

ENBRIDGE PIPELINES INC.

INTERVIEW

OF

GREG POULIN

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Safety Board

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Transportation Pipeline and
Hazardous Materials Safety
Administration

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1 INTERVIEW OF GREG POULIN, TAKEN AT 2:23 P.M.:

2 MR. JENNER: Good afternoon. Today is
3 Thursday, July 29th, 2010. My name is Stephen
4 Jenner. I'm an investigator with the National
5 Transportation Safety Board, Washington, D.C. We
6 are currently in Edmonton, Canada at the Crowne
7 Plaza Hotel in regards to a pipeline spill that
8 occurred near Marshall, Michigan on July 26, 2010.

9 I'm going to go around the room and have
10 everyone introduce themselves and tell us where
11 you're from.

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

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

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

19 centre supervisor, Enbridge Pipelines.

20 MR. POULIN: Greg Poulin, control centre

21 operator.

22 MS. BUTLER: Karen Butler, PHMSA, regional

23 project manager [REDACTED]

24 MR. JENNER: Great thank you. Today, this

25 interview, we'll be talking to Greg Poulin.

26 QUESTIONS BY MR. JENNER:

27 Q MR. JENNER: You just mentioned you were an

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1 operator?

2 A Yeah.

3 Q And who are you employed by?

4 A Enbridge Pipelines.

5 Q Okay. To start off with, a little bit about your

6 background. How long have you been with Enbridge?

7 A Six years and a couple months.

8 Q And how -- if you can work your way up, what did

9 you hire on us? What position?

10 A I was group 1. I've been group 1 for -- I started

11 out as a trainee six months, and then I guess went

12 from opp. 1 to opp. 2 to opp. 3. I'm on opp. 3

13 now.

14 Q This is the first time I'm hearing that

15 terminology, opp. 1, opp. 2, opp. 3. Is that

16 levels --

17 A It's just different -- different levels of

18 operator, like, your experience.

19 Q What is the highest level?

20 A Opp. 3.

21 Q How long have you been at opp. 3?

22 A Like, three years. Three, four years, around

23 there.

24 MR. GOESON: Opp. 1 is terminology for

25 trainee.

26 MR. JENNER: Okay, opp. 1 trainee. Opp. 2

27 is --

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1 MR. GOESON: Qualify.

2 MR. JENNER: And is that for a period of
3 time?

4 MR. GOESON: That's based on performance.

5 MR. JENNER: Okay.

6 MR. GOESON: So 2 to 3 is a promotion based
7 on performance.

8 MR. JENNER: Great. Okay.

9 Q MR. JENNER: How has it been going as an
10 operator?

11 A Good. I like it. I like the challenge. Lots
12 of -- lots of different stuff every day, so it's
13 good.

14 Q All right. Are you confident in your abilities
15 and --

16 A Yeah. No, I'm -- yeah, definitely confident where
17 I'm at right now.

18 Q Have you ever -- before this week, have you ever

19 had to deal with an emergency situation or --

20 A No, this is the first one.

21 Q Okay. Have you been trained in emergency-type

22 situations?

23 A Yeah. Every year, yeah, we do ERT.

24 Q Good. What I'd like to hear for you -- hear from

25 you about your shift that's involved in this

26 particular incident.

27 A So when I first got on?

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1 Q When you got on. Typically there's a shift
2 changeover?

3 A Yeah. I came in at, like, quarter after 6, and I
4 was leaving -- or relieving a tint (ph) job, and
5 basically we just went through the, like, rundown,
6 like, pump orders, maneuvers. And then I guess we
7 got to the line 6 stuff where he was explaining
8 what they were doing, what happened last night.

9 And basically I -- like, he said there was
10 pigs in the line, and that was bypassed, and there
11 was a column sep, and they were just figuring out
12 what was going on. And that's what I came into.
13 And my first reaction was something is wrong here,
14 so...

15 And then basically I went on my day because I
16 had a couple maneuvers right off the bat, so I took
17 priority in doing that. I had a couple tanks

18 waiting, and then I set up my day.

19 And then I went on to analyze some data and

20 stuff to see what was going on with the whole

21 situation. And I was helping with -- I was talking

22 to the shift leads, figuring out what was going on

23 here.

