

**Docket No. SA-534**

**Exhibit No. 2-CG**

**NATIONAL TRANSPORTATION SAFETY BOARD**

**Washington, D.C.**

INTERVIEW OF ROBERT WAGNER, PG&E  
(JAN-4-2011)

(25 Pages)

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of:

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PACIFIC GAS & ELECTRIC COMPANY

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SEPTEMBER 9, 2010 ACCIDENT

\* Docket No.: DCA-10-MP-008

SAN BRUNO, CALIFORNIA

\*

\*

\* \* \* \* \*

Interview of: ROBERT WAGNER

Marriott Hotel  
San Francisco Airport  
1800 Bayshore Highway  
Burlingame, California 94010

Tuesday,  
January 4, 2011

The above-captioned matter convened, pursuant to  
notice.

BEFORE: RAVINDRA M. CHHATRE  
Investigator-in-Charge

## APPEARANCES:

RAVINDRA M. CHHATRE, Investigator-in-Charge  
National Transportation Safety Board  
490 L'Enfant Plaza East, S.W.  
Washington, D.C. 20594  
202-314-6644  
ravindra.chhatre@ntsb.gov

MATTHEW R. NICHOLSON, Accident Investigator  
Office of Railroad, Pipeline and Hazardous Materials  
Investigations  
National Transportation Safety Board  
490 L'Enfant Plaza East, S.W.  
Washington, D.C. 20594  
202-314-6468  
matthew.nicholson@ntsb.gov

LAWSON F. NARVELL, JR., Investigator  
Human Performance Group  
National Transportation Safety Board  
490 L'Enfant Plaza East, S.W.  
Washington, D.C. 20594  
202-314-6422  
narvelr@ntsb.gov

KARL GUNTHER, Pipeline Accident Investigator  
National Transportation Safety Board  
490 L'Enfant Plaza East, S.W.  
Washington, D.C. 20594  
202-314-6578  
karl.gunther@ntsb.gov

GEOFFREY J. CALDWELL, Police Sergeant  
City of San Bruno Police Department  
Police Plaza  
1177 Huntington Avenue  
San Bruno, CA 94066  
650-616-7100  
gcaldwell@sanbruno.ca.gov

## APPEARANCES (Cont.):

BRIAN DAUBIN, Manager  
GT&D Gas Engineering  
Pacific Gas & Electric Company  
375 North Wiget Lane  
Walnut Creek, CA 94598  
925-974-4210  
bmd5@pge.com

ROBERT FASSETT, Director  
Integrity Management and Technical Services  
Pacific Gas & Electric Company  
375 North Wiget Lane  
Walnut Creek, CA 94598  
925-974-4210  
rpf2@pge.com

CONNIE JACKSON, City Manager  
City of San Bruno  
567 El Camino Real  
San Bruno, CA 94066-4299  
650-616-7056  
cjackson@ci.sanbruno.ca.us

KLARA FABRY, Public Services Director  
City of San Bruno  
567 El Camino Real  
San Bruno, CA 94066-424  
650-616-7065

SUNIL K. SHORI, Utilities Engineer  
State of California Public Utilities Commission  
505 Van Ness Avenue, 2nd Floor  
San Francisco, CA 94102-3298  
415-703-2407  
sks@cpuc.ca.gov

PETER J. KATCHMAR, Accident Coordinator  
Pipeline Safety Program  
Pipeline and Hazardous Materials Safety Administration  
U.S. Department of Transportation  
12300 West Dakota Avenue, Suite 110  
Lakewood, CO 80228  
303-807-8458  
peter.katchmar@dot.gov

## APPEARANCES:

DEBBIE MAZZANTI, Business Representative  
International Brotherhood of Electrical Workers  
Local 1245  
30 Orange Tree Circle  
Vacaville, CA 95687  
415-517-0317  
djmg@ibew1245.com

