

ENBRIDGE PIPELINES INC.

INTERVIEW
OF
BRAD ASHCROFT

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1 INTERVIEW OF BRAD ASHCROFT, TAKEN AT 7:10 A.M.:

2 MR. JENNER: Good morning. Today is

3 Friday, July 30th, 2010. My name is

4 Stephen Jenner. I'm an investigator with National

5 Transportation Safety Board in Washington, D.C. We

6 are currently in Edmonton, Canada at the Crowne

7 Plaza Hotel in regards to a pipeline spill near

8 Marshall, Michigan that occurred July 26, 2010.

9 Let me first go around the room and have

10 everyone introduce themselves.

11 MR. GULSTAD: I'm Rick Gulstad. I'm an

12 engineer with Pipeline and Hazardous Materials

13 Safety Administration, PHMSA. I report to Kansas

14 City, Missouri office.

15 MR. TOLLEFSON: Tyler Tollefson, legal counsel

16 with Enbridge Pipelines.

17 MR. GOESON: Curt Goeson, control centre

18 supervisor, Enbridge Pipelines.

19 MR. ASHCROFT: Brad Ashcroft, shift lead,

20 Enbridge Pipelines.

21 MS. BUTLER: Karen Butler, PHMSA, regional

22 project manager out of Kansas City.

23 MR. JENNER: Great. Thank you. We are

24 interested in talking to Brad Ashcroft about the

25 events that occurred on -- were related to this

26 incident. And, again, the purpose of this is to

27 collect factual information.

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1 QUESTIONS BY MR. JENNER:

2 Q MR. JENNER: Brad, thank you for being
3 here. If you could just spell your name for the
4 record.

5 A B-R-A-D, A-S-H-C-R-O-F-T.

6 Q You just stated that you're a shift lead?

7 A Yes.

8 Q And who are you employed by?

9 A Pardon me?

10 Q Who are you employed by?

11 A Enbridge Pipelines.

12 Q Let me just start off by asking a little bit about
13 your background. When did you start work for
14 Enbridge?

15 A 1995.

16 Q What did you hire on as?

17 A An operator.

18 Q Can you just walk us through your -- very briefly

19 your training and your experience up until today?

20 A Well, I was an operator till 2005 when I became

21 a -- shift lead. I guess a year -- year before

22 that, I was a step-up shift lead. And then I

23 became a shift lead, and I've been a shift lead for

24 the last six years.

25 Q This is the first I've heard the term "step-up

26 shift lead." Please explain it.

27 A Yeah, we relieve other shift leads on vacation and

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1 stuff like that, so they've just -- yeah, now we
2 have more shift leads and no step-up shift leads,
3 so...

4 Q I see. So last six years as a shift lead, how is
5 that working out for you?

6 A Good.

7 Q What made you decide to go from operator to shift
8 lead?

9 A They asked me.

10 Q Okay.

11 A Yeah.

12 Q Is there any particular training to make that
13 transition to shift lead from operator?

14 A Yeah, you train. I don't know. There's no set
15 time period. You just learn more about the
16 emergency response.

17 Q Okay, very good. What I'd like to do is take us up

18 to the start of your shift on Monday of last week,

19 and that would be July 26. If you would, just let

20 us know, what time did you report for work?

21 A It was around 6:15 local.

22 Q 6:15 in the morning?

23 A Yeah.

24 Q Okay. And typically there's a shift changeover?

25 A Yes.

26 Q Please walk us through that.

27 A Yeah, I -- I talk mainly to Darin Parsons at my

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1 shift change. He told me about line 6B and the
2 problems they were having at Marshall.

3 Q Okay. What -- as best you can, what details did
4 you discuss?

5 A He just told me they're -- they attempted to start
6 up twice. He told me some details on that, and,
7 yeah, just went over -- said the last time they had
8 shut down at 4:50 MST. And we discussed
9 double-checking what they had done, and that was
10 about it.

11 Q Did Darin mention his thoughts about what he
12 thought the problems were?

13 A We mostly just discussed what they had done. Yeah,
14 we didn't go much further than that.

15 Q Okay. So anything else discussed on the
16 changeover?

17 A No. That was the main event of the night, so...

18 Q Okay. All right. So how did your shift start off?

19 What activities were you involved in?

20 A Well, once we finished shift change, Kelly and I

21 discussed how to proceed with line 6B. We

22 discussed double-checking, what happened the night

23 before and discussed how to proceed with talking

24 to -- updating Blaine Reinbolt with the second

25 startup and what -- where we were at now at the

26 time, and that's the way it went, so...

