from us --

22 TOM: Thanks a lot. I'm sure --

23 CONTROL CENTER: (indiscernible)

24 TOM: You guys do your dumps and make sure you do your  
25 reports because Leon already asked me did, did we pump into an

1 open pipe and I said no, but we, we did have some trouble with  
2 startup.

3 CONTROL CENTER: Yeah, no for sure.

4 TOM: So -- so make sure you do all your research and  
5 get your homework done so you got all your evidence there.

6 CONTROL CENTER: Yeah, we're working on it.

7 TOM: Because obviously it, it will be investigated and  
8 don't, don't take that personal, guys. That's just the  
9 way --

10 CONTROL CENTER: No. No, for sure. No, for sure.

11 TOM: -- the way our business is. And we got to make  
12 sure we got our bases covered or --

13 CONTROL CENTER: For sure.

14 TOM: -- if we didn't we'll learn from our error, that's  
15 all.

16 CONTROL CENTER: Yeah. No, for sure.

17 TOM: Okay?

18 CONTROL CENTER: Thank you very much there, Tom.

19 TOM: Thanks Kelly. Take care, man.

20 CONTROL CENTER: Bye-bye.

21 \* \* \*

22 (Start time: July 26, 2010, 10:00:15)

23 CONTROL CENTER: Control Center.

24 UNIDENTIFIED SPEAKER: Sorry that took so long with the  
25 line. I had the test model running (indiscernible) it's a slow

1 line.

2 CONTROL CENTER: Yeah.

3 UNIDENTIFIED SPEAKER: Looks like there's batch miss  
4 line, which is causing that.

5 CONTROL CENTER: Okay.

6 UNIDENTIFIED SPEAKER: So I'm waiting for the alarms to  
7 clear. Hopefully, within the next hour they'll clear.

8 CONTROL CENTER: Oh, okay.

9 UNIDENTIFIED SPEAKER: And once they do I will load that  
10 in. I'll give you a call before I do though.

11 CONTROL CENTER: Sounds great.

12 UNIDENTIFIED SPEAKER: All right, thanks.

13 CONTROL CENTER: Thank you.

14 UNIDENTIFIED SPEAKER: Bye.

15 CONTROL CENTER: Bye.

16 \* \* \*

17 (Start time: July 26, 2010, 10:02:25)

18 CONTROL CENTER: Control Center.

19 JIM: Yeah, Line 14 please?

20 CONTROL CENTER: Yeah, speaking.

21 JIM: Hey, this is Jim at Shelton station.

22 CONTROL CENTER: Yeah.

23 JIM: I've got the engineers and they want to get in and  
24 do some changes to the PLC, so you'll -- would it be okay if you  
25 lost all your pressures and stuff for about 5 minutes?

1 CONTROL CENTER: Yeah. No that's fine.

2 JIM: Okay.

3 CONTROL CENTER: Thank you.

4 JIM: Yep.

5 CONTROL CENTER: Bye.

6 JIM: Bye.

7 \* \* \*

8 (Start time: July 26, 2010, 10:02:44)

9 CONTROL CENTER: Control Center, Greg here.

10 LEONA: It's Leona and David. How's it going?

11 CONTROL CENTER: Oh, pretty good. You?

12 LEONA: Not bad. Greg, with this 6B shutdown?

13 CONTROL CENTER: Yeah.

14 LEONA: There's no need to keep 17 running max because  
15 we got no crude.

16 CONTROL CENTER: Okay. So do we --

17 LEONA: (indiscernible) minimum.

18 CONTROL CENTER: Minimum?

19 LEONA: That we set it up for 12:00 to patch, so we're  
20 just going to string the inevitable out as long as we can. Doing  
21 it minimum looks like it keeps us going for a couple days.

22 CONTROL CENTER: Yeah. What's -- minimum is 385?

23 LEONA: 390 -- 385, 395 I think, yeah.

24 CONTROL CENTER: Okay. I'll cut her --

25 LEONA: Okay.

1 CONTROL CENTER: Okay. I'll cut her back.

2 LEONA: And we'll send (indiscernible) out as soon as we  
3 get a chance.

4 CONTROL CENTER: Okay.

5 LEONA: Thank you.

6 CONTROL CENTER: All right, bye.

7 LEONA: Bye.

8 \* \* \*

9 (Start time: July 26, 2010, 10:04:53)

10 CONTROL CENTER: Enbridge Pipeline emergency phone. Go  
11 ahead with your pipeline emergency.

12 MR. NORTON: Yes. My name is Steve Norton and I work  
13 with the Michigan Department of Natural Resources and Environment.  
14 And I'm calling there in regards to a pipeline break in Marshall,  
15 Michigan.

16 CONTROL CENTER: Okay. And what was your name, sir?

17 MR. NORTON: Are you aware of that one already?

18 CONTROL CENTER: What was your name, sir?

19 MR. NORTON: Steve Norton, N-o-r-t-o-n.

20 CONTROL CENTER: Norton. Yes, I am, yeah.

21 MR. NORTON: Okay. Do you have anybody on site?

22 CONTROL CENTER: We do, yeah.

23 MR. NORTON: Okay.

24 CONTROL CENTER: Can I get your name and number? Did  
25 you want somebody to give you a call back or --

1 MR. NORTON: Yeah, I sure would like that. It is 269-

2 [REDACTED]

3 CONTROL CENTER: Okay. And that's your cell or is that  
4 your office number?

5 MR. NORTON: That's the office number. I'll be here.

6 CONTROL CENTER: You'll be there? Okay. I will get,  
7 get somebody to give you a call back there, Steve.

8 MR. NORTON: Okay.

9 CONTROL CENTER: Thank you very much.

10 MR. NORTON: Thanks.

11 CONTROL CENTER: Bye-bye.

12 MR. NORTON: Bye.

13 \* \* \*

14 (Start time: July 26, 2010, 10:05:36)

15 CONTROL CENTER: Control Center, Brad here.

16 HELEN: Hello Brad. This is Helen calling from SCADA  
17 Operations.

18 CONTROL CENTER: Yeah.

19 HELEN: I just got a page that's saying you need SCADA  
20 support. There is not detailed information. Would you know who  
21 and why and what's the issue?

22 CONTROL CENTER: I haven't heard anything.

23 HELEN: No?

24 CONTROL CENTER: [REDACTED] -- can I call you back?

25 HELEN: Yeah, for sure.



1 CONTROL CENTER: Thanks Helen.

2 HELEN: All right. Thank you.

3 CONTROL CENTER: Bye.

4 \* \* \*

5 (Start time: July 26, 2010, 10:05:54)

6 CONTROL CENTER: Control Center.

7 BRIAN: Hey, this is Brian here down here at Marshall.

8 CONTROL CENTER: Yeah.

9 BRIAN: Is Greg available?

10 CONTROL CENTER: Greg's just on the other line right  
11 now.

12 BRIAN: Oh, okay.

13 CONTROL CENTER: Can I ask you to hold on at the moment  
14 or --

15 BRIAN: Yeah. I can hold. Not a problem.

16 CONTROL CENTER: Okay. Unless it's something -- what  
17 did you need to tell him? Maybe I can help.

18 BRIAN: Well, I was just going to ask if he still needed  
19 me to go out to milepost 632 to get communications back to that  
20 valve.

21 CONTROL CENTER: Just one second. I'll ask him.

22 BRIAN: Okay.

23 CONTROL CENTER: Yeah, he still needs you to go out  
24 there.

25 BRIAN: Okay. Because I -- I didn't know if he had

1 enough valves already closed to -- for the isolation down there at  
2 Marshall.

3 CONTROL CENTER: Yeah. Here, I'll let you talk to him  
4 just for one second.

5 BRIAN: Okay.

6 \* \* \*

7 (Start time: July 26, 2010, 10:05:54)

8 CONTROL CENTER: Kelly, here.

9 UNIDENTIFIED SPEAKER: Kelly?

10 CONTROL CENTER: Hey.

11 UNIDENTIFIED SPEAKER: Hey, I got a guy here from the  
12 Chicago region (indiscernible) --

13 CONTROL CENTER: Okay.

14 UNIDENTIFIED SPEAKER: -- leak report or whatever.

15 CONTROL CENTER: Okay.

16 \* \* \*

17 CONTROL CENTER: Hello, Greg here.

18 BRIAN: Hey Greg. This is Brian. I'm down here around  
19 leak site here. Did you -- did you already have two valves  
20 upstream and downstream closed?

21 CONTROL CENTER: Is it -- where -- is the leak right  
22 downstream of Marshall?

23 BRIAN: Yes. It's only like maybe an eighth of a mile  
24 downstream of the station.

25 CONTROL CENTER: So it's at what milepost?

1 BRIAN: It would be -- let's see, I'm trying to think --  
2 6-0 -- it would be about 608 is where the leak's at.

3 CONTROL CENTER: Okay.

4 BRIAN: (indiscernible) at 607 -- what is it? 607 there  
5 at the station?

6 CONTROL CENTER: Yes, 6 0, yeah 7.

7 BRIAN: Okay. Say 607 -- just say 607.5 then.

8 CONTROL CENTER: Okay.

9 BRIAN: It would be in the general vicinity.

10 CONTROL CENTER: All right. No -- yeah, we got two up  
11 two down.

12 BRIAN: Okay. So you'll be okay? Because, if anything,  
13 these guys are going need my help down here.

14 CONTROL CENTER: All right.

15 BRIAN: They ain't got enough help.

16 CONTROL CENTER: Yeah, no --

17 BRIAN: So I (indiscernible) to help them.

18 CONTROL CENTER: Yeah, if you, if you need to help them  
19 then --

20 BRIAN: Yeah.

21 CONTROL CENTER: And then we'll just have to get that  
22 before startup or something.

23 BRIAN: Okay. All right.

24 CONTROL CENTER: What -- was there -- is there lots on  
25 the ground or --

1           BRIAN: Well, right now I'm, I'm at the mouth of the  
2 Kalamazoo. I mean, there's residual here right now. The worst of  
3 it's farther upstream, which is probably -- oh, I'm not sure how  
4 curvy this little creek is, but it's probably about three-quarters  
5 of a mile from the station.

6           CONTROL CENTER: Oh, okay.

7           BRIAN: So -- but we're just trying to, we're trying to  
8 cut it off here at the Kalamazoo and then work our way up.

9           CONTROL CENTER: Okay.

10          BRIAN: So -- you know. But there is definite crude.

11          CONTROL CENTER: Yeah.

12          BRIAN: I've seen (indiscernible) just by the station  
13 and it's, it's bad.

14          CONTROL CENTER: All right.

15          BRIAN: Okay? Is Ben, is Ben keeping in contact with  
16 you guys or --

17          CONTROL CENTER: Yeah, yeah.

18          BRIAN: Okay. Okay.

19          CONTROL CENTER: Is there --

20          BRIAN: He --

21          CONTROL CENTER: -- (indiscernible) like if you have  
22 time or whatever, do you have a picture -- a camera out there?  
23 Maybe you could send some picture up to --

24          BRIAN: Yeah, I'm sure we can get a camera out here.

25          CONTROL CENTER: Okay. Whenever you got --

1 BRIAN: (indiscernible)

2 CONTROL CENTER: Yeah, whenever you're -- whatever --  
3 got time or whatever --

4 BRIAN: Okay.

5 CONTROL CENTER: -- free time.

6 BRIAN: Okay. Sounds good.

7 CONTROL CENTER: Right on. Thanks, Brian.

8 BRIAN: All right. Thanks. Bye.

9 CONTROL CENTER: Bye.

10 \* \* \*

11 (Start time: July 26, 2010, 10:06:42)

12 CONTROL CENTER: Control Center.

13 UNIDENTIFIED SPEAKER: Hey, how you doing?

14 CONTROL CENTER: Good. How about you?

15 UNIDENTIFIED SPEAKER: Good. I'm just looking into a  
16 LAN that came off Line 3 at Superior.

17 CONTROL CENTER: Okay. Actually for Line 3 stuff the  
18 operator's just on -- on the other line.

19 UNIDENTIFIED SPEAKER: Oh, okay.

20 CONTROL CENTER: Is there any way I can just  
21 (indiscernible) and hold for a moment and he'll get with you?

22 UNIDENTIFIED SPEAKER: (indiscernible) No problem.

23 CONTROL CENTER: Just a sec.

24 \* \* \*

25 (Start time: July 26, 2010, 10:06:42)

1 CONTROL CENTER: Control Center, Greg here.

2 UNIDENTIFIED SPEAKER: Hey, how's it going?

3 CONTROL CENTER: Oh, not bad.

4 UNIDENTIFIED SPEAKER: Good. Good. I'm just doing a  
5 recon here and I see a LAN came -- it disappeared off Line 3?

6 CONTROL CENTER: Yeah.

7 UNIDENTIFIED SPEAKER: WCS 646?

8 CONTROL CENTER: That -- 646, yeah.

9 UNIDENTIFIED SPEAKER: Yeah, just -- and I'm going to  
10 get an over and short for that one.

11 CONTROL CENTER: Yeah, they're -- I think you might have  
12 put in --

13 Hey David? Have you (indiscernible) for that 646?

14 Yeah, he did. The shift lead must have -- they haven't  
15 sent it out yet.

16 UNIDENTIFIED SPEAKER: Oh, okay.

17 CONTROL CENTER: But they, they're pretty busy right  
18 now, so --

19 UNIDENTIFIED SPEAKER: Okay. Yeah, no worries.

20 CONTROL CENTER: I'll -- yeah, I'll pass that on to  
21 them.

22 UNIDENTIFIED SPEAKER: Awesome. Thank you so much.

23 CONTROL CENTER: All right, be.

24 UNIDENTIFIED SPEAKER: Bye-bye.

25 \* \* \*

1 (Start time: July 26, 2010, 10:07:11)

2 RECORDING: -- the office of Tom Fridel. I'm presently  
3 unavailable to take your call. Please leave a message after the  
4 tone or press 0 for personal assistance. Thank you.

5 Record your message at the tone. When you're  
6 finished --

7 \* \* \*

8 (Start time: July 26, 2010, 10:09:03)

9 TOM: Hello?

10 CONTROL CENTER: Hi Tom.

11 TOM: Yes.

12 CONTROL CENTER: It's Kelly here again. Did you want me  
13 to talk to Bill? You still driving?

14 TOM: Go ahead. We got you on speaker.

15 CONTROL CENTER: Okay. I just got another call from the  
16 DNR. This time it was a Steve Norton.

17 TOM: Okay.

18 CONTROL CENTER: He's in the office, so he must be -- he  
19 must work with Brian. I'm not too sure, but I have his number if  
20 somebody wants to give him a call back.