24 Q Okay. Just for the record, you came in at 6:15.

25 A.m.? P.m.?

26 A A.m. MST.

27 Q MST, okay.

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1 A MST, so that's like... Yeah.

2 Q Local time is an hour --

3 A Yeah, exactly local time 6:15. MST would be --

4 Q Local time 6:15?

5 A Yeah.

6 Q Okay. So you said you were involved in other

7 activities beyond line B?

8 A Yeah.

9 Q Okay. And you were doing some -- I think you said

10 you were doing some calculations on your round?

11 A Well, I was just setting up for the day. Like, I

12 was prioritizing stuff I needed to be done right

13 away. And line 6B stuff was -- it was shut down.

14 They were -- they were talking about everyone

15 was -- it was an issue; right? So I didn't really

16 focus on it right away. I was -- put my focus

17 towards the maneuvers that needed to be done right

18 away.

19 Q Okay. When did you start focusing on line B, 6B?

20 A As soon as I pretty well set up everything because

21 there's lots of work going on the line, lots of

22 workers, so I got everything organized and did the

23 maneuver that needed to be done, and then I went

24 back and kind of went and looked at some of the

25 stuff because some of the stuff that -- in the

26 rundown didn't really make sense to me, so I went

27 back and looked in historicals and that.

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1 Q Well, I'd be interested in particulars, what you
2 looked at.

3 A Well, I went back to -- the thing that didn't
4 really make sense to me was the -- the -- how much
5 they drained, and so I went back to when they shut
6 down the next day just to see if -- how they shut
7 down the line, if -- if they -- if they drained up
8 that much. And I seen that they were into
9 Stockbridge, which another thing didn't make sense
10 to me too because shutting down in Stockbridge is a
11 little bit different. You don't drain up as much.
12 So that kind of triggered something.

13 And then I went -- I just went through the
14 whole data, and then I found -- found the big
15 pressure drop, and I went to Brad and showed him,
16 and then I guess -- I don't know how much longer --
17 how much later that they confirmed a leak or

18 whatever. And then I followed procedures and

19 isolated and sectionalized two up, two down.

20 Q Okay. Who is Brad?

21 A Our shift lead of the day.

22 Q Okay. You found a big pressure drop? I think

23 that's what you said.

24 A Yeah.

25 Q How did you find that?

26 A Historical data.

27 Q Okay. And how far back are you looking of the

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1 historical data?

2 A Just -- I just open up a time frame, like, a
3 12-hour time frame, and I just -- I knew they shut
4 down at 1500 the previous day, so I just kind of
5 picked a time frame between that and looked at the
6 data.

7 Q 1500 previous day until current?

8 A On Sunday, so the 25th. Not -- it would be the
9 15th and then a, like, a 4-hour time span between,
10 like, 1300 and 1600 of the previous day.

11 Q So if you can help me out. From the moment that
12 you were doing it, how many hours back total are we
13 really talking?

14 A That would be -- I'm not sure. It would be, like,
15 more than 12 hours.

16 MR. GOESON: Sorry, you're asking how far
17 back Greg looked?

18 MR. JENNER: Right.

19 MR. GOESON: (INDISCERNIBLE).

20 A So it happened 1500 the previous day, so I went
21 back, whatever, 5 o'clock. Would have been, like,
22 10 hours, 10, 12 hours back.

23 Q MR. JENNER: 10, 12 hours back from the
24 moment you were doing it?

25 A Yeah.

26 Q And you're looking back 10, 12 hours?

27 A Yeah.

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1 Q Okay, that's --

2 A I was doing, like, investigation. Everyone is in
3 part of the investigation trying to figure out what
4 was going, so I was doing my part in helping out.

5 Q Right. And where was this pressure drop? What
6 point of time was -- are you detecting a pressure
7 drop?

8 A When they shut down the line.

9 Q Okay. Was the pressure drop at a rate that was
10 unexpected for a shutdown?

11 A There was a lot of things. It was just at the
12 time. Like, I just noticed a pressure drop. He
13 shut off the unit, and that's why it was -- it was
14 a leak trigger, but when you turn off the unit, it
15 was -- it was weird how it happened.

