

ENBRIDGE PIPELINES INC.

INTERVIEW
OF
DARIN PARSONS

Tyler W. Tollefson, Esq. Senior Legal Counsel for
Enbridge Pipelines Inc.

Curt Goeson Supervisor - Control Centre
Operations for Enbridge
Pipelines Inc.

Stephen M. Jenner, Ph.D. For National Transportation
Safety Board

Rick Gulstad, PE
and Karen Butler For U.S. Department of
Transportation Pipeline and
Hazardous Materials Safety
Administration

Carissa L. Stabblar, CSR(A) Court Reporter

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1 INTERVIEW OF DARIN PARSONS, TAKEN AT 10:57 A.M.:

2 MR. JENNER: Good morning. Today is

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

4 Jenner, and I'm an investigator with the National

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

6 are currently in Edmonton, Canada at the Crowne

7 Plaza Hotel. We're here in regards to a pipeline

8 spill in Marshall, Michigan that occurred on July

9 26, 2010.

10 I'm going to go around the room and have

11 everyone introduce themselves, and just state your

12 name and who you're with.

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

14 engineer with Pipeline and Hazardous Materials

15 Safety Administration.

16 MR. TOLLEFSON: Tyler Tollefson, senior legal

17 counsel, Enbridge Pipelines, Edmonton office.

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

19 centre supervisor, Enbridge Pipelines.

20 MR. PARSONS: Darin Parsons, shift lead,

21 Enbridge Pipelines in the control centre.

22 MS. BUTLER: Karen Butler, PHMSA [REDACTED]

23 [REDACTED] regional project manager.

24 MR. JENNER: Thank you.

25 QUESTIONS BY MR. JENNER:

26 Q MR. JENNER: Darin, if you could -- we'll

27 just have you state your full name and correct

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1 spelling, please.

2 A Darin Parsons. That's D-A-R-I-N, P-A-R-S-O-N-S.

3 Q And what is your title?

4 A Shift lead, control centre shift lead.

5 Q And who are you employed by?

6 A Enbridge Pipelines.

7 Q I'm just going to start off with just some

8 questions about when you came to Enbridge, and if

9 you can work your way up --

10 A Sure.

11 Q -- your experience, and we'll let you get started.

12 A Sounds good.

13 Q So what year did you come to Enbridge?

14 A I guess officially or? I was a temporary student,

15 summer student, for years but --

16 Q Okay.

17 A -- official hire date, I think, was 2000, February

18 2000.

19 Q And in what capacity?

20 A I was out in the field. I was a utility.

21 Q All right. And if you can just take your career

22 through there.

23 A Yeah, so I spent two years as a utility, one as a

24 gauger in the field. And moved on to the control

25 centre as an operator with the Athabasca system in

26 2002 I do believe. And, yes, spent -- I spent, I

27 think, five years, four or five years with the

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1 Athabasca system.

2 After that, moved on to the gas operations
3 that we had in the control centre. Was there for
4 about a year. And then moved on to operating
5 pipelines in group 2 which consists of line 5 and
6 line 2A, 2B and Cromer terminal. I spent a year
7 there operating and then had moved to the shift
8 lead position, which I currently hold.

9 Q So how long in your current position?

10 A This would be going on three years. End of this
11 year will be three years, so two and a half right
12 now currently.

13 Q And what made you change to the shift lead?

14 A Just career opportunity, career growth, new
15 challenge.

16 Q How's that been going for you?

17 A It's been going well. It's a lot different than

18 operating, but it's -- yeah, it's -- it's a new
19 challenge. And leading people is certainly a lot
20 different than operating pipelines.

21 Q You get to see how the other side works?

22 A Yeah, you bet.

23 Q All right. Grass isn't always greener on the other
24 side, is it?

25 A Yeah. No, it's been good, though. It's been
26 really good.

27 Q Okay. What I'd like to do is have you talk about

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1 the events that happened on your shift on Sunday.

2 A Sure.

3 Q So I'll let you do most of the talking. If you can

4 just tell me about when you came on duty, you

5 probably had a shift changeover?

6 A Yeah.

7 Q Start from there.

8 A Yeah, the shift changeover was -- well, my role --

9 or the desk that I was sitting at operates more of

10 the F and CC we call it, or I guess it stands

11 for -- what's F and CC? Do you know?

12 MR. GOESON: It's the --

13 A Feeder --

14 MR. GOESON: Feeder and connecting

15 carriers.

16 A Yeah, feeder and connecting carriers desk and a --

17 so it wasn't really the pipeline side. Our

18 hand-over there was pretty quiet. There was
19 nothing going on throughout the day, and I'd been
20 on. That would be my third night, so I was well up
21 to speed on what was going on throughout the
22 weekend, and -- but at that hand-over, there was
23 nothing to report on my end.

24 Throughout the night, it was a -- it was a
25 good shift. It was pretty quiet. We had several
26 group meetings talking about HR 18 recognition as
27 well as -- there was three things there. HR 18

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1 recognition --

2 MR. GOESON: It's okay.

3 A Yeah, I can't remember. There was another topic
4 that we were just discussing throughout our
5 meeting, so...

6 And the other shift lead and I, we broke up
7 the room and took small groups, four to five
8 operators per group, in their console areas and sat
9 with them and discussed -- discussed these topics.
10 It went really good. It was a great communication
11 meeting. Got -- got great feedback from the
12 operators.

13 We helped clarify a lot of the questions that
14 they may have had on some of those topics. So it
15 was good. It was -- you know, it was one of those
16 nights where we actually had the time to sit down
17 and talk with the operators in a formal capacity

18 discussing work-related issues.

19 Q These meetings occur just on a --

20 A Yeah, yeah, there's nothing set. It's just

21 whenever something comes up or operators are

22 starting to question things, obviously there's

23 something that needs -- you know, needs some

24 communicating, so we just were there to help

25 support them and -- and talk about those hot

26 topics. And, yeah, it was -- it was really good.

27 Q Good. Okay, and then how long did those

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1 meetings -- when did that take you to?

2 A Actually, you know, those meetings probably from

3 one hour to an hour and a half with each group

4 is -- is how long it took. Obviously some groups

5 were more talkative than others, but for the most

6 part, the meetings I had with -- with my groups

7 lasted about an hour to an hour and a half each

8 group.

9 Q And how many groups are meeting?

10 A We had -- I -- I talked to three groups. And

11 Aaron, I do believe he talked to about five, but he

12 had a couple smaller groups than I had, so... But,

13 yeah, everything was contained within the console

14 group, and so, yeah, it was -- it was really good.

