

ENBRIDGE PIPELINES INC.

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INTERVIEW

OF

ALLISTER EWING

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and C. Goeson                              Inc.

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1 INTERVIEW OF ALLISTER EWING, TAKEN AT 5:52 P.M.:

2 MR. JENNER: Good afternoon. Today is  
3 Wednesday, July 28th, 2010. My name is Stephen  
4 Jenner, and I'm an investigator with the National  
5 Transportation Safety Board in Washington, D.C. We  
6 are currently in Edmonton, Canada at the Crown  
7 Plaza Hotel. We're meeting in regards to the  
8 pipeline spill in Marshall, Michigan, that occurred  
9 on July 26th, 2010.

10 I would like to go around the room and have  
11 everyone introduce themselves, so please state your  
12 name and your -- who you're with. I will go to my  
13 left.

14 MR. GULSTAD: Rick Gulstad, I'm with the  
15 Pipeline and Hazardous Material Safety  
16 Administration, U.S. [REDACTED]

17 [REDACTED]

18 MR. TOLLEFSON: Tyler Tollefson, Enbridge

19 Pipelines. I'm senior legal counsel in Edmonton.

20 MR. GOESON: I'm Curt Goeson. I'm

21 supervisor control centre with Enbridge Pipelines.

22 MR. EWING: And I'm Allister Ewing. I'm

23 with Enbridge Pipelines, and I'm a shift lead in

24 the control centre.

25 MR. JENNER: And Karen?

26 MS. BUTLER: I'm Karen Butler. I work for

27 PHMSA [REDACTED] and I'm a

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1 regional project manager.

2 MR. JENNER: Okay. Thank you.

3 QUESTIONS BY MR. JENNER:

4 Q MR. JENNER: What I should have mentioned

5 to you earlier is that this is a fact-finding part

6 of the investigation, and we're just trying to

7 understand some of the activities that occurred

8 during the shift and what events unfolded. And

9 this is all part of the bigger picture is to write

10 a report and make recommendations about what we can

11 do to make things, you know, safer.

12 A Sounds good.

13 Q Great. If you ever have any questions, if

14 something's confusing, you can call a time out if

15 you need a break.

16 A Sure.

17 Q Great. With that in mind, if I can have you state

18 your name and spell it for the record.

19 A My full name?

20 Q Yeah.

21 A Or just my first and last name?

22 Q First and last name.

23 A Okay. So my name is Allister Ewing, spelled

24 A-L-L-I-S-T-E-R, last name E-W-I-N-G.

25 Q And who are you employed by?

26 A Enbridge Pipelines.

27 Q And what is your job title?

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1 A My job title is shift lead.

2 Q Okay. Just a little bit about your background with  
3 the company. How long, when did you start working  
4 for Enbridge?

5 A I started in April 2001.

6 Q And in what capacity?

7 A As a pipeline operator.

8 Q Oh. Had you been a pipeline operator somewhere  
9 else before?

10 A No.

11 Q Did you go through training in order to become a  
12 pipeline operator?

13 A Yeah.

14 Q And if you can just walk us through your various  
15 positions with the company that you worked.

16 A Sure. I was a -- started off as a trainee in 2001,  
17 April, trained for approximately seven to eight



18 months, became a pipeline operator in 2001, I guess  
19 it would be, worked at various consoles. I've  
20 worked on gas pipelines. I've worked on terminal  
21 consoles. I've worked on multiple pipelines within  
22 the room. And I think it was three years ago that  
23 I was promoted to shift lead, so 2007, and I've  
24 been in that position since 2007 and went through  
25 approximately six months of training to become a  
26 shift lead.

27 Q Can you just give a quick overview of what the

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1 training involved to become a shift lead?

2 A We have a checklist of certain things to go through

3 and to be competent with, administrative duties,

4 understanding of the whole system, various

5 leadership courses we took, how to coach people.

6 Q Okay. If you would, just describe some of your

7 typical day-to-day duties.

8 A Sure.

9 Q As a shift lead.

10 A Basically I'm there to help coach people into

11 making the right decision, so I'm there to kind of

12 be the lead -- the lead person in the room. If

13 anyone has a question or a concern about something,

14 they'd bring it to my attention, and we'd talk it

15 out and try to come up with a solution to the

16 problem.

17 My day-to-day duties would be I do some

18 administrative stuff. I do some coaching with  
19 people. I do some performance expectations, talks  
20 with people, answer questions, help people figure  
21 out problems, I guess. That's what I do.

22 Q What type of -- are most of the questions from  
23 specifically from operators?

24 A Yeah. I'd act as -- yeah, I get questions from  
25 Curt and their group, so I'm kind of like a liaison  
26 between the operators and the higher management, I  
27 guess. And most of the questions will come from

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1 the operators regarding, you know, issues they're  
2 having with some of their programs. If they're  
3 having problems with pump orders, if they're having  
4 problems with their SCADA system, I'd be the  
5 liaison between outside groups and the operators.

6 Q Are there more problems that you deal with than  
7 others? What are some common problems that you  
8 have to deal with?

9 A CMT problems, so that's a program that we have that  
10 accounts for the balancing of the line. So they  
11 would have -- they wouldn't -- there'd be a  
12 situation where they couldn't figure out the  
13 mathematics on something, and we'd have to walk  
14 through the problem, or we'd have to call CMT  
15 support, which is the program support, in order to  
16 address those problems. It could be a program  
17 problem.

18 Q So just to elaborate, then, on that example a

19 little more.

20 A Sure.

21 Q Would you begin by going over to their consoles and

22 sitting down with them?

23 A Yeah. So I'd usually get a call, or I'd get called

24 over by the operator, and they would ask me. They

25 would say, Al, I'm having a problem with such and

26 such a program or such and such an issue, and I

27 would sit down with them and ask them questions and

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1 try to find out what the problem is. And if we  
2 together as a team can't solve that problem, then  
3 I'd be calling the appropriate support people.

4 Q And who do those support people include?

5 A SCADA services, which is -- supports our SCADA  
6 system; CMT support, which supports our CMT system;  
7 management if...who else would I call? Oh,  
8 scheduling, shipper services in Calgary. That's a  
9 lot of our problems we have. So if we have a  
10 shipper that wants to change their mind about  
11 something or we need to make an adjustment on our  
12 pump orders, I'd be calling shipper services in  
13 Calgary to arrange those changes.

14 Q Is there anything else that you do that...

15 A Just lots of questions about how we're doing  
16 things, why management's making certain decisions,  
17 so I'm, like, the liaison between management and

18 the operators. Any concerns the operators have,  
19 they'd come to me about it. Anything. They have  
20 problems with their fellow co-workers or anything  
21 like that, they come to me. What else do I do?