16 Q Okay. A lot of the thinking at the time was this
17 is explained by slack, by a column separation. I

18 mean, the volume, trying to explain the volume

19 discrepancies.

20 A What do you mean? What are you --

21 Q That the problems with -- I'm sorry. Were you

22 briefed on trying to start -- about the previous

23 shift trying to start and stop?

24 A No, I wasn't, no.

25 Q Oh, you were not?

26 A No. They were -- they told me what was going on,

27 that they had the column sep. and what they were

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1 trying to do, but that's about it.

2 Q Okay. Okay. So, I mean --

3 A And as an operator, all I did was just try and
4 figure out what was the problem. Like, it didn't
5 make sense to me.

6 Q Okay. So you're looking at a pressure drop?

7 A Yeah.

8 Q And you were concerned?

9 A Yeah. I was just helping out.

10 Q What did that pressure drop mean to you?

11 A It's a leak trigger to me.

12 Q And is this when you went to talk to Brad?

13 A Yeah, I mentioned it to him.

14 Q Okay. And what was his response?

15 A He agreed.

16 Q Did he come over to you? Did you come over to him?

17 A I went -- I seen from having showed him.

18 Q Okay. He agreed that --

19 A I brought it up for him, and I showed him.

20 Q Okay. And what happened from there?

21 A I think he went to -- I'm not sure. He stepped out

22 of the office.

23 Q Okay. All right. And what did you do?

24 A I went back, and we just waited for the call

25 whether to sectionalize or isolate.

26 Q And what -- okay, and so did this call come?

27 A Yeah.

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1 Q How long did it take for you to receive?

2 A I'm not sure.

3 Q Few minutes? Ten? An hour? I mean --

4 A It would have been half-hour.

5 Q Half-hour give -- approximately?

6 A Yeah.

7 Q Okay. What did you do during that period of time?

8 A Just was setting up my day. It was early in the

9 morning, so I was kind of busy doing everything. A

10 lot -- bunch of maneuvers and stuff. Like, in the

11 morning, you have to set up times, set up -- like,

12 send out times. Lot of workers calling in, so just

13 setting up the day, getting everything organized.

14 Q Okay. So it was routine activities for the --

15 A Yeah.

16 Q Okay. So you get a call from who?

17 A No one. Brad came over and told me. He confirmed

18 it, and I sectionalized two up, two down and

19 isolated.

20 Q Can you walk me through the process that you took

21 to sectionalize to -- I mean --

22 A I first isolated Marshall, and then I closed the

23 two up, two down from where they confirmed the

24 leak, and then I closed five valves at the time.

25 The more the better.

26 Q Okay. Had you heard -- had you received any calls

27 from the field technicians or from residents?

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1 A No. No.

2 Q Okay. So you're isolating --

3 A Yeah.

4 Q -- the area?

5 A Yeah.

6 Q Close five valves?

7 A I think so, yeah.

8 Q Okay.

9 A I think I closed five.

10 Q Did you need to make any calls to technicians?

11 A No. I think the shift leads were doing that.

12 Q Okay. And what is the purpose of calling the

13 technicians that they were calling?

14 A The -- what do you mean by that?

15 Q Were they calling him to go and close manual

16 valves? Were they calling them to go and walk the

17 line?

18 A I think they were in contact with the
19 (INDISCERNIBLE), not the technicians.

20 Q Okay. What -- continue on.

21 A I wasn't really part of that, so I'm not too sure
22 what happened. All I did was he came over, and I
23 closed the valves and isolated. I don't know what
24 happened after that.

25 Q After these five valves, is there anything else you
26 need to do?

27 A I put an AOC and follow procedure.

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1 Q I'm sorry. What was that?

2 A An abnormal operating condition. Just put in

3 FacMan, AOC to that.

4 Q And what is that process? What are you --

5 A It's just, like -- it's a report, I guess, used

6 by -- I'm not too sure who it's used by, but I

7 guess it -- it's just a report. I don't know.

8 Q Just feeding it about an abnormal situation that's

9 existing?