15 You know, afterwards, after our conversation,

16 Aaron and I came back to our desks -- Aaron being

17 the other shift lead -- and we discussed what we

18 found and, you know, some of the things that were
19 brought up by the operators and, you know, wrote
20 down a few things as to what they had said and
21 looked to, you know, help answer the -- answer some
22 of the questions that we may not have been able to
23 answer, so... So it was just kind of more of a
24 debrief between, you know, what did -- what did you
25 hear, what did I hear, that kind of thing.

26 Q Okay. Were you involved in operations particularly
27 with line 6B?

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1 A No. I've never opp -- like, that night?

2 Q Yes.

3 A Okay. Yes, I did have some involvement. That

4 was -- like I said, when we sat down, that wasn't

5 on my desk that typically we -- or that I would

6 look after, but quite often, the shift leads will

7 help each other out. You know, we're -- you know,

8 just happen to bounce around, but I did help out in

9 that -- in that regard, line 6.

10 Q Okay. If you can just fill us in in your

11 involvement --

12 A Sure.

13 Q -- how you helped out and --

14 A Okay. Initially, leading up to the startup of line

15 6, I received a phone call from Tim Chubb, and he

16 had called and said, I'm starting up line 6. I

17 have a valve -- I do believe it was at Minden

18 station that was comm. out. It wasn't a
19 sectionalizing valve. It was just a valve on the
20 line that went comm. out. And he was just calling
21 me to notify -- or calling us, the shift leads, to
22 notify us that there was a valve comm. out and that
23 he was going to start up under comm. out procedures
24 and just get -- let us be aware, so... I said,
25 "Great. Thanks, Tim." Moved on.
26 He started up, and then at that point, I
27 didn't get involved until the -- what was it? I

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1 guess the process. Aaron -- Aaron got the phone
2 call from Tim saying we've reached our ten-minute
3 rule, and we had column sep., suspected column sep.
4 and we reach our ten-minute rule, hadn't filled it
5 in.

6 After Aaron had done his calculations and the
7 line was shut down, we -- I got involved, and I did
8 some recalculations on line -- line drain. So when
9 the line drained off, we weren't too sure -- sorry,
10 when we calculated our numbers, Aaron got 610 cubes
11 I think was what was drained off, so we were
12 anticipating that, and that was the number that was
13 based on our shutdown.

14 After the line was shut down, I went to the
15 operators and recalculated the numbers with them,
16 and I -- I got 632, so...

17 Q You're looking at the same numbers, doing your own

18 analysis --

19 A Yeah, doing my own analysis, trying to figure out.

20 Because there was several shutdowns on the line

21 throughout that process, certain legs of the

22 pipeline had drained off. So we were just trying

23 to calculate roughly how much volume had drained

24 off prior, you know, to accommodate or to account

25 for the volume that we're putting in.

26 Q Right. So the discrepancy between the 610 and 632,

27 does that mean you're considering some other

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1 information?

2 A Well, no. We -- the information that I was using
3 was strictly based on trends and -- and flows. So
4 I was looking at the flows and when valves had gone
5 closed on the line, and -- and that's -- that's the
6 volume I use.

7 So when the sectionalizing valve went closed
8 at Stockbridge versus when the volume stopped at
9 Sarnia, that was, you know, the time frame. I'm
10 not too sure what Aaron used for his time, but 610
11 cubes to 630 was pretty close.

12 Q That's close enough for --

13 A Yeah.

14 Q That's really not a discrepancy?

15 A No. No.

16 Q Okay. So did you two compare numbers --

17 A Yeah.

18 Q -- and came up with basically --

19 A Yeah.

20 Q -- the same thing?

21 A Yeah.

22 Q So if you can just fill me in a little more on the

23 line drain. What does that mean?

24 A Line drain is when you -- when you stop the source

25 of your -- the source of your pipeline coming in,

26 it's still draining off at the bottom end. So you

27 still have flow going out, but you have no flow

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1 going in.

2 So if you were to put 1,000 cubes in and you

3 shut your pipeline down, you're going to have 1,500

4 cubes out just to kind of give you an idea. So

5 your line is drained off and so that when you start

6 up, you're going to have to pack the line so your

7 in volume is going to be less than your out volume.

8 Q Right. Thank you. Okay, so you two were looking

9 at the similar numbers after your calculations.

10 And how quickly are these numbers calculated?

11 A I think within a matter of 15 minutes, like, by the

12 time we've gone through the line fill reports and

13 go back in -- into previous days' shutdown and

14 getting that. So about 15 minutes.

15 Q Okay. Are these similar type of calculations? You

16 do these every day?

17 A We don't do the calculations every day as shift

18 leads, but the operators do. Like, they should be
19 calculating their numbers in and out. So on our
20 line-fill report, we have over and shorts, an over
21 and short report, and the over and short tells you
22 how much volume has been in and out. Kind of
23 balances your line.

24 But for our purposes, we don't typically
25 calculate until something like this occurs. Like,
26 if there's a suspected column separation, that's
27 when we would get involved and start doing a little

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1 more investigation.

2 Q Okay. So after this -- again, you're looking at

3 comparing numbers --

4 A Yeah.

5 Q -- what discussions are happening then?

6 A At that time, Aaron and I had -- when we shut down

7 the pipeline, we had discussed the -- the volume

8 that we had pumped in and the volume that we had

9 pumped out and why we couldn't put the column back

10 together.

11 Q Okay. And what did you -- what conclusion did you

12 come to?

13 A Yeah, at that point, we felt the -- looking at our

14 pressures coming into the line that we potentially

15 didn't have enough horsepower or energy, I guess,

16 to overcome the column because of -- of the drain

17 that we experienced on the startup.

18 So when we go to open up valves for the line
19 prior to startup, you're going to drain off. So
20 the holding pressure at Sarnia wasn't -- wasn't
21 holding the line, so it had drained off
22 considerably. So that was one -- one thought that,
23 you know, there -- we've got an added drain that we
24 didn't need. We want to put the column together,
25 but it drained off.
26 And then at that point, because we are
27 bypassing Niles for a pig, we didn't. And we only

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1 have one unit available at La Porte which is
2 upstream on Niles, and we were limited to power
3 on -- at Griffith. We felt we didn't have enough
4 energy to -- to overcome that column separation.

5 In addition, we had Minden station on, and we
6 felt we put it on too early.

7 Q And what's the problem with putting it on too
8 early?

9 A That it wasn't -- it wasn't providing enough energy
10 to get -- to push the column together.

11 Q Thank you. Okay, so after this discussion --

12 A And when we -- yeah, after the discussion, we -- we
13 looked at some pressure trends. It looked as if we
14 were building pressure at Minden. So when you're
15 overcoming the column separation, typically what
16 will happen is the upstream station will start
17 building discharge pressure. So when we saw that,

18 we figured, okay, we're close to doing it, but
19 potentially we didn't get it -- didn't quite get
20 there before we shut it down.

