

ENBRIDGE PIPELINES INC.

INTERVIEW

OF

THERESA MACDONALD

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and C. Goeson Inc.

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TABLE OF CONTENTS

| | |
|---------------------------|----|
| INTRODUCTIONS | 3 |
| QUESTIONS BY MR. JENNER | 4 |
| QUESTIONS BY MS. BUTLER | 16 |
| QUESTIONS BY MR. GULSTAD | 34 |
| QUESTIONS BY MR. JENNER | 38 |
| CLOSING BY MR. JENNER | 47 |
| QUESTIONS BY MS. BUTLER | 48 |
| CERTIFICATE OF TRANSCRIPT | 50 |

1 INTERVIEW OF THERESA MACDONALD, TAKEN AT 4:05 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.

6 We are currently in Edmonton, Canada, at the
7 Crown Plaza Hotel collecting factual information
8 regarding a pipeline release that occurred in
9 Marshall, Michigan, on July 22nd, 2010 (sic). I'd
10 like to go around the room and have everyone
11 introduce themselves, and please state your name
12 and who you're with. And to my left, Rick.

13 MR. GULSTAD: Rick Gulstad, I'm with PHMSA
14 Pipeline and Hazardous Materials Safety
15 Administration. [REDACTED]

16 MR. TOLLEFSON: Tyler Tollefson, senior legal
17 counsel with Enbridge Pipelines.

18 MR. GOESON: I'm Curt Goeson. I'm control
19 centre supervisor with Enbridge Pipelines.
20 MS. MACDONALD: Theresa McDonald, pipeline
21 operator with Enbridge Pipelines.
22 MS. BUTLER: Karen Butler with PHMSA,
23 regional project manager [REDACTED]
24 [REDACTED]
25 MR. JENNER: Okay. Thank you. As I eluded
26 to earlier, we're collecting factual information
27 about this event, this incident, and what we'd like

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1 to do is talk to Theresa McDonald.

2 QUESTIONS BY MR. JENNER:

3 Q MR. JENNER: And if you would, state your
4 full name, and please tell us the correct spelling.

5 A It's Theresa MacDonald, T-H-E-R-E-S-A
6 M-A-C-D-O-N-A-L-D.

7 Q Would you please give me your address and phone
8 number.

9 A My address is [REDACTED] My phone number is
10 [REDACTED]

11 Q Okay. And who are you employed by?

12 A I am employed by Enbridge Pipelines.

13 Q And what is your profession?

14 A I'm a pipeline operator.

15 Q What I'd like to do is ask you some general
16 questions about your background.

17 A Okay.

18 Q And we'll take you up to the start of your shift.

19 A Okay.

20 Q How long have you been with Enter -- Enbridge?

21 A I've been with Enbridge 30 years.

22 Q Can you give me a rundown of what your positions

23 were when you got started and how you got up to

24 your current position?

25 A Well, of course I was trained for a year when I

26 first started in 1980, and for the next ten years,

27 I was a pipeline operator. I supervised for

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1 approximately five years and then went back to
2 being an operator when we did the whole changeover
3 with everything.

4 Q So you've been in this occupation for 30 years?

5 A Yes.

6 Q Is there anything you don't know about the
7 operations?

8 A I'm sure there's something, but I don't know what
9 it is.

10 Q You're currently training, supervising, should I
11 say, or overseeing someone's training?

12 A Yes.

13 Q Can --

14 A Actually it's not actually his training. He's
15 already trained. He's been operating the pipeline
16 longer than I have. What I'm basically doing is
17 I'm there as someone if he has a problem and he

18 needs to discuss it with someone, I'm there for
19 him. Basically I'm sitting with him, but I'm not
20 actually training him. He's already trained. I'm
21 just kind of there for him if he needs help with
22 phone calls, because it does get overwhelming a
23 little -- sometimes, so...

24 Q Are you also monitoring the SCADA?

25 A If there was a problem, he would definitely discuss
26 it with me, but I'm not personally sitting there
27 watching it, no.

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1 Q Okay. Well, if you would, would you just describe
2 when you went to work on Sunday, last Sunday, and
3 the activities that you performed at the beginning
4 of your shift and we'll go from there.

5 A Okay. I arrived at work at 6:25, and Dave and I
6 took the rundown together, which is our relief told
7 us what's happening on the line, so we both
8 listened to that. I proceeded to then log in to
9 the other computer that's beside him on the
10 console, because I had some special projects that I
11 was going to be working on that day while he was
12 doing the pipeline operations. And basically I
13 worked on my projects while he was doing the
14 pipeline operating.

15 Q And what were your projects?

16 A I was working on a density, an auto density trend
17 that we're hopefully going to be able to use all

18 across our pipelines to help us with our cut

19 points.

20 Q Did that take up -- how much time did that take up?

21 How long were you working on that?

22 A Well, what it -- it's already in production, so

23 what I was doing was testing all of the areas that

24 we need to test to get it to work properly, and

25 then once I've tested it, I was making up a letter

26 to send back to our production team, then asked

27 them to tweak certain points for us and that kind

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1 of thing. So I was deeply into trying to figure
2 out what -- how we could make this work.

3 Q This is David Scott --

4 A Yes.

5 Q -- who you were overseeing? We talked to him
6 earlier. How do you assess his -- he was off for a
7 while.

8 A M'hm.

9 Q And that's why you're supervising him. How's his
10 progress?

11 A He's -- I have complete confidence in his ability
12 to operate the pipeline as well or even better than
13 I can.

14 Q Very good. Okay. Can you add any more discussion
15 about the activities as the shift went on?

16 A I know when he was getting ready for the -- I know
17 there was a scheduling -- we had -- they had us

18 actually going even at Stockbridge and going down
19 to Sarnia for like an hour or an hour and a half.
20 And we went up and spoke to scheduling and said why
21 don't we just shut down the pipeline when we're
22 finished our Stockbridge, and then when they start
23 up in the morning, they can just open the whole
24 line and go straight down to Sarnia. That way
25 we're not starting and stopping twice.
26 Q If I can get you to elaborate on your decision to
27 stop -- to shut down the pipeline.

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1 A It wasn't my decision. Dave took it to our
2 supervisors, and our supervisors took it to
3 scheduling.

4 Q Okay. The decision to shut it down, and what is
5 the rationale behind that?

6 A Just so that we weren't starting and stopping it
7 more than you need it to, because that's when
8 you -- an incident usually happens is during a
9 startup or a shutdown.

10 Q And, again, the -- it's to prevent any problems
11 from happening?

12 A M'hm.

13 Q But the initial reason, I'm sorry, I missed it, for
14 shutting it down. That's an unusual step --

15 A It was a scheduled -- we were going to be scheduled
16 to shut down approximately an hour after we were
17 finished a Stockbridge delivery. So we were going

18 to go even at Stockbridge, start the line up from
19 Stockbridge to Sarnia, and then an hour later shut
20 the whole thing down. We figured that why start it
21 twice, because, like I said, that's when things
22 happen. So we took it to our supervisors and they
23 took it to scheduling and it was decided that as
24 soon as we were done our Stockbridge delivery, we
25 were going to shut down the incoming line. And
26 when they started her up again that night, they
27 were going to start the whole lineup.