27 Q I'm sorry. You mentioned Blaine?

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1 A Yeah, because Darin had told me they contacted him
2 in the night about the second startup, and so we
3 came in after that, and Blain hadn't been updated
4 yet, so...

5 Q I'm sorry. Blaine had not been --

6 A He hadn't been contacted again since that time,
7 so...

8 Q So did you or anyone else talk to Blaine in the
9 early part of your shift?

10 A Yes.

11 Q Okay. If you would, just relay some of that
12 discussion.

13 A We updated that the 6B was shut down again and that
14 we wanted our engineer to take a look at the
15 pressure profile that's currently on the line.

16 Q Okay.

17 A And we talked about contacting the region --

18 regional management to update them on what happened

19 to date.

20 Q Who's making these suggestions to contact the

21 engineer and the regional management?

22 A It was a discussion.

23 Q So was it a consensus, like, let's go ahead and do

24 that?

25 A Yes.

26 Q Okay. Anything else discussed with Blaine?

27 A Not at that time, no.

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1 Q Okay. So after your discussion, what happened?

2 A We went back to the room. Greg -- Greg came up and

3 asked us -- well, he told us he thought something

4 was wrong, so we talked about him going through CMT

5 from the day before and look at the shutdown and

6 where the numbers came from.

7 Q Okay. So do you know if Greg -- that was Greg's

8 task to look through the CMT?

9 A Yeah.

10 Q Okay. Was it your impression he went back and

11 started to do these calculations?

12 A There's no calculations.

13 Q I mean this analysis --

14 A Yes.

15 Q -- this process.

16 A Yes.

17 Q Okay. About what time did you have this discussion

18 with Greg? Approximate is fine.

19 A Yeah, I don't know. 6:45.

20 Q Okay. Is that MST? Local --

21 A That would be local. 5:45 MST.

22 Q Okay, so then what happened?

23 A Greg went to do that. He came and told us he saw

24 pressure drop at the shutdown looking back in the

25 historicals. So we updated Blaine, and the

26 decision was made to call the region and update the

27 regional manager, which Kelly did.

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1 Q And who was the regional manager?

2 A Tom Fridel.

3 Q Okay. So Kelly is -- who is --

4 A Shift lead. He's -- he's the second shift lead on
5 for that morning.

6 Q Do you know anything about the conversation between
7 Kelly and Tom?

8 A No.

9 Q Okay, so Greg saw pressure drop at the shutdown
10 when he was looking at the historical data?

11 A Yeah.

12 Q What does that mean? What is the significance of
13 that in your mind, in Greg's mind?

14 A It's just -- that's what he -- he said he saw a
15 pressure drop. That's -- so that would be --
16 that's, yeah, just what he told me.

17 Q Did that alone cause him concern or --

18 A He said it was unusual, yeah.

19 Q Okay. So Kelly is off talking to Tom Fridel, and

20 what are you doing at this time?

21 A Updating Blaine about what Greg found.

22 Q Okay. You can continue with the story.

23 A Yeah, that's what I was doing.

24 Q And after that, after you talked to Blaine?

25 A I came back in the room. At that -- about that

26 time, Richard, our engineer, came in and was going

27 to look over the numbers, start gathering data.

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1 Q Okay. Was it your impression that Richard already
2 knew about the line shutdown, about some concerns
3 on 6B and some problems with starting it up and
4 shutting it down?

5 A I can't say.

6 Q Okay. Okay. Did you talk to Richard?

7 A Briefly when he came in the -- came in, and he was
8 gathering his stuff, and we told him at that time
9 that 6B was having troubles.

10 Q Okay. How does he proceed with what he needs to
11 do?

12 A I didn't see him after that for some time.

13 Q But he doesn't hang around the pod, the console
14 area? Does he go off somewhere else?

15 A He goes to his office, yeah.

16 Q Okay. Can he pull up information from his office?
17 Is that your understanding?

18 A I -- I don't know. I mean, yeah, he has a computer
19 and stuff, but normally he'd come and ask us for
20 information too.

21 Q All right, then what did you do after that?

22 A It was around that time that we got the call on the
23 emergency phone about oil in the creek by Marshall.

24 Q Okay. This is the first we're hearing about an
25 incoming call. So you can be very helpful to us
26 right now. There's an emergency phone --

27 A Yes.

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1 Q -- designated emergency phone? Okay.

2 Who was that call from?

3 A I didn't take the call. Kelly took the call.

4 Q Where is this phone located?

5 A On the shift lead desk.

6 Q Okay.

7 A Well, there's four of them. There's one in the

8 middle of the room, one at the back of the room,

9 and two at -- one at each shift lead console.