10 A Yeah.

11 Q Okay.

12 A I guess they use it for records or...

13 Q Right, okay. Okay, and after that, what's --

14 A I just went on my day and -- because at that point,

15 I'm not really involved. The line is down, and

16 there's really nothing I can do.

17 Q So you just proceed with your routine operations on

18 other lines?

19 A Yeah.

20 Q Okay. So what time do you think you had the

21 line -- the valves closed and then isolated as much

22 as, you know, you could?

23 A Right away, right when I got the call.

24 Q And did you have a time of day you can --

25 A I'm not exactly sure what time, but as soon as he

26 came over and -- and -- as soon as the call came

27 in, we -- we did it.

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1 Q Okay. Okay, so -- all right. Okay, if you can
2 continue on. Did other people talk to you? Did
3 the phone start to ring?

4 A No. PLM guys from, I think, Griffith called and
5 just said they were going down there, but
6 nothing -- like, again, they -- they don't call me.
7 They're calling the shift lead, so I don't know.

8 Q Okay. Did --

9 A I just passed -- if they did call, I just passed it
10 through because I didn't really know the details.
11 I didn't really know too much.

12 Q Okay. I'm thinking I'm hearing a PLM?

13 A PLM --

14 Q PLM.

15 A -- maintenance.

16 Q All right. So they're sort of kicked into action
17 right away?

18 A Yeah, right away, yeah.

19 Q Do you know if calls did come in from technicians

20 confirming there -- that there was a leak or from

21 residents?

22 A I don't -- no one called me.

23 Q No one called you, okay.

24 Were you a player in this at any time to the

25 end of your shift? Did people come over and talk

26 to you? Did you have to do anymore SCADA

27 maneuvers?

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1 A No. The only thing I really did was help out with
2 the info. package that they were setting up with
3 the CMT side of it.

4 Q Are there calls from -- are there calls that go out
5 to 911 and to emergency responders from your --

6 A From -- I -- no.

7 Q Not from you -- not from you, yourself. Do you
8 know if other people are making these type of
9 calls?

10 A I don't know.

11 Q Well, let me ask you. You've been through
12 emergency response training in these type of
13 scenarios. And during that training, is the
14 operator ever the one to make these calls, or is it
15 handed over to others?

16 A What do you mean by that?

17 Q Well, given a slightly different scenario that

18 lines running, you see a significant pressure drop,
19 and you believe there's a leak, at some point, does
20 protocol say we need to contact local authorities,
21 911, where it's affected --

22 A Yeah, the operator helps out in that, yeah. The
23 operator makes that call.

24 Q Okay. The response that occurred on Sunday, did
25 things go according to procedure as --

26 MR. GOESON: Monday.

27 MR. JENNER: Monday, I'm sorry.

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1 A From when I was on shift, yeah.

2 Q MR. JENNER: Okay. Were there any
3 unexpected complications that you had to deal with?

4 A No. No. I came in with the line down, and there
5 was really nothing -- no one was calling or
6 anything. It was just -- it was pretty basic.

7 Q Okay. Do you think you were prepared to handle
8 this situation that was -- that you faced? Were
9 you happy with your training that you had received?

10 A Oh, yeah, definitely.

11 Q Good. For now, that's the questions that I have.
12 We're going to go around the room and have other
13 people ask.

14 MR. JENNER: Karen, do you have any
15 questions?

16 MS. BUTLER: Yeah, I do.

17 QUESTIONS BY MS. BUTLER:

18 Q MS. BUTLER: When you talked about the fact
19 that you came in and you saw a couple things that
20 didn't make sense to you -- I think the specific
21 things that you mentioned were the drain-up or how
22 much they had drained. Can you talk to me a little
23 bit more? Explain to me what it was that didn't
24 make sense.

25 A Well, I've been operating that line for five years,
26 six years, and I kind of -- I know what to expect
27 with everything. Like, I know the line, like,

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1 pretty well inside and out and what to expect. And

2 it just didn't make sense that we drained that

3 much, and that's what triggered me to look back.