22 MR. GOESON: People problems.

23 A People problems, basically, yeah, I deal with,  
24 yeah.

25 Q MR. JENNER: You're a problem solver.

26 A Yeah, try to be.

27 Q Okay. All right. What I'd like to do is get a

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1 sense of you about -- you worked on Sunday?

2 A Yes.

3 Q And if you can just walk us through your shift.

4 A Sure.

5 Q And we'll take you up to certain points of

6 interest --

7 A Yeah.

8 Q So if you can just start us off how your day began.

9 A Typical day, shift change, nothing really to

10 report. It was a pretty uneventful shift change.

11 I'll say that.

12 Q And I'm sorry, what time did you begin work?

13 A About 6:15 in the morning, MS -- or local time. I

14 was preparing for a meeting. I wanted to talk

15 about -- I had just gone for my first drug and

16 alcohol test with one of the employees a couple

17 weeks before that, and I wanted to talk about the



18 experience to the group about what it was all about  
19 and where we were -- where we had to go for these  
20 certain things. And so we had a meeting at about  
21 11:00. I discussed certain things, had a few  
22 discussions with some of the people on shift.

23 Then after that, not much was going on until  
24 about 1500 when we got the MBS alarm. I got the  
25 call from Dave on line 6 telling me that we had an  
26 MBS alarm on 6B. I called over to the MBS analyst  
27 and said Shane, we've got a five-minute alarm on

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1 line 6B on a shutdown. I also called over to my  
2 pod mate and said -- Bob Donald, and he -- told him  
3 that we had an MBS alarm on 6B.

4 I then -- the MBS analyst told Bob that the  
5 alarm was a column sep. and that the alarm had  
6 cleared.

7 Q I'm sorry, just the last part, the analyst...

8 A Sure. The analyst told Bob that the alarm was a  
9 column separation and that the alarm had cleared.

10 Q Does the analyst get back to you or back to the  
11 operator or both?

12 A Typically both.

13 Q When you first got the call from Dave, did you go  
14 over to the SCADA console?

15 A The MBS console or his SCADA console?

16 Q His.

17 A No, I did not.

18 Q Okay.

19 A No. He told me it was a line shutdown, and I just

20 called over to the analyst to take a look at the

21 alarm.

22 Q Oh, so all right. Then --

23 A Yeah, so the analyst sits right beside me, and I

24 just called over and said we've got an MBS alarm on

25 on 6B. Can you take a look at it, please?

26 Q If you can walk me through what happens --

27 A Sure.

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1 Q -- at that point when you're talking to the  
2 analyst, and he has some equipment he's looking at?

3 A Yeah.

4 Q All right.

5 A So he's got his screen, whatever he looks at there,  
6 and within minutes, I guess, he responded back to  
7 Bob and said that it was a column separation and  
8 a -- and the alarm had cleared. So after that, you  
9 know, we both assumed that it -- nothing was wrong.

10 Q And when you say the alarm had cleared, that would  
11 be done automatically?

12 A Yeah. So what he does is bring up a two-hour -- or  
13 a display that shows the line going down to show an  
14 alarm state and the alarm -- and the line coming  
15 back up which saying the alarm clears.

16 Q By the line going down, are you talking pressure?  
17 Are you talking...

18 A I don't know what it -- what it all entails, but

19 basically --

20 Q But a graph where it shows --

21 A A graph, yeah.

22 Q -- the roller coaster goes down.

23 A Right.

24 Q And then goes back up.

25 A Right.

26 Q Okay.

27 A So clearing would mean the alarm -- the graph would

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1 go back up.

2 Q Okay. I'm sorry, I missed when the analyst makes

3 his decision, he calls Dave, and he also calls you?

4 A Yeah. In this case, he told Bob, and he told --

5 and he phoned Dave.

6 Q And Bob was your colleague?

7 A Yeah.

8 Q You have two leads?

9 A Right. So typically we have two sides to the room,

10 so I would -- I run certain things on the system,

11 or we both work together to solve all the problems,

12 but for the most part, you know, one guy covers

13 certain lines and the other guy covers the other

14 lines.

15 Q I see.

16 A Yeah.

17 Q Well, as an operator yourself, do you run into

18 column separation issues?

19 A Yes.

20 Q From your experience, did it seem like a reasonable

21 explanation about what was going on on Dave's

22 SCADA?

23 A Yeah, especially on a shutdown. I didn't look at

24 the SCADA, so I -- but the explanation of a column

25 separation on a shut down line made sense to me at

26 the time.

27 Q Okay. When an analyst does his thing, in your

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1 role, do you check his work, or do you just go with  
2 what he says, and his decision is sort of how  
3 you're going to move forward?

4 A Yeah. If the alarm clears and I have no other  
5 reason to believe that there's something wrong,  
6 then I would take his word for what was going on.

7 Q If you did have reason to believe something else  
8 was wrong, what would -- I'm talking about a  
9 hypothetical now.

10 A Yeah.

11 Q But what would you do?

12 A If I saw that something was wrong or the operator  
13 told me that something was wrong?

14 Q If the alarm didn't clear, if --

15 A Oh, we would investigate further into why the alarm  
16 hadn't cleared and, you know, make sure that our  
17 pressures were okay and investigate further. I



18 would help the operator if that was happening.

19 Q And in your current role, I imagine you run into

20 the column separation issue from time to time?

21 A M'hm.

22 Q And from what you saw what the analyst was doing,

23 did you have any reason to believe that this was

24 anything different than column separation?

25 A No. Not at all.

26 Q After that information got back to Dave, can you

27 just fill me in on the rest of the shift?

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1 A Pretty -- not -- uneventful shift. At the end of  
2 the shift, I passed off what had gone on, and what  
3 I'd said had gone on was really very uneventful,  
4 yeah. A typical day. I really had nothing to pass  
5 on. That's it.

6 Q How would you conceptualize your Sunday workload?

7 Was it high? Low? Typical?

8 A I would say low, yeah.

9 Q Oh, okay. Are Sundays lower for any reason than

10 other days of the week?

11 A For us, it's a lot less phone calls.

12 Q Why is that?

13 A Just because we're not getting calls from people

14 working in the field, people within the tower

15 asking us questions. We're not getting as many

16 calls on the emergency phone, things like that.

17 Yeah.

18 Q Okay. So in terms of addressing this situation,  
19 you weren't being pulled in different directions,  
20 you had to attend to this problem at the same time  
21 as this problem?

