

ENBRIDGE PIPELINES INC.

INTERVIEW

OF

SHANE LYNCH

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Pipelines Inc.

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Safety Board

Rick Gulstad, PE
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Transportation Pipeline and
Hazardous Materials Safety
Administration

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1 INTERVIEW OF SHANE LYNCH, TAKEN AT 5:02 P.M.:

2 MR. JENNER: Good evening. Today is

3 Thursday, July 29, 2010. My name is Stephen

4 Jenner. I'm an investigator with the 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 on July 26, 2010.

9 I'd like to go around the room and have

10 everyone introduce themselves, please.

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

12 engineer with PHMSA. 

13 

14 MR. TOLLEFSON: Tyler Tollefson, senior legal

15 counsel, Enbridge Pipelines.

16 MR. GOESON: I'm Curt Goeson, control

17 centre supervisor, Enbridge Pipelines.

18 MR. LYNCH: Shane Lynch. I'm an MBS

19 analyst 2 with Enbridge Pipelines.

20 MS. BUTLER: Karen Butler, regional project

21 manager for PHMSA [REDACTED]

22 MR. JENNER: Great, thank you.

23 QUESTIONS BY MR. JENNER:

24 Q MR. JENNER: Okay, Shane, would you just

25 spell your first and last name for the record,

26 please.

27 A S-H-A-N-E, L-Y-N-C-H.

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1 Q Thank you. Let me start off by asking, when did
2 you first come to Enbridge?

3 A January of 2009.

4 Q Where were you prior to this?

5 A Kasian Architecture.

6 Q And what were you doing there?

7 A I was a systems analyst.

8 Q Okay. And how long were you in that position?

9 A Three and a half to four years.

10 Q Okay. And what were some of the activities you did
11 in the prior job?

12 A Analyzing server hardware, different software that
13 we were using with the company, discovering what
14 software to use going forward.

15 Q And you decided to come to Enbridge. And tell me
16 about your -- what happened since January 2009.

17 Did you receive training here?

18 A Yes, I did.

19 Q Okay. Can you just run us quickly through your
20 training?

21 A I did six months of pretty intensive training, two
22 months of which was through day shifts. Jim was
23 the person who did -- who handled the majority of
24 our training. I did three -- three months on-shift
25 training as well. It covered basically every
26 aspect of what we do on a daily basis in our
27 position.

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1 Q Okay. And you mentioned you're an analyst 2?

2 A Yes.

3 Q And what does that mean as opposed to 1 and 3?

4 A I believe the responsibility changes as you get a
5 higher number. It means we're -- at a level 2, I
6 think we're just beginning to start helping explain
7 our position to other people, whereas in 1, we're
8 just beginning the role. That's really all I -- I
9 actually just got into the career ladder, so I
10 can't really tell you too much more about it. I
11 just started on that process myself, so...

12 Q Very good. How has it been going for you, this
13 position?

14 A Great.

15 Q Are you comfortable in your current position?

16 A Definitely.

17 Q Terrific. Okay, thank you for the background.

18 What I'd like to do is take you up to when you went

19 on duty on Sunday.

20 A Okay.

21 Q And what time did you report for duty? And I

22 understand there's a shift changeover. Can you

23 just walk us through that, please.

24 A I showed up at about 6 o'clock, give or take five

25 minutes. I was taking over from Jim, and he

26 informed me of the previous night's activities,

27 which I don't remember at this current moment. I

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1 don't believe there was anything major or
2 outstanding that I needed to be aware of.

3 Q Okay. All right. And so what were some of your
4 activities that -- once you got underway?

5 A I've been helping create displays for a new model
6 we're putting into place, so I spent then better
7 part of the day working on those displays. That
8 was pretty much it. I believe I had -- no, I think
9 I did not have a call for most of the morning that
10 I can remember.

11 Q Okay. Was it more or less a pretty routine day?
12 Was there a high workload? Low workload?

13 A It was routine.

14 Q So how long were you working on this modelling
15 display?

16 A That day, I was probably doing it in two-hour
17 blocks. I'd spend a couple hours. Then I would

18 move to a different project just to kind of break

19 up my day a little bit, so I'd say in total maybe

20 four hours.