10 Q Okay. Do you know anything about this call, who it

11 was from and what was discussed?

12 A No.

13 Q You don't know --

14 A I -- I -- no, I haven't looked at those details. I

15 know it was from Consumers Energy or Consumers -- I

16 think it was Consumers Energy, and he was on site.

17 Q Consumers Energy is a customer?

18 A No, I don't know who they are.

19 Q Okay. Another company?

20 A I assume so.

21 Q Okay. So you know a call came in. Is this

22 emergency phone -- who is able to call? Can the --

23 can public citizens call? Is it just from other

24 companies?

25 A Yes.

26 Q Citizens of the public, anyone with an emergency --

27 A Yes.

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1 Q -- can call, and it goes directly to --

2 A Yes.

3 Q -- that room? Okay.

4 So Kelly is off taking this call, and what are
5 you doing?

6 A Well, at that time, Kelly and I went to update
7 Blaine with what Greg found. Kelly went back to
8 the room. Richard came down the hallway -- or came
9 in. I talked to Blaine and Curt, I believe. And
10 when I came back to the room, Kelly was on the
11 emergency phone at that time.

12 Q Okay. And were there some discussions at this
13 time?

14 A When?

15 Q When people are -- like, Richard is coming into the
16 room?

17 A No.

18 Q No? Okay.

19 A No, the discussion was the update down the hallway

20 with what Greg had told us about the pressure drop;

21 and then Kelly went back into the room, and when I

22 got back in the room, he was on the phone.

23 Q Okay. So when you got back in the room, what did

24 you do?

25 A He told me the calls about a -- oil on the ground

26 at Marshall. I walked back to Greg and had him

27 isolate Marshall station.

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1 Q So from -- based on that one call that oil was on
2 the ground, you went and talked to the operator and
3 told him to isol -- to do what?

4 A Follow the emergency procedure for a leak call.

5 Q Did the operator immediately start this, or was he
6 involved in something else, involved in other lines
7 at the time?

8 A No, he immediately started.

9 Q What else did you do from there?

10 A I updated Blaine and Curt.

11 Q What did you tell them?

12 A That we had a leak call in the Marshall area.

13 Q So things are starting to -- people are now getting
14 updated about this situation?

15 A Yes.

16 Q Okay, and -- okay. What are you doing -- what are
17 you doing after you talk to them?

18 A I went back to the room and went over -- I can't
19 quite remember what I was doing after that. Just
20 going into response.

21 Q What is the role of the lead during an emergency
22 situation just from general responsibilities?

23 A We're the contact for communication outside the
24 room, providing updates.

25 Q Communication from --

26 A The field.

27 Q From technicians? From the public? From anyone

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1 who needs to call in to report an emergency?

2 A Yes.

3 Q Okay. Is that what you -- is that what you started

4 to do?

5 A Well, at this time, we knew it was an emergency.

6 Kelly updated the regional manager that there's oil

7 on the ground.

8 Q Do you know what the result of that conversation

9 was?

10 A No.

11 Q Okay. Where is the regional manager located? Is

12 he in the building? Is he at --

13 A Chicago.

14 Q Oh, in Chicago, okay.

15 So what else are you doing?

16 MR. GULSTAD: Regional manager is here.

17 MR. JENNER: (INDISCERNIBLE).

18 A Well, just start -- it's hard to say. Looking over
19 the historical data and start to gather
20 information.

21 Q MR. JENNER: You were specifically looking
22 over the historical data?

23 A I think that's what I started doing, yeah.

24 Q What are you looking at, and what are you looking
25 for?

26 A I looked over what Greg had found on the shutdown.

27 Q Okay. And what is it that -- did anything stand

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1 out to you?

2 A I just saw the -- just looked at the shutdown.

3 That's all I did.

4 Q Did anything look out of the ordinary about

5 the shutdown? I mean, I'm pulling from your

6 experience as an operator also.

7 A I can't speculate on that. Sorry.

8 Q Okay. So you were reviewing some historical data

9 just for your own benefit?

10 A Yes.

11 Q Okay. Okay. Are calls starting to come in?

12 A Not at this time, no.

13 Q Okay. You're trying to make sense of the

14 situation, trying to understand things yourself?

15 A Yeah, I just update -- yeah, just -- yeah, I just

16 was updating people and supporting Kelly, waiting

17 till he was off the phone and...

18 Q So did calls ever start to come in that you started

19 to take calls?