21 So at that point, I had phoned Blaine
22 Reinbolt, the CCO on call.

23 Q Blaine --

24 A Reinbolt, R-E-I-N-B-O-L-T.

25 Q And he's the --

26 A He would be the CCO admin. on call, control centre
27 administrative on call.

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1 Q And where is he located?

2 A He's in -- located in Edmonton. He's actually in

3 the control centre after-hour support, so he --

4 actually, he was at home when I called him.

5 Q Okay.

6 A He's a supervisor in the control centre.

7 Q Okay.

8 A So I called him to notify him of the situation,

9 gave him the information we had. And in addition,

10 we also had the MBS analyst with us to help explain

11 the pressure profile and potential column

12 separation.

13 Q So you're calling the --

14 A It's our supervisor.

15 Q Right. You're calling him at home?

16 A Yeah.

17 Q I imagine -- is that done frequently? Is that done

18 rarely?

19 A I guess it all depends on the type -- types of
20 incidents. Our procedures have, you know, when to
21 call them, and that's -- that's when we get them
22 involved. So, you know, you follow procedure and
23 it says call CCO admin, call regional management,
24 call the police, whatever it is, that's when we
25 would follow that.

26 So typically we wouldn't -- maybe on a week --
27 during a week on average, maybe two, three calls a

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1 week after hours.

2 Q I see. Now, this is after the second time you

3 start up the line you attempt --

4 A No, this is before.

5 Q Before the second?

6 A Yeah.

7 Q Okay. So what was the conversation you had with --

8 A So the conversation with Blaine was give him the

9 information we had, which was based on the pressure

10 in our startup, we hadn't put the column back. And

11 based on our pressures, we figured, well, two

12 things: One, either we didn't have enough power

13 there, or two, we had a leak.

14 Q Who first mentioned the possibility of having a

15 leak?

16 A I do believe I mentioned it to Blaine. Like, I --

17 I said I couldn't explain the volume in without the

18 volume out.

19 Q All right. And what was Blaine's perspective?

20 A So with -- at that time, I had the MBS analyst with

21 us as well on the phone, and there was the three of

22 us, and we had discussed that at that time, we felt

23 that we probably didn't have enough energy to

24 overcome the column.

25 At that point, we just -- Blaine asked us

26 what -- what are our scenarios, and it was the two,

27 either we had a leak, or we didn't get the column

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1 sep. At that point, he said, "We'll start up under
2 the same ten-minute rule. If we don't get it back
3 together, we'll shut it down."

4 Q Okay.

5 A So at that point, I got off the phone with Blaine.

6 I think I -- I think we called him around 3:30 at
7 that point. So we spent some additional time after
8 that still investigating prior to our startup. So
9 it took us probably 50 minutes roughly.

10 Q Five zero?

11 A Five zero minutes until we actually started it up.

12 Q And what's going on during that period?

13 A During that period, we're still doing our
14 investigation. We're still unsure our -- still
15 couldn't explain the -- the volume at that point.
16 We used the line-loss calculator to help calculate
17 how much pressure we needed to overcome, so to

18 overcome the line loss and elevation to get the

19 column back together.

20 So at 17 -- or not -- sorry, not 17. 4:20, I

21 do believe that's when we started up the line.

22 Q Is that MST or --

23 A Yes, sorry, that's MST.

24 Q That's fine. Okay, let me just ask you when you

25 said you couldn't explain the volume --

26 A Yeah.

27 Q -- and just the big picture of what -- what

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1 couldn't you explain?

2 A So the volume in versus the volume out on the line.

3 So we had put 1,400 cubes in, and at that point,

4 we'd taken 300 out. And those would be approximate

5 numbers at that time.

6 Q Okay. So you have to account for eleven --

7 A Yeah, exactly, 1,100 cube difference, yeah.

8 Q Besides a leak, what other explanations are

9 feasible?

10 A Column separation. Some -- I'm not familiar with

11 line 6 and the elevation profile. I know on other

12 lines it may take -- depending on where the

13 stations are, you can drain off quite a bit. So

14 based on that --

15 Q Could explain 1,100?

16 A Yeah.

17 Q Okay.

18 A So and then at that point, I'd gone to the operator
19 and said that we could start up the pipeline again
20 under the -- under the column sep. and -- column
21 sep. procedure. And so I sat with the operator and
22 watched him do the startup.

23 Q All right. In terms of following procedures for
24 the startup, did things go as --

25 A Yeah, things went as -- as -- well, not what we
26 expected. We figured we were going to put it
27 together.

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1 Q Right.

2 A And after the ten minutes, it wasn't put together.

3 We shut down again. I think it was shortly after

4 ten minutes.

5 And I guess just to clarify that ten-minute

6 rule, I don't know if you've been informed of it,

7 but once we have the station on upstream and show

8 differential pressure, if we don't have any

9 pressure at the downstream station in ten minutes,

10 then that's when we shut down.

11 Q Right. Okay.

12 A Yeah, so...

13 Q Okay, so now you went through the procedures of

14 shutting it down?

15 A Yeah.

16 Q Did that shutdown process go according to

17 procedure?

18 A Yeah.

19 Q All right. So then what?

20 A So then after that, we had shut down the line. I

21 do believe Blaine called in to see -- get an update

22 on where we were at. And at that point, we --

23 after using the line-loss calculator, we'd figured

24 we didn't have enough horsepower upstream just to

25 overcome that.

26 Q Is that your discussion with Blaine at this -- did

27 you talk to him when he called in?

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1 A Yeah, yeah, I talked to him.

2 Q And so you guys are brainstorming again?

3 A Yeah. At that point, he just wanted an update on
4 how -- how it went because we had talked to him at
5 3:30 and we didn't start up until 4:20. So by the
6 time 4:30 rolls around, he had -- he didn't know if
7 we were still running or not, so it was a little
8 more delayed. So he thought we had been running.

9 At that point, yeah, I talked to Blaine, but
10 before I -- before I talked to Blaine, calculations
11 were done by Aaron on the line-loss calculator, and
12 we -- looking at the pressure, it looked like we
13 didn't have enough at Minden station to overcome
14 the column.

15 Q At Minden station?

16 A Yes, upstream. And that information is what I gave
17 to Blaine.

18 Q Now, would that come as a surprise that there's not

19 enough pressure at Minden station to overcome?

20 A I'm not familiar with that given the fact -- like,

21 that line for the pressure and the elevation.

22 Given the fact that we had limited power at

23 Griffith, one station at La Porte and bypassing

24 Niles, it -- and then Minden only having the one,

25 we were limited on our suction. Couldn't get

26 enough discharge to -- to overcome.

27 Q Limited on suction and --

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1 A Yeah, and then we just didn't have enough
2 differential pressure to -- to overcome.