21 Q Very good. Now, our focus has been on events

22 related to line 6B. Were you part of any decision

23 making or analysis that had to do with the shutdown

24 or startup of that line?

25 A No, I was not. If you mean, like, the actual

26 decision to shut it down or start up, no.

27 Q Right, okay. Were you involved in anything related

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1 to line 6B?

2 A Yeah. I got a call at 1500 for a five-minute
3 alarm.

4 Q Okay. Can you take us from there? What -- who
5 called you and what information was exchanged?

6 A I believe the operator was Dave. I -- I don't know
7 Dave's last name. He called me and mentioned that
8 there was a five-minute alarm due to shutdown. I
9 started analyzing the alarm at that point.

10 Q Okay. Let me ask you a question we haven't asked
11 anyone else yet. There's such things as 5-minute
12 alarms and other type -- up to 2-hour alarms. What
13 does 5 minutes mean versus -- is there also a
14 20-minute alarm?

15 A Yes.

16 Q What does that mean, 5 versus 20 minutes?

17 A Basically it's the time steps. We do an averaging

18 to discover how many -- how much diagnostic flow is
19 in the line. A 5-minute alarm would indicate a
20 much larger type of leak -- or, I guess, diagnostic
21 flow leak is more of a word.

22 The 20 minute is more of a -- I think the
23 rating they do is between 5 percent for a 2-hour
24 alarm, 15 percent for a 20-minute alarm and 30
25 percent for a 5-minute alarm.

26 Q Okay. So the shorter the time linked to the alarm,
27 the possible more significance that it has to

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1 pipeline operations?

2 A Yes.

3 Q Okay, thank you. Okay, so you get the call about

4 the five-minute alarm. You start analyzing. Can

5 you walk me through your process for analyzing?

6 A Okay. We follow some flowcharts that were created

7 by engineers who design these models. The process

8 was to, first of all, discover the time pattern and

9 the location of the diagnostic flows in the model.

10 Once I discovered that, following our

11 flowchart, our next step would be to go to a

12 density display. On the density display, there's a

13 liquid fraction line which liquid fraction shows

14 the amount of -- I'm trying to find the best way to

15 explain it. It's when there's -- a column

16 separation happens basically. It shows the

17 percentage of the column separation.

18 So I looked at that displays. I seen a
19 significant line indicating the column separation
20 in the model at the Marshall area. So at that
21 point, our procedure asks for us to call the
22 operator and the control centre -- or, sorry, the
23 shift lead.

24 Q Okay. So did you do that?

25 A I did.

26 Q Okay. And you talked to Dave?

27 A Yes, briefly. I mentioned that it was a -- the

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1 model was indicating a column separation.

2 MR. GOESON: Sorry, I don't think that was

3 Dave. You said to call the shift lead?

4 A I called Dave first.

5 MR. GOESON: Oh, okay. Okay, sorry.

6 Q MR. JENNER: Okay, you called the operator

7 first?

8 A Yes, I called the operator, yeah.

9 Q Okay, and that was Dave.

10 And you told him that the model indicates a

11 column separation?

12 A That's right.

13 Q Okay. What else did you two discuss?

14 A That was it. He acknowledged my analysis that the

15 model was showing column separation. At that

16 point, I -- Bob was the other shift lead on duty.

17 He walked by and asked me how line 6 was going, and

18 I explained the same thing to him as well. At that
19 point, when he asked me, the five-minute alarm had
20 cleared.

21 Q And would you explain to me how -- do you
22 understand the reasons why the five-minute alarm
23 cleared? How did that happen? Why did it clear on
24 its own?

25 A That I -- I don't know.

26 Q Okay. How did you find out that it had cleared?

27 A I have the display on my computer.

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1 Q Okay. So what happens from here after you talk to
2 Bob, the shift leader?

3 A That was the last I heard about line 6 for the rest
4 of the day.

5 Q Okay. When you're called upon to -- from the
6 operator, are you asked to draw any conclusions
7 to -- are you asked to, like a better term, crunch
8 numbers and do analyses, or are you asked to
9 provide any theories about what may be happening on
10 the pipeline itself?

11 A No, I'm not.

12 Q Okay. So you're asked to work the numbers and come
13 up with what -- you come up with an explanation
14 that it's a column separation?