21 TOM: (indiscernible) Norton?

22 CONTROL CENTER: Steve Norton, correct, yeah.

23 TOM: Okay.

24 CONTROL CENTER: His number is 269 --

25 TOM: 269.

1 CONTROL CENTER: -- 567 --

2 TOM: 567.

3 CONTROL CENTER: -- 3573.

4 TOM: 3573. And he's DNR?

5 CONTROL CENTER: DNR he said, yeah.

6 TOM: Okay.

7 CONTROL CENTER: So I think that Brian Fish was on, on  
8 site, I believe, and I think this Steve Norton says he's in the  
9 office, so --

10 TOM: Right. Yeah, I, I just talked with Brian Fish a  
11 little while ago, so --

12 CONTROL CENTER: Yeah.

13 TOM: All right. I'll give him a call.

14 CONTROL CENTER: So obviously the DNR is aware of the  
15 situation now I guess?

16 TOM: Yeah --

17 CONTROL CENTER: Okay.

18 TOM: -- even though we haven't reported it to DNR yet.

19 CONTROL CENTER: Yeah.

20 TOM: I'm not exactly sure how they got wind of it, but  
21 they did.

22 CONTROL CENTER: Yeah, maybe from Consumers maybe or  
23 something like that. Yeah, I'm not sure.

24 TOM: I think there were a lot of complaints from the  
25 landowners.



1 CONTROL CENTER: Yeah, for sure.

2 TOM: Okay. Well, we got to go.

3 CONTROL CENTER: Okay. Thanks guys.

4 TOM: Thank you. Bye.

5 \* \* \*

6 (Start time: July 26, 2010, 10:11:47)

7 CONTROL CENTER: Control Center, Greg here.

8 CURT: Hey Greg. Are you on Line 6?

9 CONTROL CENTER: I am.

10 CURT: This is Curt at Owen.

11 CONTROL CENTER: Hey.

12 CURT: I noticed you had (indiscernible) locked out  
13 here.

14 CONTROL CENTER: Yeah.

15 CURT: I reset that. It was on an incomplete sequence.  
16 I'd like to try and have you start it and see if it'll work now.

17 CONTROL CENTER: Okay. Yeah, it'll just be about --  
18 (indiscernible) 5 minutes?

19 CURT: Yeah, no problem.

20 CONTROL CENTER: Okay. I'll start it --

21 CURT: Could you call me back when you're ready so I can  
22 watch everything or --

23 CONTROL CENTER: Okay. Yeah --

24 CURT: I'm at Owen station.

25 CONTROL CENTER: Okay.

1 CURT: Bye.

2 CONTROL CENTER: Thanks.

3 \* \* \*

4 (Start time: July 26, 2010, 10:14:26)

5 CONTROL CENTER: Control Center.

6 JIM: Are you Line 14?

7 CONTROL CENTER: Yeah.

8 JIM: This is Jim at Sheldon.

9 CONTROL CENTER: Yeah.

10 JIM: We're all done with the PLC there.

11 CONTROL CENTER: Sounds good.

12 JIM: Can you transfer me over to Line 61? We're going  
13 to go mess with him now.

14 CONTROL CENTER: Yeah, just one second. Let me find  
15 him.

16 JIM: I can just, I can just call back.

17 CONTROL CENTER: No, I can patch you over.

18 JIM: Okay.

19 \* \* \*

20 (Start time: July 26, 2010, 10:15:36)

21 CONTROL CENTER: Enbridge Pipeline emergency line.

22 UNIDENTIFIED SPEAKER: How you doing?

23 CONTROL CENTER: Good.

24 UNIDENTIFIED SPEAKER: Is this Enbridge?

25 CONTROL CENTER: Yeah.

1 UNIDENTIFIED SPEAKER: I just wanted to change -- like I  
2 sold my house.

3 CONTROL CENTER: Okay.

4 UNIDENTIFIED SPEAKER: So I need to change my address  
5 and get my meter read kind of a thing I guess.

6 CONTROL CENTER: Okay. You're in Toronto?

7 UNIDENTIFIED SPEAKER: Mississauga.

8 CONTROL CENTER: Can I give you a different number?  
9 This is an oil pipeline emergency number.

10 UNIDENTIFIED SPEAKER: Oh, okay. Yeah.

11 CONTROL CENTER: [REDACTED]

12 UNIDENTIFIED SPEAKER: Yeah.

13 CONTROL CENTER: [REDACTED]

14 UNIDENTIFIED SPEAKER: Yeah.

15 CONTROL CENTER: [REDACTED]

16 UNIDENTIFIED SPEAKER: All right. Thank you.

17 CONTROL CENTER: Okay, bye.

18 \* \* \*

19 (Start time: July 26, 2010, 10:17:23)

20 CONTROL CENTER: Enbridge Pipeline emergency phone. Go  
21 ahead with your pipeline emergency.

22 UNIDENTIFIED SPEAKER: They gave me another number and I  
23 called and it sent me to the same emergency crap. I just want  
24 customer service.

25 CONTROL CENTER: Okay. Did you try [REDACTED]?

1 UNIDENTIFIED SPEAKER: No I never even tried that. I'll  
2 try that. [REDACTED]

3 CONTROL CENTER: Enbridge, yeah.

4 UNIDENTIFIED SPEAKER: All right. Thank you.

5 CONTROL CENTER: Thank you. Goodbye.

6 UNIDENTIFIED SPEAKER: Bye.

7 \* \* \*

8 (Start time: July 26, 2010, 10:26:18)

9 CONTROL CENTER: Control Center, Kelly here.

10 JENNIFER: Hey, Kelly. It's Jennifer calling.

11 CONTROL CENTER: Hey there, Jennifer.

12 JENNIFER: How's it going?

13 CONTROL CENTER: Well, not too bad. You?

14 JENNIFER: Oh, not too bad. Brad had left me a message,  
15 but I was in a couple meetings this morning and I've already got  
16 the --

17 CONTROL CENTER: You all know?

18 JENNIFER: -- the good news about 6B. Yeah.

19 CONTROL CENTER: Yeah.

20 JENNIFER: So --

21 CONTROL CENTER: What do you know?

22 JENNIFER: -- we're just going to evaluate right now. I  
23 think they've put 17 on minimum, so it's looking like you can  
24 probably keep that line going without shutdown, but --

25 CONTROL CENTER: Okay.

1 JENNIFER: -- I am suspecting we'll have to cut rate or  
2 even shut down 6A.

3 CONTROL CENTER: Everything coming into Griffith  
4 probably.

5 JENNIFER: Yeah. We're going to offload some heavies  
6 onto 14 possibly at Superior, but --

7 CONTROL CENTER: Yeah.

8 JENNIFER: -- they're just working through that right  
9 now, so --

10 CONTROL CENTER: Okay.

11 JENNIFER: Yeah.

12 CONTROL CENTER: So you got my e-mail?

13 JENNIFER: Yeah.

14 CONTROL CENTER: It wasn't the biggest of updates. We  
15 still don't know a lot.

16 JENNIFER: Okay.

17 CONTROL CENTER: But there -- I guess early estimates  
18 from the field is --

19 JENNIFER: It's only an hour --

20 CONTROL CENTER: -- at least, at least two days kind of  
21 thing.

22 JENNIFER: So this -- it's actually upstream of  
23 Stockbridge, correct?

24 CONTROL CENTER: Upstream of Stockbridge, correct, yeah.

25 JENNIFER: Okay. Why couldn't it be downstream?

1 CONTROL CENTER: I know. I know.

2 JENNIFER: So we could keep pushing a little bit.

3 CONTROL CENTER: Yeah. So yeah, Griffith's going to be  
4 affected big time.

5 JENNIFER: Is that 48 hours from like 2:00 this morning  
6 or is that 48 hours from --

7 CONTROL CENTER: From just a while ago, you know, like  
8 an hour or two ago.

9 JENNIFER: (indiscernible)

10 CONTROL CENTER: And that's just an early estimate. It  
11 could be more.

12 JENNIFER: Let me just see what time Ken put in there  
13 because I think they might have put 48 hours in based on when the  
14 line shut down.

15 CONTROL CENTER: Yeah. Well, I'd be -- I'd start  
16 looking even more than that possibly. We can plan on that, but  
17 yeah, it could be more than that. This is -- yeah.

18 JENNIFER: So it's like the 28th right now at like noon.

19 CONTROL CENTER: Yep.

20 JENNIFER: Right?

21 CONTROL CENTER: Yep. And that's -- like I said, that's  
22 just the early estimates, right. It could be -- it could very  
23 well -- it could be more.

24 JENNIFER: Okay. Well, I'm going to get them -- because  
25 I think they put it in for the morning of the 28th so I'm going to

1 get them to put it to like noon. Because if you're saying it's 48  
2 hours from when you sent this --

3 CONTROL CENTER: Yeah.

4 JENNIFER: Okay.

5 CONTROL CENTER: All righty.

6 JENNIFER: All right. Thanks Kelly.

7 CONTROL CENTER: Thanks Jennifer.

8 JENNIFER: Okay.

9 CONTROL CENTER: Bye-bye.

10 \* \* \*

11 (Start time: July 26, 2010, 10:30:37)

12 CONTROL CENTER: Control Center, Kelly speaking.

13 MR. BARDO: Hey, Kelly. This is Bill Bardo  
14 (indiscernible). Can you give me Brian Fox's number up at  
15 (indiscernible)?

16 CONTROL CENTER: Okay. One second.

17 MR. BARDO: (indiscernible) give me (indiscernible).

18 CONTROL CENTER: Sorry. That was (indiscernible) you  
19 said?

20 MR. BARDO: (indiscernible)

21 CONTROL CENTER: Okay. Sorry. This is going to take a  
22 bit. Our (indiscernible) are being slow here. All right. So his  
23 office phone number --

24 MR. BARDO: Yes.

25 CONTROL CENTER: -- is [REDACTED] --

1 MR. BARDO: [REDACTED]  
2 CONTROL CENTER: -- [REDACTED] --  
3 MR. BARDO: [REDACTED]  
4 CONTROL CENTER: -- [REDACTED]  
5 MR. BARDO: [REDACTED] 1.  
6 CONTROL CENTER: And his cell phone is [REDACTED] --  
7 MR. BARDO: [REDACTED]  
8 CONTROL CENTER: -- [REDACTED].  
9 MR. BARDO: [REDACTED]  
10 CONTROL CENTER: Yeah, and he's also got a pager if you  
11 want that too.  
12 MR. BARDO: Sure.  
13 CONTROL CENTER: [REDACTED]  
14 MR. BARDO: [REDACTED]  
15 CONTROL CENTER: -- [REDACTED].  
16 MR. BARDO: -- [REDACTED]. Very good.  
17 CONTROL CENTER: Okay. Thanks, Bill.  
18 MR. BARDO: (indiscernible) thanks.  
19 CONTROL CENTER: Bye-bye.  
20 \* \* \*  
21 (Start time: July 26, 2010, 10:33:35)  
22 CONTROL CENTER: Enbridge Pipeline's emergency line.  
23 UNIDENTIFIED SPEAKER: Oh, I'm so sorry. I dialed the  
24 wrong number.  
25 CONTROL CENTER: Okay. Thanks.



1 UNIDENTIFIED SPEAKER: My apologies.

2 CONTROL CENTER: Bye.

3 UNIDENTIFIED SPEAKER: Bye.

4 \* \* \*

5 (Start time: July 26, 2010, 10:34:35)

6 CONTROL CENTER: Control Center, Greg here.

7 KEN: Hey, Greg. It's Ken calling. I thought I could  
8 give you a heads up because of that shutdown on 6B. We're  
9 dropping your minimum at 11:00 today.

10 CONTROL CENTER: On 6A?

11 KEN: Yeah, on 6A.

12 CONTROL CENTER: Okay.

13 KEN: And then we're going to put in a shutdown  
14 tomorrow, but we'll put, we'll put that all in and then you should  
15 see it on the pump orders.

16 CONTROL CENTER: Okay.

17 KEN: But I'll give you a heads up like once in  
18 (indiscernible). If you can drop to minimum --

19 CONTROL CENTER: At --

20 KEN: 11:00.

21 CONTROL CENTER: At 11:00 (indiscernible)

22 KEN: (indiscernible). Okay. Thanks, man.

23 CONTROL CENTER: All right, bye.

24 \* \* \*

25 (Start time: July 26, 2010, 10:40:21)

1 CONTROL CENTER: Control Center.

2 COLTON: Hi. It's Colton with a pig 2 update.

3 CONTROL CENTER: Yeah.

4 COLTON: It launched out of Souris at 9:36.

5 CONTROL CENTER: 9:36? Perfect.

6 COLTON: Yep, thank you.

7 CONTROL CENTER: Yeah, bye.

8 \* \* \*

9 (Start time: July 26, 2010, 10:40:53)

10 CONTROL CENTER: Control Center.

11 COLTON: Hi. It's Colton calling again. What's the  
12 flow rate?

13 CONTROL CENTER: 5600.

14 COLTON: 5600?

15 CONTROL CENTER: Yeah.

16 COLTON: Okay. Thank you very much.

17 CONTROL CENTER: No problem, bye.

18 COLTON: Bye.

19 \* \* \*

20 (Start time: July 26, 2010, 10:43:33)

21 CONTROL CENTER: Control Center.

22 MR. MALACH: Hey there Justin. How are you doing?

23 CONTROL CENTER: Good. How about you?

24 MR. MALACH: Good. Mike Malach Cromer POM at Souris  
25 station. We are all done here and on the move to Glenboro.

1 CONTROL CENTER: Sounds good.

2 MR. MALACH: All righty.

3 CONTROL CENTER: Yeah.

4 MR. MALACH: Talk to you there.

5 CONTROL CENTER: Sounds good. Bye.

6 MR. MALACH: Okay, bye.

7 \* \* \*

8 (Start time: July 26, 2010, 10:45:12)

9 CONTROL CENTER: Enbridge Pipeline emergency phone. Go  
10 ahead with your pipeline emergency.

11 UNIDENTIFIED SPEAKER: Oh, I'm sorry. I'm just trying  
12 to find a general phone number to call in Ontario to talk to  
13 somebody at Enbridge, but I can't find your number anywhere.

14 CONTROL CENTER: Try --

15 UNIDENTIFIED SPEAKER: No, it's nowhere.

16 CONTROL CENTER: Try 877-Enbridge.

17 UNIDENTIFIED SPEAKER: 877-Enbridge. Okay. Thank you.

18 CONTROL CENTER: All right? Bye-bye.

19 UNIDENTIFIED SPEAKER: Bye.

20 \* \* \*

21 (Start time: July 26, 2010, 10:46:16)

22 CONTROL CENTER: Control Center.

23 UNIDENTIFIED SPEAKER: Hey, how's it going?

24 CONTROL CENTER: Good. How about you?

25 UNIDENTIFIED SPEAKER: Good. Did I speak to you earlier

1 about Line 4 (indiscernible) injection?

2 CONTROL CENTER: Yeah, maybe. Yeah, yeah.

3 UNIDENTIFIED SPEAKER: Okay. Yes, I looked into it. So  
4 it looks like due to the 6B leak --

5 CONTROL CENTER: Yeah.

6 UNIDENTIFIED SPEAKER: -- they're going to need to slow  
7 down probably on 4 anyways.

8 CONTROL CENTER: Oh, okay.

9 UNIDENTIFIED SPEAKER: So they said, you know what --  
10 like they appreciate you kind of giving me the heads up and me  
11 letting them know. They said if this works out now that we're  
12 probably going to have to slow down 4 anyways.

13 CONTROL CENTER: Okay.

14 UNIDENTIFIED SPEAKER: Just due to that 6B. If not then  
15 they would definitely -- would probably (indiscernible) or do  
16 something to get that, get that fixed, but it's actually probably  
17 going to be needed, so I think that's what's going to happen.