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1 Q Do you know what time when they were thinking about
2 restarting?

3 A I believe it was 1:00.

4 Q Just to get a.m.s and p.m.s straight, you came
5 in --

6 A Yeah, that would be 1 a.m. Yeah.

7 Q You came in at 6:25 p.m.?

8 A No, a.m.

9 Q a.m. And the restart was 1 a.m., but after your
10 shift had concluded?

11 A Yes, yes.

12 Q Okay. In terms of the shutdowns and deliveries
13 that remained, did things go routinely?

14 A Yes.

15 Q Was there any indication of anything abnormal
16 happening on the system in terms of alarms, in
17 terms of monitoring the pressures and...

18 A The only thing we got was we did get an MBS alarm
19 right after the shutdown, a five-minute MBS alarm,
20 and we -- Dave immediately told our supervisors, so
21 they got -- the MBS got involved. And they
22 informed us that it was column sep., and the alarm
23 cleared in five minutes.

24 Q If you would, tell me about the MBS alarm. What
25 does that mean, and what does that mean to you?

26 A Our MBS system is our backup or, I guess, our
27 primary leak system, and what they do is when we

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1 get alarms on the line, they look at them to see
2 whether -- what caused the alarms, whether it's a
3 transmitter or whether it's a column sep. or... So
4 they tell us what's going on with it.

5 Q Well, is it a particular alarm that will get them
6 involved? You have various type of alarms --

7 A Yes.

8 Q -- of different significance. Is it --

9 A I -- we -- I tend to tell them every time we get
10 any kind of alarm. If it's a 5-minute alarm,
11 20-minute alarm, a 2-hour alarm, I tell them.

12 Q You get those often during a shift?

13 A Only like -- when -- normally when we would get
14 them is during shutdowns and startups. If we get
15 one and the line's nice and steady, we know there's
16 a problem of some kind. But during shutdowns and
17 startups, sometimes we do, because there may be a

18 transmitter missing, or it could be a column sep.

19 area.

20 Q So getting a -- in this situation, given that there

21 was a shutdown, and getting an MBS alarm, that

22 didn't -- from your experience, that wasn't

23 unexpected?

24 A No.

25 Q So what was the process once -- you notified

26 someone about the MB --

27 A Yes.

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1 Q Can you walk me through that --

2 A We notified our supervisor, Al, and he -- him and
3 the MBS guy looked at it. And he came back -- the
4 MBS fellow came back, Shane, and told us it was a
5 column sep., and then the alarm cleared just after
6 he informed us what it was.

7 Q All right. Can you tell me about the column
8 separation? The column -- the term you're using is
9 column?

10 A Column separation.

11 Q Separation. Can you describe what that is to me?

12 A Sure. There's certain elevations on the pipeline,
13 and as the pipeline's getting shut down, if there's
14 a hill or something, it might get drained out at
15 the bottom of it, and we call that a column sep.,
16 where the oil's not going over the hill kind of
17 thing. So there's kind of a pocket in there that

18 we call the column sep.

19 Q Is it primarily due to elevation or?

20 A Basically that and low rates sometimes can cause a

21 column sep., that kind of thing, because they're --

22 yeah.

23 Q When you get an alarm, can you -- how much can you

24 isolate where the problem is? Can you link an

25 alarm to a particular pipe on a place on the

26 pipeline?

27 A Absolutely, because it tells us where the alarm is.

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1 Q Within how much of a range?

2 A I think there's, like, maybe 30 miles between

3 Marshall and Stockbridge.

4 MR. GOESON: It varies.

5 A So, yeah, it varies on the pipelines.

6 Q MR. JENNER: So an alarm can be within a

7 30-mile --

8 A Yes.

9 Q -- radius, so to speak?

10 A Yes.

11 Q Okay. Is there any utility in pulling out

12 elevation maps and saying, well, this is pretty

13 hilly territory, I can understand that, or --

14 A Oh, absolutely, yes.

15 Q Is that something that you did on this occasion?

16 A Actually, no, we didn't, because we -- the alarm

17 cleared, so we didn't have any concerns about it.

18 Q Now, why would an alarm clear? Under what

19 conditions would it clear?

20 A I have no idea. I don't know anything about the

21 MBS except for what I've told you.

22 Q From your understanding, does someone clear it, or

23 does the system itself automatically clear it?

24 A As far as I know, the system clears it. Like once

25 the -- once they've done their study, then the

26 system clears it.

27 Q I guess what I'm asking is there a person on the

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1 other end --

2 A Oh, absolutely.

3 Q -- who says clear, so to speak?

4 MR. GOESON: No.

5 A Well, no. No, no, the system does it. Yeah.

6 MR. GOESON: What she said before about

7 it's an automatic.

8 Q MR. JENNER: It automatically clears.

9 A Yeah.

10 Q Okay.

11 A There is someone on the other side doing the --

12 looking at it, but he's not clearing it, no.

13 Q Now, maybe you can help me, how would it

14 automatically clear on it?

15 A I really don't know anything about the system,

16 except for what I've told you.

17 Q Well, I'm just thinking, if I'm picturing an

18 elevation and there's product on either side, so
19 you have the column separation, and something has
20 to happen for that column separation to
21 be resolved.

22 A Well, if there was, like if the crude was kind of
23 sloshing, so maybe it just did actually go back
24 over top the hill and fill in that little
25 separation.

26 Q I see.

27 A So that could happen.

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1 Q Okay. And that itself could cause an alarm to
2 clear?

3 A Yes.

4 Q When you came back with -- the decision was this is
5 a column separation, did you -- were you content
6 with that?

7 A It wasn't my decision, and I just relied on the
8 information that I had.

9 Q Right. And from the information that you had, did
10 column separation make sense to you?

11 A To tell you the truth, I was working on the other
12 computer, and Dave -- if Dave had said this doesn't
13 look right or can we look at this, I certainly
14 would have, but I really was not paying attention.

15 Q Dave did not alarm you to --

16 A No. I heard him say that there was a call -- that
17 we got an MBS alarm, and I heard him when he phoned

18 Allister. And when he got the call back saying the
19 alarm had cleared, as far as I was concerned,
20 everything was done.

21 Q Can you walk me through some of the activities
22 after the alarm was cleared?

23 A Basically everything, anything we would have not
24 done anything else on the line, because we weren't
25 starting it up, so, you know, valves were closed.
26 There was an upstream valve closed at Niles. The
27 valve at Stockbridge was left closed, because it

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1 was never opened, and basically that's our
2 shutdown.

3 Q The system seemed normal or as expected from
4 your --

5 A As far as I knew it was, yes, yes.

6 Q As far as you knew. When you receive -- have you
7 received MBS -- I think you mentioned you do
8 receive these on occasion, these type of alarms.