15 A Yeah, well, we -- we analyze how the model is
16 behaving, if the model is being accurate or if
17 there's any type of issue with the model that may

18 be, I guess, inhibiting, you know, seeing anything

19 on the line along those lines in operation-wise.

20 Q And from what you've just said, was the model

21 behaving? Was everything working as designed?

22 A It appeared to be. The model was showing a column

23 separation. At that point, a column separation is

24 a mask for other potential issues.

25 Q Now, just some layman speak, the model doesn't kick

26 out anything on the screen that says column

27 separation. It -- what does the model tell you for

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1 you to use the term "column separation" if that
2 makes sense?

3 A Well, if there's a percentage of liquid fraction,
4 that is the -- that is how we base the column
5 separation.

6 Q And what percentages are we looking at?

7 A Well, if there's any -- like, even if there's a
8 slight -- basically it's a straight line and if
9 there's even the slightest drop in that line.

10 Q So you're looking up some pictorial, some --

11 A Some, yeah, graphical displays.

12 Q Some graphical displays and any deviation from
13 being horizontal?

14 A Exactly.

15 Q Okay. And that alone is enough to say column
16 separation?

17 A Yes. We usually look at the pressures as well just

18 to see -- usually if they're below 50, it's kind of
19 a good indication that column separation is
20 possible.

21 Q Is there another explanation besides column
22 separation if the line is not -- deviates, if it
23 rises or falls?

24 A Of the liquid fraction, no, I don't believe so, but
25 I -- that's out of my scope.

26 Q Okay. Column separation, are you called upon to
27 analyze column separations on a fairly routine

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1 basis?

2 A Yes, I am.

3 Q That's a fairly routine occurrence at the centre?

4 A At the centre? I'm sorry.

5 Q At the -- on the pipelines, on all the pipelines.

6 A Yeah, column separation is -- is fairly common.

7 Q Okay. How often are you diagnosing that on a

8 shift?

9 A It ranges. I would say out of five calls, it's

10 probably three of them.

11 Q Okay. So maybe three per shift that you're running

12 the numbers and seeing it?

13 A Fair enough. It depends on the day, of course.

14 Q Give or take?

15 A Yeah.

16 Q In a 12-hour shift?

17 A Yes.

18 Q Okay. Are you confident in the model itself? Is
19 it -- is it producing valid information do you
20 believe?

21 A Again, I think that's more of the engineers' side
22 of things. They're the ones who tune it to be as
23 sensitive as it needs to be. You know, we just
24 make sure that the model is -- maintains and is
25 running the way it should be after the engineers
26 set it.

27 Q Okay. So do you take any exception to anything

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1 that occurred in terms of the models, in terms of
2 communications, or any decisions that you may have
3 heard firsthand or secondhand?

4 A No. I...

5 Q Did you -- I'm just saying, did things go pretty
6 routinely in terms of equipment and communication
7 between people and overall operations?

8 A Yeah, I would say so.

9 Q Okay, thank you. That's the questions I have for
10 now. We'll pass it on to others.

11 MR. JENNER: Karen, do you have some
12 questions?

13 MS. BUTLER: I guess just a couple.

14 QUESTIONS BY MS. BUTLER:

15 Q MS. BUTLER: You mentioned that you
16 referred to some guidance once you got this
17 five-minute alarm, and then you called up the

18 density display next and that that's where this
19 liquid fraction line indicated that we probably had
20 column separation.

21 Is there -- on your chart or your training
22 tools, once you have a five-minute alarm, what else
23 can it be besides this liquid fractionation with
24 the column separation?

25 A Could be a number of things, broken transmitters.
26 That's usually the majority of it. Usually it's a
27 broken transmitter, PLC failure.

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1 Q And so in order to rule those out, what do you look
2 at?

3 A To rule those out, the model does flag things as
4 bad which is, you know, kind of a first level that
5 we look at. Secondly, we go through the upstream
6 and downstream pressures and flows and make sure
7 all of the profiles do show some movement.

8 If they're frozen, it's -- it's a pretty
9 straight line. There's nothing too much happening.

10 If there is anything that does look like it may be
11 frozen or incorrectly reading, then we will ask the
12 operator.