JOSHUA SPERRY, Senior Union Representative  
Engineers and Scientists of California  
Local 20, IFPTE AFL-CIO & CLC  
835 Howard Street, 2nd floor  
San Francisco, CA 94103  
415-543-8320  
jsperry@ifpte20.org

DANE B. JAQUES, ESQ.  
Dombroff, Gilmore, Jaques & French  
1676 International Drive, Penthouse  
McLean, Virginia 22102  
703-336-8709  
djaques@dglitigators.com

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I N T E R V I E W

1  
2 MR. CHHATRE: Back on the record. Good afternoon.  
3 Today is Tuesday, January 4th, 2011. We are currently in  
4 Burlingame, California, at the San Francisco Airport Marriott. We  
5 are meeting in regards to investigation of the pipe line rupture  
6 in San Bruno, California that occurred on September 9, 2010. The  
7 NTSB accident number for this investigation is DCA-10-MP-008.

8 My name is Ravi Chhatre. I'm with the National  
9 Transportation Safety Board and I'm investigator-in-charge of this  
10 accident.

11 I would like to start by notifying everyone present in  
12 this room that this interview is being recorded for transcription  
13 at a later date. All parties will have a chance to review the  
14 transcripts when they are completed. Also, I'd like to inform  
15 Mr. Robert Wagner that you're permitted to have one person with  
16 you during this interview. This person is of your choice. Your  
17 supervisor, your friend, your family member and, if you choose,  
18 nobody at all.

19 So for the record, please state your full name, spelling  
20 of your name, contact information, like e-mail address, telephone,  
21 post mailing address and whom you have chosen to be present during  
22 your interview today.

23 MR. WAGNER: My name is Rob Wagner. I live at ----  
24 -----; cell phone -----;  
25 e-mail, -----, and I will choose Dane as my representation.

1           MR. CHHATRE: Thank you so much. We will go around the  
2 room and each person knows the drill. They are to identify  
3 themselves, spell their name, title, affiliation, and their  
4 business e-mail and phone number.

5           MR. CALDWELL: Geoff Caldwell, City of San Bruno, Geoff  
6 Caldwell. All my information is contained on the card.

7           MR. DAUBIN: Brian Daubin, PG&E, all my information is  
8 contained on the card.

9           MR. FASSETT: Bob Fassett, PG&E, card.

10          MS. JACKSON: Connie Jackson, City of San Bruno.  
11 Information is on the card.

12          MS. FABRY: Klara Fabry, San Bruno, the information is  
13 on the card.

14          MR. SHORI: Sunil Shori, California Public Utilities  
15 Commission. Information is on the card.

16          MR. KATCHMAR: Peter Katchmar, U.S. DOT, Pipeline and  
17 Hazardous Materials Safety Administration, and I submitted my  
18 information on a business card.

19          MR. GUNTHER: Karl Gunther, NTSB, Operations Group  
20 Chairman, e-mail karl.gunther@ntsb.gov; phone: (202) 314-6478.

21          MS. MAZZANTI: Debbie Mazzanti, IBEW Local 1245.

22          MR. SPERRY: Joshua Sperry, Engineers and Scientists of  
23 California, Local 20, IFPTE. My information is on a business  
24 card.

25          MR. NICHOLSON: Matt Nicholson, NTSB, Engineer,



1 matthew.nicholson@ntsb.gov.

2 MR. CHHATRE: Ravindra Chhatre, I'm with National  
3 Transportation Safety Board; e-mail is ravindra.chhatre@ntsb.gov;  
4 telephone (202) 314-6644.

5 MR. NARVELL: Rick Narvell, Human Performance  
6 Investigator from NTSB out of Washington D.C. E-mail is  
7 narvelr@ntsb.gov. Phone is (202) 314-6422.