3 Q So in your analysis or discussions that the issue
4 with La Porte and Niles is explaining the lack of
5 horsepower?

6 A Yeah, and at that point when I was speaking with
7 Blaine on the phone, I said I do believe we've got
8 it looking at this -- this pressure. I think it
9 was three -- we needed 320 pounds at Minden to
10 overcome the line loss and the elevation, and we
11 were only getting 270 at Minden, so it looked like
12 we just didn't have enough to...

13 Q And you needed 320 you calculated?

14 A Yeah.

15 Q Okay.

16 A Yeah, it's -- at that point, after getting off the
17 phone and notifying Blaine, shortly after it was

18 shift change at that point.

19 Q Okay. Who did you hand -- you have discussions

20 with --

21 A Yeah.

22 Q Who did you talk to?

23 A I talked to Brad Ashcroft.

24 Q And what did you inform him?

25 A Of the situation from -- I guess it would be 1

26 o'clock to shift change that line 6, we couldn't

27 get a column together, and the line is currently

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1 down. Gave him the information on what we had gone
2 through for the night, how much drained off, how
3 much we put in, how much we took off.

4 Q Okay. And so you're at the -- you're at the end of
5 your shift now?

6 A That's the end of the shift, yeah.

7 Q Great. Thank you for that.

8 You're -- we've talked to people before, and
9 this is the first time that someone has mentioned
10 possibility of a leak.

11 A Yeah.

12 Q What we've heard everything up to now is that all
13 the discussion is around the -- what you just
14 described, and everything justifies that
15 discussion.

16 A Mm-hm.

17 Q You can -- you can understand that. When you raise

18 the issue of a leak, was -- how far did that

19 discussion go?

20 A Aaron and I discussed it not so much in words of

21 leak, but how can you -- how can we explain the

22 difference in the volume in and the volume out.

23 Q Right.

24 A We -- we didn't -- we couldn't explain that. And

25 at that point, that's when we got Blaine involved.

26 We gave Blaine the information. We felt that we

27 didn't have enough pressure to overcome the column.

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1 For me, I still had -- had the -- like, I didn't --
2 I wasn't comfortable with, I guess, the volume in
3 and the volume out.

4 From a technical standpoint, maybe not my
5 strongest suit in the position, but at that point,
6 I didn't -- looking at my numbers, I couldn't
7 explain it.

8 Q Well, when you said, you couldn't explain it, but
9 earlier, could it have been explained by the column
10 separation?

11 A That's -- and that's what I was looking at, it was
12 column -- I'm assuming it's column sep. I didn't
13 hear otherwise from the operator that, you know,
14 this potentially is a leak or -- or a -- or a
15 problem. So I -- I wasn't, I guess, aware that
16 situation potentially could be a leak.

17 Q Right. Now, the operator certainly at the SCADA

18 can start pulling up trends. Is there anything --
19 if you on your own wanted to explore that
20 possibility, is there anything you could do on your
21 own, or do you have to talk to other people with
22 the equipment?
23 A No, I can do all my investigations there and look
24 at it. I mean, we pulled up a lot of trends that
25 night trying to explain, you know, our flows, our
26 drains, but all our focus on was that point. It
27 wasn't what happened the day before.

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1 So we were trying to explain -- I -- I didn't
2 know that the line shouldn't have zero pressure at
3 that column sep. Like, so where -- where that
4 column was, I didn't know that was not right.

5 Q Did it know that it --

6 A It shouldn't have been zero.

7 Q But it was zero --

8 A Yeah, yeah, upon startup.

9 Q Did you know it was zero, or did you --

10 A I didn't know when they started up, no. When they
11 started up the pipeline, we start up as -- as per
12 normal. At that point, when we shut down, it goes
13 to zero. I wasn't aware that was wrong.

14 MR. GOESON: You mean not normal --

15 A Yeah, not normal.

16 MR. GOESON: -- or typical?

17 A Yeah. Because there's -- there's quite a few

18 locations on our pipeline system that when you shut
19 down, your line will drain off, and you'll be at
20 that, you know, zero to 10 pounds. It's just the
21 way the elevation goes. So I did not know that
22 wasn't normal. But the initial startup, I wasn't
23 aware that was zero.

24 MR. JENNER: Okay, thanks very much so far.
25 What we'll do is go around the room, and Karen is
26 on the phone. So, Karen, do you have any
27 questions?

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1 MS. BUTLER: I do.

2 QUESTIONS BY MS. BUTLER:

3 Q MS. BUTLER: I'm going to make you back up

4 a little bit on a couple things.

5 A Sure.

6 Q Some of this is just shoring up some details, so I

7 don't think that (INDISCERNIBLE) ask the questions

8 has any direct relationship. I want to just make

9 sure I'm not missing something.

10 I see that you -- starting off with you talked

11 about you had two meetings at a specific console.

12 You're rotating around the room. Do you know what

13 time your meeting was on 6B?

14 A Our meeting at 6B?

15 Q Yeah, what time you would have been impacting that

16 particular console.

17 A That would have been -- it would have been prior to

18 midnight MST.

19 Q Okay.

20 A So it would have been -- we probably ended it 2300,

21 2345. That was my last console of the night, that

22 group.

23 Q Okay.

24 A And just -- I guess just to give you an

25 understanding of where the meeting was situated,

26 we've got four consoles that back on to each other,

27 and I sat in the middle of the four -- the four

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1 consoles. So they weren't away from their desks;
2 they were sitting at their desks.

3 Q Okay. And I wanted to make sure that in your past
4 experience, you didn't operate this particular
5 console line; is that correct?

6 A That is correct.

7 Q Okay. When you got trained for your supervisor's
8 job, did they cover any of the details associated
9 with this particular console, like, what normal
10 operations would be, where pressures are expected
11 to be --

12 A No.

13 Q Okay.

14 A No.

15 Q Do you know if they had covered that with your
16 copartner, like, Aaron?

17 A No, but I believe he ran the console.

18 Q All right. Okay, I think you said later on --
19 we're moving on down now on what you told us today.
20 We talked about bypassing Niles for a pig, and we
21 had limited power at Griffith, and then there
22 was -- one unit was only available at La Porte.
23 Can you tell me what was -- all was going on at
24 La Porte?
25 A At La Porte, they -- they have four units there,
26 and only one of them was available. The other ones
27 were locked out for fieldwork. So they only had

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1 one available. So there was no unit lockouts or
2 anything like that. It was just for normal
3 operations. At the time, only -- you only had one.

4 Q So when you say normal fieldwork, meaning normal
5 maintenance on that specific unit or scheduled
6 maintenance?

7 A Yeah, I don't know exactly why those -- those three
8 were locked out, but for field reasons, they were.

9 Q Okay. Would that type of thing be in the FacMan
10 system, that type of -- what might be going on
11 there or not?

12 A Yes, it should.

13 Q Did you enter anything into the FacMan system --

14 A No.

15 Q -- during shift?

16 A No.

17 Q Okay. Give me just a minute. I have to type in.

18 A Yeah, no worries.

19 Q Okay, so we move on a little bit. We've talked to
20 a supervisor in the field. Did the supervisor in
21 the field give you any other suggestion as to what
22 might be going on?