13 Q So on this particular day, did you check those
14 flows as well?

15 A I did.

16 Q You did or did not? I'm sorry.

17 A I did, yes.

18 Q Okay. And when you checked those flows, I take it

19 they were moving?

20 A Yes, they were.

21 Q And do you see the pressures and flows on the

22 same screen?

23 A There's multiple displays. We can see them

24 together or separately. When they're together,

25 it's a text-based screen. When we look at them

26 separately, it's graphical.

27 Q Okay. So did you look at both types or one or the

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1 other?

2 A I looked at both.

3 Q Okay. And I take it that they were in agreement?

4 A Yes.

5 Q They were both moving?

6 A Yes.

7 Q All right. You mentioned that you can work on new

8 models, and you've got some projects going on. Do

9 you also make modifications to the existing, like,

10 6B model?

11 A No, I don't make modifications to models. The work

12 I do with the displays is very basic. I just

13 basically draw it up, and then the engineer reviews

14 it before putting it into the model, like, before

15 committing it to the model.

16 Q Okay. Is there anything in hindsight when you're

17 looking back at this particular time frame that,

18 say, you would have asked Jim about or talked to
19 somebody else you -- within your analytical pool
20 that you would have asked a different question of?

21 A No, I can't speculate on that. That's hindsight
22 and...

23 Q Okay. All right, and so have you been involved
24 with being an analyst while there's been pigs in
25 the line before?

26 A Yes, I have.

27 Q Have you had any pigs in the line before on 6B when

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1 you've been analyzing data?

2 A I am not sure.

3 Q Okay. Have you seen issues at all when they're

4 running pigs with any of the modelling?

5 A I have seen alarms pop up due to where the

6 transmitters are located on a station, yes.

7 Q How does that, like, surface or what shows you?

8 Like, it's an imbalance alarm for a period of time,

9 and then it goes away, or can you tell me if it --

10 if it has any common signature, what does that look

11 like?

12 A That I can't tell you just by sitting here. I

13 would actually need to look at -- review the

14 models.

15 Q Okay. Okay. Are there any changes that you've

16 been made aware of on the model recently for 6B?

17 A No, not that I know of.

18 Q Are you -- have you been made aware of any
19 hydraulic changes, like, through SCADA or any
20 changes significantly on 6B from a console
21 perspective?

22 A No, not that I'm aware of.

23 Q Okay.

24 MS. BUTLER: I think that's all I've got.

25 MR. JENNER: Okay, Rick?

26 MR. GULSTAD: Just a few questions.

27 QUESTIONS BY MR. GULSTAD:

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1 Q MR. GULSTAD: Did you just see one column
2 separation alarm, or did you see several?

3 A There was just the one alarm.

4 Q Just the one alarm. So that would be specific to
5 one location?

6 A It was for one section.

7 Q From where to where?

8 A That I don't know offhand. I could find that out
9 and get back to you.

10 Q That's okay. How did you know -- you mentioned
11 that you thought it was close to Marshall. What
12 did you see that would indicate the column
13 separation was close to Marshall?

14 A Well, the display that we use is a distance display
15 which has the stations geographically mapped, I
16 guess, in a linear fashion on the -- on the
17 display. So the liquid fraction line had dropped

18 down right near the Marshall station display.

19 Q And are you able to determine how close to

20 Marshall?

21 A No.

22 Q And then you indicated that the alarm went away,

23 but did it ever come back before you left your

24 shift? Did you ever see any other alarms?

25 A No.

26 Q And why do you think it went away? I think that

27 question was asked, but...

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1 A Yeah, I'm not sure. That's an engineering thing.

2 Q Do you know what time it went away?

3 A 5:05 -- 1505.

4 Q What time did you initially see the alarm?

5 A The alarm came in at 1500. I was called probably

6 immediately. I was in the model within one minute.

7 So around 1500 to 1501 I was in there to see the

8 alarm.

9 Q So it went away fairly quickly then, just in a

10 matter of minutes?

11 A Yes.

12 Q Now, you -- were you referring to Jim Knudson who

13 was the shift before you?

14 A That's right.

15 Q So he was the shift before you and after?

16 A Yes.

17 Q Is that normal? I mean, would you then go the next

18 shift after him?