20 A It's hard to say when calls started to come in.

21 Q Yeah, I appreciate --

22 A We got a lot of emergency calls once it was known

23 that Enbridge was on site.

24 Q Who were some of the calls that came in?

25 A I can't say. I don't know.

26 Q Yeah. Do you recall just talking to --

27 A No.

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1 Q Okay. Was it getting busy?

2 A It got busy, yes.

3 Q Okay. Is there a -- is there a call log that you

4 maintain when -- for incoming calls that could help

5 us just to document who called in and what calls

6 went out?

7 A No.

8 Q So when a call comes in, you're not recording who

9 it's from or time?

10 A We record the leak call, the original odour call.

11 The -- that's the call that we recorded.

12 Q Do you remember what time that call came in?

13 A I can't say exactly. It's -- that's recorded.

14 Q Are all calls through the emergency line recorded?

15 A If they're real -- if we respond to them, they're

16 recorded.

17 Q What do you mean if you respond to them?

18 A If they're relevant to us, they're recorded.

19 Q If it's a legitimate call, in that sense?

20 A Yes.

21 Q Okay. So later on -- and I understand there's a

22 lot going on, but you're performing the task of

23 taking incoming calls. That's part of your

24 responsibility?

25 A Yes.

26 Q Okay. Was that your primary activities for a

27 period of time?

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1 A It's -- there's lots of discussions about
2 everything. Once it got busy, lots of things were
3 happening.

4 Q Okay. If you can just highlight some of the
5 significant things that are happening.

6 A The most significant thing was the leak call.

7 Q Was the --

8 A The leak call.

9 Q Okay.

10 A Yeah.

11 Q Okay, so now calls are coming in, and time is going
12 by. Is it now just a matter of -- are you making
13 any outgoing calls? Are you calling technicians at
14 the field? Is anyone doing that?

15 A That's the region's responsibility.

16 Q The region's -- would that be Griffith area?

17 A Chicago region.

18 MR. GOESON: I just want to clarify,
19 Stephen, for you that we refer to it as Chicago
20 region. I think the office is probably located in
21 Griffith. That might be the --

22 MR. JENNER: Fair enough.

23 Q MR. JENNER: So Chicago is in charge of
24 getting people out to the scene?

25 A Yes.

26 Q And what is the overall responsibility of this
27 location here?

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1 A We -- we wait to hear from the field.

2 Q Did the field -- do field people report back to

3 Chicago, or they report back to here?

4 A Chicago.

5 Q Does Chicago have SCADA equipment and --

6 A I don't know.

7 Q I'm just asking that if a technician sees something

8 that needs to be handled from an operator, this

9 valve hasn't been shut yet or something that needs

10 to be maneuvered, can they call both Chicago and

11 here?

12 A No, not to my knowledge.

13 Q Okay. So you're taking incoming calls. And any

14 other major activities that you're involved in

15 during your shift?

16 A No.

17 Q Okay. Are you talking to other people that you

18 haven't discussed yet here? Do you need to make

19 calls to other locations?

20 A No.

21 Q Let me take you to toward the end of your shift.

22 And so you had a busy day, I imagine. So you have

23 a shift changeover?

24 A Yeah.

25 Q Or did you continue to work this past your normal

26 time?

27 A No, shift change.

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1 Q Okay. And who did you -- by the time of your shift
2 changeover, had things settled down, or is it still
3 pretty much -- pretty busy?

4 A I'm not sure what the -- it was -- we got -- it was
5 busy, yeah.

6 Q Was it still a developing situation? Are phones
7 still -- you still taking calls all the way toward
8 the end of your shift, or had things -- you've done
9 everything that you could do at that time?

10 A Well, for us, the emergency phone was ringing all
11 day.

12 Q Okay. And who did you change the shift over to?

13 A I'm thinking. Allister and Bob were the shift
14 coming in.

15 MS. BUTLER: Could you repeat that. I
16 couldn't hear.

17 A Allister and Bob.

18 MS. BUTLER: Thank you.

19 Q MR. JENNER: I guess you just briefed them

20 on everything that had occurred?

21 A Yes.

22 Q Okay. Well, thank you for that summary. What

23 we'll do is I think other people will probably have

24 some additional questions. Did you need a break or

25 anything?

26 A No, I'm fine.

27 MR. JENNER: Great. Okay, we'll go to

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1 Karen. Karen, do you have some --

2 MS. BUTLER: Okay.

3 MR. JENNER: Okay.

4 QUESTIONS BY MS. BUTLER:

5 Q MS. BUTLER: Brad, thank you for the
6 opportunity to talk to you.

7 When you said that you had worked with
8 Enbridge as an operator before, did you have
9 experience on the 6B line or that particular
10 console?