8 MR. JAQUES: You have my card. My name is Dane Jaques.  
9 I'm here on behalf of Mr. Wagner.

10 MR. CHHATRE: Okay. With that, we're going to start  
11 with Mr. Gunther.

12 INTERVIEW OF ROBERT WAGNER

13 BY MR. GUNTHER:

14 Q. Okay. I want to start out with, what is your job title  
15 and affiliation?

16 A. Gas control technician, PG&E, Los Medanos.

17 Q. And could I get briefly your education background.

18 A. Graduate associate of science degree in electronics.

19 Q. And what I would for you to do is start from the day of  
20 the accident from when you reported into work and just go through  
21 and just say everything you did during the day.

22 A. I'd have to look at my timecard. That was 4 months ago.  
23 Showed up Milpitas Terminal as I did every morning. We were  
24 handed our job assignments, and I can't, without guessing, tell  
25 you what those job assignments were. There are so many of them

1 they become a blur. But I was given maintenance tasks to perform.  
2 And I left the yard and performed those tasks.

3 Q. And that's all you did all day or that was the whole  
4 day?

5 A. Yes. Performing my tasks and then went home. And  
6 then --

7 Q. I mean, you did all these at Milpitas Station?

8 A. Not necessarily at Milpitas Station. It's -- they have  
9 outlying areas as well that they're in charge of, Irvington  
10 Station.

11 Q. Were you involved in any way with turning off the valves  
12 during -- after the accident?

13 A. No. I was contacted to head that way but I was not  
14 involved.

15 Q. Okay. Do you remember who told you to go that way?

16 A. My supervisor at the time called me at home and left a  
17 message on my cell phone. When I noticed he had called, I  
18 returned his phone call and he instructed me to head towards  
19 Martin Station; I did.

20 Q. Okay. And do what? Just -- I mean, what did you do?  
21 Did you go to Martin Station?

22 A. I proceeded towards Martin Station. I was subsequently  
23 called approximately an hour later and told instead go towards  
24 Milpitas Station.

25 Q. Okay. And then you went to Milpitas Station?

1 A. I did.

2 Q. And what did you do there?

3 A. I was on standby in case any monitor setpoints or  
4 anything required, moving any technical duties that required. I  
5 was a standby technician at that time.

6 MR. GUNTHER: Well, no further questions from me.

7 MR. CALDWELL: None from the City to follow-up.

8 MR. DAUBIN: No questions.

9 MR. FASSETT: Bob Fassett, no questions.

10 MS. JACKSON: No questions.

11 BY MS. FABRY:

12 Q. Klara Fabry, City. And, Robert, what did you do at the  
13 Martin Station?

14 A. I had never made it to Martin from where I was  
15 dispatched from. I was -- I believe, 5 minutes from the Bay  
16 Bridge when I was told to head towards Milpitas Station.

17 BY MR. SHORI:

18 Q. Robert, on the listing here, it shows you're out of  
19 Walnut Creek. Is that not -- that's not correct?

20 A. That's the technical headquarters. I'm based out of Los  
21 Medanos Gas Storage Facility which is Concord, Evora Road.

22 Q. Yeah, just to confirm, so there's no mapping, modeling  
23 or engineering of the system that you're involved with?

24 A. No, sir.

25 Q. You said your title is Gas Control tech?

1 A. That's correct.

2 Q. Okay. Now, when you were redirected to Milpitas  
3 Terminal, did you actually arrive at the terminal?

4 A. Yes, I did.

5 Q. Okay. Did you do any work while at the terminal?

6 A. No. They were -- the crew that was assigned there was  
7 already doing their job and I was merely standing by if needed.

8 Q. Okay. Just to confirm, did you reprogram any monitors  
9 at Milpitas?

10 A. Later in the evening, we did drop setpoint on -- I would  
11 have to look at the drawing to refer to what the monitor numbers  
12 were, but we were instructed by San Francisco to drop monitor  
13 pressure on, I believe, it was two monitors.

14 Q. What does that entail? Because again, the monitors have  
15 -- my understanding of the monitors is that they're pneumatic but  
16 they also have a control feature. So there is electronics  
17 involved as well. So, in terms of, programming a monitor of that  
18 type, what's involved?