19 A Yes.

20 Q So it's just basically two of you?

21 A Yeah. Well, it's the way our shift works out.

22 Usually we work multiple days followed by multiple

23 nights, and usually it just kind of lines up. So

24 if I'm working three days, for example, the person

25 who is on three nights would be the same person

26 each night.

27 Q So the shift lead who was on duty when you were on

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1 duty, did he ask you anymore questions regarding
2 that alarm?

3 A No, he did not.

4 Q So basically when you gave the indication that it
5 had went away, everybody kind of resumed their
6 normal duties then?

7 A I'm not sure. I just passed off the information
8 that there was -- the model was indicating a column
9 separation. And then at that point, it's their --
10 in their court.

11 Q So then what would you do after? Do you
12 periodically check to see if you get anymore alarms
13 during your shift, or you wouldn't know that since
14 you're right there?

15 A They're required to call us if there's more alarms.

16 Q Okay.

17 MR. GOESON: Those alarms are feeding into

18 the SCADA system to the operator.

19 MR. GULSTAD: Okay, but then Shane really

20 doesn't --

21 MR. GOESON: Shane is notified by him, the

22 operator.

23 MR. GULSTAD: Oh, okay.

24 Q MR. GULSTAD: So what are you doing in the

25 meantime then? Have you got other duties while

26 you're on --

27 A Yes, I do. I've got a lot of project work that I

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1 work on.

2 Q Okay. So you're not necessarily sitting in front

3 of a terminal?

4 A No.

5 Q Okay.

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

7 MR. JENNER: Curt?

8 MR. GOESON: I'm fine.

9 MR. JENNER: Okay. We'll go around a

10 second time.

11 FURTHER QUESTIONS BY MR. JENNER:

12 Q MR. JENNER: I'll share with you that Jim

13 had said he reviewed your analysis of this when he

14 went on shift, and he concurred, okay? And

15 everything I saw, he's a pretty sharp guy.

16 A Yeah.

17 Q Now, is an analyst capable of determining from --

18 that a leak exist based on a five-minute alarm?

19 A No.

20 Q The answer is no?

21 A Well, I guess the best way to say it is we would

22 analyze the software. We don't determine if

23 there's a leak. We don't analyze leaks. We

24 analyze the software. So we could tell the

25 operator, if they did get a five-minute alarm, if

26 the model was responding correctly. If the model

27 was responding correctly, then they would do the

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1 analysis on their end with the pressures and the
2 flows and discover what is happening at that point.

3 Q So you report back on if the model is performing
4 the way it's designed?

5 A Yes.

6 Q But if I understand it, it's -- the onus is now
7 back on the operator to take that information and
8 simulate it with other information to make a
9 determination of a leak?

10 A I believe so. I'm not an operator, so I can't,
11 like, speculate on how they -- what the process is
12 once it leaves my hands.

13 Q Right.

14 A I can just tell that I look at the software and
15 make sure the software is running, like, correctly.

16 Q Okay. So I just want to get this clear from --
17 your role as an analyst is to go through the model,

18 make sure that it's doing its proper modelling?

19 A Yes.

20 Q But not -- but even if there is a massive -- let's

21 say there is a massive rupture hypothetically,

22 that's not your call. I mean, the model is not

23 going to tell you that?

24 A It would alarm, and that would be how it would tell

25 us, if anything, but I don't believe it -- we --

26 we -- the model is based on pressures and flows.

27 If something triggers an alarm and I analyze the

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1 model and everything looks good, like, the model
2 looks like it's running appropriately, then I
3 inform the operator and the shift lead who then do
4 whatever their procedure is at that point to check
5 the pressures and the flows and whatever else they
6 do.

7 Q If you -- if the operator reported more alarms,
8 pressure alarms and flows and discharge, is that
9 something that you analyze as well?

10 A As a customer-service thing, since the control
11 centre is, like, considered our client I guess, we
12 would help them in any way possible give them as
13 much information as possible so that they can do
14 their analysis. So we're basically the information
15 supporting them.

16 Q Okay. But it's not your call to say we have a
17 leak?

18 A No, it's not.

19 Q Okay. And the software, the model doesn't provide

20 you with enough information to make that

21 determination?

22 A That, again, is out of my scope. I can tell if the

23 model is running appropriately. I cannot tell if

24 the model is reading leaks. That's something, I

25 think, the engineers would need to better define.