9 A M'hm.

10 Q Is column separation a common occurrence or
11 explanation for the alarms?

12 A Yes, in certain areas, and it also depends on how
13 the pipeline was shut down.

14 Q What are some other instances that would trigger
15 these alarms or a similar type of alarm?

16 A I guess if we lost a transmitter or something along
17 that lines, it could cause the alarm to alarm.

18 Q Have you personally had to deal with a product

19 release, a spill?

20 A Yes.

21 Q How recently?

22 A 18 years ago, I believe.

23 MR. GOESON: Yeah, in the mid '90s, right?

24 A Yeah. 16 to 18. I can't remember exactly what

25 year it was.

26 Q MR. JENNER: Okay. Sure.

27 A We try to forget it after that.

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1 MR. JENNER: Well, I think that's the
2 questions I have right now. We'll go around and
3 have other people do some followups.

4 A Sure.

5 MR. JENNER: Rick or Karen?

6 MR. GULSTAD: Karen?

7 MR. JENNER: Karen.

8 MS. BUTLER: Yeah. That'd be great.

9 QUESTIONS BY MS. BUTLER:

10 Q MS. BUTLER: I've been listening to your
11 discussion, and just so that I'm clear, on the
12 special project that you were working on and you
13 said you were testing, is that testing an offline
14 system or some system that's just got simulated
15 instrumentation, because I noticed you said
16 density. How does that work?

17 A Basically I was in our CMT training area, and I was

18 testing how my density trend was working at certain

19 locations and where it needed improvement.

20 Q So was it actually using SCADA data to crank out

21 calcs.? Is it, like, duplicated, or how does that

22 work?

23 A I had got the SCADA team to update the trainer to

24 the 15th and 16th of July, so I was using that

25 information.

26 Q So you were using, like, historical data?

27 A Yes.

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1 Q And comparing it to what this calculates. Is that
2 fair?

3 A Not to, like, present day what was happening on the
4 line, only what happened on the 15th and 16th of
5 July.

6 Q Right. Gotcha, okay. So basically it's using
7 historical data to check historical data?

8 A Well, that and to see how my program was handling
9 the certain things I wanted it to do.

10 Q Okay. You mentioned column separation and some MBS
11 alarms. This particular console obviously operates
12 more than one line, and so are those typical across
13 the different lines or more frequent on 6B? What
14 can you tell me about that?

15 A It depends on if we're doing shutdowns and
16 startups. We can pretty well be guaranteed on line
17 3 to get an MBS alarm on a startup, and it just

18 depends on how the line starts up, if it was an
19 emergency shutdown or if it was a controlled
20 shutdown. Like there's many variables.
21 Q Okay. And regarding, like, some of those
22 variables, can you talk to me a little bit about
23 that? I know you mentioned low flow when you've
24 lost a transmitter. You mentioned line 3 you're
25 going to get one for sure. Is that because line 3
26 has more elevation differences, or is that, like, a
27 transmitter data point separation instrumentation

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1 issue?

2 A Line 3 definitely has more elevation issues.

3 Q Okay. On this particular day, is there anything

4 that stands out to you? I know you said you were

5 busy on your program, so, you know, I heard you,

6 and I don't want you to think I'm not listening

7 accurately, but I also don't want to miss something

8 if I should have asked this question. Was there

9 anything else that you may have been asked about

10 one of the other lines that would have been off

11 that console during the day that stands out in your

12 memory?

13 A The one thing we did do is we had to start applying

14 3, and we had a problem on the startup. We lost a

15 station. A unit locked out on us on startup and we

16 got a high suction shutdown, so we had to do a

17 restart and Dave and I discussed that when it

18 happened.

19 Q About when was that, do you know? What time of
20 day?

21 A I'm sorry, I can't remember.

22 Q That's fine. No need. I'm sure we'll figure that
23 out. On line 3, because I'm not very familiar with
24 all of these lines, what commodity are we moving?

25 A We're moving heavies and lights.

26 Q Okay. And so is there any time at all when any of
27 these lines are in common versus isolated?

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1 A I'm sorry, I don't understand.

2 Q Okay. Are there any -- is there any possibility

3 that any of these lines that are off of this

4 console can be ran in a common mode, meaning that

5 there's an interconnecting valve that's opened up

6 or not?

7 A Absolutely not.

8 Q Okay. All right. Thank you. That's what I needed

9 to know. So everything's separated. And have you

10 had any issues with any instrumentation on this

11 particular console's lines that you're aware of in

12 the past?

13 A Oh, there's -- it happens quite frequently, so for

14 me, I really couldn't remember one specific time,

15 but it does happen. We, you know, when it gets

16 really hot, sometimes the transmitters go. When it

17 gets really cold, sometimes the transmitters go,

18 so, you know, there's variables there.

19 Q Okay. Gotcha. And as far as you know, like when

20 you interface on this type of circumstance where

21 you've -- say maybe we did lose a transmitter or

22 maybe there's some other reason, we did have the

23 sloshing that occurred, but when this particular

24 type of thing happens, is you guys's standard

25 response always in play? Like do you always

26 contact the lead supervisor -- or forgive me if

27 I've ever referenced that person wrong -- or do you

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1 traditionally look to see if you've got a
2 communication loss or something on one of your
3 screens? How is that traditionally handled, or
4 typically handled might be a better word?

5 A It depends on what the alarm is. An MBS alarm we
6 would always take to our supervisors. A possible
7 communication problem, if it didn't clear within a
8 certain time and we couldn't reboot the computer,
9 then we would contact our supervisors.

10 Q Okay. So when you get done for the day or when
11 you've shut the line down and as far -- you have no
12 reason to suspect that any of the valve closures or
13 et cetera have not gone according to plan, then is
14 there a traditional set of things that you look at
15 to say, yes, this has gone as I would have thought,
16 like set of screens or typical elements that
17 you're, in your mind, checking?

18 A Because most of the -- like shutdowns are pretty
19 well all the same. We're trying to keep the column
20 separation places un -- or, you know, separate or
21 unseparated, I should say.

22 Q Right.

23 A And so basically if we've had a good shutdown,
24 we've done it within our procedures, then, you
25 know, that's all we try to do.

26 Q Okay. So before, let's say, you were wrapping up
27 for a shift, is there a set, whether the line was,

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1 say, idled or it was running, is there a set of
2 screens that you typically review before you would
3 hand it off to the next person?

4 A Yes. We would make sure our lines are in -- within
5 procedures, which is certain set points. And we
6 would make sure we knew when our next deliveries
7 were, that our times were set up, that kind of
8 information.

9 Q Okay. Can you describe for me what those screens
10 might be called? So if I'm checking set points,
11 what screen am I looking at?