22 A Not at all, no.

23 Q You guys were able to give it full attention and --

24 A Yeah.

25 Q And move forward?

26 A Definitely.

27 Q Okay. Well, thank you. What we're going to do is

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1 have other people ask questions, and we will go  
2 around a couple times.

3 A Sure.

4 MR. JENNER: So we'll go to Karen.

5 (DISCUSSION OFF THE RECORD)

6 QUESTIONS BY MS. BUTLER:

7 Q MS. BUTLER: A couple questions regarding  
8 the column separation. It's my understanding,  
9 let's say, if you lost instrumentation, you could  
10 have had a column separation alarm as well. Is  
11 that how you understand it, or do you not really  
12 know?

13 A If we lost instrumentation?

14 Q Say if you lost a transmitter, that could cause a  
15 column separation alarm or an imbalance alarm that  
16 may be viewed as a column separation, or are those  
17 not connected typically?

18 A No, that's a true statement. If we did lose a  
19 pressure transmitter, it could be seen as a column  
20 separation, yeah.

21 Q So that I understand a little bit about a column  
22 separation alarm in general, is that -- I assume  
23 that if we are going to get into the details of  
24 programming, we would need to talk to, like, the  
25 leak detection people, or do you know the details  
26 of that programming?

27 A I do not know the --

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1 Q What would actually trigger that?

2 A I do not know the details of that program, no.

3 MR. GOESON: No. And you could even try

4 with the analyst. I know we've talked about the

5 analyst. But to get right into the programming,

6 you'd probably have to go a step further into the

7 engineering of that application.

8 MS. BUTLER: Okay. So it would be

9 engineering, then, that we would need to speak

10 with?

11 MR. GOESON: I'm thinking, Karen, that the

12 analysts analyze and aren't familiar with the

13 internal workings of the model.

14 MS. BUTLER: Okay.

15 MR. GOESON: That we'd have to go to a

16 pipelining modeling engineer.

17 MS. BUTLER: Okay.

18 Q MS. BUTLER: Regarding the console that 6B

19 would be operated on, do you know of any

20 instrumentation problems on that console that, say,

21 you brought to management's attention or to

22 maintenance attention that haven't been fixed yet?

23 A No.

24 Q Okay. Do you know of any instrumentation problems

25 you were having on that day, either due to

26 communications or some other type of problem?

27 A No.

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1 Q Okay. When the analyst called you back, you  
2 mentioned that he actually called, I believe, Bob,  
3 which is your counterpart, and Dave, which was the  
4 controller, if I have this right, or operator.

5 Does that mean you were somewhere else, like,  
6 working?

7 A No, I probably would have -- I would have been  
8 sitting at the console, but Bob's console is  
9 directly beside the analyst's console.

10 Q Okay.

11 A Yeah. And he is, on that day, he was looking after  
12 those lines, so he would have been looking after  
13 6B.

14 Q So while he was looking after that, does that mean  
15 that -- Bob, is the other lead supervisor, right,  
16 if I have this correct?

17 A Yeah.



18 Q Was just assigned that particular console on all

19 the lines associated, or was it just line 6B?

20 A No. He's -- basically we split up the work duties

21 between -- I run the -- certain lines, let's say

22 half the room, and he runs half the room.

23 Q Okay.

24 A And line 6B would have fallen under that half of

25 the room.

26 Q Okay. So explain to me, just so that I get this

27 communication link, and I don't think this is any

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1 big deal.

2 A Sure.

3 Q I think this is probably just a vicinity thing and

4 because of how the control room is laid out.

5 A Right.

6 Q And because I can't visually be there, you're going

7 to have to be my eyes and ears for a moment.

8 A Okay.

9 Q And that is that if Bob's assigned 6B but the --

10 both the trainer or the -- Theresa, I believe it

11 was.

12 A Yeah.

13 Q And Dave indicated that they made you aware of the

14 alarm.

15 A Right.

16 Q Column separation alarm, and then you, in turn,

17 told the analyst, but yet Bob was actually

18 overseeing those. Is there some reason they didn't

19 tell Bob, or is it just because you were closer --

20 A He just wasn't at the, yeah, he wasn't near the

21 phone at that time, so I picked up the phone.

22 Q Okay.

23 A Yeah.

24 Q All right. Okay. Thank you.

25 A So we can answer both of the phones simultaneous,

26 right?

27 Q Thank you.

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1 A Yeah.

2 Q That explains that a little bit better to me.

3 Regarding -- when you see a pipeline shutdown, and

4 particularly I take it that you've had some

5 experience with 6B, when you see a pipeline

6 shutdown, what typical pressures would you expect

7 it to maintain?

8 A It would depend where it was.

9 Q Okay. If we've had a normal shutdown, give me a

10 range from one end of the system to another.

11 A So I can't really speak about line 6B.

12 Q Okay.

13 A But I could speak about another line that I've

14 operated.

15 Q Okay.

16 A So let's say line 1.

17 Q Okay.

18 A We could have anywhere from 300 pounds at a certain  
19 station to an area where we have column separation  
20 would be 0 pounds.

21 Q Okay. So if you were to see zero pounds on an idle  
22 line, clearly not one that you've actually, you  
23 know, drained the product out of and are getting  
24 ready to do some, say, pipeline replacement project  
25 but one where you've done a normal shutdown based  
26 on what you believe is a delivery schedule and you  
27 saw zero pounds, would that immediately tell you

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1 that you've got a concern?

2 A No. Depending on where it is.

3 Q If it's --

4 A Yeah.

5 Q I'm sorry, it would not immediately tell you that?

6 A It would not, no, no.

7 Q Okay. All right. So if it stayed in that

8 condition, would it concern you then?

9 A If the line continued to be shut down?

10 Q If the line was continued to be shut down and you

11 had some indication along that point that it was at

12 zero pounds and it stayed there.

13 A No. That wouldn't alarm me, unless I was told by

14 the operator that they had noticed something

15 abnormal on the line.

16 Q Okay.

17 MR. GOESON: So, sorry, Karen. I just want

18 to clarify, was your question in relation to if

19 Allister was an operator?

20 MS. BUTLER: I'm sorry, could you repeat?

21 MR. GOESON: Was your question for

22 Allister, was it as if -- based on his operating

23 experience, or was it as a shift lead?

24 Q MS. BUTLER: It's based on both. The

25 reason I say that is as a shift lead, right, you're

26 going to be attempting to review what they do and

27 spot abnormalities.

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1 A M'hm.

2 Q And so zero pressure at the end of a normal  
3 shutdown wouldn't necessarily have triggered an  
4 abnormality to you, at least that's the way I'm  
5 picking up the conversation.

6 A Depending on where it was on the line. So some  
7 places, when we shut down, they're typically always  
8 low pressure, just based on the elevation profile.  
9 Some places are typically always high pressure,  
10 based on the elevation profile.