23 MR. GOESON: So that wasn't a supervisor in
24 the field, Karen. That was a control centre --

25 MS. BUTLER: I'm talking about Blaine
26 Reinbolt. Sorry. I'll try to do better.

27 A Yeah, Blaine Reinbolt is in -- here in Edmonton,

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1 and he's our supervisor for our control centre. He
2 was the on-call for the control centre.

3 Q MS. BUTLER: Okay. And did he give you any
4 other possibilities? Did he tell you think leaks
5 first, or did he tell you -- give you any other --
6 well, you're probably short horsepower because
7 we're doing maintenance or --

8 A No.

9 Q Okay. But he knew you were running a pig?

10 A Yes, he did.

11 Q Did he know about any other line work that might be
12 going on?

13 A The information I gave him when I was on the phone
14 with him was that we had horsepower issues at
15 Griffith, one unit only available at La Porte.
16 Niles was bypassed with a pig coming by.

17 Q Okay. Would -- you mentioned that you're not

18 familiar with the elevation differences on 6B, but
19 is there a way -- within this line-loss calculation
20 tool, are you actually entering the elevation
21 differences based on data from, say, one line
22 diagrams or a profile?

23 A I -- I didn't enter the information into the
24 line-loss calculator, but we do have access to the
25 elevation, so I do believe it was 300 feet.

26 Q Okay. But is the elevation difference something
27 you would manually put into that line-loss

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1 calculator?

2 A Would the out -- sorry, say that again, Karen.

3 Q Would the elevation be something that you

4 traditionally enter into the line-loss calculator,

5 or are those, like, already coded in or --

6 A No, it's something that we -- we would enter in

7 there.

8 Q Okay. Is this interfaced with any other system

9 like your line-loss calculators? Is it interfaced

10 with anything else, or is it just a separate tool?

11 A It's -- it's just a separate tool that we use from

12 time to time. Personally, I don't use it very

13 often.

14 Q Okay. So when you're using that, would you have to

15 know whether you're moving, like, heavy crude or

16 light crude? Would that be one of the parameters

17 that --

18 A Yes.

19 Q All right. Okay. Another issue just to clarify

20 that I understand where we started for the night.

21 Before you came in, were you made aware that Niles

22 was already bypassed?

23 A No.

24 Q Okay. Do you know if it was?

25 A No.

26 Q Is that something you would normally be told about?

27 A No, not -- not typically, Karen. We -- we run

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1 several pigs on our line, and operationally, the
2 shift leads don't typically need to know that.

3 Q The reason that this gets into the segment then I'm
4 curious about is because, you know, I would think
5 that when you're looking at line-loss calcs and
6 what's up and what's down, what you're capable of
7 interjecting and energy to overcome that, that
8 somewhere you would have to know the circumstances
9 on the pipeline in order to do that adequately.

10 So is there, like, a routine check sheet that
11 you go through that would include that type of
12 thing, or is it just like what the previous shift
13 operator thought was important or the previous
14 shift lead?

15 A Not -- not from the shift lead perspective, no. We
16 don't have a routine rundown that would explain
17 stations that are bypassed due to pig runs.

18 Q So if an operator calls you and says as a shift
19 lead, "Hey, I've got this leak alarm or MBT [sic]
20 alarm here, I need help figuring out what's going
21 on," then what would you normally just immediately
22 proceed with? Would you immediately call the leak
23 analyst and let them explain it or what happens?
24 A Yeah, typically when the operator will call us, we
25 will call the MBS analyst, and they will take a
26 look at it as well as the shift leads. Shift
27 leads, we just -- we look at -- we're limited to

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1 the information we can have on -- on MBS, but we've
2 got a few trends that we can look at in order to
3 see how the profile -- how the profile looks.

4 Q Okay. So in that profile, I would assume that a
5 bypass station would be significant?

6 A No. No, it's typically not isolated. I shouldn't
7 say "isolated." We still have a transmitter at the
8 station, but it -- and that transmitter is not
9 isolated. So you just wouldn't see differential
10 pressure. You wouldn't see a station online, but
11 the MBS system is able to see that.

12 Q Okay.

13 A So just your profile changes on your line, Karen,
14 so that's -- that's all it is. It doesn't --
15 won't --

16 Q Okay, so I guess I jumped to a conclusion there
17 where because you would see a profile that would

18 look maybe a little different --

19 A Yeah, the profile looks different, but it's -- but

20 it's explained.

21 Q Okay. So what you're going to see is it's going to

22 look a little different, so you might normally ask

23 questions around that if you weren't sure what was

24 happening. Is that a better way to look at the

25 story?

26 A If the -- yeah, if the station isn't on line,

27 you'll just see a larger line loss in -- in your

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1 pressure from the upstream station to the next
2 stream station.

3 Q Thank you.

4 A And when I say "line loss," you'll see a gradient
5 that's -- that's, I guess, not as steep and a
6 little longer.

7 Q Okay. Okay. When you -- I'm a little bit confused
8 in one aspect about what was going on in the
9 control room, and that is if we had already
10 bypassed Niles, and we're getting ready to start up
11 under that condition, and we're checking out our
12 horsepower situation -- we had bypassed Niles
13 simply because of a pig in the line; right?

14 A Yeah.

15 Q Do we know where the pig is during this review?

16 A Yeah. At the time of the startup, the pig was one
17 hour upstream of Niles.

18 Q Okay. And then were we tracking it during the

19 shutdown and then the startup again?

20 A Yes, we were.

21 Q Okay. Where did it wind up?

22 A I don't know.

23 Q Okay. All right. The reason I'm asking that is

24 was there any chance that in this time frame, we

25 actually moved it past Niles?

26 A I don't -- I don't know how far they moved it.

27 Like --

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1 Q Okay.

2 A Yeah, I don't want to speculate where it actually

3 ended up with a chance there, but I don't know,

4 Karen.

5 Q That's fine.

6 A Yeah.

7 Q Okay. You made a comment that at the initial

8 startup, and I'm talking -- I think you meant

9 during your shift. Was not aware that zero

10 pressure was there. Does that mean at any point on

11 the pipeline or just between a couple stations?

12 A Oh, just between -- just at Marshall.

13 Q Okay, so this was just at Marshall, okay.

14 Now, when you say that, does that mean that

15 normally somebody would have told you, or is that

16 just something that happens occasionally in your

17 particular job, and so you just wanted us to know

18 you just weren't aware of it?

19 A Yeah, in -- in our position, typically we would

20 only be aware of it if it came -- it was brought to

21 our attention.