12 A Just our line status, our line, yeah.

13 MR. GOESON: Display.

14 A Yeah, the line display.

15 Q MS. BUTLER: And if I'm checking my
16 delivery schedule, what am I looking at?

17 A The schedule.

18 Q Okay. So the schedule, is that a computerized
19 document that you've got in front of you, or is
20 that something on the computer that is a separate
21 program?

22 A It's a hard copy and a computerized document we
23 have.

24 Q Okay. When you have had your training, what are
25 some abnormal operating conditions that you receive
26 training on?

27 A I'll see if I can remember 30 years ago. We

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1 certainly had training on column separations, on
2 leaks, on transmitter outages, on valve closures,
3 like anything that can possibly obstruct our
4 pipelines.

5 Q Okay. Were there any communications outages on
6 this particular line that you happen to remember on
7 that day?

8 A There was a comm. fail downstream of Stockbridge,
9 yes.

10 Q Do we know anything about that?

11 A It's --

12 Q Like why it --

13 A I'd have to look at the FacMan to see what kind of
14 information there.

15 Q All right. And if we were -- do you periodically
16 use historical trends or not?

17 A Absolutely.

18 Q And is there -- is that your own tool? Like that's
19 within what Enbridge has designed, or is that like
20 a pie software or a database archiving tool?

21 A I believe it's an archiving tool, because we can
22 get historicals from other days, so...

23 Q Okay. Is that something that you traditionally
24 have up and running throughout the day?

25 A It's something we can -- we always have it
26 available to us right away, yes.

27 Q Is that something you refer to in a shutdown or a

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1 startup?

2 A Not if everything seemed to have gone the way --

3 like if there was a problem, we certainly would

4 have used it, but we didn't feel there was a

5 problem, so we didn't use it.

6 Q Okay. And is there anything, like, looking back on

7 that day, because I'm sure you've had opportunity

8 to think about it over and over again probably, in

9 the last 24 hours, at least, is there anything that

10 sticks out to you that you wish you'd done

11 differently or that now you can see differently

12 than you did at that time?

13 A Well, I suppose we could always second guess

14 ourselves, but I feel that Dave did a really good

15 job on the shutdown, and I wasn't worried about it.

16 Q So basically there wasn't anything, even reflecting

17 back, that triggers that I wish I'd asked this

18 additional question, or I just can't believe it?

19 Maybe that's your response.

20 A Basically that was it. When I walked in that next

21 night and they called me over, I was like what?

22 Q Okay. All right. So based on that, is there

23 anything unique on this particular line compared to

24 your other lines? I know you mentioned line 3

25 obviously has some unique elevation changes. Is

26 there anything on this particular line, on 6B, that

27 you would say is unique from -- it could be

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1 anything from how the communication works to how
2 the transmitters are set up to your alarm set
3 points? Is there anything that you would consider
4 different or unique?

5 A Well, they're all kind of different because of the
6 elevation changes, but no, there's nothing --
7 nothing happens more there than anywhere else.
8 It's all pretty standard.

9 Q Okay. Is there anything that had recently changed
10 on that particular system, whether it would be
11 instrumentation, configurations in the field,
12 something in the SCADA room, a new policy or
13 procedure?

14 A The only thing that I know had changed was we'd had
15 our set points changed, our max set points changed
16 at Marshall and Mendon.

17 Q Okay. Do you happen to know what they were changed

18 from and to?

19 A I'm sorry, no. I look at way too many numbers.

20 Q No, that's fine. No problem, and that was

21 probably -- that's a great answer, so we'll figure

22 that out. Then when you, as a controller, can you

23 change alarm set point values on anything

24 particular like pressures?

25 A Absolutely. We can put -- we can set alarms on all

26 our pressures.

27 Q I'm sorry, something beeped out.

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1 A Oh. Yes, we can put alarms on all of our
2 pressures.

3 Q So you can change your alarm pressure set points?

4 A Yes.

5 Q In regards to that, can you change all of them,
6 like high highs, low lows? I don't know how many
7 levels that you particularly have on, says, a
8 discharge pressure set point.

9 A Absolutely not. That's up to our supervisors. The
10 only thing we can do is put an alarm on the
11 pressure itself.

12 Q Okay.

13 MR. GOESON: Yeah, Karen. So there's
14 hardwired, and then there's operated set.

15 Q MS. BUTLER: Okay. So part of them are
16 hardwired, all right. And you can put an alarm on
17 a point.

18 A Yes.

19 Q Is that what I heard? So forgive me. The phone

20 cut out again. Okay. So if we needed to know what

21 particular set points were in play on, say,

22 discharge pressure or section pressure sets points

23 along the pipeline for that day, that would

24 definitely be something that's retrievable?

25 A Absolutely.

26 Q Okay. All right. When the pipeline is in, say, a

27 shutdown condition on 6B, and can you guys still

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1 hear me?

2 A Yeah.

3 MR. GOESON: Yeah.

4 Q MS. BUTLER: My line sounded like it went
5 dead. Okay. When the pipeline's down, like in an
6 idle condition, we still have product in it, we've
7 done a normal shutdown, we know that it's just a
8 matter of time before you do an initial startup, is
9 there a typical pressure you would expect to see at
10 various points on the pipeline, and if so, can you
11 give me, like, a range?

12 A It would totally depend on how the shutdown
13 occurred, whether it was an emergency shutdown or a
14 controlled shutdown. I really --

15 Q Okay. In this case, it's a controlled shutdown,
16 just like we had on that day. Is there a typical
17 amount of pressure you would look for, like, on

18 your overall screen where you're checking at

19 various pump stations that would make your feel

20 it's comfortably down in idle mode?

21 A I suppose. I could come up with a number for you,

22 but it wouldn't always be that way, just because of

23 the way the pipeline works. We could have had a

24 heavier crude or we could have had lighter crude,

25 which would make a total difference.

26 Q Okay. On that particular day, what were you

27 running, heavier or lighter?

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1 A I'm sorry, I don't know.

2 Q And based on that heavier or lighter crude, does
3 that play with your imbalancing at all? Have you
4 noticed that if you're running one or the other,
5 you tend to get more leak alarms?

6 A I really couldn't answer that. I don't think we
7 do.

8 Q Okay.

9 MR. GOESON: Our MBS analysts might be able
10 to answer that question.

11 A M'hm.

12 Q MS. BUTLER: And just back to a normal
13 shutdown condition, if I were to say that the
14 pressure at a particular point went to five pounds,
15 would that alarm you?

16 A It depends on what was going on.

17 Q Okay. Under a normal shutdown and we're just --

18 we're shutting down on that particular day, knowing
19 we have a pig in the line or two and when we start
20 back up, we'll start moving that pig again, that
21 we've shut down simply due to scheduling, what
22 would you expect to see? Would it be above five or
23 would it be point dependent in your mind?
24 A I, in my mind, I feel it would be above five, but
25 that would depend on many factors.
26 Q Okay. If you were trying to set up for the person
27 coming in next, which I know how controllers love

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1 to make sure that the person coming on doesn't
2 complain behind them, would you have a certain
3 minimum level of pressure in the pipeline?