11 A I -- I did briefly, yes.

12 Q Okay. All right. And when they showed you the
13 pressure trend -- I assume it was for Marshall --
14 did that stand out from your previous experience as
15 too low a pressure?

16 A I can't -- I can't say. It did not at the time.

17 Q Okay. And when you talk about the fact that an

18 engineer was called, is that an engineer that
19 supports the leak detection system, the SCADA
20 system or both? What does that engineer do?

21 A He's an engineer in our department.

22 Q Okay. So he's a SCADA engineer or what -- what
23 does he do?

24 A Curt?

25 MR. GOESON: Well, I mean, I can add to
26 that.

27 MR. JENNER: By all means.

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1 MR. GOESON: We have a little department or
2 a silo within our department of engineers that
3 support just the control centre, so not -- they're
4 not supporting the application; they're supporting
5 the operation.

6 MS. BUTLER: Okay. So is that particular
7 engineer supposed to be able to look at all the
8 different applications and assess things or only
9 looking mainly at the SCADA data?

10 MR. GOESON: Data. Their primary role,
11 Karen, is supporting normal operations and
12 fieldwork and maintenance, and as I think we
13 alluded to yesterday, operating limit changes. So
14 nothing to do with SCADA system. They have a
15 different support structure in place.

16 MS. BUTLER: Okay.

17 MR. GOESON: Or MBS, they have a different

18 support structure in place as well.

19 Q MS. BUTLER: So when we called the
20 engineer, and we're asking the engineer to come in,
21 what are we really wanting out of him? And that
22 would go back to the interviewee. What are we
23 really wanting or expecting out of him?

24 A To run calculations on the pressures that were
25 currently on the line.

26 Q Okay, so he's just going to run a calculation tool
27 of some type and compare that to historical data,

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1 or does he compare to historical data?

2 A He -- he would -- he would do a calculation to see

3 what pressure we should have on the line.

4 Q Okay. So he was called in after you knew there was

5 a leak; is that correct?

6 A No.

7 Q Okay. So he was called in prior to knowing there

8 was a leak?

9 A Yes.

10 Q Okay. And was this to help determine if you needed

11 more horsepower to be able to take the line out of

12 slack? Was that the thinking?

13 A No. It was to determine what pressures we should

14 have on the line.

15 Q In its current state?

16 A Yes.

17 Q Okay. Is that something you guys frequently do is

18 call the engineer for support?

19 A When we need to.

20 Q So how often does that happen?

21 A I can't speculate how often. I -- I'd be guessing.

22 Q All right. So in a typical week in the control

23 room, do you call them two or three times?

24 A Not for that purpose, no.

25 Q Okay. What purpose would you call them for?

26 A They -- they do lots of -- they coordinate work on

27 the pipelines and things like that.

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1 Q So have you ever called them to support you in the
2 past regarding pressure profiles?

3 A Yes.

4 Q Okay. And so within the last year, give me an
5 estimate.

6 A I can't. I can't say.

7 Q More than five?

8 A No.

9 Q Okay. Okay. So we've got some mechanisms here
10 that we have in place to help find things, and you
11 mentioned that you talked to whoever was the
12 operator and told, I believe it was Greg, to
13 isolate Marshall station. Do you know
14 approximately what time that was?

15 A It was at pretty much the same time the leak call
16 came in. It's recorded.

17 Q Do you know approximately what time that was?

18 Like, give me a time of day. You don't have to be
19 exact. I'm not trying to pin it down to the
20 minute.

21 A I believe it was 8:10 or so MST.

22 Q Okay. All right. You said something about all
23 calls on the emergency line are recorded if they're
24 relevant. Does that mean that when you guys get a
25 call, in order for the incoming calls to be
26 recorded, do you have to manually press a button
27 or --

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1 A All calls are recorded. I thought you meant on
2 paper.

3 Q Okay. And so this would be if they're relevant
4 after the fact, then you put them down?

5 A Correct.

6 Q Got it. Okay, thank you for that clarification.

7 A Yeah. It's a big one.

8 Q When it says are you making outgoing field calls --
9 and we were kind of talking about that, and I think
10 you made the statement that the region's
11 responsibility is to call the field. I take it
12 that that's their responsibility after you've
13 indicated there's a leak; is that correct?

14 A During incidents, our contact is the regional
15 on-call.

16 Q All right. So do you, as a lead, when you can't
17 understand certain things going on on a particular

18 line, do you ever call the field directly and just
19 ask people to start looking or tell you what they
20 see?