22 Q Did you have any MBS alarms for Marshall?

23 A I don't know.

24 Q Okay. Sorry, give me just a minute here.

25 A Yeah, no worries, Karen.

26 Q If we could, like, shift gears for a minute a

27 little bit entirely, and that is at this particular

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1 point in time after the second shutdown, do you
2 believe there was a leak in your line?

3 A After the second shutdown?

4 Q Right. You stated the two ten-minute intervals;
5 right? You had one first and shut down. We tried
6 it again. Shut down. We had exceeded two ten
7 minutes, if I understood this right, shutdowns. So
8 I'm just asking at that particular point in time,
9 what's your mindset? That we still just don't have
10 enough horsepower?

11 A Yeah. I thought leaving our shift, after handing
12 it over, I was -- I thought that we had been able
13 to explain it not overcoming the line loss and the
14 frictional loss of your -- your station from Minden
15 to Marshall without the horsepower.

16 Q So from the previous interview, we heard that the
17 control room gets pretty busy regarding calls at

18 various points in time, like, people just from the
19 field or around the pipeline wanting to know what
20 was going on; plus there was work going on. Was
21 there an increase in call volume while you were
22 shift lead at any point?

23 A Not from external field contacts or anything like
24 that. The increased communication was strictly in
25 the control centre with the exception with Blaine
26 Reinbolt.

27 Q Okay. All right. All right. Is there any time

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1 during your shift that we actually asked any field
2 people to go out and check to see if there was a
3 leak?

4 A No, not from our -- yeah, not from our console.

5 Q Okay. So was -- is that typical, or is that, like,
6 something that was due to the time of day? Fill me
7 in a little bit on that.

8 A No, at that point, having spoke with the on-call
9 CCO supervisor on call, Blaine, at that point when
10 we restarted the second time, you know, if we're
11 not going to -- if we couldn't explain it, field
12 personnel were going to be out there right away.

13 Q Okay. So your thinking was we talk to Blaine a
14 second time. I'm getting ready to leave my shift.
15 I'm handing it over, and they're going to call out
16 field people; is that your thoughts?

17 A Yeah. There was a field pers -- there was field

18 personnel at Marshall when we left.

19 Q Okay. Have we asked them if they seen anything?

20 A I never spoke with him --

21 Q Okay.

22 A -- but I'm not too sure who did -- heard that there

23 was no issues out in the field.

24 Q Okay. So someone spoke with them?

25 A Yeah.

26 Q But you're not sure who, okay.

27 So in your mind, looking back, do you think

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1 you know when a leak occurred?

2 A In my mind looking back, I couldn't -- and looking

3 at the pressure trends during our shifts --

4 Q Right.

5 A -- I couldn't see that there was one.

6 Q Okay. Now, I know that the operator can also look

7 at pressure trends. In your leak detection

8 specialty, your analyst, do they also pull up

9 things and chat about it just in general that, you

10 know, like, I do not believe it a leak because of

11 the following things? Did any of that type of

12 specific discussion go on?

13 A Yes.

14 Q Okay. So and their explanation was, in fact, the

15 horsepower restrictions?

16 A Yes.

17 Q And they -- would they have been looking at the

18 same historical trends or pressure trending that

19 you were, or do they look at their own?

20 A They look at their own -- their own trends on their

21 MBS system.

22 Q If you could change any communication about that

23 day, is there any one thing you would change?

24 A I think I would have more communication with the

25 operator.

26 Q When we talk about that, do you think that that

27 didn't happen because he was busy, or what's your

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1 thoughts on why that might not have occurred?

2 A Looking back at it, nothing was said to me that

3 anything appeared abnormal, so I felt that I -- I

4 didn't ask the questions that may have helped the

5 investigation of -- of this.

6 Q If you were to ask that question of him now, what

7 are the types of things you think he would tell

8 you? Like, if we could do it over and do it better

9 because that's part of what --

10 A Yeah.

11 Q -- every investigation is about, and that's what we

12 want to help get at is how to make it safer or how

13 we -- how we wrap these communication glitches up.

14 You know, what do you think now -- if you had gone

15 to him and asked, you know, "What's the norm (ph)

16 on your system," what do you think he should have

17 responded with?

18 A I think he would have -- he should have responded

19 with this is never zero. This pressure is never

20 zero on a shutdown.

21 Q Okay. At that particular point?

22 A Yeah, at that point. I never asked the question,

23 so...

24 Q Okay. All right. And I appreciate that.

25 Do you think that there's anything that could

26 have changed or been better in the communication

27 between you and the analyst?

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1 A No.

2 Q Okay. What about you and the supervisor that you

3 had to call in?

4 A No, I think -- I think that was -- that was good

5 given the information I had.

6 Q I think the only additional question I've got for

7 you I think and we'll quit is I kind of talked to

8 you about when you left your shift, you thought it

9 was a leak, but looking back, do you think you know

10 what and when it happened?

11 A No, sorry, Karen, when I left my shift, I didn't

12 think it was.

13 Q Right. But looking back and now that we know there

14 was --

15 A Yeah.

16 Q -- based on the things that happened on the shift

17 that you were there -- it's always easier to play

18 this backwards.

19 A Yeah.

20 Q Do you know what happened and when it happened?

21 A Do I right now?

22 Q Yes.

23 A Yeah, I know what happened now.

24 Q Okay. So what did happen?

25 A That we had been leaking prior to our startup.

26 Q And you think that because? And you're talking

27 about prior to your initial startup or your second?

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1 A Initial startup.

2 Q Okay. And do you have any idea why that leak
3 occurred?

4 A No.

5 Q Okay. Do you think it was leaking prior to your
6 shift?

7 A Yes.

8 Q Okay. And when I say that, why -- what makes you
9 think that?

10 A Because Marshall was at zero pressure when we
11 started up.

12 Q Okay. Is -- Marshall being at zero pressure when
13 you started up, was that something that someone
14 else brought to your attention later or something
15 that you just remembered from the hist. trends? Or
16 fill me in on that.

17 A Marshall being zero?

18 Q Yeah.

19 A I became aware of that after the shutdown.

20 Q After the second shutdown?

21 A After the first shutdown.

22 Q Okay. And so do you have any reason to believe

23 that the operator was aware of it prior to that?

24 A Yes.

25 Q Can you fill me in on that?

26 A No.

27 Q Okay. All right. Okay. All right.

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1 A He -- sorry, Karen, I guess just to answer that,
2 he'd have to know that that's zero to -- in order
3 for the ten-minute rule to take effect.

4 Q Okay. Okay. So that's what triggers that in your
5 mind?

6 A Yes.

7 Q Okay. All right. And was there anything else said
8 in hindsight that makes you wonder about if it was
9 already -- you know, you mentioned zero pressure
10 and the initial startup and you know it was leaking
11 prior to your initial startup. Is there anything
12 during the shift exchange or information that's
13 been relayed to you since or in thinking back to
14 conversations that meant it was leaking before your
15 shift?