18 CONTROL CENTER: Oh, yeah.

19 UNIDENTIFIED SPEAKER: It's going to keep it and use  
20 that to slow down to help them out at Superior.

21 CONTROL CENTER: Oh, yeah. No, I just, I just thought,  
22 you know, makes, makes it easier for later, but yeah -- no, that's  
23 perfect.

24 UNIDENTIFIED SPEAKER: And if it changes -- they're  
25 going to run a few things sims (ph.) to kind of see where they're

1 at.

2 CONTROL CENTER: Yeah.

3 UNIDENTIFIED SPEAKER: If there's a change they're going  
4 to let me know and I'll give you a call back.

5 CONTROL CENTER: I appreciate that a lot.

6 UNIDENTIFIED SPEAKER: Yeah, no worries.

7 CONTROL CENTER: Thank you very much.

8 UNIDENTIFIED SPEAKER: No problem.

9 CONTROL CENTER: You have a good one.

10 UNIDENTIFIED SPEAKER: You too.

11 CONTROL CENTER: Bye.

12 UNIDENTIFIED SPEAKER: Bye.

13 \* \* \*

14 (Start time: July 26, 2010, 10:48:12)

15 CONTROL CENTER: Enbridge.

16 JUSTIN: Hey, how's it going?

17 CONTROL CENTER: Good so far.

18 JUSTIN: That's good. This is Justin calling with Line

19 4.

20 CONTROL CENTER: Uh-huh.

21 JUSTIN: Just letting you know I had a unit 3 at  
22 (indiscernible) lock out on me.

23 CONTROL CENTER: 4 3?

24 JUSTIN: Yeah.

25 CONTROL CENTER: All right.

1 JUSTIN: I was just wondering if you'd take a look at  
2 that. That would be great.

3 CONTROL CENTER: Okay.

4 JUSTIN: Sounds good.

5 CONTROL CENTER: All right.

6 JUSTIN: Thanks, bye.

7 CONTROL CENTER: Bye.

8 \* \* \*

9 (Start time: July 26, 2010, 10:48:46)

10 CONTROL CENTER: Control Center.

11 DARRELL: Yeah, this is Darrell from Hardisty.

12 CONTROL CENTER: Yeah.

13 DARRELL: On the 104 manifold out in here Hardisty they  
14 got some issues with a four-way valve for retiming it. You're not  
15 running through the (indiscernible) rate now, are you?

16 CONTROL CENTER: Oh, you probably want the Hardisty  
17 operator. Just a sec. I'll transfer you over.

18 DARRELL: Okay.

19 CONTROL CENTER: Terry? What's your number over there?  
20 What's your number over there?

21 TERRY: (indiscernible) 2104.

22 CONTROL CENTER: Okay. Just one sec. I'll transfer you  
23 over.

24 \* \* \*

25 (Start time: July 26, 2010, 10:49:12)

1 CONTROL CENTER: Control Center, Kelly speaking.

2 VINCE: Hi Kelly. This is Vince calling from Enbridge  
3 in Griffith.

4 CONTROL CENTER: Yes.

5 VINCE: Any indication what crude type that was?

6 CONTROL CENTER: Yeah, just one second.

7 Hey Vince?

8 VINCE: Yes.

9 CONTROL CENTER: It's Cold Lake 719.

10 VINCE: Cold, Cold Lake 719.

11 CONTROL CENTER: Yeah.

12 VINCE: Cold lake 719. Okay, buddy, and thank you.

13 CONTROL CENTER: All right. Thank you.

14 VINCE: Bye.

15 CONTROL CENTER: Bye-bye.

16 \* \* \*

17 (Start time: July 26, 2010, 10:49:33)

18 CONTROL CENTER: Control Center. Hello?

19 UNIDENTIFIED SPEAKER: Sorry. I was trying to call  
20 another pig tracker. Sorry about that.

21 CONTROL CENTER: No problem. Bye.

22 \* \* \*

23 (Start time: July 26, 2010, 10:54:42)

24 CONTROL CENTER: Control Center, Lines 6 and 3.

25 TOM: Hey, how are you doing? Which line is this? 6

1 and 3?

2 CONTROL CENTER: Yeah.

3 TOM: Oh, is there a Line 4 around somewhere?

4 CONTROL CENTER: He just stepped away. Can I help you  
5 with something?

6 TOM: Yeah, it's Tom here from Gretna pipeline  
7 maintenance. I'm just about to some lockouts in valves in Line 4  
8 ESB for (indiscernible).

9 CONTROL CENTER: Okay.

10 TOM: We're going to (indiscernible) here. So I don't  
11 know, would you still write my number down and then --

12 CONTROL CENTER: Okay.

13 TOM: I'll give him a call when I'm all done here.

14 CONTROL CENTER: Just a sec here. And this is Todd you  
15 said?

16 TOM: Tom.

17 CONTROL CENTER: Tom.

18 TOM: Yep.

19 CONTROL CENTER: (indiscernible) ESB?

20 TOM: Yep.

21 CONTROL CENTER: Gretna ESB.

22 TOM: No. It's actually Glenboro.

23 CONTROL CENTER: Oh, Glenboro.

24 TOM: Yep.

25 CONTROL CENTER: Okay. And your number, Tom?



1 TOM: [REDACTED]

2 CONTROL CENTER: Okay.

3 TOM: [REDACTED]

4 CONTROL CENTER: All right. I'll pass it on and --  
5 yeah, just give me a shout or him a shout when you're all done in  
6 there.

7 TOM: Okay. Perfect.

8 CONTROL CENTER: All right.

9 \* \* \*

10 (Start time: July 26, 2010, 10:55:20)

11 CONTROL CENTER: Control Center.

12 UNIDENTIFIED SPEAKER: Hey. Do you mind if I restart  
13 your model?

14 CONTROL CENTER: No. You can go ahead.

15 UNIDENTIFIED SPEAKER: Okay. I'll call you when I'm  
16 done.

17 CONTROL CENTER: Sounds good. Thanks.

18 \* \* \*

19 (Start time: July 26, 2010, 10:57:13)

20 CONTROL CENTER: All done

21 UNIDENTIFIED SPEAKER: Yep. You can reload at any time.

22 CONTROL CENTER: Okay. I'll start her back up.

23 UNIDENTIFIED SPEAKER: Okay. Thanks.

24 CONTROL CENTER: Thank you.

25 UNIDENTIFIED SPEAKER: Bye.

1 CONTROL CENTER: Bye.

2 \* \* \*

3 (Start time: July 26, 2010, 10:58:42)

4 CONTROL CENTER: Control Center, Kelly speaking.

5 UNIDENTIFIED SPEAKER: Hi, Kelly. Could I please have  
6 the daily rate loss rundown reports?

7 CONTROL CENTER: Okay. Sure.

8 UNIDENTIFIED SPEAKER: All right. Thank you.

9 CONTROL CENTER: Thank you. Bye-bye.

10 \* \* \*

11 (Start time: July 26, 2010, 11:03:36)

12 CONTROL CENTER: Control Center.

13 DAN: Line 4?

14 CONTROL CENTER: Yeah.

15 DAN: Hi. Dan here at Lower Burn (ph.).

16 CONTROL CENTER: Okay.

17 DAN: Your 43 is reset.

18 CONTROL CENTER: Sounds good.

19 DAN: And it went down on overload, eh.

20 CONTROL CENTER: On overload?

21 DAN: Yep.

22 CONTROL CENTER: Okay.

23 DAN: So it must have been pushing somewhere up around  
24 the 700 amps.

25 CONTROL CENTER: Oh, okay. I'll keep that one off then.

1 DAN: Whatever you guys decide.

2 CONTROL CENTER: Yeah.

3 DAN: It'll blow one of these days.

4 CONTROL CENTER: Oh, yeah I know. I wanted to have  
5 three units there because of just the pressure upstream of it to  
6 pull away, but I guess they just can't --

7 DAN: We went through this last weekend with the other  
8 guy operating it too.

9 CONTROL CENTER: And what was that?

10 DAN: Well, you guys just -- they're asking for too much  
11 rate to go through here.

12 CONTROL CENTER: Oh, okay.

13 DAN: And 42 and 43 both locked out, so --

14 CONTROL CENTER: Oh.

15 DAN: Whatever you guys decide because one of these days  
16 you're going to be short one.

17 CONTROL CENTER: Yeah, I know (indiscernible) run like  
18 this. I wasn't aware. I just -- they tell me just to, to run  
19 max, right. In order to run max it's better to have three  
20 (indiscernible) there, but if we can't then --

21 DAN: Well --

22 CONTROL CENTER: -- I'll run max with out three there  
23 because I don't want to cause bigger problems than -- you know,  
24 because like I can make it work. It's just I have to run at a  
25 higher pressure that's all.

1 DAN: Well, when the operator was on here last -- it was  
2 last Friday.

3 CONTROL CENTER: Yeah.

4 DAN: And he went through this stuff and he said he  
5 caught a couple waves when these things went down --

6 CONTROL CENTER: Um-hum.

7 DAN: -- that it was -- he didn't like it and it was  
8 getting pretty serious that -- because with the stuff going on up  
9 ahead upstream --

10 CONTROL CENTER: Yeah.

11 DAN: -- like Meldon (ph.) and all that and Croward  
12 (ph.)?

13 CONTROL CENTER: Yeah.

14 DAN: I guess it's -- it's scary, but --

15 CONTROL CENTER: Well, yeah it's -- like I'm only, I'm  
16 only 40 pounds away to go like from my line starting to control  
17 itself kind of thing, like LPM takeover is what it's called.

18 DAN: Um-hum.

19 CONTROL CENTER: So it's like it's tight in there,  
20 right? So it would be a lot better -- if we had Meldon unit 3  
21 back then it wouldn't be an issue at all.

22 DAN: Right.

23 CONTROL CENTER: It's that Meldon unit 3 that's really,  
24 really hurting us.

25 DAN: Yeah. And like -- yeah, like -- well --

1 CONTROL CENTER: Because Lower Burn's not usually an  
2 issue. It's just Meldon unit 3, without that unit it's better to  
3 run three at Lower Burn to pull away the pressure or else you're  
4 running kind of like you said. It's like -- it gets a little  
5 scary when, when you get all those stations --

6 DAN: (indiscernible)

7 CONTROL CENTER: -- stacked up and then there's an upset  
8 and it's really -- it makes it really hard to fight an upset that  
9 way.

10 DAN: Yeah. Because right, right now you're dealing  
11 with the -- you're going to be dealing -- like right now it's a  
12 temperature issue.

13 CONTROL CENTER: Yeah.

14 DAN: And a voltage issue because the amps are well over  
15 700.

16 CONTROL CENTER: Oh, okay.

17 DAN: And, and we're only good for 580. Like 1 and 2  
18 right now are 580 to 600, which is all right.

19 CONTROL CENTER: You don't know anything about unit 3 at  
20 Meldon do you at all?

21 DAN: Nope.

22 CONTROL CENTER: Oh, okay. I guess -- yeah, I wasn't  
23 sure if you were out there too, but --

24 DAN: They're right next door, but that's all we know.

25 CONTROL CENTER: Oh, okay. That works for me.

1 DAN: All right.

2 CONTROL CENTER: Maybe I'll give them a call and see  
3 what they can tell me because -- normally we don't run three at  
4 Lower Burn, right, because --

5 DAN: Yeah.

6 CONTROL CENTER: -- Meldon's working, but --

7 DAN: And it doesn't help here that we got the VFD going  
8 here too, so --

9 CONTROL CENTER: Oh, yeah, that, that makes a huge  
10 difference too.

11 DAN: Or a control valve, so --

12 CONTROL CENTER: Yeah, so -- or -- yeah, everything is  
13 just (indiscernible).

14 DAN: Yes. Like right now it's -- it's you and I that,  
15 that -- the scheduling guy he says you do max rate, max rate.  
16 Well you can't.

17 CONTROL CENTER: No.

18 DAN: With what we got you can't do it.

19 CONTROL CENTER: He just packs in there and packs in  
20 there and -- yeah, definitely --

21 DAN: And I'm afraid one of these times if we get  
22 another overload that we might lose the motor for good. Then you  
23 will be without.

24 CONTROL CENTER: Exactly. We'll be without and --

25 DAN: Yep.

1 CONTROL CENTER: Nothing there.

2 DAN: (indiscernible).

3 CONTROL CENTER: But I'm going to keep it -- I'll, I'll  
4 leave a note on the station --

5 DAN: Yeah.

6 CONTROL CENTER: -- not to run three units there. I'll  
7 just say try not to because you'll get an overload and they just  
8 won't do that.

9 DAN: Yep.

10 CONTROL CENTER: Sounds good.

11 DAN: All right.

12 CONTROL CENTER: Thank you.

13 DAN: (indiscernible)

14 CONTROL CENTER: Yes, you too. Bye.

15 DAN: Bye.

16 \* \* \*

17 (Start time: July 26, 2010, 12:31:11)

18 CONTROL CENTER: Enbridge Pipeline emergency phone. Go  
19 ahead with your emergency.

20 MS. GRIFFIN: My name is Joanne Griffin from Playcare  
21 Learning Center. It's a childcare center. We were told that a  
22 natural gas line broke right near us and it's going into the  
23 ground in our well. And I need to know what I'm supposed to be  
24 doing. I have kids here that drink the water. Could someone tell  
25 me if it's going into our well or if -- you know, what do I do?

1 CONTROL CENTER: Can I get your name and number and I'll  
2 get somebody to give you a call back?

3 MS. GRIFFIN: Joanne Griffin --

4 CONTROL CENTER: I'm sorry, what's --

5 MS. GRIFFIN: -- Learning Center.

6 CONTROL CENTER: I'm sorry. Just let me grab a pen  
7 here. Sorry. Okay. Joanne --

8 MS. GRIFFIN: Griffin.

9 CONTROL CENTER: Okay.

10 MS. GRIFFIN: Playcare Learning Center.

11 CONTROL CENTER: I'm sorry. What was that learning  
12 center? Was it --

13 MS. GRIFFIN: Playcare.

14 CONTROL CENTER: Playcare, sorry. Playcare Learning  
15 Center.

16 MS. GRIFFIN: And I'll give you my cell phone. [REDACTED] --

17 CONTROL CENTER: Okay.

18 MS. GRIFFIN: -- [REDACTED] --

19 CONTROL CENTER: [REDACTED]

20 MS. GRIFFIN: -- [REDACTED]

21 CONTROL CENTER: [REDACTED]

22 MS. GRIFFIN: Yeah, now the natural -- Consumers did  
23 call us and tell us it's broke right out -- like right, right  
24 almost in our yard.

25 CONTROL CENTER: Consumers Energy phoned you?



1 MS. GRIFFIN: Well, we have a parent here that works  
2 there.

3 CONTROL CENTER: Oh, okay.

4 MS. GRIFFIN: We got an inside line there, but we --

5 CONTROL CENTER: Okay.

6 MS. GRIFFIN: -- can smell it. I mean you can smell it.

7 I mean as soon as you walk out our door.

8 CONTROL CENTER: Okay. I will --

9 MS. GRIFFIN: So I need to know what to do with these  
10 kids, if I'm -- if I have to legally close, what do we -- you  
11 know, they can't -- right now I told everyone not to drink the  
12 water. We have that well.