11 Q Okay.

12 A But like I said, I've never run line 6B, so I can't  
13 speak for that particular spot.

14 Q Okay. All right. So I take it that one of the  
15 requirements to be a shift supervisor isn't that  
16 you've operated all the lines over which you would  
17 oversee?



18 A Correct.

19 Q Okay. Do you also go through the simulator

20 training?

21 A As a pipeline operator I did, yeah.

22 Q Okay. But as a shift supervisor, not

23 necessarily -- or shift lead. Forgive me for

24 saying that incorrectly.

25 A Yeah. Actually, I do go through that, yeah. I

26 play the role of a shift lead in the simulator

27 training.

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1 Q Okay. And so as a shift lead, if you've never  
2 operated a particular segment of line like 6B, what  
3 does your training consist of, in your mind, just  
4 general oversight? I realize there's records we  
5 can get, but just as a general concept.

6 A So just ask that again.

7 Q Okay. Like on, for example, as a shift lead and  
8 that's one that had not operated a particular line  
9 area like 6B, what would be the training that got  
10 you ready to oversee that? Obviously you've had  
11 previous operator training, so some things transfer  
12 to any line. I get that.

13 A Right, yeah.

14 Q But other things don't, and each pipeline, at least  
15 in my operating experience, is fairly unique.

16 A Yeah.

17 Q In some cases, like elevation differences are

18 there. Obviously instrumentation differences are  
19 there. How potentially a certain terminal facility  
20 or a certain valve sequence is normally set up  
21 versus in an emergency situation can be different.  
22 So talk to me a little bit about the things, in  
23 general, that you go through training on for those  
24 types of pipelines that you haven't operated. Is  
25 it any different from those that you have operated?  
26 A We just have to be able to ask the proper questions  
27 to the operator.

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1 Q Okay.

2 A Yeah, so that would be the major training, ensuring  
3 that we're asking -- we're getting the right  
4 answers from the operator if there's any concern by  
5 the operator.

6 Q Okay. Is there anything that you traditionally do  
7 when an analyst tells you this particular type of  
8 alarm could be due to one of the following things,  
9 or it's due to this? Is there anything that you  
10 traditionally do to confirm or not confirm that?

11 A On a five-minute alarm, I may pull up the MBS  
12 display and confirm that that line is coming back  
13 that I talked about earlier.

14 Q Okay.

15 A But other than that.

16 Q Okay.

17 A Depending on the alarm and the circumstances of

18 what's going on, I may look into the SCADA.

19 Q All right. If there's SCADA maintenance going on,

20 are you informed of that?

21 A Only if it becomes an issue.

22 Q Okay. So talk to me about that.

23 A So the operator would be talked to directly about

24 the SCADA maintenance, and they would deal with

25 SCADA if they needed to do anything.

26 Q Okay .

27 A And if they had a problem with SCADA or if it was

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1 impacting rate or if it was going longer than it

2 was anticipated to, they'd let me know.

3 Q Okay.

4 A And then I would get involved, but typically

5 I would --

6 Q Is there any time in your history since you've been

7 there that you weren't aware of SCADA maintenance

8 that was going on?

9 A As a shift lead or an operator?

10 Q Either.

11 A Yes.

12 Q Can you tell me what that kind of involved that you

13 can think of?

14 A Well, as a shift lead, I don't get in -- I wouldn't

15 get involved in the day-to-day SCADA activity on

16 each individual's line.

17 Q Okay.

18 A I would just -- I would only be involved if there  
19 was some sort issue or if I was involved directly  
20 with SCADA.

21 Q Likewise, if there's maintenance going on on the,  
22 what I'm going to refer to as the leak detection  
23 system and how that maybe could take that  
24 particular type of service out of operation for a  
25 little bit, are you made aware of that?

26 A No.

27 Q Okay. Is the operator made aware of that?

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1 A Yes, I believe so.

2 Q And do you know how they're notified?

3 A No.

4 Q Is there anything, looking back knowing now what  
5 you know, that would have triggered a different  
6 response on your behalf. And it's always easier to  
7 play behind the scenes, but just, you know, we've  
8 talked through a little bit about SCADA maintenance  
9 or instrumentation could have been an issue or we  
10 know we had some pigging operations going on. Is  
11 there anything looking back that maybe you think in  
12 your head I should have asked an additional  
13 question.

14 A Looking back on it?

15 Q Yeah. It's always easier, I know.

16 A Yeah. I wish there would have been some way that  
17 either the operator or the MBS analyst would have



18 told me that they'd seen something abnormal, but as

19 far as I was concerned, everything was normal.

20 Q Do you go through abnormal operating conditions

21 training? Like you probably had some as an

22 operator, but --

23 A Yeah.

24 Q Okay. Did you go through some as a shift

25 supervisor as well?

26 A I'm not sure, but I know I -- I actually -- I

27 actually -- yes, we have gone through abnormal

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1 operating conditions, yeah. I actually ask the  
2 operators the questions regarding abnormal  
3 operating conditions.

4 Q Okay. Can you step me through some of those, or do  
5 you remember them?

6 A Yeah. How would you respond to a two-hour MBS  
7 alarm? How would you recognize and respond to a  
8 two-hour MBS alarm? How would you recognize and  
9 respond to a loss of pressure on your suction  
10 transmitter.

11 Q Okay.

12 A How would you recognize and respond to a unit  
13 locking out on low suction? Do you need more?

14 Q Yeah, keep going.

15 A I just did them with the guys.

16 Q That's okay. Take your time.

17 A Oh, how would you recognize and respond to an

18 unknown sectionalizing valve prior to startup?

19 Q Unknown suction, I'm sorry, I missed that.

20 A Yeah, unknown sectionalizing valve prior to

21 startup.

22 Q Okay.

23 A How would you recognize and respond to a valve

24 going closed on a pipeline?

25 Q Okay.

26 A How would you recognize and respond to an increase

27 in discharge pressure at a station, an unknown

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1 increase in discharge pressure at a station? How

2 would you recognize and respond to a pump seal

3 fail?

4 Q A pump seal fail?

5 A Yeah.

6 Q Is that what you said?

7 A Yes.

8 Q Okay. Thank you.

9 A And that's about all I can remember right now.

10 Q Anything on power going on or off?

11 MR. GOESON: Communication failure.

12 A Oh, communication failure, yeah. How would you

13 recognize and respond to a communication failure at

14 a station?

15 Q MS. BUTLER: Okay. Are there any of these

16 abnormal operating conditions that are specific to

17 certain lines?