19 A. The monitors in which I drop the setpoint in are  
20 pneumatic and they're controlled by a Bristol pneumatic  
21 controller. And the drop -- there are a gauged slide on the front  
22 and in order to drop setpoint you would drop it there.

23 Q. Why does it have to be reprogrammed to drop it? Isn't  
24 that something that Gas Control can lower the setpoints? So  
25 assuming that the monitors were at whatever original setpoint they

1 were set at, can't Gas Control bring the setpoint below that but  
2 then not go above that?

3 A. I'm not familiar with what Gas Control can and cannot  
4 do. I know that some of these monitors have remote setpoint  
5 capability that --

6 Q. Well, does this one, the one that you reprogrammed?

7 A I didn't reprogram. I just -- I simply dropped the  
8 manual setpoint. I believe it was 10 pound.

9 Q. And there were no other gas techs at Milpitas that could  
10 have done that? Why did you need to be there to do that, I mean,  
11 at that station?

12 A. My supervisor told me to go there and that's why I went  
13 there. As far as other techs, I -- I wouldn't know.

14 Q. Okay. So there was no reprogramming of the software or  
15 anything that you did --

16 A. No, sir. No.

17 Q. -- on any of the monitors at Milpitas?

18 A. No, sir. Not to my knowledge. I wasn't involved in any  
19 of that.

20 Q. Do you know of anyone else that did end up reprogramming  
21 any of the monitors at Milpitas?

22 A. (No audible response.)

23 Q. And under -- just what scenario, and forgive me if I'm  
24 repeating the question, under what scenario would a monitor need  
25 to reprogrammed?

1           MR. JAQUES: Are you distinguishing reprogramming from  
2 changing the setpoint?

3           MR. SHORI: Yeah, from simply either manually setting  
4 the point to actually having to reprogram the software, the  
5 electronics of it.

6           MR. WAGNER: Well, the programming of the Moores, we  
7 would have copies of that had it been necessary to reprogram a  
8 Moore, if that's what you're indeed referring to. But that's  
9 within my job description but would be under the supervision of a  
10 engineer.

11           BY MR. SHORI:

12           Q. What equipment do you need to reprogram a monitor? The  
13 software monitor?

14           A. A laptop.

15           Q. Any particular software?

16           A. You would need the memory. Some of the Moores have RAM  
17 memory which the software is stored on, the program is stored on  
18 or you would have the program on your laptop.

19           Q. And can you spell the Moore for me? Is that the name  
20 brand, I would image?

21           A. Yes, M-O-O-R-E.

22           Q. Thank you very much.

23           BY MR. KATCHMAR:

24           Q. Peter Katchmar with U.S. DOT, PHMSA. Who is your  
25 supervisor, Robert?

- 1 A. At the present time?
- 2 Q. On September 9th.
- 3 A. On September 9th, my supervisor --
- 4 Q. 2010.
- 5 A. Same. Dave Boyd.
- 6 Q. Dave?
- 7 A. Boyd.
- 8 Q. Can you spell that?
- 9 A. B-O-Y-D.
- 10 Q. All righty. Thank you. Are there any pneumatic
- 11 regulators at Milpitas that operate strictly off of a control
- 12 line?
- 13 A. I'm not familiar enough with the station to --
- 14 Q. Okay. Thank you. I'm done.
- 15 MR. GUNTHER: No more questions.
- 16 MS. MAZZANTI: Debbie Mazzanti.
- 17 BY MS. MAZZANTI:
- 18 Q. What time does your shift typically start?
- 19 A. Six o'clock.
- 20 Q. A.M.? P.M.?
- 21 A. Six a.m.
- 22 Q. A.M. So did you say you received a call after you were
- 23 home from work?
- 24 A. Yes.
- 25 Q. Did you get emergency call out?