26 Q Okay. I'm just thinking if there were a

27 catastrophic event, an explosion, you're just --

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1 your position is to report what the model is
2 telling you?

3 A Yes.

4 Q And report it back to the operator?

5 A That's right.

6 Q Okay. Okay, thanks for that clarification.

7 Okay, I'm going to change pace on you just a
8 bit. I have standard questions that --

9 A Okay.

10 Q Can you tell me the other -- well, I think I know,
11 but the other shifts that you worked prior to
12 Sunday. If you can take me back through your four
13 days that you were on duty.

14 A What would you like to know about them?

15 Q Oh, just the times, just the days and times that
16 you were on duty --

17 A Okay.

18 Q -- leading up to Sunday.

19 A I worked five days total up till Tuesday, so I

20 believe I was on for two days before that. I

21 started on -- I actually don't know my schedule

22 exact here.

23 MR. GOESON: It would be safe to say you

24 were at least on Friday, Saturday.

25 A Yeah, I was definitely on Friday, Saturday, that's

26 right, and then Monday, Tuesday days as well.

27 Q MR. JENNER: And what times?

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1 A 6 a.m. to 6 p.m.

2 Q And that didn't change in the last week? You
3 weren't -- you were doing morning 6 a.m. to 6 p.m.

4 That didn't rotate? Some days you did 6 p.m. --

5 A No, Wednesday I started night shift.

6 Q Okay.

7 A So last night was my first night, and I'm supposed
8 to be back on shift here in -- at 6 o'clock.

9 Q Okay. So you're part of the similar rotation that,
10 let's say, operators --

11 A Yeah, we're on the exact same shift as them.

12 Q Some questions about your health. Overall, are you
13 healthy?

14 A Yeah, very healthy.

15 Q Do you have any conditions, long-term conditions?

16 A I have a very mild asthma.

17 Q Are you on any medications, prescription or

18 nonprescription?

19 A Just Ventolin for the mild asthma.

20 Q Does that affect your alertness or performance,

21 anything like that?

22 A No, it doesn't.

23 Q How rested did you feel when you began your shift?

24 A Very rested.

25 Q Do you sleep well?

26 A I do.

27 Q Any diagnosis for any sleep problems, sleep apnea,

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1 insomnia?

2 A No.

3 Q Very good. I apologize for anything -- too

4 personal questions there.

5 A No.

6 Q Okay, well, thank you.

7 MR. JENNER: We'll go around a second time.

8 Karen, do you have any follow-ups?

9 MS. BUTLER: Just a couple.

10 FURTHER QUESTIONS BY MS. BUTLER:

11 Q MS. BUTLER: When you're completing project

12 work, are you doing that on the same terminal as

13 the active models?

14 A Yes. I open the models. I don't have the models

15 open while I'm doing my project work. When I get

16 the call is when I open the model. Since there's

17 so many lines, that would be a lot of displays to

18 have up.

19 Q Okay. So you really don't sit there and watch

20 anything until there's some reason to look at it;

21 there's some diagnostic that you've got to perform?

22 A That's right.

23 Q Okay. So has there ever been a time when your

24 particular work that you're doing building displays

25 or other has caused any issue with, say, the same

26 computer system running the model?

27 A No, it hasn't.

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1 Q Okay. And I want to make sure I understand.

2 You -- I got your shift down there, but... So

3 after Jim had come on after the shift with the

4 column separation at 1500, 1505, Jim came on after

5 you; correct?

6 A Yes.

7 Q And then did you come on after him?

8 A Yes, I did.

9 Q Okay, so you would have been in the middle of all

10 the hubbub that we've determined a leak; is that

11 correct?

12 A Yes. Monday morning when I got in is -- that's

13 when I heard more about the line 6 alarm.

14 Q Okay. As a result of that, did you get -- did you

15 do any involvement in analyzing what may have

16 happened and timing and going back to look at

17 information?

18 A At that point, when I got in and heard there was an
19 issue happening with line 6, I called the engineer
20 who was on backup support at that point, and he
21 began analyzing.

22 Q Okay. Did he say anything to you about the results
23 of that analysis?

24 A He sent an e-mail out to -- to all of the control
25 centre, I believe, and as well as our pipeline
26 modelling team.