18 A No, I wouldn't think.

19 Q When you guys -- when you said that you had a  
20 meeting that day at 11:00, do you guys just say,  
21 hey, we're going to call a meeting and everybody  
22 kind of steps away for a few minutes or they stay  
23 at their consoles and you go to the centre of the  
24 room and talk to them while they're monitoring or  
25 how does that work?

26 A I would go to the centre of the room, and the  
27 majority of the people would stay at their

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1 consoles, because they're kind of in the centre of  
2 the room, but the people who are at the far reaches  
3 of the room, I guess, would come a little bit  
4 closer, then we talk. Yeah.

5 Q Okay. I think for right now I'm going to let  
6 somebody else ask. I'll give this some thought and  
7 come back. Thank you.

8 A No problem.

9 MR. JENNER: Okay. Rick?

10 MR. GULSTAD: Yeah, I got a few questions.

11 QUESTIONS BY MR. GULSTAD:

12 Q MR. GULSTAD: When you get an indication of  
13 an MBS alarm, are you able to pinpoint the location  
14 of where that alarm is coming from, or how close  
15 can you get?

16 A It's usually between two sections of pipe -- a  
17 section of pipe so, for example, it'd be between --

18 I'm not sure exactly how close we can get, but it

19 would be a section, let's say, from Regina,

20 Saskatchewan, to Clearbrook, Minnesota.

21 Q Oh, so that's pretty wide --

22 A Like it's a big section. Yeah.

23 Q So in this case with this column separation alarm,

24 how close were you able to determine where it was,

25 anywhere on 6B?

26 A From the MBS alarm?

27 Q Yeah.

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1 A Yeah. He indicated on the phone call it was  
2 from -- I can't remember where it was from, but it  
3 was a big piece of pipe.

4 Q Have you ever, I mean when you get an alarm like  
5 that, have you ever called to the field to verify  
6 anything like that, or when it goes away, do you  
7 just assume everything's okay?

8 A It would depend if the operator said to me that  
9 there was something not right about this alarm.

10 Q Then in this case, nothing like that occurred?

11 A No.

12 Q Personnel-wise, when you're on a shift, do you  
13 normally work with the same controllers and shift  
14 leads? Like have you worked with Dave and Theresa  
15 quite a bit?

16 A Yeah. I've worked with Theresa for two years or --  
17 two years now and Bob as well, the other shift



18 lead, and Dave's been with us for a little bit

19 here, last six month, I guess.

20 Q And as shift leads, you and Bob have supervision of

21 all 23 consoles while you're on duty?

22 A Correct, yeah.

23 Q Are there any specific type of products that would

24 raise these column separation alarms over other

25 types of products, like light versus heavy? Is one

26 more predominant that you gives you those alarms?

27 A Yeah, light you'd get more.

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1 Q So in this case, what was -- I can't recall, was  
2 light being transported or heavy in 6B?

3 A It was heavy.

4 Q Heavy?

5 A Heavy, yeah.

6 Q So it wouldn't be -- I mean less of a flag, because  
7 it's heavy versus if it were a lighter product?

8 A Right. Yes.

9 Q You mentioned an 11:00 meeting, but if you know in  
10 advance that you've got to shut down the system, do  
11 you have something that would resemble something,  
12 like, a pre job meeting to discuss the sequence for  
13 shutting down? I know Dave told us he, you know,  
14 closed several valves, and they probably have to be  
15 closed in a sequence. How is he trained to know  
16 which one to close first?

17 A So we wouldn't have a pre job meeting about a

18 scheduled shutdown, and he's trained on each  
19 individual line. Basically they're closing  
20 sequentially the valves. Some lines you'd close  
21 other valves just in order to try to hold columns  
22 together.

23 Q But in this case, when he was shutting down  
24 Stockbridge, he's trained to understand what piece  
25 of equipment to close first?

26 A Right. So on our SCADA display, we have routine  
27 sectionalizing valves that the operator would close

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1 and they're tagged as green and those valves are  
2 the ones that are closed routinely on a shutdown.

3 Q And if for some reason a controller didn't shut  
4 down the valves in the proper sequence, you would  
5 get an alarm or a red type indication that  
6 something isn't quite right in sequence or how  
7 would you know that?

8 A You wouldn't know. There's no alarm telling you  
9 that you should close the valves in this sequence.  
10 You just know from your training that this is the  
11 way you should shut down the line.

12 MR. GOESON: So they're routine, depending  
13 on the type of shutdown. In this case, it was a  
14 normal shutdown. There are normal or routine  
15 valves flagged. They are, so within their SCADA  
16 system, they bring up your valve display. They're  
17 highlighted as the routine valves. They're

18 determined, I'm not sure, I think by our risk and  
19 compliance group. But on a -- and then on an  
20 abnormal shutdown, an emergency shutdown, those  
21 would be another set of valves and station  
22 isolation dictated through procedures. So I think  
23 that's where you're...

24 Q MR. GULSTAD: Yeah, I guess if something  
25 hadn't been closed properly, you may have seen sort  
26 of a back pressure that would come back up the  
27 line. Have you ever seen anything like that, a

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1 condition like that, where you're pumping, I guess,  
2 almost like against a closed valve?

3 MR. GOESON: Absolutely. That would be a  
4 trigger. There would be triggers associated with  
5 that abnormal situation. So if you're saying if he  
6 closed a valve in it for -- on a running line.

7 MR. GULSTAD: Yeah.

8 MR. GOESON: There would be triggers --

9 Q MR. GULSTAD: And in this case you didn't  
10 see anything?

11 MR. GOESON: This case was just a normal  
12 routine shutdown, and the only valve he closed was  
13 a PCV valve at Stockbridge.

14 A Right.

15 Q MR. GULSTAD: So Dave is trained to  
16 understand what he needs to close when he's  
17 shutting down, but would he have discussed that

18 with Theresa, maybe, just to make sure? I know  
19 he's a pretty experienced controller, but say a  
20 young controller, would they be more apt to discuss  
21 that?  
22 A Yeah. So, for example, if we're in -- if I was  
23 training, I would discuss with my trainee the  
24 maneuver or situation that we were going to -- or  
25 trainer, maneuver a situation that we're going to  
26 undertake, and I would most likely just talk them  
27 through what I'm about to do. And then I would, if

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1 it was correct, I would go ahead and do that.

2 MR. GOESON: So it's a process depending on

3 the -- where you are in the training.

4 A Right.

5 MR. GOESON: Dave's unique. Typical

6 trainee, right, it's the hands-on approach, and you

7 slowly, the trainee slowly earns, you know, a

8 hand-off type approach that we're obviously at with

9 Dave, so...

10 Q MR. GULSTAD: From your experience working

11 with Dave, does he have a good attitude and

12 generally follow procedures and protocols?