4 A We usually try to keep it around 150 to 200 PSI.

5 Q I think you mentioned at the very beginning that
6 there was a scheduling issue that was going to put
7 it down for, like, an hour and a half, and rather
8 than do that, you were just going to go ahead and
9 shut off Stockbridge, if I've got that right and
10 then -- rather than two stops and starts. Is there
11 a particular reason that it would have been
12 scheduled for two stops and starts that you're
13 aware of as opposed to one?

14 A That is something you would have to ask our
15 scheduling department. We try to keep the
16 shutdowns to a minimum as much as we can.

17 Q Okay. So is this something that traditionally, I

18 mean there's really nothing unusual about asking

19 them to modify the schedule?

20 A Absolutely not.

21 Q Okay. Is there anything that would have been

22 different, due to the fact there was a pig in the

23 line, that strikes you on this?

24 A The only thing that was different was we would be

25 bypassing stations, and that is why they opened up

26 our set points at Marshall and Mendon is so that we

27 could run minimum flow and still bypass stations.

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1 Q Okay. Is -- on bypassing stations, in any of the
2 configurations that you're aware of, if they had
3 opened an incorrect valve, is that something that
4 would be done from the control room, like if you
5 went and opened an inappropriate valve that
6 actually let product to go elsewhere. Or would
7 that be totally within the controller's discretion,
8 or could somebody out in the field have done that
9 and you not know it from the controller's screen?

10 A We have valves that are controlled by us and valves
11 that we have no control. On a bypass, the field
12 personnel would be doing the bypass. We would not.

13 Q Okay. And so because the field would actually
14 perform the bypass, would you be, then,
15 communicating with the field after they had moved
16 their valves, or they would tell you I have do
17 this, this, and this?

18 A Normally when we're doing a by -- when we're asking
19 them to isolate a station, we would bring the
20 station schematic up and watch as the valves open
21 and close.

22 Q So you can see the valves that they would be
23 impacting?

24 A Yes.

25 Q As a general -- okay.

26 A Most of them.

27 Q Okay. Is there -- you mentioned also that

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1 sometimes this particular console can be
2 overwhelming with calls. Can you give me, like,
3 what that scenario is? Is that related to calls
4 due to maintenance activities or --

5 A Absolutely, yes.

6 Q Okay. So normally it would be maintenance
7 activities that would overwhelm. Is that true for
8 other consoles as well, or does this one have a
9 particular amount of maintenance because, say, of
10 the age of the line or things we've found in a
11 recent pig run or all of those factors?

12 A It just so happens that from our last pig runs,
13 we've had a lot more maintenance on the lines than
14 we'd had before -- in -- like since the new year,
15 so...

16 Q Is there any other type of maintenance going on?
17 Like are they changing out any instrumentation or

18 replacing RTUs or anything else besides the fact

19 that we're doing more big digs?

20 A Absolutely. We get calls from the field personnel

21 to do seal checks on units and all -- and, like,

22 and do transmitter checks on suction and discharge.

23 Like we get calls from the field at all times to do

24 maintenance.

25 Q Okay. So is there any system-wide changeouts going

26 on that could have impacted the amount of

27 maintenance happening? Like, you know, sometimes

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1 people will say we're going to replace all of the
2 RTUs, like a certain type within a certain
3 timeframe. We're going to start at this station,
4 and we're going work our way up the line. Any of
5 that type of thing or transmitter replacements?

6 A Not as far as I know.

7 Q Okay. Regarding manual tests, is there anything
8 else that you might consider manual to your duties
9 besides, say, answering the phone and obviously
10 comparing these scheduling elements? Is there
11 anything else that you have to manually do while
12 you're operating the pipeline?

13 A Certainly. We have FacMan that we have to take
14 care of. Every time we have a unit outage, we have
15 to put a FacMan in or an alarm, communications
16 alarms. Like there's a number of things we have to
17 put in the FacMan program, and we also run CMT.

18 Q And the FacMan, as I recall, is like a maintenance

19 explaining what you need work on. Is that correct?

20 A It's what we need -- what -- the incoming jobs and

21 also when we're -- when we lose units, we're

22 sending a FacMan out to the field to get them to

23 take a look at that.

24 Q Okay. And what is the CMT, again? Forgive me

25 for -- I want to make sure I get this element.

26 What is it actually controlling?

27 A It's our crude tracking system.

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1 Q Okay. All right.

2 MR. GOESON: Commodity.

3 A Yeah.

4 MR. GOESON: Tracks the various commodities
5 for deliveries.

6 Q MS. BUTLER: Okay. So is CMT separate from
7 your scheduling system, or is that part of your
8 scheduling system?

9 A They're intermixed.

10 Q Okay. On the over and shorts that you're typically
11 running through your, I guess your material
12 balancing system, is that something that, I guess
13 you're pulling at regular intervals, correct, on
14 the pipeline?

15 A It's something that would be checked every two
16 hours.

17 Q Okay. And I did say that right, or did I say that

18 wrong regarding it would be through your MBS

19 system?

20 A No. It'd be through our CMT system.

21 Q Okay. Thank you. And when somebody begins to

22 crank out a volume that may be impacted from a

23 spill like this particular one, are you guys in the

24 control room involved in that?

25 A I'm not quite sure what you mean, like...

26 Q Okay. When we think that we've had a leak and we

27 think over a period of time it's released so much

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1 of the commodity or we've lost so much of the
2 commodity, would you guys, as controllers -- or
3 operators, to be correct, be involved with, say,
4 that volume estimate?

5 A It's possible the engineering team may come in and
6 ask us what kind of rate we were doing, but as far
7 as a volume, I don't believe we would be saying
8 what that is.

9 Q Okay. Is there any specific part of the training,
10 I know that you said he had operated much longer
11 and that you were completely confident with his
12 abilities, but is there any part of the training
13 that you hadn't quite covered yet?

14 A No.

15 Q And were there any changes in the control room
16 while he was gone that would have impacted this
17 line?

18 A No.

19 Q Okay. Regarding your supervisory interaction, when

20 you went and asked questions, is that pretty

21 quickly addressed in most cases, or how has that

22 worked for you? And I know you're kind of at a

23 disadvantage, because I think maybe the

24 supervisor's in the room. I'm not sure. Is that

25 correct?

26 A No.

27 Q Okay. All right. So since the supervisor's not in

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1 the room, is the response to you when you as an
2 operator go and ask them, say you go with them with
3 this five-minute issue and then they go and resolve
4 it, is that frequently handled quickly or in amount
5 of time that it doesn't get in the way of impacting
6 your job?

7 A I feel they handled it very quickly.

8 Q Okay. All right. And as far as the leak detection
9 individuals themselves, do you have any
10 understanding of whether or not, say, something you
11 do can impact their system?