13 CONTROL CENTER: Okay. I will give somebody a call to  
14 give you a call back.

15 MS. GRIFFIN: Thanks. Will that be soon?

16 CONTROL CENTER: Yep.

17 MS. GRIFFIN: Thank you.

18 CONTROL CENTER: Thank you for calling.

19 \* \* \*

20 (Start time: July 26, 2010, 13:06:09)

21 CONTROL CENTER: Enbridge Pipeline emergency phone. Go  
22 ahead with your emergency.

23 ALLISON: Hi. This is Allison calling from Marshall,  
24 Michigan -- the police department -- sorry about that. I just  
25 went blank for a minute. We have a couple in here who have a

1 daycare out by your -- where the gas leak is and they have some  
2 questions. They've been -- they had called to talk to somebody,  
3 but nobody's calling them back. Is there a number that they could  
4 call to talk to somebody?

5 CONTROL CENTER: Sorry, who -- which -- you said a  
6 daycare. Which daycare?

7 ALLISON: Playcare.

8 CONTROL CENTER: Okay. We forwarded some information on  
9 to our media relations group, our customer group.

10 ALLISON: Okay. Well, they're concerned because they  
11 have children there.

12 CONTROL CENTER: Yeah.

13 ALLISON: And they need to talk to somebody. You know,  
14 they're getting headaches and things and they don't know -- if  
15 they call this particular number can they talk with you? Or is  
16 there somebody else that they should talk with?

17 CONTROL CENTER: I will talk to our folks again. I  
18 think I -- what's their number? [REDACTED]

19 ALLISON: It could be. It could be. I don't have their  
20 number.

21 CONTROL CENTER: Okay.

22 ALLISON: I'm sorry. Let me hold on just a second.

23 CONTROL CENTER: Um-hum.

24 ALLISON: Can you do that?

25 CONTROL CENTER: Yeah.

1 ALLISON: Okay. Okay. [REDACTED]

2 CONTROL CENTER: Yeah, I got that, yeah.

3 ALLISON: Okay.

4 CONTROL CENTER: I'll give our folks a call again here.

5 ALLISON: Thank you.

6 CONTROL CENTER: Thank you very much.

7 ALLISON: All right. Bye-bye.

8 CONTROL CENTER: Bye-bye.

9 \* \* \*

10 (Start time: July 26, 2010, 13:11:16)

11 CONTROL CENTER: Enbridge Pipeline emergency phone. Go  
12 ahead with your emergency.

13 UNIDENTIFIED SPEAKER: Hi it's (indiscernible).

14 CONTROL CENTER: Hi there.

15 UNIDENTIFIED SPEAKER: Okay. I've got an  
16 (indiscernible) for you.

17 CONTROL CENTER: Okay. What time?

18 UNIDENTIFIED SPEAKER: 1300.

19 CONTROL CENTER: 1300?

20 UNIDENTIFIED SPEAKER: Yes.

21 CONTROL CENTER: All righty. You're sending a fax?

22 UNIDENTIFIED SPEAKER: I am.

23 CONTROL CENTER: Excellent. Thank you very much.

24 UNIDENTIFIED SPEAKER: And who am I speaking with?

25 CONTROL CENTER: It's Kelly.

1 UNIDENTIFIED SPEAKER: Kelly? Great. Thanks, Kelly.

2 CONTROL CENTER: All right, bye-bye.

3 UNIDENTIFIED SPEAKER: Bye.

4 \* \* \*

5 (Start time: July 26, 2010, 13:24:23)

6 CONTROL CENTER: Enbridge Pipeline emergency phone. Go  
7 ahead with your emergency.

8 UNIDENTIFIED SPEAKER: Oh, this is not an emergency, but  
9 it's the only number I can find. I'm sorry. I am trying to get a  
10 hold of somebody about -- who I can call about a contract while  
11 cutting hay on some land (indiscernible). Do you who I --  
12 somewhere I could leave a -- what number I can get? Do you have  
13 any idea?

14 CONTROL CENTER: No [REDACTED]

15 UNIDENTIFIED SPEAKER: All right I'll try that.

16 CONTROL CENTER: All righty.

17 UNIDENTIFIED SPEAKER: Sorry about calling the number.

18 CONTROL CENTER: No problem.

19 UNIDENTIFIED SPEAKER: Thanks. Bye.

20 CONTROL CENTER: Bye-bye.

21 \* \* \*

22 (Start time: July 26, 2010, 13:38:04)

23 CONTROL CENTER: Enbridge Pipeline emergency phone. Go  
24 ahead with your emergency.

25 UNIDENTIFIED SPEAKER: Oh, I'm sorry. I don't have an

1 emergency. I was just looking for the customer service number for  
2 Enbridge.

3 CONTROL CENTER: Try [REDACTED]

4 UNIDENTIFIED SPEAKER: [REDACTED]

5 CONTROL CENTER: Yep.

6 UNIDENTIFIED SPEAKER: Okay.

7 CONTROL CENTER: Bye-bye.

8 \* \* \*

9 (Start time: July 26, 2010, 13:52:32)

10 CONTROL CENTER: Enbridge Pipeline emergency phone. Go  
11 ahead with your emergency.

12 UNIDENTIFIED SPEAKER: Oh, I'm sorry. I, I guess I've  
13 dialed the wrong, the wrong number. Sorry about that.

14 CONTROL CENTER: No problem. Have a good one.

15 \* \* \*

16 (Start time: July 26, 2010, 14:03:08)

17 CONTROL CENTER: Enbridge Pipeline emergency phone. Go  
18 ahead with your pipeline emergency.

19 RECORDING: This is (indiscernible) call center calling  
20 with an emergency (indiscernible) member code [REDACTED]. If you  
21 just want a ticket number press 1. To hear the entire ticket --

22 Ticket number [REDACTED] for member code [REDACTED]. To  
23 repeat press 1. Ticket number [REDACTED] for member code [REDACTED]  
24 [REDACTED]. To repeat press 1. For more details press 2. To  
25 acknowledge receipt of this ticket press 9. Thank you. There are

1 no more messages.

2 \* \* \*

3 (Start time: July 26, 2010, 14:12:16)

4 CONTROL CENTER: Enbridge Pipeline emergency phone. Go  
5 ahead with your emergency.

6 PAIGE: Hi. My name is Paige. I'm from FireMaster.

7 CONTROL CENTER: Okay.

8 PAIGE: I have a station five (indiscernible).

9 CONTROL CENTER: Okay.

10 PAIGE: Okay. Can I get your name?

11 CONTROL CENTER: Sure. It's Kelly.

12 PAIGE: Kelly? Okay, thank you.

13 CONTROL CENTER: Thank you.

14 \* \* \*

15 (Start time: July 26, 2010, 15:09:48)

16 CONTROL CENTER: Enbridge Pipeline emergency phone. Go  
17 ahead with your emergency.

18 PAIGE: Hi. It's Paige from FireMaster. I have another  
19 station five.

20 CONTROL CENTER: Okay. For 1500?

21 PAIGE: Yeah. Is this still Kelly?

22 CONTROL CENTER: It is, yeah.

23 PAIGE: All right.

24 CONTROL CENTER: Thank you.

25 PAIGE: Goodbye.

1 CONTROL CENTER: Goodbye.

2 \* \* \*

3 (Start time: July 26, 2010, 15:51:07)

4 CONTROL CENTER: Enbridge Pipeline emergency phone. Go  
5 ahead with your emergency.

6 MS. JENKINS: Yes, I would like report that apparently  
7 there was a breakage over by 15 (indiscernible) in Marshall,  
8 Michigan, which was coming down our Kalamazoo River into Ceresco,  
9 Michigan. And there's no cleanup crew or anything down by that  
10 dam and there's oil all over in the river. I don't know if it's  
11 been reported to you. I know it was on the news.

12 CONTROL CENTER: Okay. What was your name again?

13 MS. JENKINS: Jody Jenkins.

14 CONTROL CENTER: Jody Jenkins.

15 MS. JENKINS: I know they get water out of that river if  
16 there's a house fire and there's no way they can do that, so we're  
17 hoping there's no house fires in (indiscernible).

18 CONTROL CENTER: Yeah. Okay. Jody Jenkins and you're  
19 where, sorry?

20 MS. JENKINS: I live in Ceresco, Michigan.

21 CONTROL CENTER: How do you spell that?

22 MS. JENKINS: C-e-r-e-s-c-o.

23 CONTROL CENTER: Michigan.

24 MS. JENKINS: Yes.

25 CONTROL CENTER: Okay. And what was your phone number?

1 MS. JENKINS: [REDACTED]

2 CONTROL CENTER: [REDACTED]

3 MS. JENKINS: -- [REDACTED] --

4 CONTROL CENTER: [REDACTED]

5 MS. JENKINS: -- [REDACTED].

6 CONTROL CENTER: [REDACTED].

7 MS. JENKINS: I don't know if anybody has reported it.  
8 My brother is actually the one that found out that it broke  
9 because he was out moped riding and they said it was going down  
10 the river, that they had a cleanup crew down here by our dam. So  
11 I drove down there to see if I could get any information and there  
12 is nobody down there.

13 CONTROL CENTER: Okay. Yeah, I will pass this on to the  
14 appropriate people and somebody may give you a call back here.

15 MS. JENKINS: Okay. Thank you.

16 CONTROL CENTER: All right. Thanks, Jody.

17 MS. JENKINS: Uh-huh, bye.

18 CONTROL CENTER: Bye-bye.

19 \* \* \*

20 (Start time: July 26, 2010, 15:52:13)

21 CONTROL CENTER: Enbridge Pipeline emergency line.

22 DAVE: Do you guys have an oil line -- oil break leaking  
23 oil in Marshall, Michigan in the river?

24 CONTROL CENTER: We do.

25 DAVE: Are you aware of this?



1 CONTROL CENTER: Yes, we are aware, yes.

2 DAVE: Okay. Because they said there was a cleaning  
3 crew down at the Ceresco Dam and there's no cleaning crew down  
4 there, so it's running right down the river.

5 CONTROL CENTER: Ceresco Dam. Can I get your name?

6 DAVE: Dave.

7 CONTROL CENTER: Dave. Okay. Now, what's your phone  
8 number?

9 DAVE: Well, I don't necessarily need to give that. I  
10 just need to know if -- where they're going to the cleanup at.

11 CONTROL CENTER: Okay. I'm just going to get you  
12 another number here. Okay?

13 DAVE: Okay. What's, what's this to?

14 CONTROL CENTER: It's our public relations person.

15 DAVE: Are they there?

16 CONTROL CENTER: They're aware of everything that's  
17 going on, so -- one sec Dave, okay?

18 DAVE: Yeah.

19 CONTROL CENTER: Is there -- so you don't want to give  
20 your number, Dave?

21 DAVE: What's that?

22 CONTROL CENTER: You don't want to give your number so  
23 someone can call you?

24 DAVE: Well, if there's going to be somebody there that,  
25 that knows what's going on and can handle this, but has answers

1 about it.

2 CONTROL CENTER: We do have personnel responding. We  
3 have lots of personnel responding.

4 DAVE: Right. But they, they lied about having a  
5 cleanup crew down there. I wonder where they're going to stop it  
6 at.

7 CONTROL CENTER: One second, okay?

8 DAVE: Uh-huh.

9 CONTROL CENTER: Okay. You got a pen?

10 DAVE: Yep.

11 CONTROL CENTER: Okay. It's [REDACTED].

12 DAVE: [REDACTED].

13 CONTROL CENTER: And the name is Lorraine.

14 DAVE: Lorraine?

15 CONTROL CENTER: Yeah. And there's another number,  
16 Larry. And his number is [REDACTED]

17 DAVE: [REDACTED]

18 CONTROL CENTER: -- [REDACTED] --

19 DAVE: [REDACTED]

20 CONTROL CENTER: -- [REDACTED]

21 DAVE: [REDACTED]

22 CONTROL CENTER: Yeah.

23 DAVE: Okay.

24 CONTROL CENTER: Okay. Thanks a lot, Dave.

25 DAVE: Yeah.

1 \* \* \*

2 (Start time: July 26, 2010, 15:58:14)

3 CONTROL CENTER: Enbridge Pipeline emergency phone. Go  
4 ahead with your pipeline emergency.

5 UNIDENTIFIED SPEAKER: That's why I'm calling. I live  
6 on Division Drive in Marshall where the oil spill is.

7 CONTROL CENTER: Yep.

8 UNIDENTIFIED SPEAKER: And I'm just checking to see what  
9 we can do to get hotel accommodations because the smell in our  
10 house is horrendous.

11 CONTROL CENTER: Okay. I'm going to give you a number  
12 for public affairs.

13 UNIDENTIFIED SPEAKER: Okay.

14 CONTROL CENTER: Just bear with me one second here. You  
15 can dial 715 --

16 UNIDENTIFIED SPEAKER: Um-hum.

17 CONTROL CENTER: -- 398 --

18 UNIDENTIFIED SPEAKER: Um-hum.

19 CONTROL CENTER: -- 4677.

20 UNIDENTIFIED SPEAKER: Okay.

21 CONTROL CENTER: And that's for Lorraine.

22 UNIDENTIFIED SPEAKER: Lorraine?

23 CONTROL CENTER: Yeah, or I'll give you another number  
24 here as a backup.

25 UNIDENTIFIED SPEAKER: Okay.

1 CONTROL CENTER: [REDACTED]--

2 UNIDENTIFIED SPEAKER: Um-hum.

3 CONTROL CENTER: -- [REDACTED]--

4 UNIDENTIFIED SPEAKER: Uh-huh.

5 CONTROL CENTER: -- [REDACTED]

6 UNIDENTIFIED SPEAKER: Okay.

7 CONTROL CENTER: And that's for Larry.

8 UNIDENTIFIED SPEAKER: Larry?

9 CONTROL CENTER: Yeah.

10 UNIDENTIFIED SPEAKER: Okay. Very good. Thank you.

11 CONTROL CENTER: Thank you. Bye-bye.

12 UNIDENTIFIED SPEAKER: Bye.

13 \* \* \*

14 (Start time: July 26, 2010, 16:07:47)

15 CONTROL CENTER: Enbridge Pipeline's emergency line.

16 UNIDENTIFIED SPEAKER: Wow. Okay. Thank you. I know I  
17 don't need the emergency. What I do need is the department that  
18 handles new, new clients moving into a property.

19 CONTROL CENTER: Okay. Did you get this off the  
20 website?

21 UNIDENTIFIED SPEAKER: Yes, because trust me it's been  
22 very difficult trying to find an actual number for this customer  
23 service (indiscernible). Okay?

24 CONTROL CENTER: Okay.

25 UNIDENTIFIED SPEAKER: And when I called the first time

1 it told me that someone would be with me in half an hour  
2 (indiscernible).