16 A No.

17 Q Okay, and with that, I think I've given you my

18 question list for now. Thank you.

19 A Thanks, Karen.

20 MR. JENNER: Thanks. Rick?

21 QUESTIONS BY MR. GULSTAD:

22 Q MR. GULSTAD: Yeah, I got a few things I

23 circled, and I think you might have answered some

24 of these, but I'll just ask you just for --

25 A Sure.

26 Q So when you were starting up Minden, you -- were

27 you monitoring pressure at Marshall at that point?

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1 Were you -- you mentioned you were -- no pressure
2 buildup at a downstream station, but you didn't say
3 what station you were monitoring.

4 A Yeah, on the initial startup, I wasn't involved
5 with -- with that process, so I -- because I sit at
6 a different desk, it's not my area of
7 responsibility. It would be for Aaron.

8 But to monitor pressure on the second startup,
9 I would -- when we start Minden station, we monitor
10 downstream, which is Marshall, and once we get
11 differential and I sat with Tim and we watched it,
12 Minden was started at -- we got differential at, I
13 do believe, 420 by the time that was started, and
14 then we saw 4 pounds. So it went up 0 to 1 to 2 to
15 3, 4 pounds.

16 Q At Marshall?

17 A At Marshall. And then that was it. So at that

18 point then, it levelled off at 4, and we shut it

19 down.

20 Q It never went any higher than 4?

21 A No.

22 Q And you mentioned a couple times about the pressure

23 shouldn't have been zero, but you're referring to

24 Marshall it shouldn't --

25 A That's right. That's right.

26 Q Okay.

27 A Knowing now, I was unaware of it.

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1 Q That was never communicated to you?

2 A No.

3 Q But the controller would have seen on his panel

4 that it was zero at Marshall?

5 A Yes.

6 Q You mentioned an elevation change of 300 feet in

7 your line-loss calculation. Where would have that

8 been from?

9 A So from Minden to Marshall, that's 300 feet up. Up

10 the hill you have to pump.

11 Q Okay. Do you have an elevation profile that the

12 controllers see as well?

13 A Yes.

14 Q Do they see that right on their screen?

15 A Yeah.

16 Q Okay. And then just a question about Mr. Chubb.

17 So you're kind of his shift lead?

18 A Yeah.

19 Q Have you worked with him quite a bit?

20 A He's been on our shift this year. This is the

21 first I've really worked with him since January.

22 And my dealing -- he's -- he's not my

23 performance -- I don't do his performance

24 evaluation, so I don't meet with him on that

25 respect, but kind of half of our shift, Aaron and I

26 will split our shifts up. Half -- so say the two

27 days, I'll sit on the pipeline side, which is where

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1 Tim operates, and the next two days, I'll sit on
2 the F and CC side, which he doesn't sit with. But
3 I'm not directly responsible for the operational
4 side of things.

5 However, Aaron and I -- obviously if someone
6 is out of the room, we'll always help out, jump in
7 to -- these investigations or incidents or, you
8 know, give support where needed.

9 But my direct relations with Tim, you know, I
10 see him on shift every day, so...

11 Q Is he good about asking questions if he needs
12 assistance?

13 A Yeah, he's pretty cautious. He's -- he looks --
14 yeah, he's pretty cautious and genuine in his
15 questions, and he's not afraid to come up, and he
16 comes up quite a bit.

17 Q Okay.

18 MR. GULSTAD: So, Tyler, you might want to

19 add to your list an elevation profile. I think I

20 would like to see that.

21 MR. TOLLEFSON: Okay.

22 MR. GULSTAD: That's all the questions I

23 have.

24 MR. JENNER: Okay, thank you.

25 MR. TOLLEFSON: And that's for line 6B?

26 MR. GULSTAD: Yeah.

27 MR. TOLLEFSON: Okay.

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1 MR. JENNER: Curt, do you have questions?

2 MR. GOESON: No, I don't.

3 MR. JENNER: Okay, we're going to go around
4 just for a few follow-ups.

5 A Sure.

6 MR. JENNER: Do you need a break? Are you
7 okay?

8 A No, I'm good.

9 MR. JENNER: Great.

10 FURTHER QUESTIONS BY MR. JENNER:

11 Q MR. JENNER: I just have a few. When you
12 know there's a column separation, how precise of a
13 location can you pinpoint it? Is it within a mile
14 range, 10-, 20-, 50-mile range?

15 A Yeah, we can -- we can pinpoint, yeah, within a
16 mile.

17 Q Within a mile?

18 A Yeah.

19 Q Okay. Do we now know that that column separation

20 is the site of the leak?

21 A Do I know?

22 Q Do we? Is that -- is that your understanding at

23 this moment?

24 A Oh, yes.

25 Q Okay.

26 A Yeah. Actually, sorry, where the column separation

27 is not where the leak is. My understanding is it's

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1 just downstream of Marshall.

2 Q How far downstream?

3 A A mile.

4 Q Okay.

5 A Yeah.

6 Q That's -- I'm trying to get a --

7 A From -- from what I've heard.

8 Q Okay.

9 A Yeah.

10 Q Just to clarify something, a question you were

11 answering with Karen about pressure trends. I

12 wasn't sure. Did you look at pressure trends

13 during your shift?

14 A Yes, I did.

15 Q You did. And from that, you could not see a leak.

16 That was not your interpretation of the pressure

17 trends?

18 A Right. The pressure trends that I looked at were
19 trends on my shift. So when we came in and it's
20 showing zero, I'm looking at it as if it's normal.
21 And then when they start up and the pressure comes
22 up to 4 pounds, okay, we're just about there, but
23 how come we're not getting it? How come we're not
24 filling it up?
25 Q Oh, so your pressure trends are from a shutdown
26 line?
27 A Right.

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1 Q So naturally it's going to be --

2 A Right, it was zero when it started. So when I go

3 to look at my trends, I'm -- I'm looking at it,

4 okay, well, it's zero at Marshall. It comes up

5 4 pounds, and then we shut down, and it comes back

6 to zero.

7 Q Okay, so you're just looking at a very small --

8 A Yeah.

9 Q -- range of pressures?

10 A It's, you know, within the startup time. So go

11 back as far as 2300 MST to when we ended up doing

12 our final shutdown at 4:30 MST.

13 Q Okay.

14 A So the trends that I was looking at would -- is

15 that time frame.

16 Q Now, if -- ideally if we're looking for a leak, if

17 that's our theory working, how do you -- what

18 pressure trends would you look at if --

19 A Ideally now?

20 Q No, no. If at the time you're saying, you know, we

21 may have a leak. Let's look at the pressure

22 trends. Tell me what scope --

23 A We just broaden the scope as to when -- to view it

24 as -- okay, when can you explain it. Obviously the

25 zero is a pretty easy number to recognize. At what

26 point -- I guess, first of all, ask the question.