21 A I follow procedures for...

22 Q Do your procedures tell you to do that?

23 A There's different situations.

24 Q When you know that a line isn't behaving like it
25 normally does or it's been difficult to start back
26 up, are you supposed to use field personnel to help
27 determine if there is a leak?

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1 A If we have a suspected leak, we call the regional
2 on-call and notify them.

3 Q Okay. So since you've been a lead a little while,
4 when there's unusual circumstances that you can't
5 really explain due to data, have you ever called
6 the field to have eyes and ears help you determine
7 what's happening?

8 A If -- if we have a suspected leak, we -- we call
9 the regional on call, and they make their phone
10 calls.

11 Q Okay. Any thoughts on why it doesn't appear that a
12 lot of field calls were going on yet? Is that
13 because there was some specific other thought that
14 was going on?

15 A I -- at which time period?

16 Q On your particular shift, we know that we've got
17 some unusual circumstances on 6B, and we haven't

18 diagnosed that it's a leak yet. Do you find it

19 unusual that no real field calls appear to have

20 been mentioned to use field personnel to help

21 diagnose whether there's a leak or not?

22 A One thing I did actually forget to mention, we --

23 we did call Marshall station. What time was that?

24 It was shortly -- about 6:30 MST we called Marshall

25 station. There was --

26 Q Did we call Griffith or any of the others close to

27 Marshall?

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1 A No. We didn't call Griffith until we got the leak

2 call.

3 Q Does that seem odd to you?

4 A No.

5 Q And why not?

6 A We were -- we followed our procedure when we came

7 on shift. The line was shut down, and we were

8 evaluating what -- where we were at.

9 Q Okay. Would you consider people at Griffith to be

10 a valuable resource to you?

11 A Yes.

12 Q While you're in the control room -- and we now know

13 that we have a leak -- were there discussions and

14 conversations flying around as to cause?

15 A I don't know.

16 Q Did you have any problem finding the other line

17 during your shift?

18 A No.

19 Q So the rest of the control room was pretty quiet?

20 A Yes.

21 Q Somewhere in time based on talking to some other

22 people, there was a leak detection analyst that

23 eventually started to do an assessment. Is that

24 something that you guys as leads request?

25 A Yes.

26 Q Okay. And did you -- do you recall requesting

27 that?

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1 A No. No.

2 Q Okay. Okay. Do you know who did request it?

3 A On my shift?

4 Q Yes.

5 A I -- no.

6 Q Okay. Is there any other thing that you would

7 traditionally do besides potentially use a leak

8 detection analysis person to help you or to have an

9 engineer come in and assist you? Are there any

10 other resources like that that are either specific

11 to a product that you run or a service that you

12 need?

13 A No.

14 Q Okay. What do you believe caused the leak?

15 A I can't say. I don't know.

16 Q Were there any technical difficulties going on in

17 the control room during your shift?

18 A No.

19 MS. BUTLER: Okay, I believe that's it.

20 MR. JENNER: Okay, Rick, do you have any

21 follow-ups?

22 MR. GULSTAD: Yeah, I've got just a few

23 clarifications.

24 QUESTIONS BY MR. GULSTAD:

25 Q MR. GULSTAD: I know the line was shut down,

26 but typically like the Marshall station, wouldn't

27 it be isolated until you instruct Greg to do it?

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1 A Correct.

2 Q And when you isolate Marshall, you're just
3 isolating the station; right?

4 A Yes.

5 Q So there's still flow through the -- is the main
6 line valve also isolated, or is that left open?

7 A Yes, the main line was sectionalized already.

8 Q We've been hearing a lot about column separation
9 possibly in the Marshall area. What -- did someone
10 discuss that with you when you came on shift at
11 all?

12 A That was part of the shift run, yeah, that they
13 were -- had a column separation at Marshall.

14 Q Okay. And Greg Poulin indicated that he had
15 entered an AOC condition in the -- to FacMan. How
16 quickly -- or do you get involved in reviewing
17 those? Do you see them once he enters it in? Are

18 you part of the -- or are you part of the entry?

19 A No.

20 Q At some point, do you review them or anything?

21 A I review the AOC he entered?

22 Q Yes.

23 A No.

24 Q Would someone within the control centre review them

25 at all once they're entered into FacMan?

26 A I don't know.

27 MR. GULSTAD: Curt, could you answer that?

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1 How involved do you get in following up on AOCs?