3 CONTROL CENTER: Oh.

4 UNIDENTIFIED SPEAKER: (indiscernible)

5 CONTROL CENTER: All I have is a billing number. I'm  
6 actually an oil pipeline emergency number.

7 UNIDENTIFIED SPEAKER: Yeah.

8 CONTROL CENTER: So I'll give you the billing number.

9 UNIDENTIFIED SPEAKER: Oh, sure.

10 CONTROL CENTER: [REDACTED] --

11 UNIDENTIFIED SPEAKER: Yes.

12 CONTROL CENTER: -- [REDACTED] --

13 UNIDENTIFIED SPEAKER: [REDACTED].

14 CONTROL CENTER: -- [REDACTED].

15 UNIDENTIFIED SPEAKER: [REDACTED]. Thank you.

16 CONTROL CENTER: Okay. Sorry about that. Bye.

17 \* \* \*

18 (Start time: July 26, 2010, 16:44:15)

19 CONTROL CENTER: Enbridge Pipeline emergency phone. Go  
20 ahead with your pipeline emergency. Hello?

21 \* \* \*

22 (Start time: July 26, 2010, 17:48:43)

23 CONTROL CENTER: Enbridge Control Center emergency line.  
24 Go ahead.

25 UNIDENTIFIED SPEAKER: I didn't need the emergency

1 number. I'm very sorry.

2 CONTROL CENTER: Not a problem.

3 UNIDENTIFIED SPEAKER: Okay. Have a good day.

4 CONTROL CENTER: Okay, bye.

5 UNIDENTIFIED SPEAKER: Bye.

6 \* \* \*

7 (Start time: July 26, 2010, 18:07:13)

8 CONTROL CENTER: Enbridge Pipeline's emergency.

9 UNIDENTIFIED SPEAKER: Yes. I think we have a small gas  
10 leak maybe in our backyard.

11 CONTROL CENTER: Okay. Where are you calling from?

12 UNIDENTIFIED SPEAKER: [REDACTED],  
13 [REDACTED].

14 CONTROL CENTER: Ontario? Okay. I'll give you a  
15 different number to call then.

16 UNIDENTIFIED SPEAKER: Okay. Great, thanks. I just  
17 wasn't sure --

18 CONTROL CENTER: Yeah, this is the crude oil stuff,  
19 so --

20 DAVE: No, no, no. Oh, this is crude oil? Yeah --

21 CONTROL CENTER: Yeah. So I'll give you the gas number.

22 UNIDENTIFIED SPEAKER: Thanks.

23 CONTROL CENTER: Are you ready?

24 UNIDENTIFIED SPEAKER: Yep.

25 CONTROL CENTER: 1-866 --

1 UNIDENTIFIED SPEAKER: Yep.

2 CONTROL CENTER: -- 763 --

3 UNIDENTIFIED SPEAKER: Yep.

4 CONTROL CENTER: -- 5427.

5 UNIDENTIFIED SPEAKER: 5427. Great. Thank you.

6 CONTROL CENTER: You're welcome.

7 UNIDENTIFIED SPEAKER: Bye.

8 CONTROL CENTER: Bye.

9 \* \* \*

10 (Start time: July 26, 2010, 18:51:07)

11 CONTROL CENTER: Enbridge Pipeline's emergency.

12 UNIDENTIFIED SPEAKER: Yes. (indiscernible) in Ceresco.

13 CONTROL CENTER: Um-hum.

14 UNIDENTIFIED SPEAKER: You know it really smells bad out  
15 here.

16 CONTROL CENTER: Okay. Where is Ceresco?

17 UNIDENTIFIED SPEAKER: It's just a little ways down from  
18 where you dumped all the fuel oil in the river.

19 CONTROL CENTER: Okay.

20 UNIDENTIFIED SPEAKER: And I don't think I can stay in  
21 there tonight.

22 CONTROL CENTER: You can stand it a night? Okay. Can I  
23 give you a different number to call?

24 UNIDENTIFIED SPEAKER: Sure. I'm ready.

25 CONTROL CENTER: Are you ready?

1 UNIDENTIFIED SPEAKER: Yes.

2 CONTROL CENTER: Lorraine Grymala, G-r-y-m-a-l-a.

3 UNIDENTIFIED SPEAKER: Can you spell the whole thing off  
4 (indiscernible)?

5 CONTROL CENTER: L-o-r-r-a-i-n-e.

6 UNIDENTIFIED SPEAKER: Okay. And what's the last name?

7 CONTROL CENTER: G-r-y --

8 UNIDENTIFIED SPEAKER: Okay.

9 CONTROL CENTER: -- m-a-l-a.

10 UNIDENTIFIED SPEAKER: M-a-l-a?

11 CONTROL CENTER: Correct.

12 UNIDENTIFIED SPEAKER: All right. And the number?

13 CONTROL CENTER: 7 [REDACTED].

14 UNIDENTIFIED SPEAKER: [REDACTED]

15 CONTROL CENTER: Yep. And her cell phone number is [REDACTED]

16 [REDACTED]

17 UNIDENTIFIED SPEAKER: Okay. And that's all I need?

18 CONTROL CENTER: Yep. And is it -- you're not -- you're  
19 figuring it's coming from the leak we've already had, right?

20 UNIDENTIFIED SPEAKER: Yeah.

21 CONTROL CENTER: Yeah?

22 UNIDENTIFIED SPEAKER: It's definitely (indiscernible) a  
23 whole lot of oil in the river.

24 CONTROL CENTER: Okay. Yep, that's who you need --  
25 that's who you need to call.



1 UNIDENTIFIED SPEAKER: Okay. Thank you.

2 CONTROL CENTER: Yep, bye-bye.

3 UNIDENTIFIED SPEAKER: Bye.

4 \* \* \*

5 (Start time: July 26, 2010, 18:57:46)

6 CONTROL CENTER: Enbridge Pipeline's emergency.

7 UNIDENTIFIED SPEAKER: Yeah. I just called you and you  
8 gave me Lorraine's number?

9 CONTROL CENTER: Yep.

10 UNIDENTIFIED SPEAKER: Well, she's out of town and her  
11 cell phone is -- she's unavailable.

12 CONTROL CENTER: Okay. I'll give you another number  
13 then.

14 UNIDENTIFIED SPEAKER: All right. Let's do it.

15 CONTROL CENTER: Yep.

16 UNIDENTIFIED SPEAKER: Okay. I'm ready.

17 CONTROL CENTER: Larry Springer. And the office number  
18 is [REDACTED] --

19 UNIDENTIFIED SPEAKER: [REDACTED]

20 CONTROL CENTER: -- [REDACTED]

21 UNIDENTIFIED SPEAKER: Okay.

22 CONTROL CENTER: -- [REDACTED]

23 UNIDENTIFIED SPEAKER: [REDACTED]

24 CONTROL CENTER: -- [REDACTED]

25 UNIDENTIFIED SPEAKER: [REDACTED]

1 CONTROL CENTER: And the cell number is [REDACTED]  
2 UNIDENTIFIED SPEAKER: Okay.  
3 CONTROL CENTER: -- [REDACTED]  
4 UNIDENTIFIED SPEAKER: [REDACTED] Okay.  
5 CONTROL CENTER: Well, actually --  
6 UNIDENTIFIED SPEAKER: (indiscernible)  
7 CONTROL CENTER: Hold on. That's the wrong one. I'm  
8 supposed to give you Terry Larson. Okay?  
9 UNIDENTIFIED SPEAKER: You got another one?  
10 CONTROL CENTER: I got another one.  
11 UNIDENTIFIED SPEAKER: I'm running out of paper. Okay.  
12 CONTROL CENTER: [REDACTED]  
13 UNIDENTIFIED SPEAKER: Just a minute.  
14 CONTROL CENTER: Okay.  
15 UNIDENTIFIED SPEAKER: [REDACTED]  
16 CONTROL CENTER: -- [REDACTED] --  
17 UNIDENTIFIED SPEAKER: -- [REDACTED] --  
18 CONTROL CENTER: -- [REDACTED]  
19 UNIDENTIFIED SPEAKER: -- [REDACTED] And that is who?  
20 CONTROL CENTER: Terry Larson.  
21 UNIDENTIFIED SPEAKER: Terry Larson?  
22 CONTROL CENTER: Yep. And the cell number is [REDACTED]  
23 [REDACTED]  
24 UNIDENTIFIED SPEAKER: All right. Repeat it again. [REDACTED]  
25 CONTROL CENTER: [REDACTED]

1 UNIDENTIFIED SPEAKER: Okay.

2 CONTROL CENTER: -- [REDACTED].

3 UNIDENTIFIED SPEAKER: So the, the other one there I had  
4 I might as well forget that one?

5 CONTROL CENTER: No. You can try that if you can't get  
6 a hold of Terry. Try the third one first and then try the second  
7 one after that.

8 UNIDENTIFIED SPEAKER: Okay.

9 CONTROL CENTER: Okay?

10 UNIDENTIFIED SPEAKER: Thank you.

11 CONTROL CENTER: You're welcome.

12 UNIDENTIFIED SPEAKER: Yep.

13 CONTROL CENTER: Goodbye.

14 \* \* \*

15 (Start time: July 26, 2010, 19:17:56)

16 CONTROL CENTER: Enbridge Control Center emergency line.  
17 Go ahead.

18 UNIDENTIFIED SPEAKER: Yes, I called earlier. I was  
19 calling somebody regarding the oil spill you guys have going on  
20 now in Marshall.

21 CONTROL CENTER: Yes, sir.

22 UNIDENTIFIED SPEAKER: And we have a product that I  
23 want to get a sample to you tomorrow. I was -- I thought he was  
24 going to call me back tonight that -- a product that they're using  
25 the Gulf right now too, like they're using it for fencing in the

1 waterways and on the marshes and stuff where it'll allow water to  
2 flow through but oil won't go through it.

3 CONTROL CENTER: Um-hum.

4 UNIDENTIFIED SPEAKER: And so, I was just wondering if  
5 there was somebody who was in charge of getting samples of  
6 products or whatever because I know it'll help you guys. I got a  
7 300 foot by 5 foot roll that I could him for a sample.

8 CONTROL CENTER: Oh, I see. Okay. I think the, the  
9 previous gentleman you talked to gave you some -- I suppose people  
10 up in our public affairs. They'll be the ones --

11 UNIDENTIFIED SPEAKER: (indiscernible)

12 CONTROL CENTER: They'll be the ones to, to give all  
13 that direction.

14 UNIDENTIFIED SPEAKER: (indiscernible) well, he didn't  
15 give me anybody. He just said he'd call me back because he was  
16 busy.

17 CONTROL CENTER: Oh, okay. Okay. Hang on a second.

18 UNIDENTIFIED SPEAKER: All right.

19 CONTROL CENTER: Okay. I'm going to give you a couple  
20 phone numbers to call.

21 UNIDENTIFIED SPEAKER: Okay.

22 CONTROL CENTER: Okay. So the first phone, that first  
23 person is Lorraine -- her name is Grymala, G --

24 UNIDENTIFIED SPEAKER: What?

25 CONTROL CENTER: G-r-y-m-a-l-a.

1 UNIDENTIFIED SPEAKER: M-a-l-a, okay.

2 CONTROL CENTER: Yeah. And her phone number is area

3 code [REDACTED]--

4 UNIDENTIFIED SPEAKER: [REDACTED]

5 CONTROL CENTER: -- [REDACTED]--

6 UNIDENTIFIED SPEAKER: [REDACTED]

7 CONTROL CENTER: -- [REDACTED]

8 UNIDENTIFIED SPEAKER: [REDACTED]

9 CONTROL CENTER: And we have a backup.

10 UNIDENTIFIED SPEAKER: Okay.

11 CONTROL CENTER: His name is Terry Larson.

12 UNIDENTIFIED SPEAKER: Terry Larson. Okay.

13 CONTROL CENTER: And his telephone number is [REDACTED]--

14 UNIDENTIFIED SPEAKER: [REDACTED]

15 CONTROL CENTER: -- [REDACTED]--

16 UNIDENTIFIED SPEAKER: [REDACTED]

17 CONTROL CENTER: -- [REDACTED].

18 UNIDENTIFIED SPEAKER: Do you think I can get a hold of

19 any of these guys tonight or I got to wait till tomorrow?

20 CONTROL CENTER: I'm not sure.

21 UNIDENTIFIED SPEAKER: I can try. Okay. And then where

22 -- where is 713? Where's that area code at?

23 CONTROL CENTER: I'm not sure.

24 UNIDENTIFIED SPEAKER: Okay. (indiscernible) thank you.

25 CONTROL CENTER: All right, sir. Bye-bye.

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(Start time: July 26, 2010, 09:03:11)

CONTROL CENTER: Control Center, Greg here.

MR. KOLBUCK: Hi, Greg. My name is Vince Kolbuck calling from Chicago region regarding the, the leak. Are you in a state right now where you can talk?

CONTROL CENTER: Yeah, yeah.

MR. KOLBUCK: What's your last name, Greg?

CONTROL CENTER: Poulin.

MR. KOLBUCK: P --

CONTROL CENTER: -- o-u-l-i-n.

MR. KOLBUCK: Could you just give a rundown timeline? Because I'm, I'm tasked with putting in the leak report and I just need an idea of the, the different things that you guys know of what happened to this point.

CONTROL CENTER: Okay. (indiscernible) better talk to the shift leads because they're --

MR. KOLBUCK: Okay.

CONTROL CENTER: I would say -- like I could give them what I know, but they're kind of doing the investigation.

MR. KOLBUCK: Okay.

CONTROL CENTER: Because the majority of this stuff happened last night.

MR. KOLBUCK: Oh, okay.

CONTROL CENTER: It didn't happen on our shift this

1 morning.

2 MR. KOLBUCK: Okay. Who is the shift lead now?

3 CONTROL CENTER: Kelly and -- Kelly and Brad.

4 MR. KOLBUCK: Kelly -- Kelly who?

5 CONTROL CENTER: Kelly (indiscernible) -- the last name.

6 It's a messed up last name. Soprovich.

7 MR. KOLBUCK: What's Brad's?

8 CONTROL CENTER: Brad Ashcroft.

9 MR. KOLBUCK: Ashcroft. Is he on now or is Kelly on  
10 now?

11 CONTROL CENTER: They're both. They're both. They're  
12 shift leads though. I'll just transfer you over.

13 MR. KOLBUCK: Okay. Thank you.

14 \* \* \*

15 CONTROL CENTER: Because I can't transfer. It won't --  
16 yeah. Answer -- no answer because I can't transfer. I need to --

17 \* \* \*

18 (Start time: July 26, 2010, 09:03:28)

19 CONTROL CENTER: Control Center, Brad here.

20 TED: Hi Brad. It's Ted calling from (indiscernible)  
21 Institute.

22 CONTROL CENTER: Yes.

23 TED: I'm just calling about Line 6.

24 CONTROL CENTER: Yeah.

25 TED: Any updates?

1 CONTROL CENTER: Well, there is -- we got guys in the  
2 field looking at it. There is oil on the ground. We're pretty  
3 sure it's us, but we haven't it for sure confirmed yet.