27 Is zero normal? And if it isn't, well, when did it

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1 go to zero? And then we would go back to trend

2 that back.

3 Q And when you say "broaden," just help me with the

4 parameters. Broaden to what period of time or what

5 events?

6 A It all depends. We would look back as far as we

7 could until we saw that there was a -- some kind of

8 abnormal pressure. Obviously the line was running

9 the day before. So we'd probably go back as far as

10 that and a little bit just for the overlap.

11 Q So it could be going back as far as 24 hours?

12 A Yeah, you could go back weeks.

13 Q Oh, okay.

14 A You could go back weeks. We've done investigations

15 where it's gone back so far that, you know, why all

16 of a sudden has our pressure profile changed over

17 the last week.

18 Q And so what you were looking at when you pulled up

19 pressure trends was just that on your shift?

20 A Right.

21 Q When there was really not much deviation --

22 A Right.

23 Q Okay. Thank you for that.

24 I'm going to change pace just a little. What

25 are your normal shifts that you work leading up to

26 Sunday? What days do you work?

27 A I worked two days, Wednesday, Thursday; and then

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1 worked Friday, Saturday, Sunday night.

2 Q And this is a regular rotation for you?

3 A Yes.

4 Q And how long has this rotation been going on?

5 A Oh, years. Like, the -- that rotation you mean?

6 The -- yeah, we work like...

7 Q Right, this 12 hour and then rotate.

8 A Yeah, I've been doing that for years, yeah.

9 Q And I ask this of everyone. Just your general

10 health. How are you?

11 A Good, no complications. Yearly blood work and

12 medicals and physicals, and it's good.

13 Q Great. Are you on any medication, prescription or

14 nonprescription?

15 A No.

16 Q Do you have any -- ever been diagnosed for sleep

17 problems?

18 A No.

19 Q When you start your Sunday shift, did you -- how
20 did you feel?

21 A Good. Yeah, I felt good. I got lots of sleep that
22 afternoon. Yeah, felt normal.

23 Q Okay. Great, thank you for that.

24 MR. JENNER: I'm finishing up my line of my
25 area. Karen, do you have any follow-up questions?

26 MS. BUTLER: I do have a couple.

27 FURTHER QUESTIONS BY MS. BUTLER:

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1 Q MS. BUTLER: When you get a column
2 separation alarm, does it tell from where to where?

3 A Yes, it does.

4 Q So of the column separation alarm that you're
5 receiving, before that, they couldn't -- I
6 shouldn't say the operator is receiving. Are those
7 consistently in the same place all -- all during
8 the shift?

9 A I'm -- I wasn't aware of the alarm, Karen, so I
10 don't know how many came in --

11 Q Okay.

12 A -- or if any.

13 Q And because there was a column separation alarm on
14 the previous shift, did they make you aware from
15 where to where that occurred?

16 A No.

17 Q In the shifts you'd been working prior to this one,

18 was there any abnormal movements on behalf of the
19 pig that you were made aware of? Like, did we have
20 to -- it get stuck once, and we had to push it a
21 little bit harder or anything that you're aware of?

22 A Not on 6B, no.

23 Q All right.

24 MS. BUTLER: Okay, that was my only two.

25 MR. JENNER: Great. Rick, do you have any?

26 MR. GULSTAD: No.

27 MR. JENNER: Okay, any from Curt? Okay.

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1 CLOSING BY MR. JENNER:

2 MR. JENNER: Thank you very much for
3 spending time with us and your frankness, and it is
4 very helpful. We're here to see what we can
5 improve in the industry.

6 A Excellent.

7 MR. JENNER: If you have any thoughts at
8 this time about any changes in rules, regulations,
9 procedures, trainings that could help us with these
10 similar type of situations, we would love to hear
11 from you.

12 A At this time, I'm like -- I -- obviously when you
13 look back at an incident like that, you always
14 think that you could have done things better or, I
15 guess, improve things, but I think the procedures
16 we have in place and if they're followed is -- our
17 training group and our procedures and our

18 compliance are -- I think are doing a really good
19 job, and, you know, I still stick with that -- that
20 process.

21 For improvements on it, I can't think of any
22 immediate improvements. I think -- obviously
23 looking back, I think communication is a big thing.
24 Maybe talking more, getting more information, but
25 it's not -- it's kind of tough because the desk
26 that I'm sitting at isn't directly responsible for
27 the desk that's having the problem, but yet, I'm

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1 helping out.

2 So to what extent is, you know, the
3 communication; you know, how much is too much.
4 Or, you know, making the phone call to Blaine;
5 right? That's support. There is -- you know,
6 that's what it's for, but I think -- I think in the
7 end, I can't think of any immediate changes or
8 fixes to this -- this problem.

9 MR. JENNER: Okay, I appreciate that. With
10 that, we'll end this interview.

11 -----

12 INTERVIEW CONCLUDED AT 12:14 P.M.

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1 CERTIFICATE OF TRANSCRIPT

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5 I, the undersigned, hereby certify that the

6 foregoing pages are a true and faithful transcript

7 of the proceedings taken down by me in shorthand and

8 transcribed from my shorthand notes to the best of my

9 skill and ability.

10 Dated at the City of Edmonton, Province of

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

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18 C. L. Stabbler, CSR(A)

19 Court Reporter

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ENBRIDGE PIPELINES INC.

INTERVIEW

OF

DARIN PARSONS

Tyler W. Tollefson, Esq. Senior Legal Counsel for
Enbridge Pipelines Inc.

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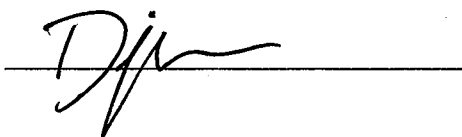
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CHANGES TO STATEMENT

WITNESS NAME: DARIN PARSONS

DATE OF STATEMENT: _____

PAGE	LINE	CHANGE	REASON
9	17	I STATED MENDON STATION NOT MINDEN AS WRITTEN IN TRANSCRIPT	
10	1	BOTH AARON AND I RECEIVED THE CALL FROM TIM AS IT WAS ON SPEAKER, NOT JUST AARON AS I STATED IN THE TRANSCRIPT.	
14	5	MINDEN SHOULD BE MENDON REPLACE THROUGH OUT TRANSCRIPT.	
30	19	MRT SHOULD BE MBS (MATERIAL BALANCE SYSTEM)	
32	1 AND 2	I SAID "TO THE NEXT STREAM STATION" WHICH SHOULD BE "NEXT DOWNSTREAM STATION THAT WAS RUNNING"	
41	13	I STATE 420 WHICH SHOULD BE 420 MST.	