4 Q When you say "it didn't make sense that we drained

5 that much," you mean as compared -- what were you

6 looking at? Was that a note given to you in the

7 shift change, or was that something that was

8 printed out for comparing it to, or how did -- what

9 volume were you looking at, and how were you

10 comparing it?

11 A I wasn't looking at any volume. I was just -- just

12 from the rundown that what we were talking about

13 because we -- we were discussing what was happening

14 with line 6B.

15 Q Okay. So were they -- were they telling you

16 something in the neighbourhood of 300 or 600?

17 A No, there wasn't a volume.

18 Q Okay.

19 A They just said there was a column sep.

20 Q There was a couple what? I'm sorry.

21 MR. GOESON: They just said it was a column

22 sep.

23 MS. BUTLER: Okay. All right.

24 Q MS. BUTLER: Okay, so when they said it was

25 a column separation alarm, and you didn't -- you

26 had trouble making sense of that, that was based on

27 just your experience with the line?

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1 A Correct.

2 Q Okay. So then you said you went back and started
3 checking, you know, grades that you did. So when
4 you saw the big pressure drop, at what location was
5 the big pressure drop?

6 A Marshall station.

7 Q Okay. And at Marshall station, you said it was
8 after the line was shut down, but are you talking
9 about the initial shutdown on the previous two
10 shifts before, or are you talking about the
11 shutdown -- the very last shutdown from the
12 previous shift?

13 A The shutdown from the previous day.

14 Q Okay. So I'm a little bit confused on that because
15 there were several startups and shutdowns. So are
16 you thinking that this would have been two
17 controllers before or one?

18 A It was the previous day of the shutdown, the
19 initial shutdown.

20 MR. GOESON: The scheduled shutdown.

21 Q MS. BUTLER: So it was the scheduled
22 shutdown and not the startup and then ten minutes
23 and shut down and then startup again and ten
24 minutes and shut down; it wasn't in that
25 combination? It was the scheduled --

26 A Yeah, the scheduled one.

27 Q Okay. All right. And so there was a big pressure

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1 drop obviously. Did you have any idea what
2 happened? You said that there was a unit shutdown
3 that didn't look right. Can you talk to me about
4 that?

5 A I was -- I just was looking at historical data, so
6 all I see was a unit off and the pressure drop, and
7 that didn't look right to me.

8 Q Okay, so meaning that the pressure drop was too
9 sharp when the unit went offline?

10 A Yeah.

11 Q Okay. Was there anything in the way that that
12 shutdown occurred? Did you look at any valve
13 closures or elements that factored into it?

14 A No.

15 Q Okay. Did you look at any alarm log?

16 A No.

17 Q Okay. And thank you for that. That helps me.

18 Are there any rate-of-change alarms on the
19 system?

20 A What do you mean "rate-of-change"?

21 Q Okay, well, there probably aren't.

22 MR. GOESON: There are not.

23 MS. BUTLER: Okay.

24 Q MS. BUTLER: And then you mentioned we're
25 talking about no calls from the technician. We've
26 closed five valves. And I believe that we asked
27 you approximately what time had you completed

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1 closing all five valves, and you said very shortly,
2 I think, after you got the permission to pursue the
3 leak. But you kind of said what time, and you just
4 didn't remember. So I guess what I'm going to ask
5 you is was it, like, several hours into your shift
6 or pretty quickly into your shift?

7 A It was whenever he came over and told me. I --
8 it's, like, two hours, like, into my shift.

9 Q Okay. Okay. Okay, you said that you were helping
10 put together some of the -- I think you said info.
11 package; is that right?

12 A That's correct.

13 Q Okay. And what -- what did that entail?

14 A It was just, I guess, historical data, our CMT or
15 commodity movement tracking.

16 Q Okay. So on that info. package, that's something
17 you normally do?

18 A No, I don't, no. I was just helping out.

19 MR. GOESON: I can add to that if you want

20 regarding the info. package.

21 MS. BUTLER: I'm sorry?

22 MR. GOESON: If you want me to clarify the

23 info. package, I can.

24 MS. BUTLER: That'd be great.

25 MR. GOESON: Okay, so the info. package is

26 just a department term for a package of information

27 that we put together for any event just to help

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1 with the transfer of information from the control
2 centre to the technical services side. That's all.
3 So that when -- for example, if something happened
4 throughout the evening, the group would get
5 together, put together this package of information,
6 and hand it to a manager and say, "Here's the
7 events." It's just an education tool for everyone.