4 TED: Um-hum.

5 CONTROL CENTER: Now (indiscernible) Marshall -- 6B.

6 TED: Okay. Any (indiscernible) or anything else that  
7 you know of?

8 CONTROL CENTER: No. I have no idea right now. Our,  
9 our guys just got out there, so --

10 TED: Okay. What I've noticed is that they shut down  
11 yesterday around 1500 hours?

12 CONTROL CENTER: Yep.

13 TED: And at that point all the pressures at Marshall  
14 went to zero.

15 CONTROL CENTER: Yeah, we've been looking at that.

16 TED: The suction (indiscernible).

17 CONTROL CENTER: Yeah.

18 TED: And we have a lot of column separations in the  
19 area.

20 CONTROL CENTER: Yeah.

21 TED: How come -- do you know why we shut down or --

22 CONTROL CENTER: It was --

23 TED: -- where we hadn't lost power and so on?

24 CONTROL CENTER: It was a scheduled shutdown yesterday  
25 at 1500 from what I gather and then they are scheduled to start up



1 at 1:00.

2 TED: Okay. Was there -- was it compounded with like  
3 any kind of loss of power at any of the pump stations?

4 CONTROL CENTER: I don't believe so. No, they shut down  
5 -- pretty much you can follow the shutdown from -- they shut down  
6 and they were stopping pumps all the way down. Within a couple  
7 minutes they were all off. And then they closed off Stockbridge  
8 and they were doing it into Stockbridge at the time. And then  
9 when they were going to start up they were starting up down into  
10 Marysville.

11 TED: Um-hum. Okay. I thought I'd see something here  
12 about something happening at Niles?

13 CONTROL CENTER: They were bypassing for a pig. Yeah,  
14 so they were running it -- when they shut down the pig was about  
15 an hour upstream so they just left it off and got it sealed to  
16 isolate it, so they were -- that complicated the startup I guess  
17 there bypassing Niles.

18 TED: Okay. Okay.

19 CONTROL CENTER: All righty?

20 TED: All right. Is there anything else you need from  
21 me right now?

22 CONTROL CENTER: Just --

23 TED: I'm looking at it. I see the pressure is down.  
24 We had an alarm on the shutdown. We had an alarm on both failed  
25 startups this morning.

1 CONTROL CENTER: Oh, okay. Okay. Yeah, we had Jim, Jim  
2 Comicha (ph.) was involved when they started it up, I think -- the  
3 second time for sure, but I'm not sure what conversations they had  
4 or anything, but --

5 TED: Okay. So I'll just wait and see. Would you mind  
6 if I checked back in another half hour or so to see if there's any  
7 more information?

8 CONTROL CENTER: No. That's cool.

9 TED: Okay.

10 CONTROL CENTER: Thanks Ted.

11 TED: That's pretty good. Thanks a lot.

12 CONTROL CENTER: Bye.

13 TED: Bye.

14 \* \* \*

15 (Start time: July 26, 2010, 09:06:26)

16 CONTROL CENTER: Control Center, Joe speaking.

17 UNIDENTIFIED SPEAKER: Hey, Joe. Hey can you get me a  
18 number on who covers Buffalo station?

19 CONTROL CENTER: I think it's Richard Hollyfield. It's  
20 [REDACTED] -- I'll give you the cell number.

21 UNIDENTIFIED SPEAKER: Okay.

22 CONTROL CENTER: [REDACTED]

23 UNIDENTIFIED SPEAKER: All right. Thanks.

24 CONTROL CENTER: Just hold on, hold on, hold on. Yeah,  
25 that's the one.

1 UNIDENTIFIED SPEAKER: Right on. Thank you, Joe. Bye.

2 \* \* \*

3 (Start time: July 26, 2010, 09:12:16)

4 CONTROL CENTER: Kelly here.

5 UNIDENTIFIED SPEAKER: Kelly?

6 CONTROL CENTER: Hey.

7 UNIDENTIFIED SPEAKER: Hey, I got a guy here from  
8 Chicago region --

9 CONTROL CENTER: Okay.

10 UNIDENTIFIED SPEAKER: -- has to do a leak report or  
11 whatever.

12 CONTROL CENTER: Okay.

13 \* \* \*

14 CONTROL CENTER: Control Center, Kelly here.

15 MR. KOLBUCK: Hi Kelly. What's your last name, Kelly?

16 CONTROL CENTER: Soprovich.

17 MR. KOLBUCK: How do I -- this is Vince Kolbuck calling  
18 from Ambridge and Griffith. How do I -- just do I get it right,  
19 how do I spell your last name?

20 CONTROL CENTER: S-o-p --

21 MR. KOLBUCK: Yeah.

22 CONTROL CENTER: -- r-o-v-i-c-h.

23 MR. KOLBUCK: Okay. I'm just trying to get a timeline  
24 on this potential leak we have over on Line 6B. I've been told to  
25 put in a, a leak report on it.

1 CONTROL CENTER: Okay.

2 MR. KOLBUCK: Can you tell me -- I was told to put  
3 100,000 barrels in out of the pipeline, but -- so with that in  
4 mind can you just kind of walk me through what happened in time  
5 and which valves got isolated and sort of what we knew when we  
6 knew it? Like it doesn't have to be super elaborate, but just the  
7 gist of what happened?

8 CONTROL CENTER: So how many cubes is that? 100,000 --

9 MR. KOLBUCK: 100,000 would be -- 100,000 divided by  
10 6.29 is 16,000 cubes.

11 CONTROL CENTER: Okay.

12 MR. KOLBUCK: I'm not saying that's accurate.

13 CONTROL CENTER: Yeah, I know, for sure.

14 MR. KOLBUCK: I was (indiscernible). I don't know --

15 CONTROL CENTER: (indiscernible) yeah. So basically,  
16 yesterday the line was shut down.

17 MR. KOLBUCK: Okay. Let me, let me start. So 0725,  
18 0725 line shut down what time?

19 CONTROL CENTER: The line shut down, I believe it was at  
20 1400.

21 MR. KOLBUCK: On purpose sort of thing?

22 CONTROL CENTER: What's that, sorry?

23 MR. KOLBUCK: That was a regular shutdown?

24 CONTROL CENTER: Yeah, just a regular shutdown.

25 MR. KOLBUCK: Okay. Okay.

1 CONTROL CENTER: So we went to go start up this morning,  
2 a scheduled startup at 2:00 in the morning --

3 MR. KOLBUCK: Okay, so --

4 CONTROL CENTER: -- and we started --

5 MR. KOLBUCK: -- 0726 a scheduled startup, scheduled  
6 startup -- what time would that be?

7 CONTROL CENTER: It was scheduled for 2:00. We started  
8 up just a little bit early just to get things going at about -- I  
9 think it was 1 -- 1:11 we started up.

10 MR. KOLBUCK: 1:11 MST?

11 CONTROL CENTER: MST, yep.

12 MR. KOLBUCK: Okay. And then?

13 CONTROL CENTER: We shut down at 2:02.

14 MR. KOLBUCK: 2:02. And the reason for the shutdown was  
15 suspicious pressures or something?

16 CONTROL CENTER: Yeah, we -- so there was a column set  
17 at the Marshall station.

18 MR. KOLBUCK: I'm sorry. I'm going to close the door  
19 here.

20 CONTROL CENTER: We had a column set at the Marshall  
21 station.

22 MR. KOLBUCK: A call, a call was received from Marshall  
23 station?

24 CONTROL CENTER: A column separation.

25 MR. KOLBUCK: Oh, a column --

1 CONTROL CENTER: (indiscernible)

2 MR. KOLBUCK: How, how -- so you could tell?

3 CONTROL CENTER: Yeah, just the pressures were --

4 MR. KOLBUCK: Separation --

5 CONTROL CENTER: -- were --

6 MR. KOLBUCK: -- at Marshall station?

7 CONTROL CENTER: Marshall station, yep. So we started  
8 up -- there was a known drain of about 600 cubes.

9 MR. KOLBUCK: Wait. Wait second. So, so you, so you  
10 shut it down 2:02 and the -- what time -- what happened next?

11 CONTROL CENTER: 2:02 --

12 MR. KOLBUCK: So you shut it down at 2:02 and then what?

13 CONTROL CENTER: 2:02. The line was down for  
14 investigation.

15 MR. KOLBUCK: Okay.

16 CONTROL CENTER: The pressures appeared to be coming up  
17 at the Mendon station and --

18 MR. KOLBUCK: Okay, so --

19 CONTROL CENTER: -- and at the Marshall station it had  
20 gone up to 4, 4 psi.

21 MR. KOLBUCK: Pressures appeared to go up --

22 CONTROL CENTER: Up at the Mendon discharge, which is  
23 upstream of Marshall.

24 MR. KOLBUCK: Discharge, okay.

25 CONTROL CENTER: And the Marshall came up to 4 psi.

1 MR. KOLBUCK: Okay. Marshall, 4 psi. Okay.

2 CONTROL CENTER: So the line was started up again.

3 MR. KOLBUCK: What time was that?

4 CONTROL CENTER: At 4 -- just give me one second. Let  
5 me grab that.

6 MR. KOLBUCK: Were any valves closed at --

7 CONTROL CENTER: 4:30. Sorry, what was that?

8 MR. KOLBUCK: Were any valves closed at that initial --  
9 at that initial shutdown? Were all (indiscernible) --

10 CONTROL CENTER: At 2:00 the day before?

11 MR. KOLBUCK: No, the -- when you did the shutdown at  
12 2:02 were mainline valves closed or was a whole --

13 CONTROL CENTER: Yeah, usually the sectionalizing valve  
14 right at Marshall gets closed there on the discharge side of  
15 Marshall.

16 MR. KOLBUCK: Sectionalizing --

17 CONTROL CENTER: Valve.

18 MR. KOLBUCK: -- valve --

19 CONTROL CENTER: And that would have -- that was closed  
20 right after the shutdown the day before as well.

21 MR. KOLBUCK: Okay.

22 CONTROL CENTER: Just the routine sectionalizing valves  
23 would have been closed.

24 MR. KOLBUCK: And, and -- okay.

25 CONTROL CENTER: Stockbridge is -- would be the next

1 downstream one after that.

2 MR. KOLBUCK: And Stockbridge. Okay. All right. And  
3 the SK sectionalizing (indiscernible) okay. Sectional -- this is  
4 the stuff they asked me in --

5 CONTROL CENTER: Yeah.

6 MR. KOLBUCK: -- the thing. Okay. So line startup at  
7 4:30 MST --

8 CONTROL CENTER: And shut down at 4:50, so 4:32 to 4:52  
9 it was shut down again.

10 MR. KOLBUCK: So -- wait, so 4:30 --

11 CONTROL CENTER: (indiscernible)

12 MR. KOLBUCK: It was shut down --

13 CONTROL CENTER: It started up again at 4:32.

14 MR. KOLBUCK: Okay.

15 CONTROL CENTER: And shut down again at 4:52.

16 MR. KOLBUCK: Again at 4:52. And the reason was  
17 pressures were not adding up?

18 CONTROL CENTER: The pressures weren't adding up,  
19 correct.

20 MR. KOLBUCK: Was the, was the, the -- what do you call  
21 it -- the -- they always ask did the material balance system work  
22 as predicted?

23 CONTROL CENTER: Correct, yeah.

24 MR. KOLBUCK: So it did?

25 CONTROL CENTER: Yeah.



1 MR. KOLBUCK: Yes?

2 CONTROL CENTER: I believe it did, yeah.

3 MR. KOLBUCK: I got Line 6 -- the Control Center lead.  
4 I'm just getting a timeline.

5 UNIDENTIFIED SPEAKER: Oh, okay. Sure.

6 MR. KOLBUCK: Yes.

7 UNIDENTIFIED SPEAKER: Excuse me. Can -- do you know if  
8 (indiscernible) has been notified?

9 MR. KOLBUCK: I have no idea.

10 UNIDENTIFIED SPEAKER: All right.

11 MR. KOLBUCK: I'm sorry. I don't know.

12 UNIDENTIFIED SPEAKER: All right.

13 MR. KOLBUCK: Okay. So pressures still abnormal at leak  
14 -- what do you call that thing -- a leak --

15 CONTROL CENTER: MBS -- it was MBS, yeah.

16 MR. KOLBUCK: Yeah, leak MBS. Was it staying there as a  
17 problem? Did it actually say there was an imbalance?

18 CONTROL CENTER: It states that there's a column  
19 separated or that there's --

20 MR. KOLBUCK: Yeah.

21 CONTROL CENTER: -- a leak alarm.

22 MR. KOLBUCK: A column separation.

23 CONTROL CENTER: Yeah.

24 MR. KOLBUCK: (indiscernible)

25 CONTROL CENTER: Which could be like a column sep or a

1 leak (indiscernible), correct.

2 MR. KOLBUCK: Okay. Okay. And then it sat ever since?

3 CONTROL CENTER: It's been down since, yeah.

4 MR. KOLBUCK: Did --

5 CONTROL CENTER: So it's basically down --

6 MR. KOLBUCK: -- did anybody call --

7 CONTROL CENTER: -- from 1500 till 1:00 this morning,  
8 1:11 this morning and then two startups --

9 MR. KOLBUCK: Pardon me? What was that?

10 CONTROL CENTER: It was down --

11 MR. KOLBUCK: Say that again?

12 CONTROL CENTER: It was shut down at 1400 the day  
13 before.

14 MR. KOLBUCK: Yeah.

15 CONTROL CENTER: And it was shut down until 1:00 this  
16 morning.

17 MR. KOLBUCK: Yeah, that --

18 CONTROL CENTER: Okay.

19 MR. KOLBUCK: -- that I have, yeah.

20 CONTROL CENTER: Then the two startups, yeah.

21 MR. KOLBUCK: Yes. And then -- was there any external  
22 calls? I heard there was external calls stating that there was  
23 evidence of oil somewhere?

24 CONTROL CENTER: That just happened at -- I think it was  
25 8:16 MST this morning.

1 MR. KOLBUCK: External call 8:16 MST. Who was that  
2 from?

3 CONTROL CENTER: Chris, Chris Treachur from Consumers  
4 Energy.

5 MR. KOLBUCK: Chris Treachur. Did he have any --

6 CONTROL CENTER: They had been receiving calls already.  
7 They had received some calls I guess.

8 MR. KOLBUCK: Treachur, Consumers Energy. Did he leave  
9 a callback number or anything?

10 CONTROL CENTER: Yeah, [REDACTED]

11 MR. KOLBUCK: Okay. Just wait. [REDACTED] yep.

12 CONTROL CENTER: -- [REDACTED] --

13 MR. KOLBUCK: [REDACTED]

14 CONTROL CENTER: -- [REDACTED]

15 MR. KOLBUCK: [REDACTED] Consumers Energy. And -- well, for  
16 right now you guys are still waiting for confirmation. You really  
17 haven't confirmation to what --

18 CONTROL CENTER: Well, Ben Camp, the POM guy out in the  
19 field has confirmed that there's oil on the ground and that -- he  
20 hasn't confirmed the source yet.

21 MR. KOLBUCK: Okay --

22 CONTROL CENTER: But there's not, there's not a lot of  
23 other -- there no known oil pipelines other than ours in that  
24 area. It sounds like there's a couple gas lines, gas lines in the  
25 area --

1 MR. KOLBUCK: Okay, so --

2 CONTROL CENTER: -- that cross ours.

3 MR. KOLBUCK: Then -- well, did you get a time when he -  
4 - so he called into you guys or how did you guys get the  
5 notification that -- there was confirmed oil on the ground?