2 MR. GOESON: Personally?

3 MR. GULSTAD: Or as a department.

4 MR. GOESON: As a department, we do through

5 our compliance and training group.

6 MR. GULSTAD: So how are you notified --

7 MR. GOESON: The intent -- the intent of

8 the AOC entry is to ensure that there's closure to

9 the issue.

10 MR. GULSTAD: So how quickly once it's

11 entered would you see that it's been entered in

12 there?

13 MR. GOESON: I don't know. I don't know

14 the answer to that one. It's -- the intent to that

15 entry into our FacMan?

16 MR. GULSTAD: Yes.

17 MR. GOESON: Right. It's the FacMan

18 application, whether it -- typically that entry has
19 to do with equipment problems; right.? So it's
20 just a -- it's an indication that it is an AOC, so
21 it helps expediate [sic] the closure process from
22 the field perspective.

23 The -- there is a -- there is a review process
24 in place within the department, within our training
25 and compliance group. I don't have intimate
26 knowledge of it.

27 Q MR. GULSTAD: I'm familiar with your

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1 Griffith office, and I know you have a staff of
2 engineers that support the Griffith or Chicago
3 region. Once you or Kelly made that call to the
4 Chicago region to Tom Fridel, did any other staff
5 ever call you back to ask more questions while you
6 were on shift?

7 A Not -- I didn't take any calls.

8 Q Okay, that's all I've got. Thank you.

9 MR. JENNER: Thanks. Curt, do you have
10 any?

11 MR. GOESON: No.

12 MR. JENNER: Okay, what we'll do is we'll
13 go around a second time for any follow-ups.

14 FURTHER QUESTIONS BY MR. JENNER:

15 Q MR. JENNER: Karen had asked you a
16 question. You started to answer that you did call
17 Marshall station about 6:30?

18 A Yeah, I didn't make the call, but we were told
19 there was a guy at Marshall, so we did call --
20 somebody called and asked if they saw anything
21 abnormal at the station, like, with the
22 transmitters or anything, and we were told no.

23 Q Okay. And this is before you knew of any leak?

24 A Correct.

25 Q Okay. This is someone who works -- who was at the
26 station, who worked at the station or someone --

27 A I believe so, yeah.

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1 Q Okay. I have some standard questions not related
2 to operations. Can you tell me what other shifts
3 you had worked prior to the shift we're discussing?

4 A It was my first day shift after -- it's Monday, so
5 I had five days off.

6 Q Five --

7 A Oh, sorry, you know, I worked Thursday night. So
8 Friday, Saturday, Sunday I was off. Monday I
9 worked. Sorry, I just got off night shift. I'm a
10 bit slow.

11 MR. GOESON: It's okay.

12 Q MR. JENNER: Okay. Questions about your
13 health. Are you in good overall health?

14 A Yes.

15 Q Do you have any conditions? Are you on any
16 medications or prescription?

17 A No.

18 Q Have you ever been diagnosed with any sleep

19 disorders?

20 A No.

21 Q Did you feel rested when you started your shift?

22 A Yes.

23 Q Very good, thank you.

24 MR. JENNER: Karen, do you have any other

25 questions?

26 FURTHER QUESTIONS BY MS. BUTLER:

27 Q MS. BUTLER: I do have one follow-up, and

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1 that was, on line 6B, have you seen column
2 separation alarms in the past?

3 A Yes. Yes, I have.

4 Q Are they fairly frequent within a week or seldom
5 within a week, but are they within a month? How
6 would you depict that?

7 A I can't. I don't run the line.

8 Q Okay. Did you have any specific training on when
9 someone comes back to you on column separation,
10 what to do or what that might mean?

11 A We have procedures.

12 Q Did you have any specific training as a lead as to
13 what that would require of you?

14 A We have annual ERT training. That's emergency
15 response training.

16 Q Are there other systems in the room that have
17 column separation issues?

18 A Yes.

19 Q Are there some that happen relatively frequently?

20 A Yes.

21 Q How would you rate 6B in comparison to those? This

22 is based only on your experience, only on your

23 experience.

24 A Not as frequent.

25 Q Is it one of the least frequent in the control

26 room?

27 A That's -- that would be speculation.

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1 Q Okay. Okay, is it -- does it seldom happen in your
2 opinion?