1 A. Yes.

2 Q. No other questions.

3 MR. SPERRY: No questions.

4 BY MR. NICHOLSON:

5 Q. Just one question. When you're saying the Moore, you  
6 are talking about the monitors? That's the brand name of the  
7 monitors?

8 A. No. A Moore is a controller which can be used to  
9 control setpoints or to monitor setpoints.

10 Q. Moore is the controller for the monitor?

11 A. The electronic controller. Well, not necessarily. It  
12 can be, yes.

13 Q. It can be what?

14 A. A monitor can be controlled pneumatically by the  
15 Bristol, which is most common in the Moore's but, yes, you're  
16 right.

17 Q. Because you mentioned earlier there's Bristols. That's  
18 what you were adjusting?

19 A. Yes. That's the pneumatic controller.

20 Q. Okay. So they do -- they've got two controllers, the  
21 pneumatic --

22 A. Well, they have a remote setpoint capability.

23 Q. Okay.

24 A. And then you also have a pneumatic as another control  
25 for that monitor, the pneumatic controller.



1 Q. Right.

2 A. And that's what we set locally.

3 Q. Okay. Thank you.

4 MR. CHHATRE: Ravi Chhatre, NTSB.

5 BY MR. CHHATRE:

6 Q. Is that (indiscernible), is that what you are looking  
7 for? It doesn't --

8 A. Yes, but I would -- in here it would be easier to look  
9 at San Francisco that night and find out which two monitors --  
10 which monitors they did have me lower the setpoint on.

11 Q. Okay. If you don't remember that, that's fine.

12 A. Yes.

13 Q. Where do you normally report for duty, originally?

14 A. Los Medanos.

15 Q. Los Medanos. And how far that is from your home?

16 A. Los Medanos is 15 miles from my home.

17 Q. I'm more like looking for a time. I'm trying to kind of  
18 fix when you got a phone call. After you got home do you remember  
19 the time when the message came on your cell phone?

20 A. I may be off by 10 minutes or so but I would say 6:35,  
21 6:40 is --

22 Q. Okay. Now, did you answer the phone or it went on  
23 recording?

24 A. No. I did not answer the phone. I was -- I went to the  
25 phone after and saw that I had missed a phone call and there was a

1 message.

2 Q. Do you recall what time you did that?

3 A. It was within 5 minutes of --

4 Q. Okay. And how far is your residence from --- and you  
5 were asked to go to Martin Station?

6 A. Yes.

7 Q. How far is Martin Station from your residence?

8 A. Time wise or mileage wise?

9 Q. Time wise. If you don't have, you can mileage.

10 A. In traffic it could be over 2 hours.

11 Q. That's what I was trying to figure out roughly how long  
12 it would take you at that rush time. Was traffic --

13 A. That was 6:30 at night. I would imagine a minimum of  
14 two hours.

15 Q. Okay. How was the traffic when you were heading toward  
16 the Martin Station?

17 A. Standard. Heavy.

18 Q. Heavy. Okay. You said you were like 5 minutes from the  
19 Martin Station when you got --

20 A. No, sir. I was maybe 10 minutes to 5 minutes from the  
21 Bay Bridge.

22 Q. Oh, from the Baby Bridge. Okay.

23 A. And that was backed up, so. I was able to -- before I  
24 got on the bridge, I was able to cut and continue down the  
25 peninsula to the San Mateo Bridge and cut over.

1 Q. So when did the call come in to tell you, don't go to  
2 Martin but go to Milpitas?

3 A. An hour had elapsed by the time I left my house. I'd be  
4 guessing, of course. I wasn't watching my watch. I probably got  
5 out of my house at quarter to 7. I would imagine it was quarter  
6 to 8.

7 Q. Okay. And who asked you to turn back? The same person  
8 who called you?

9 A. That's correct.

10 Q. And that was --

11 A. Dave Boyd.

12 Q. -- Mr. Dave Boyd?

13 A. Yes. He was my acting supervisor at that time.

14 Q. Okay. Acting, meaning because of the emergency on  
15 September 9th or acting duty because your daily supervisor, your  
16 rotation?