8 Typically what we want to fall out of that is,
9 you know, lessons learned kind of stuff. That's
10 all. But it's not limited to leaks. It's for
11 every event we have.

12 Q MS. BUTLER: Okay, so on the info. package
13 part that you were preparing, were you doing
14 anything besides the CMT, commodity tracking piece?
15 Were you explaining where the -- what pressure
16 didn't make sense? Were you putting together
17 volumes --

18 A No.

19 Q -- anything like --

20 A No, I mentioned it to the shift lead, and that's

21 pretty well what I did.

22 Q Okay. All right. So just so I have a little bit

23 of familiarity with your system and since you

24 apparently were the first to look at the pressure

25 profiles, you're going to be the first one I ask

26 this question to, and that is, where on the system

27 do you actually have flow being displayed? Are you

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1 getting a flow value that's actually calculated
2 from instrumentation at every station?

3 A There's flow metres at -- there's a couple flow
4 metres on each line. I don't know specifically
5 what station, but generally there's one at --
6 incoming or the injection and at the delivery, and
7 then there's some in the intermediate stations.

8 MS. BUTLER: Okay, is there a way to get a
9 list of the flow metres that would have impacted
10 6B?

11 MR. GOESON: Yes.

12 MR. TOLLEFSON: Got it.

13 MS. BUTLER: All right.

14 Q MS. BUTLER: Okay, so back to that kind of
15 train of thought, when you're looking at the
16 historical trends and you see pressures, do you
17 check any of the flow values as well?

18 A Mainly pressures.

19 Q You obviously looked at discharge pressures because

20 you found this pike, or maybe this was a suction

21 pressure. Was it a -- the pressure drop, that you

22 thought it was abrupt, was it a suction or

23 discharge pressure or a line pressure?

24 A Suction discharge.

25 Q Okay. All right. So you got this suction and

26 discharge thing, and I know the line is shut down,

27 but prior to the scheduled shutdown, it obviously

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1 was, and it was running, so did you go back and
2 look at any flows associated with that or just the
3 pressures?

4 A Just the pressures.

5 Q Okay. All right. And with that -- okay, so we
6 just looked at pressures. Okay. You said once you
7 were on shift, everything went according to plan
8 pretty much after we've identified the leak, and
9 we're off and running.

10 So do you know who calculated the volume that
11 was eventually reported on the NRC report?

12 A No, I don't.

13 Q So I take it you weren't involved in any of that --

14 A No.

15 Q And just so I get a picture of it, so that material
16 that would have been leaving the pipeline now at
17 this particular point in time, when we isolate it,

18 is there any place that it could have come from

19 besides just that that was in the line? Like, can

20 it backflow from anything?

21 A Not if you're isolated.

22 Q I'm sorry? Not if you're truly isolated; is that

23 what you said?

24 A Yeah.

25 Q Okay. So prior to isolation, because I assume

26 you've seen the sharp drop at Marshall, then we

27 thought the leak was near the Marshall area. So

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1 tell me exactly which valves you opened and closed.

2 A I didn't open or close any.

3 Q I'm sorry. Okay, tell me which valves you closed

4 to isolate.

5 A I'm not too sure offhand which mile posts they

6 were, but it was two up and two down.

7 Q And so I take it there was no delivery takeoff to

8 decide maybe the fact that we have the pump station

9 at Marshall between the two up and two down; is

10 that correct?

11 A What do you mean? I don't --

12 MR. GOESON: Can you repeat that, Karen?

13 Q MS. BUTLER: Yeah, okay. Because I'm not

14 looking at a schematic of the pipeline when I ask

15 this question, I apologize if it seems obvious to

16 you. But when you're closing valves two up and two

17 down from the actual pump station of Marshall,

18 correct --

19 A Yeah.

20 Q -- there's nothing between where those two valves

21 upstream are located and those two valves

22 downstream that are located that could be a storage

23 tank or a delivery point --

24 A No.

25 Q -- or anything like that?

26 A No.

27 Q Okay. And just based -- since you looked at the

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1 trending, and you saw the pictures, is there
2 anything that indicated to you that the line was
3 ever going in reverse?