6 CONTROL CENTER: POM Ben Camp phoned in here, yeah.

7 MR. KOLBUCK: (indiscernible)

8 CONTROL CENTER: But mostly, like I've also given all  
9 this information to Tom Fridel as well.

10 MR. KOLBUCK: Oh, okay. Okay. My apologies.

11 CONTROL CENTER: (indiscernible)

12 MR. KOLBUCK: What time did he confirm oil on the  
13 ground? This helps with the timeline.

14 CONTROL CENTER: Well, he, he phoned in here at 8:45  
15 confirmed.

16 MR. KOLBUCK: 8:45 MST confirmed. Okay. And, and the  
17 valves, the same valves are closed at Marshall and Stockbridge?

18 CONTROL CENTER: When we got the call from the -- or the  
19 external we isolated two up and two down.

20 MR. KOLBUCK: Okay. So, so -- isolated two up and two  
21 down when consumers called.

22 CONTROL CENTER: When consumers called, yeah.

23 MR. KOLBUCK: Okay. Very good. And then nothing else  
24 of note really?

25 CONTROL CENTER: Nothing else to note really.

1 MR. KOLBUCK: Okay. I'll let you go. I'm sure you've  
2 got a lot to do. Thank you very much.

3 CONTROL CENTER: Oh, thank you.

4 MR. KOLBUCK: Bye.

5 \* \* \*

6 (Start time: July 26, 2010, 09:15:25)

7 RECORDING: You have reached the office of Tom Fridel.  
8 I am presently unavailable to take your call. Please leave a  
9 message after the tone or press 0 for personal assistance. Thank  
10 you.

11 Record your message at the tone. When you are finished  
12 hang up or hold for more options.

13 CONTROL CENTER: Hi Tom. It's Kelly calling in the  
14 Control Center here. Can you give us a call back at [REDACTED]  
15 when you get a chance? Thank you very much.

16 \* \* \*

17 (Start time: July 26, 2010, 09:16:58)

18 CURT: -- speaking.

19 CONTROL CENTER: Hi Curt. It's Greg here.

20 CURT: Okay.

21 CONTROL CENTER: I'll give her a go.

22 CURT: I'm ready.

23 CONTROL CENTER: Okay. I'll start her. Do you want to  
24 stay online or --

25 CURT: No.

1 CONTROL CENTER: Okay. I'll talk to you in a bit.

2 CURT: All right. Bye-bye.

3 CONTROL CENTER: Bye.

4 \* \* \*

5 (Start time: July 26, 2010, 09:17:33)

6 RECORDING: -- automated voice messaging system. 219-  
7 [REDACTED] is not available. At the tone please record your  
8 message. When you've finished recording you may hang up or press  
9 1 for more options. To leave a callback number press 5.

10 CONTROL CENTER: Hey, Tom. It's Kelly calling in the  
11 Control Center here. If you could give us a call back when you  
12 get this? [REDACTED] I was just about to phone the police or  
13 at least the county sheriff's department here, but normally we  
14 just ask them to give us a call if, if they receive any calls, but  
15 at this point we may need -- just, I guess, from your end I'd like  
16 to know if, if you guys require assistance what I should be  
17 telling them. So if you can give me a call back, like I said,  
18 [REDACTED] Thanks, Tom.

19 \* \* \*

20 (Start time: July 26, 2010, 09:18:29)

21 CONTROL CENTER: Control Center, Greg here.

22 CURT: Hi Greg. This is Curt. It appears to be coming  
23 on. We're going to let it cycle all the way on -- okay on unit 1.  
24 Yeah, once it comes on if you can run with 3 and 4 it'd be great  
25 because I got tests I could do on unit 1 on the motor cooling fan.

1 CONTROL CENTER: Yeah. Yeah, I'll run with 3 and 4.

2 CURT: Okay.

3 CONTROL CENTER: All right?

4 CURT: Thank you

5 CONTROL CENTER: All right. Thanks, sir.

6 CURT: Bye.

7 \* \* \*

8 (Start time: July 26, 2010, 09:25:10)

9 CONTROL CENTER: Control Center, Kelly speaking.

10 TOM: Hi Kelly. Tom here.

11 CONTROL CENTER: Hey Tom.

12 TOM: Did you leave me a voice-mail?

13 CONTROL CENTER: I did. Yeah, did you -- you didn't get  
14 my message then?

15 TOM: No.

16 CONTROL CENTER: Okay. Basically, I was just about to  
17 phone the police, but we normally don't request assistance from  
18 them. We just ask them to basically give us a call if they  
19 receive any calls.

20 TOM: Okay.

21 CONTROL CENTER: Is there -- but I just got some --

22 TOM: Well, then, then there's --

23 CONTROL CENTER: (indiscernible).

24 TOM: Yeah, there's no need for it right now then.

25 CONTROL CENTER: There is no need for assistance then?

1 TOM: No.

2 CONTROL CENTER: Okay.

3 TOM: As far as we know right now. I mean, we'll give  
4 them a call if required out there.

5 CONTROL CENTER: Okay.

6 TOM: Or did you talk to them?

7 CONTROL CENTER: No I haven't talked to them yet, so  
8 I'll just --

9 TOM: Yeah.

10 CONTROL CENTER: I'll leave it and if you guys need  
11 assistance then I'll, I'll just leave it up to you guys to do --

12 TOM: Yeah.

13 CONTROL CENTER: -- to give them (indiscernible).

14 TOM: No, there's Enbridge people on site, so --

15 CONTROL CENTER: Okay

16 TOM: -- they would have called, called them if they  
17 needed assistance. You know, they're there draining, so --

18 CONTROL CENTER: Okay. Perfect.

19 TOM: That's cool. You can --

20 CONTROL CENTER: Nothing to worry about then.

21 TOM: -- you can call that off. That's normally what  
22 you do --

23 CONTROL CENTER: We normally do it unless the field  
24 tells that we don't need to give them a call basically, so --

25 TOM: Yeah. I, I wouldn't alarm them right now.



1 CONTROL CENTER: Okay. Perfect.

2 TOM: All right?

3 CONTROL CENTER: Thanks then, Tom.

4 TOM: Okay. Take care.

5 CONTROL CENTER: Bye-bye.

6 \* \* \*

7 (Start time: July 26, 2010, 09:26:56)

8 UNIDENTIFIED SPEAKER: Hello?

9 CONTROL CENTER: Hey.

10 UNIDENTIFIED SPEAKER: Hi.

11 CONTROL CENTER: What's up?

12 UNIDENTIFIED SPEAKER: Oh, the kids are driving me  
13 crazy.

14 CONTROL CENTER: Yeah. I can't talk long. We got some  
15 stuff going on here, but --

16 UNIDENTIFIED SPEAKER: You sound like you're sick.

17 CONTROL CENTER: Nope.

18 UNIDENTIFIED SPEAKER: Oh.

19 CONTROL CENTER: Just busy. Yeah, everything's going  
20 good then?

21 UNIDENTIFIED SPEAKER: Well, the kids are driving me  
22 crazy.

23 CONTROL CENTER: Are you going somewhere today?

24 UNIDENTIFIED SPEAKER: I wasn't really planning on it.

25 CONTROL CENTER: Okay. It'd be good if you'd take that

1 part back to Sears.

2 UNIDENTIFIED SPEAKER: I doubt I will, but --

3 CONTROL CENTER: Well, today or tomorrow. The day after  
4 would be nice. Or we could just throw away \$300 I guess, but --

5 UNIDENTIFIED SPEAKER: Well, we'll see. I don't want to  
6 go anywhere with your frickin' miserable kids.

7 CONTROL CENTER: Okay. But I'll talk to you later then?

8 UNIDENTIFIED SPEAKER: Bye.

9 CONTROL CENTER: Bye-bye.

10 \* \* \*

11 (Start time: July 26, 2010, 09:27:09)

12 CONTROL CENTER: Control Center, Greg here.

13 DARRELL: Hi Greg. This is Darrell again at La Porte  
14 station.

15 CONTROL CENTER: Hey.

16 DARRELL: Hey, if we're going to be down for maybe half  
17 an hour at the very least --

18 CONTROL CENTER: Yeah, we'll be down for a while.

19 DARRELL: Okay.

20 CONTROL CENTER: They found oil on the ground there.

21 DARRELL: Oh they did?

22 CONTROL CENTER: At Marshall -- yeah.

23 DARRELL: Oh, no. Very much?

24 CONTROL CENTER: They don't know yet.

25 DARRELL: Oh. Gees.

1 CONTROL CENTER: (indiscernible)

2 DARRELL: Oh no.

3 CONTROL CENTER: Because we start -- they started it up  
4 last night it didn't.

5 DARRELL: (indiscernible)

6 CONTROL CENTER: Yeah, no they're -- they're just out  
7 there right now.

8 DARRELL: Okay. Well, for me I guess -- so while we  
9 have some things down I'm going to do some maintenance on some  
10 things. And the first thing I was going to do was on the -- for  
11 the pressure control valve, the hydraulic unit.

12 CONTROL CENTER: Yeah.

13 DARRELL: It -- of course the PCV is open right now and  
14 I'm not planning on moving it although it doesn't sound like it'd  
15 probably make any difference. But I'm going to shut that unit off  
16 just to check out the hydraulic unit motor.

17 CONTROL CENTER: Okay, yeah.

18 DARRELL: I'll probably only have it off about a half  
19 hour or so, but I'll call you back when I get it back on.

20 CONTROL CENTER: Sounds good, Darrell.

21 DARRELL: Okay. Thanks.

22 CONTROL CENTER: Talk to you in a bit, bye.

23 \* \* \*

24 (Start time: July 26, 2010, 09:30:53)

25 CONTROL CENTER: Control Center, Greg here.

1 MICK: Greg, this is Mick over here in Marshall. How  
2 you doing?

3 CONTROL CENTER: Not bad. You?

4 MICK: Good. I just wanted to confirm, you got the  
5 valve at Marshall station closed?

6 CONTROL CENTER: Marshall station that's 6B -- hold on  
7 here.

8 MICK: It should be 607. something.

9 CONTROL CENTER: Yeah. 607.66-6-V.

10 MICK: Which one do you have closed? 607 what?

11 CONTROL CENTER: 607.66-6-V and then we got the  
12 discharge valve closed too.

13 MICK: Okay. How about the Albion valve? Have you got  
14 that one closed?

15 CONTROL CENTER: Yeah, we have the Albion, but one  
16 downstream we don't.

17 MICK: Why don't you close that one? You got control of  
18 that one.

19 CONTROL CENTER: No, it's -- it's out of -- no  
20 communication to it.

21 MICK: Really?

22 CONTROL CENTER: What's -- I had Brian go down there to  
23 go check on it so I could close it.

24 MICK: Oh, is he --

25 CONTROL CENTER: But he -- I think he's up there with

1 you guys because --

2 MICK: Okay.

3 CONTROL CENTER: -- supposedly you guys needed help or  
4 whatever, so --

5 MICK: Yeah. Okay. I want him to close that anyways,  
6 but -- well, you know what? The river valve, you can close that  
7 one.

8 CONTROL CENTER: Yeah, that's 628. That's Albion. And  
9 then --

10 MICK: No, there should be, should be one before that.  
11 There should be the river valve, the Kalamazoo River valve -- 610.  
12 Can you close that one?

13 CONTROL CENTER: Yeah, that one is closed.

14 MICK: That one is closed?

15 CONTROL CENTER: Yeah. The only one that isn't closed  
16 between Marshall and Stockbridge is that 632.

17 MICK: Okay.

18 CONTROL CENTER: And that one's -- I don't have any  
19 communication over there to that.

20 MICK: Yeah, that's going to be a big problem. We'll --  
21 you got that 610 closed, I mean that's a pretty close area you got  
22 closed off right there, so --

23 CONTROL CENTER: Yeah.

24 MICK: Okay. Sounds good then. If you need anything  
25 you -- I can give you my cell phone number.

1 CONTROL CENTER: Oh, yeah. Let me -- let me grab your  
2 cell here.

3 MICK: Okay.

4 CONTROL CENTER: Okay. Go ahead there, Mick.

5 MICK: Yeah, area code [REDACTED]

6 CONTROL CENTER: Okay.

7 ] MICK: -- [REDACTED].

8 CONTROL CENTER: Right on. Thanks Mick.

9 MICK: Thanks again, sir. We'll talk to you in a bit.

10 CONTROL CENTER: All right, bye.

11 MICK: Bye.

12 \* \* \*

13 (Start time: July 26, 2010, 09:33:24)

14 CONTROL CENTER: Control Center, Kelly speaking.

15 MR. KOLBUCK: Hi Kelly. This is Vince Kolbuck calling  
16 again. Can I just take one more minute of your time?

17 CONTROL CENTER: Sure.

18 MR. KOLBUCK: Okay. Hey, Kelly this is Vince Kolbuck  
19 and Dave Hoffman. Dave's the supervisor of compliance  
20 (indiscernible) here.

21 CONTROL CENTER: Okay.

22 MR. KOLBUCK: I was told by Tom Fridel to put a volume  
23 out estimate of 100,000 barrels. Is that realistic?

24 CONTROL CENTER: That seems pretty high, but --

25 MR. KOLBUCK: It seems high? Is there any, any way we

1 logically can apply this? Is there some like modeling?

2 CONTROL CENTER: Well, like I said, we shut down  
3 yesterday at noon so we don't really know when, when it happened I  
4 guess, right? In, in our early research here this morning after  
5 being shut down we noticed that when Marshall shut down yesterday  
6 for that 2:00 shutdown --

7 MR. KOLBUCK: I guess --

8 UNIDENTIFIED SPEAKER: Excuse me?

9 CONTROL CENTER: Yeah.

10 UNIDENTIFIED SPEAKER: For the interruption?

11 MR. KOLBUCK: Yes.

12 UNIDENTIFIED SPEAKER: We confirmed the leak at --  
13 here's our -- our confirmation of the leak was 9:45 from Consumers  
14 Gas.

15 MR. KOLBUCK: Central time? Or Eastern -- what time was  
16 that?

17 CONTROL CENTER: Yeah, it was 8:45 MST was our -- our  
18 POM guy confirmed at 7 -- at 8:15 MST Consumers Gas called it in  
19 that they, they had (indiscernible) oil.

20 MR. KOLBUCK: Okay. What -- hey, guys? What, what day  
21 are we talking here?

22 UNIDENTIFIED SPEAKER: Well (indiscernible).

23 CONTROL CENTER: This morning.

24 UNIDENTIFIED SPEAKER: It's Monday.

25 CONTROL CENTER: This morning.

1 UNIDENTIFIED SPEAKER: We phoned Leon -- senior  
2 management was notified at 9:55.

3 MR. KOLBUCK: Central?

4 UNIDENTIFIED SPEAKER: Yes (indiscernible).

5 MR. KOLBUCK: Okay. Thank you.

6 CONTROL CENTER: That's right.

7 MR. KOLBUCK: Notified at -- what did he say? Senior  
8 management notified 9 --

9 CONTROL CENTER: 9:55 he said.

10 MR. KOLBUCK: 9:55 thanks. Okay. So just -- I guess --  
11 I guess, you know what? You know what? I think what I can do is  
12 get the modeling guys (indiscernible) to model volume out.  
13 Actually, Dave, could you take that on please?