17 A. I was temporarily assigned to the Milpitas location. So  
18 he was my supervisor.

19 Q. Okay. So on the day of the accident, at 6 a.m., you  
20 were now to report to Milpitas Station and not Los Medanos?

21 A. That's correct. I was assigned there.

22 Q. Okay. So you actually went home from Milpitas Station  
23 at 6:00?

24 A. That's correct.

25 Q. And that will be how far from your residence?

1           A.   Milpitas is another two hours, I would imagine, 2-hour  
2 commute in traffic, provided there's no accidents.

3           Q.   So from Milpitas to your residence would be roughly 2  
4 hours?

5           A.   It's -- I had just gotten home when I received a call to  
6 leave again.

7           Q.   What time do you leave work? You start at 6. What time  
8 -- what is your shift?

9           A.   My shift is 6 to 4:30.

10          Q.   4:30, okay. And did Mr. Boyd tell you why you were  
11 asked to go to Martin Station?

12          A.   He stated to me that there was an emergency and for me  
13 to head that way and that he wasn't clear on the details as of  
14 then and -- I, of course, was watching the news and -- so I had a  
15 pretty good idea of what was going on.

16          Q.   But he did say that, you know, there was some kind of  
17 emergency but he couldn't give you the details?

18          A.   Correct.

19          Q.   Did he tell you a gas line is involved or not?

20          A.   No, he did not.

21          Q.   Now, watching the news did you know the gas line is  
22 involved when you left the house?

23          A.   I was -- no, I didn't know that for sure.

24          Q.   Did not?

25          A.   No.

1 Q. So when you left, what did you think was happening?  
2 Since you said you saw the news and you were starting to find out.

3 A. I wasn't sure what was happening. I wasn't sure if our  
4 equipment was in danger because of the fire or if we were involved  
5 with the fire. I was simply heading that way.

6 Q. But you did know there was a fire?

7 A. Yes. Yes. And as I said, I didn't know if that was  
8 endangering our equipment --

9 Q. Sure.

10 A. -- and I was sending there to protect or if that was our  
11 equipment.

12 Q. So at what point, you turn around from Martin Station  
13 and headed towards Milpitas?

14 A. As I said earlier, probably an hour, I would say,  
15 commute time from Antioch to where I was on I-80.

16 Q. Okay.

17 A. So I'm assuming I left at approximately quarter till.  
18 So I would say it was a quarter till 8.

19 Q. Okay. And do you call what time you reached Milpitas?

20 A. After 8:30.

21 Q. Now, in your normal job description, will you be doing  
22 the programming of these valves?

23 A. No. No. My job description would be calibrating the  
24 instruments.

25 Q. I'm sorry?

1 A. Calibrating the instruments.

2 Q. Calibrating instrument. Okay.

3 On September 9th, when you were at Milpitas, did you  
4 know that there was some kind of a UPS work that were going to be  
5 done that day?

6 A. I was aware that -- yes, that the UPS was being changed  
7 out. I was aware that there was a clearance, but I was not  
8 involved in that. My assignment didn't involve me in that.

9 Q. Okay.

10 A. It involved the other technicians, so --

11 Q. So you were not involved in any capacity with the UPS  
12 change?

13 A. No, sir.

14 Q. When you left -- you left at 2:30 -- at 4:30. Before  
15 you left, did the work start on UPS, whatever they were doing? Do  
16 you know?

17 A. I did not leave from Milpitas Terminal itself, so I --

18 Q. Oh, so you're not -- okay.

19 A. I was in the field.

20 Q. You're in the field. Okay. And what time did you leave  
21 the Milpitas Terminal to go to the field location?

22 A. Again, I would have to return to my timecard. I'm not  
23 clear on --

24 Q. (Indiscernible) not know --

25 A. Because it was a normal day.

1 Q. Normal day, okay. You're not watching.

2 A. So, I start the mornings, if I have assignments to work  
3 in the morning at Milpitas, I will generally do those and then let  
4 the traffic get down a little and then head out to my outer-lying  
5 stations to do maintenance. So it would have been mid-morning.