3 A Yes.

4 MS. BUTLER: Thank you.

5 MR. JENNER: Rick, do you have any other
6 questions?

7 MR. GULSTAD: Yes.

8 FURTHER QUESTIONS BY MR. GULSTAD:

9 Q MR. GULSTAD: Just curious, you know, what
10 Greg -- I guess with your communication with Greg
11 when he came on shift, and he came to you and said
12 there might be an issue at Marshall, is that -- in
13 your sense of I guess of priorities, is that
14 something you consider as a shift lead that you
15 need to respond to as --

16 A Yes.

17 Q Okay. And so that's kind of your priority for the

18 shift is to make sure --

19 A Yes.

20 Q -- that that gets cleared or addressed?

21 A Yes.

22 Q Okay. How is your relationship working with Greg?

23 From our interview with him, it seemed like he did

24 some analysis and came to a conclusion pretty

25 quickly that there was an issue. Is that typical

26 of working with Greg?

27 A Yeah. Greg is great to work with, yeah.

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1 MR. GULSTAD: That's all.

2 MR. JENNER: Curt?

3 MR. GOESON: Just some clarification points

4 if I could.

5 MR. JENNER: Yes.

6 CLARIFICATIONS BY MR. GOESON:

7 MR. GOESON: So regarding Karen's comment

8 about valuable -- using resources in the field, if

9 they're valuable or not, I just want to clarify

10 that process. That a normal operation every day to

11 day, there's constant discussion and communication

12 between the field and the control centre.

13 In an abnormal situation like we're talking

14 about here, there are procedures related to it.

15 And I just want to make it clear that Brad's shift

16 did call Marshall when they suspected and that the

17 normal response is to notify the region, and then

18 the region handles their communication to the
19 field.

20 I feel today that we've -- you're under the
21 impression that after that, there is no discussion
22 back and forth from the field, but there is. I
23 just wanted to make that clear.

24 MR. JENNER: We just haven't heard details
25 of that. We haven't --

26 MR. GOESON: Correct, because we've just
27 initiated.

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1 MR. JENNER: Right.

2 MR. GOESON: So I just wanted to make that
3 clear.

4 MR. GULSTAD: And the reason that you -- I
5 know that there's a staff of people at Marshall as
6 opposed to some of the other stations that are
7 almost unmanned are not eight-hour man during a
8 shift. Is that why you feel like you could call
9 Marshall directly because you know that there's
10 people based there or --

11 A To your knowledge, Marshall isn't manned.

12 MR. GULSTAD: Oh, but there is a field
13 office clo -- not at the station but in the city of
14 Marshall. That's what I was getting at, I guess.

15 I've been there, so I know there's people based on
16 it. But it's not at the station; that's true.

17 MR. GOESON: That's true.

18 MR. GULSTAD: Yeah, okay.

19 MR. GOESON: There is indication if we have
20 men on site at these locations.

21 MR. GULSTAD: Oh, they have a --

22 MR. GOESON: (INDISCERNIBLE).

23 MR. GULSTAD: Okay, I understand. So you
24 knew there was somebody at Marshall? Or let me ask
25 more generalized. You're aware if somebody is at a
26 station, so you know ahead of time when you call
27 there that you might expect somebody to pick up the

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1 phone; is that true?

2 A Yes.

3 MR. GULSTAD: Okay.

4 MR. JENNER: Okay, anything else?

5 MR. GOESON: No. Sorry, that's all.

6 MR. JENNER: Brad, is there anything that

7 you'd like to ask of us or --

8 A I don't think so.

9 MR. JENNER: -- think that's important for

10 us to know?

11 A No, I don't think so.

12 CLOSING BY MR. JENNER:

13 MR. JENNER: Well, first of all, thank you

14 for being here. We appreciate your input. What we

15 ask others we'll ask of you. If anything comes to

16 mind about how to make the system safer, if you

17 have any thoughts about it now, we'd love to hear

18 them, or if anything comes to mind later down the
19 road, please communicate to people who can help
20 make a change.

21 A Okay.

22 MR. JENNER: Great. Again, thank you very
23 much, and this interview is concluded.

24 -----

25 PROCEEDINGS CONCLUDED AT 8:07 A.M.

26 -----

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5 I, the undersigned, hereby certify that the

6 foregoing pages are a true and faithful transcript

7 of the proceedings taken down by me in shorthand and

8 transcribed from my shorthand notes to the best of my

9 skill and ability.

10 Dated at the City of Edmonton, Province of

11 Alberta, this 10th day of August, 2010.

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18 C. L. Stabblers, CSR(A)

19 Court Reporter

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UNITED STATES OF AMERICA
NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of: *

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ENBRIDGE OIL SPILL, *
MARSHALL, MICHIGAN *

Docket No.: DCA-10-MP-007

*

* * * * *

Interview of: BRAD ASHCROFT

Date: September 1, 2010

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