14 MR. HOFFMAN: Yeah, sure. Normally doesn't Control  
15 (indiscernible) and handle (indiscernible) volume out or, no, is  
16 there something --

17 CONTROL CENTER: Yeah, we were thinking -- so this --  
18 where I was going with that was yesterday we shut down and this  
19 morning when we started back up we pumped in about just over 2000.  
20 I can confirm numbers here with you in a second, if you want, but  
21 about 2000, just over 2000 and about 200 -- and just over 200  
22 cubes came out.

23 MR. KOLBUCK: Wait. So pumped, pumped in 2 -- okay,  
24 well, pumped -- so (indiscernible). So you pumped in 2000 cubes?

25 CONTROL CENTER: Just over 2000. Yeah, I can get you



1 exact numbers, but --

2 MR. KOLBUCK: Yeah, and -- estimate 200 cubes came out?

3 CONTROL CENTER: Just over 200 cubes came out.

4 MR. KOLBUCK: When you say come out, what do you mean by  
5 come out?

6 CONTROL CENTER: Out the delivery location.

7 MR. HOFFMAN: Okay.

8 MR. KOLBUCK: Okay. So, so --

9 CONTROL CENTER: So the injection location put in just  
10 over 2000 and the delivery location took out --

11 MR. KOLBUCK: And what, what was the delivery location,  
12 just for my awareness?

13 CONTROL CENTER: Marysville.

14 MR. KOLBUCK: MYV, okay. So, so we really have a  
15 difference of 1800?

16 CONTROL CENTER: Yeah, roughly.

17 MR. KOLBUCK: Right?

18 CONTROL CENTER: Those aren't exact numbers, but yeah.

19 MR. KOLBUCK: Okay. I understand. And then --

20 CONTROL CENTER: That would be a better -- to me that  
21 would be a better guess than --

22 MR. KOLBUCK: -- there's probably then --

23 CONTROL CENTER: -- yeah, 15,000 cubes or whatever,  
24 yeah.

25 MR. KOLBUCK: Okay. That would be 11 --

1 MR. HOFFMAN: Thousand.

2 MR. KOLBUCK: 11,000 barrels. Okay, I'll -- but there's  
3 probably some natural (indiscernible) -- I'll tell you what.  
4 Dave, I really could use the help. If you could contact David  
5 Weir (ph.)?

6 MR. HOFFMAN: Yep.

7 MR. KOLBUCK: And he can do mainline rupture modeling  
8 based on the elevation profiles at a given point. That's probably  
9 what is most realistic because not only is it a pump but also the  
10 natural drainage of the line.

11 MR. HOFFMAN: Yep.

12 MR. KOLBUCK: So that will -- huh?

13 JAY: (indiscernible) this is Jay and Dave. What we'll  
14 do is we'll get Barry Auer (ph.) to work with David Weir to  
15 -- to help with those numbers.

16 UNIDENTIFIED SPEAKER: Okay. All right, thanks guys.

17 MR. KOLBUCK: So right now the best we have is that 2000  
18 cubes went in and 200 came out the delivery so (indiscernible)  
19 1800 cubes.

20 UNIDENTIFIED SPEAKER: Yeah, it's likely more because  
21 of, you know (indiscernible).

22 CONTROL CENTER: Yeah, it's probably 2000 plus, yeah.

23 MR. KOLBUCK: Okay. Thanks guys. I'll, I'll let you  
24 go.

25 CONTROL CENTER: Okay. If you need anything else there

1 just let us know. Okay?

2 MR. KOLBUCK: Very good, thanks.

3 CONTROL CENTER: Thank you.

4 \* \* \*

5 (Start time: July 26, 2010, 09:36:53)

6 CONTROL CENTER: Control Center, Greg here.

7 CURT: Hey Greg. Curt at Owen Station.

8 CONTROL CENTER: Hi Curt.

9 CURT: I would like to check my cube floats, which is on  
10 all the units.

11 CONTROL CENTER: Okay.

12 CURT: You'll probably see them, but it won't do  
13 anything. I've got them disabled.

14 CONTROL CENTER: All right.

15 CURT: All right. Thank you.

16 CONTROL CENTER: Yeah. You can (indiscernible) Curt.

17 CURT: Yep.

18 CONTROL CENTER: Bye.

19 \* \* \*

20 (Start time: July 26, 2010, 09:43:22)

21 CONTROL CENTER: Hey.

22 UNIDENTIFIED SPEAKER: Hey. What batch is across  
23 Marshall?

24 CONTROL CENTER: (indiscernible) 719-9.

25 UNIDENTIFIED SPEAKER: Okay. Thanks.

1 CONTROL CENTER: All right. Bye.

2 \* \* \*

3 (Start time: July 26, 2010, 09:43:29)

4 RECORDING: -- the office of Tom Fridel. I am presently  
5 unavailable to take your call. Please leave a message after the  
6 tone or press 0 for personal assistance.

7 \* \* \*

8 (Start time: July 26, 2010, 09:46:10)

9 TOM: Hello?

10 CONTROL CENTER: Hi Tom.

11 TOM: Hi.

12 CONTROL CENTER: This is Kelly here in the Control  
13 Center.

14 TOM: I didn't -- I'm driving. Is it an emergency or  
15 what?

16 CONTROL CENTER: Well, maybe you can tell me who to give  
17 a call to, but we just got a call from Brian Fish at the  
18 Department of Natural Resources.

19 TOM: Okay.

20 CONTROL CENTER: Wanting to know why we haven't shut  
21 down our pipeline and -- because he's on site I guess at this  
22 point. So I'm not sure who our on site contact is for -- for that  
23 type of stuff. I didn't give him any information. I just said  
24 I'd give you guys call or give somebody a call to give him a call  
25 back.

1 TOM: Got a number for him?

2 CONTROL CENTER: Yeah, I do. Did you want it or did you  
3 want me to give somebody else a call?

4 TOM: Yeah. Phone Bill Bardo right away here. He's --  
5 okay. What's the guy's name?

6 CONTROL CENTER: His name is Brian Fish.

7 TOM: (indiscernible). And what's he want?

8 CONTROL CENTER: He wanted to know --

9 TOM: What (indiscernible) --

10 CONTROL CENTER: -- basically he saw some oil into, into  
11 the river, I -- or into the creek or whatever it is, and he was --

12 TOM: Okay.

13 CONTROL CENTER: -- just wondering why it hasn't been  
14 shut off yet basically.

15 TOM: Yeah, it is shut off.

16 CONTROL CENTER: Yeah. I know. I know it is, yeah.

17 TOM: Yeah, okay.

18 CONTROL CENTER: But I thought, I thought I'd let you  
19 guys deal with that since you guys are the on sites there.

20 TOM: Okay. Give us the number.

21 CONTROL CENTER: His number is [REDACTED] --

22 TOM: Yeah.

23 CONTROL CENTER: -- [REDACTED]

24 TOM: [REDACTED] -- yeah. Brian Fish is his name?

25 CONTROL CENTER: Brian Fish, yep, with the DNR he said

1 of Michigan, yeah.

2 TOM: Fish is the contact?

3 CONTROL CENTER: Yeah.

4 TOM: But who phoned him?

5 CONTROL CENTER: Yeah, I'm not too sure. That's why I  
6 thought before -- I'm not sure if you guys --

7 TOM: Yeah.

8 CONTROL CENTER: -- had already confirmed or what, so --  
9 well, I know you confirmed it, but whether you had already called  
10 him or not, so --

11 TOM: All right. Okay. We'll get him.

12 CONTROL CENTER: Hey, if you guys need anything else let  
13 us know. Thanks Tom.

14 TOM: Bye.

15 CONTROL CENTER: Bye-bye.

16 \* \* \*

17 (Start time: July 26, 2010, 09:51:50)

18 CONTROL CENTER: Control Center, Kelly speaking.

19 MR. KOLBUCK: Hey Kelly, this is Vince. I was just  
20 looking at the strip maps here. There is a remote operator valve  
21 at milepost 610.61 just around the Kalamazoo River?

22 CONTROL CENTER: That's correct, yes.

23 MR. KOLBUCK: Has that, has that valve been closed?

24 CONTROL CENTER: Yeah, we've closed two up and two down  
25 of -- right after we received the call from Consumers there we

1 shut down -- or we closed those two valves.

2 MR. KOLBUCK: Because (indiscernible) -

3 CONTROL CENTER: And 61 and 620.66.

4 MR. KOLBUCK: Wait, wait. So let me get it straight.

5 So you've closed which again?

6 CONTROL CENTER: 610.61.

7 MR. KOLBUCK: 610.61, okay.

8 CONTROL CENTER: And 620.66.

9 MR. KOLBUCK: 620 --

10 CONTROL CENTER: That's downstream.

11 MR. KOLBUCK: -- .66 okay.

12 CONTROL CENTER: Yeah. And upstream we closed 607.66.

13 MR. KOLBUCK: Okay. Just -- I'm just keeping those --  
14 so milepost what again?

15 CONTROL CENTER: 607.66 and that's upstream.

16 MR. KOLBUCK: 607.66 okay.

17 CONTROL CENTER: And that's basically right at the  
18 Marshall station. That's our routine sectionalizing valve that  
19 they normally close.

20 MR. KOLBUCK: Okay. Yes, who's this?

21 CONTROL CENTER: Kelly.

22 MR. KOLBUCK: Can you guys handle this one moment  
23 please? Could you guys just hold on one moment, please?

24 So, so I'm sorry -- another phone call. So 607.66  
25 upstream closed and which other one?

1 CONTROL CENTER: 599.43

2 MR. KOLBUCK: 599.43 upstream.

3 CONTROL CENTER: Yeah.

4 MR. KOLBUCK: Okay. Thank you very much.

5 CONTROL CENTER: So that would be two up and two down of  
6 the location.

7 MR. KOLBUCK: Very good. Very good.

8 CONTROL CENTER: All righty?

9 MR. KOLBUCK: Thank you. Bye.

10 CONTROL CENTER: Thank you, bye.

11 \* \* \*

12 (Start time: July 26, 2010, 09:57:52)

13 CONTROL CENTER: Control Center, Kelly speaking.

14 TED: Hi Kelly. It's Ted from pipeline modeling.

15 CONTROL CENTER: Yes.

16 TED: I just want to know if there's any kind of update  
17 on Line 6?

18 CONTROL CENTER: In regards to?

19 TED: The Marshall situation?

20 CONTROL CENTER: Yeah, absolutely. Yeah, it looks like  
21 it -- there's a confirmed leak there. It's just a matter -- they  
22 don't know exact -- the exact the source. But yeah, downstream --  
23 I think I was talking to you earlier about just downstream we  
24 figured there, there is probably an issue there.

25 TED: Yes. So do we know if it's ours yet or it's too



1 early?

2 CONTROL CENTER: We're pretty, we're pretty sure it's  
3 ours, yeah.

4 TED: Okay. And --

5 CONTROL CENTER: Yeah, we're, we're treating it as like  
6 it's ours, yeah.

7 TED: How far downstream is it? It is still like just a  
8 mile or two downstream?

9 CONTROL CENTER: Yeah, maybe even less. The guy figured  
10 maybe a quarter mile, half a mile.

11 TED: Okay. And no other information yet?

12 CONTROL CENTER: No, not --

13 TED: Okay.

14 CONTROL CENTER: So according to our track there's a  
15 possibility that, you know, 2000 cubes difference between what  
16 went in and what came out. Are you seeing any anomalies starting  
17 back as far as 2:00 yesterday when they shut down or 3:00 there?

18 TED: Yeah, we had like a 5-minute alarm come in.

19 CONTROL CENTER: Yeah.

20 TED: And then we had a column separation around there.

21 CONTROL CENTER: Yeah.

22 TED: And that was present.

23 CONTROL CENTER: On the shutdown, yeah. And did it, did  
24 it clear up or did it never clear up?

25 TED: The column sep?

1 CONTROL CENTER: Yeah. Well, the alarm -- did the alarm  
2 clear?

3 TED: Yeah, the alarm cleared. That happens sometimes  
4 with those column separations.

5 CONTROL CENTER: Yeah, when you shut down, right?  
6 There's nothing else coming in, so --

7 TED: Yeah.

8 CONTROL CENTER: They normally do when we shut down.  
9 And then we had, then we had another alarm I'd imagine when we  
10 started back up again probably?

11 TED: Yeah, at 1:00 and at 4:00.

12 CONTROL CENTER: (indiscernible)

13 TED: In both startups we had alarms that came in.

14 CONTROL CENTER: Okay.

15 TED: And I guess -- what was CMT, was CMT showing?

16 CONTROL CENTER: CMT?

17 TED: Yeah. I'm just trying to --

18 CONTROL CENTER: Yeah (indiscernible) --

19 TED: -- before the shutdown if there was -- if there's  
20 any indication? I'm not picking up anything yet, but I still got  
21 a little ways to go.

22 CONTROL CENTER: Okay. Yeah, no, we -- like I said,  
23 when we started up we pumped in more than we took out.

24 TED: Okay.

25 CONTROL CENTER: So that's why we stayed down --

1 TED: Yeah, yeah, yeah.

2 CONTROL CENTER: -- after whatever --

3 TED: Have you looked at before 1500 hours yesterday?

4 CONTROL CENTER: No we haven't gone that far yet.

5 TED: Okay.

6 CONTROL CENTER: But we'll start looking there for sure.

7 TED: Okay. Well, if you --

8 CONTROL CENTER: So yeah --

9 TED: -- want me to look at --

10 CONTROL CENTER: -- (indiscernible) confirmed by -- as  
11 in downstream of Marshall.

12 TED: Okay.

13 CONTROL CENTER: But, like I said, anywhere up to 1 mile  
14 kind of thing is what -- is the original -- it's what they're  
15 thinking out in the field, but they haven't pinpointed exactly  
16 where it's coming from, so --

17 TED: Okay. Okay.

18 CONTROL CENTER: But we think that (indiscernible)  
19 doesn't really make that much of a difference probably.

20 TED: No, that would be beyond our capabilities --

21 CONTROL CENTER: Yeah.

22 TED: -- (indiscernible) a mile or two miles. We'd be  
23 more like -- if it's in between Marshall and the next downstream  
24 station.

25 CONTROL CENTER: Yeah, exactly, so --

1 TED: Stockbridge.

2 CONTROL CENTER: -- downstream of Marshal is where we're  
3 looking, so --

4 TED: Okay. I'm going, I'm going to be spending most of  
5 the day looking at everything here.

6 CONTROL CENTER: Yeah, sure.

7 TED: And I'll be checking in regularly, but if you have  
8 any questions give me a call directly please.

9 CONTROL CENTER: Yeah, no for sure.

10 TED: Okay. Thanks Kelly.

11 CONTROL CENTER: (indiscernible)

12 TED: All right. Bye.

13 (End of recording.)

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CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: ENBRIDGE OIL SPILL  
MARSHALL, MICHIGAN

DOCKET NUMBER: DCA-10-MP-007

PLACE: Marshall, Michigan

DATE: July 24-26, 2010

was held according to the record, and that this is the original,  
complete, true and accurate transcript which has been compared to  
the recording.

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Anne VanDereedt  
Transcriber