13 A Yeah. He can be grumpy sometimes, but we all can.

14 Yeah.

15 Q Sure.

16 A Yeah. But definitely would follow procedures and

17 protocols.



18 Q Okay. That's all I've got.

19 MR. JENNER: Curt?

20 MR. GOESON: No questions from me.

21 MR. JENNER: Okay. I'm just going to go

22 around a second time for some follow up.

23 A Sure.

24 MR. JENNER: We're getting close.

25 A Okay.

26 QUESTIONS BY MR. JENNER:

27 Q MR. JENNER: I was interested in your

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1 response to a question earlier about, you know, we  
2 have the advantage now of looking back what we  
3 would do differently. And you said something along  
4 the lines of I wish they had told me some abnormal  
5 information. Does that -- am I capturing your  
6 comment?

7 A Yeah, yeah.

8 Q Was there other abnormal information that could  
9 have been communicated to you?

10 A Not that I saw at the time.

11 Q So your comment wasn't really specifying anything  
12 specific?

13 A No, I just wish maybe a couple more questions were  
14 asked, and then we would have investigated further.

15 Q Can you elaborate? What questions would you have  
16 liked to have been asked?

17 A So I would have liked the operator to say

- 18 there's -- this is abnormal or this is -- I need
- 19 you to come take a look at this, but those -- that
- 20 question never came or the MBS analyst to say this
- 21 is abnormal. Come and take a look at this. This
- 22 isn't right.
- 23 Q You're talking -- we haven't talked to the analyst
- 24 yet, and we're not sure if he -- what, from his
- 25 end, what he communicated to you.
- 26 A Right. Yeah.
- 27 Q But okay.

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1 A But when he said the alarm has cleared, we assumed  
2 that everything was fine.

3 Q And you don't think he was withholding any  
4 information?

5 A No.

6 Q You just wish it were out there to investigate  
7 further?

8 A Right. Yeah.

9 Q Okay. Can you -- I think you answered. Let me  
10 just change pace just a little.

11 A Sure.

12 Q I have some standard questions about off duty  
13 things.

14 A Yeah.

15 Q What were your shifts leading up to Sunday that you  
16 worked?

17 A So I would have worked Friday day shift, Saturday

18 day shift, and then Sunday day shift.

19 Q Going into the Sunday day shift, how'd you feel

20 going into --

21 A Good.

22 Q Did you feel rested and alert?

23 A Definitely, yeah.

24 Q How is your overall health?

25 A Good. I'm a little overweight, but...

26 Q Well, we all are.

27 A We're all working on that, yeah.

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1 Q Are you on any medications, prescription,  
2 nonprescription?

3 A [REDACTED]

4 [REDACTED]

5 Q [REDACTED]

6 A [REDACTED]

7 Q Low?

8 A [REDACTED]

9 Q Okay.

10 A Yeah.

11 Q [REDACTED]

12 A Yeah.

13 Q [REDACTED]

14 A [REDACTED]

15 Q Does that have any side effects?

16 A No. [REDACTED]

17 [REDACTED]

18 [REDACTED]

19 Q In terms of side effects from the condition or  
20 medication, how do you feel?

21 A Much better than I did before, so yeah.

22 Q [REDACTED]

23 A Sure.

24 Q [REDACTED]

25 A [REDACTED]

26 Q Of being diagnosed?

27 A [REDACTED] I have a

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1 [REDACTED]

2 Q [REDACTED]

3 [REDACTED]

4 A [REDACTED]

5 Q That's very unusual.

6 A Yeah, so... [REDACTED]

7 [REDACTED]

8 Q I haven't asked anyone else this, but you do day

9 shifts, then you rotate into night shifts. What's

10 the most challenging part of that, of the

11 transition -- of any one of those days, or is there

12 one particular --

13 A For me it's the third night shift on a -- when I

14 work three night shifts in a row.

15 Q The third night shift is more difficult than the

16 first two?

17 A Yes.



18 Q That's interesting.

19 A Yeah. I find that I get, on my 24 hours off, so we

20 finish on day shift, I can go to bed at a decent

21 time. I wake up early in the morning, 8:00, 7:00,

22 and go to bed at noon and sleep until 4:30, so my

23 first night shift I'm very rested. And my second

24 night shift I'm still feeling okay, and then my

25 third night shift I'm ready to be done.

26 Q Okay. Do you know if others are similar in their

27 response?

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1 A I'm not sure, no.

2 Q Okay. Well, that's interesting. Okay. Well,

3 we'll go around a second time.

4 A Okay.

5 Q And thanks for that.

6 MR. JENNER: Karen?

7 QUESTIONS BY MS. BUTLER:

8 Q MS. BUTLER: Regarding changes that might

9 happen to a SCADA system or to a link detection

10 system, what's in your process to keep the two

11 systems in sync? So, for example, we change a

12 transmitter out here, and it's no longer 0 to 500,

13 it's now 0 to a thousand, what keeps those two

14 systems in sync, or do you know? Maybe you don't

15 know.

16 A I would -- I'm not sure. I think FacMan plays a

17 part in that, but I'm not sure how the MBS people

18 keep track.

19 MR. GOESON: Yeah. Karen, it's Curt, and

20 just to clarify the question, is your question

21 about when there's changes to equipment, how does

22 that get updated in SCADA, or how do we track that?

23 MS. BUTLER: When there's changes to

24 equipment that could impact both an imbalance and

25 what a controller sees, such as the pressure --

26 MR. GOESON: Okay. So there's --

27 MS. BUTLER: Or up flow.

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1 MR. GOESON: Okay. I got you, so your  
2 question is really applying to the two different  
3 applications, and both have servers.

4 MS. BUTLER: Okay.

5 MR. GOESON: Okay? They have primary  
6 servers, and they have backup servers. The process  
7 that's in place is -- I'd have to, for SCADA, it's  
8 probably either through the project process with  
9 the addition of equipment, and if it's a change to  
10 an existing piece of equipment, it's going to be  
11 through the Maximal FacMan process as Allister  
12 eluded to.

13 MS. BUTLER: Okay. So, well, maybe we  
14 could get some more specifics on that at a later  
15 time.

16 MR. GOESON: Yeah.

17 Q MS. BUTLER: And my question, then, for our

18 lead is he really wouldn't know what keeps those in  
19 sync, other than if they find a problem, they might  
20 ask him a question, and then he might get involved  
21 running the answer down. Is that a fair analysis?

22 A Yes.

23 Q Okay. The other question that I've got for you is  
24 when you're running pigs, is there any change to  
25 the valve sequencing at any particular location on  
26 various pipelines?