12 A I -- you would have to ask them that.

13 MS. BUTLER: Okay. I think with that we've
14 probably handled most of the questions. So thank
15 you very much.

16 A You're welcome.

17 MR. GULSTAD: I have some.

18 MR. JENNER: We'll continue on.

19 MR. GULSTAD: Not that many, but I do have a
20 few here.

21 A Okay.

22 QUESTIONS BY MR. GULSTAD:

23 Q MR. GULSTAD: Are you historical assigned to
24 the 6B console or do you kind of bounce around
25 between systems or are you considered an expert on
26 6B?

27 A I operate line 4, 14, 6A, 6B, and line 3, so I go

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1 back and forth.

2 Q Okay. But previous shifts, have you been on 6B for
3 a while?

4 A I actually have, because we've been doing a lot of
5 training on our console, so they've been training
6 everyone on 4 and 14. So I actually have been on 6
7 and 3 quite a bit.

8 Q Do you recall what maybe the last shutdown
9 timeframe had been while you were on duty on 6B?

10 A I'm sorry, I'd have to look at a historical to find
11 that information.

12 Q How about anything unusual on 6B historically?

13 A Not really.

14 Q How long have you been sort of mentoring or
15 supervising Mr. Scott? Was this your first time,
16 or have you done it for many shifts?

17 A It's been over a month.

18 Q And you mentioned he really hasn't had any

19 problems --

20 A Absolutely not.

21 Q -- picking it up again. Okay. Between Marshall

22 and Stockbridge, are there any other points where

23 you receive pressure indications, or is there --

24 are those --

25 A No.

26 Q So that 30-mile stretch, there's nothing that would

27 tell you what the pressure is between there?

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1 A No.

2 Q Okay. What was the weather conditions along this
3 right-of-way? Do you know that when you come on
4 shift?

5 A That's not something that -- like if there's storms
6 in the area, that might be something that would
7 get -- or if it's really hot, because that causes
8 mechanical problems with our equipment. That would
9 be, you know, passed along, but other than that,
10 no, we don't check the weather.

11 Q Okay. But you don't know of anything unusual?

12 A No.

13 Q No thunderstorms or anything like that --

14 A No.

15 Q -- during that time frame? Had -- was Marshall

16 already bypassed by the time you came on shift?

17 A Marshall wasn't bypassed.

18 Q So it was being bypassed?

19 A It was running. No. It was Niles that was being
20 bypassed.

21 Q Okay. Because the pig was upstream.

22 A Yes.

23 Q You hadn't got there yet.

24 A That's right.

25 MR. GOESON: But that was Niles.

26 Q MR. GULSTAD: Okay. When was Marshall
27 scheduled to be bypassed then?

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1 A You would have to look on the pig schedule. It
2 would have been a couple of days, anyway, for it to
3 get down there.

4 Q But when you come on shift, you know, like Niles,
5 you knew that had to be bypassed, because it was --

6 A Well, it already was bypassed, but, yes, we knew
7 that.

8 Q Okay. You mentioned been a long time since you've
9 been OQed, but don't you have to do that
10 periodically, get re-evaluated?

11 A I don't remember saying it's been a long time since
12 I've been OQed.

13 Q Well, when was the last time you would have been
14 OQed?

15 A It would have last year, I'm sure. I think we do
16 it every three years.

17 MR. GOESON: Three years.

18 MR. GULSTAD: Okay.

19 A So it was either last year or the year before.

20 MR. GULSTAD: Okay.

21 MR. GOESON: We have those records.

22 MR. GULSTAD: Okay.

23 A Yeah.

24 MR. GULSTAD: And just one more question.

25 Maybe, Curt, you can answer this. Do you know --

26 or do you get indications when you're patrolling

27 the pipeline from the pilots if there are issues,

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1 and do you know when the last time it was
2 patrolled?

3 MR. GOESON: So, no, we don't know the last
4 time it was patrolled. I know the frequency is
5 approximately every two weeks, and if there are
6 issues, they call directly to the control centre,
7 issues being machines, presence of oil, those types
8 of things.

9 MR. GULSTAD: It might be something we might
10 want to check on just to see when the last patrol
11 was. I don't know if you've got that written down
12 somewhere or not.

13 Anyway, that's all that's all the questions I
14 have.

15 A All right.

16 MR. GULSTAD: Thanks.

17 MR. JENNER: Curt, do you have any

18 questions?

19 MR. GOESON: I don't have any questions.

20 QUESTIONS BY MR. JENNER:

21 Q MR. JENNER: Okay. Let me do some

22 follow-ups.

23 A Sure.

24 Q Do you need a break?

25 A No, I'm fine.

26 Q Great, great. Every three years for your QC?

27 A M'hm. OQs, yes.

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1 Q OQs, I'm sorry. Quality Control, OQs. Is there
2 other training that's annual?

3 A We do our emergency response training every year.
4 There is plenty of online training that we can do
5 if we feel -- and they do assign us certain online
6 training. Our training department assigns that, so
7 that's something we have to keep up with. So,
8 yeah, we have training all through the year.

9 Q Is there -- are simulators used as a type of
10 refresher training or just --

11 A In our emergency response training it is, yes.

12 Q Is that also annual or every two, three --

13 A That's every year. No, every year.

14 Q And it's been that way for a long time?

15 A Long time.

16 Q Because when you said earlier, "I have to think
17 back 30 years," I didn't really --

18 A Well, I thought you meant my initial -- I thought
19 you said my initial training, which would have been
20 30 years.

21 MS. BUTLER: Actually I asked the question,
22 and I said abnormal operations, and that's probably
23 where it went.

24 A Oh.

25 MS. BUTLER: So I didn't specify OQ.

26 MR. JENNER: Just to clarify.

27 MS. BUTLER: And that's probably why it was

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1 answered that way.

2 A Okay.

3 Q MR. JENNER: Okay. You have, I'm learning

4 the term, shift leads?

5 A Yes.

6 Q These are supervisory type people.

7 A Yes.

8 Q You may be able to help us out more than you think.

9 Were -- how often do you interact with shift leads

10 during a typical shift?

11 A On our shift, our shift leads are constantly,

12 unless, you know, if we have a problem, we're

13 certainly up there talking to them about it or on

14 the phone talking about it, depends on what we're

15 doing on the pipeline. But they also interact

16 through the room all through the night and all

17 through the day. And we actually, on our shift,

18 have shift meetings once our -- once a set where we

19 all discuss what's been going on on the pipelines,

20 and that kind of thing, so it's very interactive.

21 Q When you mentioned you notify a supervisor, is that

22 the term for shift leads, when it's --

23 A Yes, yes.

24 Q Is there one in particular on this day that you

25 were having discussions with?

26 A Well, they -- usually, what they do is they take --

27 since there's two of them, one goes on terminals,

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1 and one goes on pipelines. So if there's a problem
2 on terminals, they go to one shift lead, and if
3 there's a problem on pipelines, we go to the other
4 one. So they're assigned one or the other way.