27 Q Okay. And what did it say?

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1 A I don't know offhand actually. I would have to
2 reread that.

3 MS. BUTLER: Then I guess I'd like to
4 request a copy of that e-mail formally.

5 MR. TOLLEFSON: Okay, got it. What's the name
6 of that person? Do we --

7 A That sent the e-mail?

8 MR. TOLLEFSON: Right.

9 A Ted Farquhar.

10 MR. TOLLEFSON: Okay.

11 MR. GOESON: Do you know what the intent of
12 the e-mail was?

13 A Just basic, the initial analysis from his end of
14 it.

15 Q MS. BUTLER: Okay. Would he
16 traditionally -- if there was something engineering
17 was doing behind the scenes other than an analysis

18 that could impact you and what you see or not see,

19 would he tell you?

20 A Yeah. We have very good communication in our team.

21 Q Okay. And how would they usually let you know?

22 Like, do they pick up the phone and call whoever is

23 on shift or --

24 A Yeah, it's a variety of calls or e-mails.

25 Q Had any of that type of communication been going on

26 during the day?

27 A Which day, sorry?

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1 Q The -- it would -- the day of the 15 o'clock and
2 1505 alarm.

3 A No, there was nothing sent out that day.

4 Q Okay. So if you were to explain to a layperson
5 what you think the purpose of what you do is, how
6 would you characterize that? You said support to
7 the operators, but give me a little more on that.
8 How would you characterize it?

9 A I analyze the software -- that is one of the
10 methods that the operators use for leak
11 detection -- and ensure that the software is
12 functioning properly.

13 Q Okay. And so other than the fact that we can have
14 a transmitter failure, that we can have some
15 corruption of, say, some interface or some bad
16 product batching, and we can have column
17 separations for whatever reason, what other types

18 of things are you able to tell have happened or

19 diagnosed?

20 A I guess I'm not too sure with that question. Those

21 are the main ones I usually deal with: The

22 batchness (ph) alignments, the column separations,

23 the problem transmitters, communication

24 interruptions.

25 Q On a communication interruption, what does that

26 look like?

27 A Similar to a frozen transmitter. Basically the

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1 reading doesn't change. Sometimes the reading
2 could actually drop right down to zero. It varies
3 with the communication interruption.

4 Q Okay. So other than that communication
5 interruption, is there any others that you can
6 think of that I didn't name?

7 A Not offhand, no.

8 Q Okay.

9 MS. BUTLER: All right, I think that was
10 it.

11 MR. JENNER: Okay, Rick?

12 MR. GULSTAD: No, no further questions.

13 MR. JENNER: Anything?

14 CLOSING BY MR. JENNER:

15 MR. JENNER: Okay, thank you very much for
16 participating in this. We usually end by asking if
17 you think there's anything, in your reflection of

18 the events that occurred, that can be improved in
19 terms of roles or procedures or software or
20 hardware to help prevent this type of situation
21 from occurring. Do you have any thoughts about
22 that?

23 A No. I guess I don't want to speculate on anything.

24 It's pretty earlier, and I think the engineers are
25 looking into those sort of questions.

26 MR. JENNER: Okay, very good. If anything
27 does come across your mind, then we encourage you

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1 to talk to the necessary people, and we'd love to
2 hear from you.

3 A Sure.

4 MR. JENNER: Thank you again for your help,
5 and we'll finish this interview.

6 -----

7 PROCEEDINGS CONCLUDED AT 5:41 P.M.

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1 CERTIFICATE OF TRANSCRIPT

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3

4

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 9th day of August, 2010.

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18 C. L. Stabbler, CSR(A)

19 Court Reporter

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UNITED STATES OF AMERICA
NATIONAL TRANSPORTATION SAFETY BOARD

* * * * *

Investigation of: *

ENBRIDGE OIL SPILL, *
MARSHALL, MICHIGAN *

Docket No.: DCA-10-MP-007

* * * * *

Interview of: Shane Lynch

Date: September 2nd, 2010

CHANGES TO STATEMENT

WITNESS NAME: Shane Lynch

DATE OF STATEMENT: 9/2/10

PAGE	LINE	CHANGE	REASON
28	22	batchness (ph) alignments should be batch misalignments.	