27 A Well, if we need to bypass a station.

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1 Q Right.

2 A In order to get the pig past that station, we'd be  
3 closing the suction and discharge station valves in  
4 order to -- and opening the bypass valve in order  
5 to let the pig pass by the station.

6 Q Okay. And it's our understanding that, because  
7 there had been a couple scheduling issues that were  
8 going to be spaced apart that Dave wanted to  
9 combine those, which makes a lot of sense, so you  
10 only had one shutdown. Were you involved in that  
11 negotiation or whatever has to take place between  
12 the operator and the console and the actual, I  
13 guess, Calgary scheduling department?

14 A No, no.

15 Q So you aren't involved in that?

16 A No. I could be involved in that but not in this  
17 particular.

18 Q Okay. Was Bob involved in that?

19 A I don't know.

20 Q Is there any issue between you and Dave?

21 A No.

22 Q Okay.

23 A So what was the scheduling issue?

24 Q Well, I guess there was a scheduling issue where

25 they were supposed be down for, like, an hour and

26 then come back up and then go back down. And there

27 was an issue where they wanted to move those

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1 together so that they just had one shutdown period.

2 A Okay.

3 Q And they had apparently resolved that and got

4 agreement, but we weren't really sure how that was

5 resolved, if you, as leads, were involved in that

6 or if they would just typically call Calgary and

7 work that out themselves. And it just speaks to

8 process, that's all.

9 A Yeah. They could work that out themselves, but --

10 or they could go through me.

11 Q Okay. So they could work it out themselves. Okay.

12 A But typically they would go through me.

13 Q And it seems like there was one -- oh, when we

14 discussed abnormal a bit and we talked about the

15 fact that you wished there had been something else

16 said, since you have now -- have you had an

17 opportunity now to go back through the logs or back



18 through the SCADA logs and review information?

19 A Very briefly.

20 Q Very briefly? Okay.

21 A Yeah.

22 Q Based on that very brief assessment, is there

23 something that clearly says to you leak now?

24 A I can't really answer that. Not really. No. I

25 haven't looked at it close enough to answer that.

26 Q All right. Do you know who has?

27 A Curt can probably answer that. I don't know.

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1 MR. GOESON: Yeah. I have, leadership  
2 team, myself, Blaine Reinbolt, our technical  
3 services team are the only ones that have been  
4 involved in the internal investigation to date. So  
5 as I mentioned earlier, Karen, that's intentional.  
6 We knew these interviews were coming up. We didn't  
7 want to start asking questions ourselves.

8 MS. BUTLER: Okay. That's fine. I just  
9 wanted to confirm -- to follow up on the previous  
10 questions to make sure there wasn't a loose end  
11 there that we hadn't shored up.

12 MR. GOESON: Yeah.

13 MS. BUTLER: So thank you for that very  
14 much. There's one concept that I'm a little bit  
15 confused on, and sometimes we call it we've got a  
16 CMT system and sometimes we've got this MBS alarm.  
17 Are those actually working off of, I think one

18 scheduling one week detection, but are they  
19 actually working -- I know that they're passing  
20 information -- but are they actually working  
21 together, or do you know?

22 MR. GOESON: So they interface but very  
23 briefly. So our MBS system, it's my understanding,  
24 Karen, that it gets its batch line up from CMT.

25 MS. BUTLER: Okay.

26 MR. GOESON: That's it, I think.

27 MS. BUTLER: So basically, if it's heavy or

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1 light, does that come from the CMT, then?

2 MR. GOESON: That's -- to my understanding,

3 yeah.

4 A Yeah.

5 MR. GOESON: Again, probably questions

6 better directed to the MBS folks.

7 MS. BUTLER: Okay.

8 MR. GOESON: But as far as the interfaces,

9 yes, CMT's interfaces with the scheduling, to some

10 extent, as does MBS interfaces with CMT, but

11 they're not tied directly together.

12 Q MS. BUTLER: Okay. All right. So I wanted

13 to go back, because this is how we started. When

14 we got into some of your duties and things, you

15 were talking about common problems. And you

16 mentioned that there were CMT problems, which says

17 to me batching and scheduling.

18 A I would say more administration problems with CMT.

19 Q Okay. When you say that, what does that really

20 mean?

21 A It means my CMT isn't working properly. It's slow.

22 It's, you know, not summarizing properly, which

23 means it's not picking up the information I'd like

24 it to pick up. More problems with the program.

25 Q Okay. So is that batch tracking effectively? So

26 when we're talking about the CMT program, is that

27 telling me where a specific element or volume is on

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1 the pipeline at a certain time?

2 A Correct, yeah. Every two hours we would --

3 Q So then the balancing issue, the over and shorts,

4 has to use that same information, so that's where

5 our interface is going on? Is that a fair

6 assessment?

7 A So our...ask it one more time, sorry?

8 Q Okay. So for now I think I've got it clarified.

9 The CMT is the batching element. It's telling you

10 where certain things are on the pipeline?

11 A Yes.

12 Q At certain times?

13 A Yes.

14 Q Or at certain times. Okay. And then the balancing

15 aspect, the over and shorts is obviously using some

16 of the same information to calculate what it needs,

17 but it's cranking out alarming based on other

18 parameters than doing your balance -- your  
19 calculations for mass balance or whatever, and  
20 we'll figure all that out later.

21 A Okay.

22 Q But I think you clarified it for me. That's why  
23 you said there were certain problems with CMT, that  
24 it wasn't accounting for balancing on the line.

25 The mathematics weren't quite working out.

26 A Yeah.

27 Q All right. I think that's all I had on this round,

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1 other than one I forgot, and that was were you drug  
2 and alcohol tested also?

3 A Yes.

4 MR. JENNER: Okay. Rick?

5 MR. GULSTAD: Yeah, just one follow-up  
6 question.

7 QUESTIONS BY MR. GULSTAD:

8 Q MR. GULSTAD: You mentioned you wished more  
9 questions would have been asked regarding that  
10 column separation alarm. Do you anticipate that  
11 you'll revise your procedures to maybe require more  
12 checks when you get an alarm like that, or is this  
13 just sort of a one-off?

14 MR. GOESON: So to me?

15 MR. GULSTAD: Well, either one of you.

16 MR. GOESON: I suspect we'll be making a  
17 change, not to the MBS procedure itself, because I



18 think that's pretty solid.

19 MS. BUTLER: Could you repeat that? I'm

20 sorry.