5 Ours was Allister.

6 Q So the other one you didn't have any dealings with
7 on --

8 A Well, except for when he came around and talked to
9 us about stuff.

10 Q But in terms of bringing something to his
11 attention.

12 A Yeah. No.

13 Q So it was just Allister you were calling?

14 A Yes, yes.

15 Q And the question was asked earlier. I'm not sure
16 of the response, what your response was, but in
17 terms of how quickly they are to resolve a problem

18 or come back with an answer and, in this case,
19 about the column separation they came back with an
20 answer for that, how long, do you recall, did it
21 take for them to come to that conclusion?
22 A Well, as soon as we told them that we got the
23 alarm, they were speaking with the MBS people, and
24 we got a call back saying it was a column sep.
25 before the alarm cleared in five minutes. So it's
26 quite quick. They try to get it resolved for us as
27 quickly as possible.

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1 Q And if I can get you to narrow it down as quickly
2 as possible, a few minutes?

3 A Oh, yeah.

4 Q 10 to 5 minutes, 10 minutes?

5 A For this particular case, it was within 5 minutes.

6 Q Within 5 minutes, okay. We've been asking a lot
7 about the column separation for a reason. You were
8 notified the next day, I guess, that there was a
9 release?

10 A M'hm.

11 Q And you had done some thinking about your shift,
12 about the previous shift that you were supervising.
13 Have you had time to reflect on those activities
14 that occurred that day?

15 A Like I said, we can always second guess what we do,
16 but we felt at the time that we'd done exactly what
17 we were supposed to.

18 Q Knowing what you know now, and this is -- and I'm
19 asking this from a position of what can we do to
20 make industry safer in terms of technology, in
21 terms of training, in terms of whatever, what you
22 know now, what could be done differently in terms
23 of identifying problems, potential problems?

24 A I don't know, possibly MBS system getting so that
25 it doesn't -- it knows more. I don't know. That's
26 not my job to think about that.

27 Q Again, with the column separation, from what you

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1 know now, was that the -- and I understand there's
2 different the information that you have then
3 versus -- we were all Monday morning quarterbacks.

4 A Yeah.

5 Q So was that an accurate conclusion, analysis,
6 column separation, or do you think, from what you
7 know now, there was a different type of problem
8 besides column separation?

9 A Well, obviously there was, so...

10 Q Okay.

11 A At the time, if it hadn't cleared, then we would
12 have certainly looked at it a lot more than we did,
13 but since it cleared right away, it was of no
14 concern to us then.

15 Q Right. And that I understand. Is there
16 information, and, again, from an overall safety
17 perspective, is there information available to you

18 that can draw your attention to it saying it may
19 not be a column separation, it may be something
20 else? What can you do to gather information, or is
21 it available?

22 A Well, certainly we can look at our historicals and
23 all that kind of thing, but we would only do that
24 if we were thinking there was a problem.

25 Q Right.

26 A And since the alarm cleared, we didn't feel there
27 was a problem, so we didn't do that.

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1 Q Right. Something has to trigger you --

2 A Yes.

3 Q -- to think along those lines, and that's always

4 something that's interesting to me when we say why

5 didn't they do this? Something has to initiate

6 your interest, your curiosity.

7 A Right.

8 Q The alarm clearing told you we're good to go.

9 A Yeah.

10 Q Is there anything that we can build into a system

11 to say alarm clearing is -- we can give you some

12 more information besides the alarm clearing?

13 A I suppose you would have to talk to MBS about that.

14 Q Okay.

15 A Because, I mean, we just followed our procedures,

16 and that's basically all we can do.

17 Q Right. We have two people with 60 years of

18 experience.

19 A M'hm.

20 Q And that's a ton, and I'm thinking about what are

21 the people with less experience, how can we get

22 them to, you know, pick up on things that two

23 people with so much experience are not alerted to.

24 A Right.

25 Q So I'm sort of not really asking a question. I'm,

26 you know, if you have any thoughts about making a

27 system safer.

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1 A I really don't know.

2 Q Okay.

3 A I really don't.

4 Q I was throwing that out.

5 A Yeah, I wish I had an answer, but...

6 Q Okay. I'm going to change pace on you just a bit.

7 Can you tell me the shifts -- I'm just interested

8 in your schedule. What shifts did you work prior

9 to Sunday?

10 A I worked Friday, Saturday, and Sunday day shifts.

11 Q And does that mean you have Thursday scheduled off?

12 A Yes. I would have been in Friday morning.

13 Q Same time, same starting time?

14 A M'hm.

15 Q Some standard questions about your background. How

16 is your health?

17 A Good.

18 Q Are you on any type of medications or anything?

19 A Absolutely not.

20 Q When you began your shift, did you feel well

21 rested, prepared?

22 A M'hm. Usually. The first shift sometimes you

23 don't sleep as well as you do the second shifts,

24 but that's just the whole alarm, you know, well,

25 geez, my alarm's not going to go off kind of thing,

26 just a nerve thing.

27 Q I see. But you felt pretty good --

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1 A Oh, yeah.

2 Q -- overall, you know, overall in the day?

3 A Yeah.

4 Q Oh, were you asked to -- I think the answer is --

5 well, let me ask it. Were you asked to provide

6 samples for post-accident toxicology?

7 A Yes.

8 Q All right. I won't get into details of that. Did

9 the procedure go -- any problems with the

10 procedure?

11 A No, it was fine.

12 MR. JENNER: I think that's my second

13 round, and then we'll just throw it again for any

14 last followups.

15 Karen?

16 QUESTIONS BY MS. BUTLER:

17 Q MS. BUTLER: Yeah, when you said that you

- 18 have experience on line 4, 14, 6A, 6B, 3, I think,
19 and 6B you have been on recently, is that because
20 those particular 4 and 14, they're considered
21 within that same console grouping, I think group 1?
22 A Yes.
23 Q Okay. And on your shift rotations, then, because I
24 don't remember exactly what Dave said, are you on
25 the same rotations as he is?
26 A As Dave is? Yes.
27 Q Yes. Okay. And has that been that way for a

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1 while, and it's going to continue that way for a

2 while, or do you know?

3 A I'm sure it's going to continue. He is going to be

4 transferring to work with Steve Gold once I go on

5 vacation, and I believe Steve goes back and forth

6 on the pipelines also.

7 Q Okay. And then regarding the cleared and

8 automatic, when you guys shut down, is there

9 anything or any software that you're aware of that

10 automatically is triggered because the line's down,

11 and it prevents you from getting leak alarms?

12 A No.

13 Q Okay. Is there anything that raises or removes set

14 point values on alarms automatically when you're

15 shutdown versus running, like, based on valve

16 configuration?

17 A No, not that I know of.

18 MS. BUTLER: All right. I think that was

19 my last wrap-ups.

20 MR. JENNER: Okay. Thanks, Karen.

21 Rick?

22 MR. GULSTAD: No, nothing else.

23 MR. JENNER: Okay. Nothing else, nothing

24 else.