6 Q. So besides, I guess, dropping the pressure 10 psi is  
7 there any other involvement you had on the September 9th accident  
8 on that day at Milpitas?

9 A. No, sir.

10 Q. What about September 10th?

11 A. No, sir. I believe the same people involved stayed with  
12 that. And, again, we have maintenance which is planned out for us  
13 that we had a high priority to, to complete and that's -- I  
14 continued on with my schedule the next day and --

15 Q. And that did not involve going to the --

16 A. That did not involve --

17 Q. -- (Indiscernible) or doing anything?

18 A. That did not involve their work. No, it didn't.

19 Q. Since September 9th, are you involved in any capacity on  
20 this September 9th accident-related work?

21 A. No, sir.

22 Q. No further questions. Thank you for the time.

23 MR. NARVELL: I have no questions for Mr. Wagner. Thank  
24 you.

25 MR. CHHATRE: Any follow-up questions?

1 MR. SHORI: Just a couple. Sunil Shori, California PUC.

2 BY MR. SHORI:

3 Q. You said you were reassigned or you were temporary  
4 assigned to Milpitas?

5 A. That's correct.

6 Q. Why was that assigned?

7 A. Management's decision.

8 Q. How long had you been assigned to Milpitas at that  
9 station?

10 A. Since May of that year.

11 Q. You said you arrived at Milpitas 8:30 p.m. that night?

12 A. Approximately.

13 Q. Around 8:30. What time did you leave?

14 A. The sun was coming up.

15 Q. Did you have any discussions with anybody there while  
16 you were there at Milpitas?

17 A. Um --

18 Q. Let me be specific. Did you have any discussions about  
19 regulating or monitoring the equipment with anybody while you were  
20 there?

21 A. Regulating or monitoring any equipment?

22 Q. Monitoring valves at Milpitas?

23 A. My instructions were to standby in case technician  
24 duties were needed to be performed, and other than lowering the  
25 setpoint on the monitors --



1 Q. So then between 8:30 and the sun rising, and you didn't  
2 speak with anybody about monitors or the monitor operations the  
3 day before? You had no discussions about any valves?

4 A. Well, the -- no, I didn't. It was -- the yard was like  
5 shut down and since I had arrived late, I was not involved with  
6 that. So I was weeded from the crowd and put in my office. My --  
7 yeah, so basically, I was off to the side.

8 Q. Okay. Thank you very much. No further questions.

9 MR. CHHATRE: Anybody, questions?

10 UNIDENTIFIED SPEAKER: I don't have any.

11 BY MR. CHHATRE:

12 Q. Just one clarification I need. Ravi Chhatre. You  
13 dropped, I guess, settings by 10 psi?

14 A. I believe that's what it was, but I'd have to refer --

15 Q. Do you recall what the setting was before you reduced it  
16 by 10 psi?

17 A. I would be guessing. It's been 4 months and I --

18 Q. No problem.

19 A. We deal with so many setpoints.

20 MR. CHHATRE: Thanks again for coming.

21 MR. WAGNER: You're welcome.

22 MR. CHHATRE: I appreciate your help. All very good.

23 MR. WAGNER: Thank you.

24 (Whereupon, the interview was concluded.)

25

CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF:           PACIFIC GAS & ELECTRIC COMPANY  
                                  SEPTEMBER 9, 2010 ACCIDENT  
                                  SAN BRUNO, CALIFORNIA  
                                  Interview of Robert Wagner

DOCKET NUMBER:           DCA-10-MP-008

PLACE:                      Burlingame, California

DATE:                        January 4, 2011

was held according to the record, and that this is the original,  
complete, true and accurate transcript which has been compared to  
the recording accomplished at the hearing.

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Erika B. Newton  
Transcriber