21 MR. GOESON: Sorry, Karen. I'm going to

22 pull the phone. I suspect we won't be making

23 changes to the MBS procedure itself, but based on

24 my involvement to date, we're probably looking at

25 something around a check or a balance in place to

26 determine whether that is a normal state or not,

27 completely outside of the analyst's feedback, okay?

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1 MR. GULSTAD: Okay.

2 MR. GOESON: Okay?

3 MS. BUTLER: Yeah.

4 MR. GULSTAD: Thanks.

5 MR. GOESON: That's where I think we're  
6 headed.

7 MR. GULSTAD: That's all I've got.

8 MR. JENNER: Okay. Curt?

9 MR. GOESON: Just a quick comment, and I  
10 know you guys have lots of questions about their  
11 schedules to date, I just wanted to add that, you  
12 know, tomorrow night when we get together for show  
13 and tell, we will walk through what a shift lead --  
14 or what an operator's schedule typically looks  
15 like.

16 MR. JENNER: Right.

17 MR. GOESON: So I know you're probably more

18 concerned with the specifics to individuals, but

19 we'll go through that.

20 MS. BUTLER: If we're going around again,

21 great, and if not, there is one more.

22 MR. JENNER: Go ahead, Karen.

23 QUESTIONS BY MS. BUTLER:

24 Q MS. BUTLER: And that was, you know, we

25 hadn't really asked too much about this, but as a

26 lead, do you get involved with, say, the volume

27 calculations in the event of a spill, like where

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1 they project how much we've lost? Would you  
2 typically be involved with that calculation?

3 A Yes.

4 Q And have you been involved with this calculation?

5 A Yes.

6 Q And how did you determine that volume?

7 A CMT.

8 Q Okay. So tell me the specifics, and I hate to be a  
9 drag.

10 A Sure.

11 Q I know it's late, but I want to understand.

12 A So basically, in a simple way, we would look at  
13 what was pumped out of the lead station. We'd have  
14 a number there.

15 Q Which was?

16 A Which was Griffith.

17 Q Okay.

18 A And then we'd look what was landed at our delivery  
19 station, which was Marysville or Sarnia or whatever  
20 it -- wherever it would be, and we'd just subtract  
21 the difference between what we pumped and what we  
22 landed.

23 Q Okay. For the same time, I take it?

24 A Right. For a two-hour period, for example.

25 Q Okay. So was it actually between Griffith and  
26 Marysville in this example? I want to make sure I  
27 write that down right.

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1 A From what I was going through?

2 Q Yeah.

3 A On my shift? We were, no, we were pumping from

4 Griffith to Stockbridge or -- yeah. But yeah, I

5 guess I can't comment on the other stuff that

6 happened later, yeah.

7 Q Okay. All right. So since -- all right. Let me

8 make sure I get one little aspect of this clear and

9 that is did you have anything to do with

10 calculating the volume that would have been

11 originally reported to the NRC for this specific

12 event?

13 A No, I don't think so. No.

14 MR. GOESON: We're not even sure, Karen,

15 what that volume -- what volume you're referring

16 to.

17 MS. BUTLER: I think it was 19,500 or 200

18 or something.

19 MR. GOESON: We're responsible, so, again,

20 if you could put that in cubic meters, we'd be

21 better.

22 MS. BUTLER: Okay.

23 MR. GOESON: Yeah, I mean we're

24 responsible, Allister included, or whoever happens

25 to be on shift in that time frame during that

26 research. And as Allister eluded to, it'd be

27 looking at the application --

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1 MS. BUTLER: So who did actually provide

2 the volume from the NRC report that you guys --

3 MR. GOESON: I don't know.

4 MS. BUTLER: Okay. Can you find out for

5 me? Can someone find out for me?

6 MR. TOLLEFSON: Got it.

7 MS. BUTLER: Okay. All right. Thank you

8 so much.

9 QUESTIONS BY MR. GULSTAD:

10 Q MR. GULSTAD: Just one clarification there.

11 You mention volume received at Sarnia, or would it

12 be volume received at Stockbridge, the difference?

13 A Depending on where you're delivering to. Yeah.

14 Q So in this case, was it --

15 A So when I was on shift, I didn't do any volume

16 calculations, because we shut down the line.

17 Q Sure.



18 A At 1500 and didn't think anything was wrong.

19 Q Yeah. Okay.

20 A So at that time, we would have been delivering from

21 Griffith to Stockbridge.

22 MR. GOESON: So regardless of where you're

23 delivering or injecting, you're just comparing

24 inversely.

25 MR. GULSTAD: Got it.

26 MR. TOLLEFSON: Karen, what's the report

27 you're mention there, NRC report? Is that what

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1 you're saying?

2 MS. BUTLER: Yeah, that's the National

3 Response Centre.

4 MR. TOLLEFSON: I see.

5 MS. BUTLER: When the leak would have been

6 called in.

7 MR. TOLLEFSON okay.

8 MS. BUTLER and, you know, there was some

9 initial volumes that may not have been -- I assume

10 someone in your organization did it, but we just

11 want to see how that volume came about.

12 MR. TOLLEFSON: Right. Okay.

13 MS. BUTLER: And please don't take that as

14 being critical at all, just trying to figure out

15 how the process works.

16 MR. TOLLEFSON: Okay.

17 MR. JENNER: Okay. Is there anything else,

18 Karen?

19 MS. BUTLER: No, I think you answered all

20 of mine, and I really want to thank you. I know

21 it's late. I know you've had a day already, so

22 thank you.

23 A Thank you.

24 MR. JENNER: Okay. Anyone else here?

25 Great. I'll finish up by also thanking you

26 for helping us out, and it is quite a bit of help.

27 We'll just throw it out to you, if either now or

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1     sometime down the future if you can, when you're  
2     thinking about this and think of ways to improve  
3     the system, if there are ways, then by all means,  
4     you know, communicate to us or to your management.

5   A   Sure.

6   MR. JENNER:            So we're here to make the  
7     entire system as safe as possible.

8   A   Okay.

9   MR. JENNER:            Great. So, again, thank you  
10    very much for all your help.

11  A   No problem.

12  MR. JENNER:            And we'll conclude the  
13    interview.

14  -----

15        WHICH WAS ALL THE EVIDENCE GIVEN TO 6:58 P.M.

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## CERTIFICATE OF TRANSCRIPT

I, the undersigned, hereby certify that  
the foregoing pages are a true and faithful  
transcript of the proceedings taken down by me in  
shorthand and transcribed from my shorthand notes  
to the best of my skill and ability.

Dated at the City of Edmonton, Province  
of Alberta, this 6th day of August, 2010.

Laura Slywka CSR(A), RPR

Court Reporter

A.C.E. Reporting Services Inc.

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INTERVIEW

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16    -----

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