25 MR. GOESON: Safe. I wasn't two hours.

26 A Oh, really.

27 MR. JENNER: Well, let me just formally

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1 conclude. First of all, that you very much --

2 A Oh, you're welcome.

3 MR. JENNER: -- for being here, and we know

4 it is a bit of an inconvenience, but we do

5 appreciate, you know, the information. If -- I've

6 already asked you if you think there's any changes

7 in rules, regulations, hardware, software to make a

8 system safer, if there's any time that you think,

9 a-ha, this is what we can do, you know, I encourage

10 you to let us know.

11 A M'hm.

12 MR. JENNER: Because you have a ton of

13 experience, so, you know, you're a valuable asset.

14 A Yeah. Well, I have been, over the last three

15 years, doing development stuff, so -- just coming

16 up with ideas on how to do things. So if I think

17 of anything, I'll let you know.

18 MR. JENNER: Terrific. If there's nothing

19 else, we'll conclude this interview.

20 A Thank you.

21 MS. BUTLER: Can I ask one more on the

22 record? It's just very simple.

23 MR. JENNER: We'll go back on the record.

24 QUESTIONS BY MS. BUTLER:

25 Q MS. BUTLER: And that is can you take

26 points on and off scan as a controller?

27 A No.

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1 Q Okay. Thank you.

2 MR. JENNER: Okay. That concludes. Thank

3 you.

4 -----

5 WHICH WAS ALL THE EVIDENCE GIVEN TO 5:07 P.M.

6 -----

A.C.E. Reporting Services Inc.

Phone: (780) 497-4223

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.

Phone: (780) 497-4223

UNITED STATES OF AMERICA
NATIONAL TRANSPORTATION SAFETY BOARD

* * * * *

Investigation of: *

ENBRIDGE OIL SPILL, *
MARSHALL, MICHIGAN *

Docket No.: DCA-10-MP-007

* * * * *

Interview of: Theresa Blair Donald

Date: Sept 02/10

| PAGE | LINE | CHANGE | REASON |
|------|------|--------|--------|
|------|------|--------|--------|

| | | | |
|---|----|---|---------------------------|
| 8 | 14 | - | I would have said Trained |
|---|----|---|---------------------------|

| | | | |
|----|----|--|---|
| 10 | 16 | | I was working on an auto resistivity trend. |
|----|----|--|---|

| | | | |
|----|----|--|----------------|
| 11 | 22 | | delete what it |
|----|----|--|----------------|

| | | | |
|----|---|--|---------|
| 12 | 8 | | Remain: |
|----|---|--|---------|

| | | | |
|----|-----------|--|---------------------------|
| 12 | L-3-5 & 9 | | are all the same question |
|----|-----------|--|---------------------------|

| | | | |
|----|----|--|--------------|
| 12 | 16 | | add shutdown |
|----|----|--|--------------|

| | | | |
|--|----|--|------------------------------|
| | 17 | | add problem - Delete we had. |
|--|----|--|------------------------------|

| | | | |
|----|---|--|------------|
| 14 | 8 | | delete you |
|----|---|--|------------|

| | | | |
|----|----|--|----------------|
| 14 | 15 | | add shut down. |
|----|----|--|----------------|

| | | | |
|----|---|--|----------------|
| 18 | 2 | | delete whether |
|----|---|--|----------------|

| | | | |
|----|---|--|---------------|
| 18 | 9 | | delete I & we |
|----|---|--|---------------|

| | | | |
|----|----|--|-------------------------|
| 18 | 13 | | delete only like & when |
|----|----|--|-------------------------|

Questions

| | | | |
|----|-----------|--|----------------------------|
| 14 | L-10 & 13 | | I believe are one question |
|----|-----------|--|----------------------------|

| | | | |
|----|---------|--|----------------|
| 16 | L-4 & 7 | | same question. |
|----|---------|--|----------------|

| | | | |
|----|---------|--|-----|
| 18 | L-5 & 8 | | " " |
|----|---------|--|-----|

| | | | |
|---------|-----------------------|--|---------------|
| 19 & 20 | L-25, 26 & 1 on pg 20 | | same question |
|---------|-----------------------|--|---------------|

| | | | |
|-----|-----------|-----|-------------------|
| 20- | L-7, 8, 9 | " " | all one question. |
|-----|-----------|-----|-------------------|

| | | | |
|-----|-------------|-----|-----|
| 22- | L-6 & 7, 9- | " " | " " |
|-----|-------------|-----|-----|

| | | | |
|-----|--------|-----|-----|
| 28- | L-3, 6 | " " | " " |
|-----|--------|-----|-----|

| PAGE | LINE | CHANGE | REASON |
|------|------|-------------------------|--------|
| 20 | 2 | delete - and he | |
| 21 | 21 | delete because they're | |
| 21 | 22 | " year | |
| 22 | 16 | " we | |
| 23 | 25 | " the & once | |
| 26 | 12 | " and Dave | |
| 24 | 23 | " everything & anything | |
| 28 | 5 | " YES | |
| 32 | 3 | " LIKE | |
| 34 | 13 | " applying | |
| 36 | 13 | " there's | |
| 39 | 18 | " like | |
| 39 | 20 | " or you know. | |

29 27 I am sure I would have added that we learn from the experience as well.

Questions

42 10 & 12 same question.
 57 25 & 27 " "

| PAGE | LINE | CHANGE | REASON |
|------|------|--|------------------|
| 40 | 4 | add standards | |
| 43 | 25 | " | UTILIZE |
| 44 | 2 | the way - OK | |
| 46 | 6 | delete nothing | |
| 48 | 5 | I thought they asked if we can change the maximums | |
| 58 | 14 | delete no | |
| 59 | 21 | " | and all and like |
| 61 | 20 | At where we read - delete what. | |
| 61 | 21 | delete when were | |
| 65 | 26 | I must have misunderstood the question I would not have said the respondents were not in the room. | |

Questions

| | | | |
|----------|--------------|-------------|-------------------|
| 69 | 18 & 19 & 21 | - | all one question. |
| 70 | 13 & 15 | | " |
| 86 | 1 & 3 | | " |
| 86 - 87 | - | 17, 18 & 20 | " |
| 93, - 94 | 27, 1 & 3 | | all one question. |

PAGE

LINE

CHANGE

REASON

| | | | |
|----|----|---|--|
| 68 | 17 | we were actually starting our third shift together | |
| 20 | 7 | add - passed on. | |
| 77 | 18 | delete / I thought | |
| 78 | 11 | delete on our shift add available | |
| 78 | 12 | " unless you know | |
| 79 | 18 | delete once our | |
| 79 | 26 | delete they add turns | |
| 80 | 14 | delete one eyes. | |
| 83 | 25 | add clear alarms | |
| 94 | 15 | delete so | |

1 Q Okay. Thank you.

2 MR. JENNER: Okay. That concludes. Thank

3 you.

4 -----

5 WHICH WAS ALL THE EVIDENCE GIVEN TO 5:07 P.M.

6 -----

T. MacDonald