4 A No.

5 MR. GOESON: Do you mean -- just -- I never
6 heard that type of question before. It's Curt
7 here. Do you mean as far as after we're isolated
8 possibly backflowing into the leak site?

9 MS. BUTLER: Yeah, or it could have been
10 that, you know, we had these column isolations --
11 or column separations going on, and maybe in
12 startup and shutdown, we were actually pulling
13 liquid into the line from some other location.

14 MR. GOESON: Pulling liquid into the line,
15 no.

16 MS. BUTLER: Right. Maybe there's checks
17 such that that can't happen.

18 MR. GOESON: Yeah, there's always the
19 possibility of backflowing from downstream
20 depending on --

21 A Elevation.

22 MR. GOESON: -- on the elevation there, but
23 I don't think we can even comment on that.

24 A Yeah.

25 MR. GOESON: If I understand correctly.

26 MS. BUTLER: Okay.

27 Q MS. BUTLER: So basically, are there

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1 checked valves at specific points in the line?

2 A In the stations.

3 Q Okay.

4 MR. GOESON: I think we'll also find,

5 Karen -- I don't know, but I think we'll also find

6 here we'll see them around river crossings as well.

7 MS. BUTLER: Okay.

8 Q MS. BUTLER: And because I don't know your

9 guys' setup -- like, I'm sure you've got this all

10 backwards and forwards, but at any of the delivery,

11 do you guys control all the valving there, or at

12 some locations, are you at the mercy of your

13 customers?

14 A The remote valves we control. There -- we don't --

15 we don't have any customers.

16 Q Okay. Okay. So you don't have anybody else

17 messing with your operations so to speak?

18 A No.

19 Q All right. Okay. Is there anything that you're
20 aware of that a field person could do that could
21 impact you? Any valving arrangements that they
22 could change or -- that they could move around that
23 could cause you problems on the line if not done
24 correctly?

25 A No.

26 Q Okay, I think just one or two more, and I'll let my
27 counterpart pick up a couple here.

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1 (INDISCERNIBLE). I'll be more considerate this
2 time.

3 Regarding lessons learned from this event, if
4 you were to tell other operators about this story,
5 what do you believe the biggest lesson learned is?

6 A Lesson learned? I -- from, like, what I -- I don't
7 know.

8 Q It seems to me that you were pretty quick to
9 identify a problem --

10 A Yeah.

11 Q -- and so --

12 A I think it's just with my experience, I was able
13 to -- I don't know, kind of -- I knew that line.

14 I've been working on it -- I've been working on
15 that line for six years, so basically it's

16 experience. I don't know.

17 Q Okay. So I'm going to play devil's advocate for a

18 moment, and it's not meant to do anything except
19 for potentially bring out some conversation about
20 what you did that was different. You know, we've
21 got some pretty experienced operators on before
22 you.

23 A Yeah, for sure. They're all good operators.

24 Q And they do that line too, wouldn't you say?

25 A Yeah.

26 Q Okay. So you approach the whole situation a little
27 bit different. Do you believe that that was

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1 because you had all of this other data that they
2 had tried and tested, and it didn't work feeding
3 into your decision --

4 A Well, I didn't --

5 Q -- or do you think --

6 A I didn't have any -- all I did was dug into it, I
7 think, a little more, or I don't know.

8 Q Okay. Okay. So when you dug into it a little
9 more, you know, the thing that pops out at me that
10 you told us already is that the pressure trend went
11 to zero or went -- sharp dropped. You didn't say
12 zero. And so I take it that maybe not everybody
13 checked the trends back that far; is that --

14 A Well, I don't know what happened on their shift
15 previous, so I don't know what was passed on to
16 them or anything. I just knew what was passed on
17 to me, so that's what I did.

18 Q Okay. So it could have been in passing information

19 that it's not always easy to assess, but you took

20 it upon yourself to determine what was going on?

21 A Yeah, I was just helping out.

22 Q Okay.

23 A The line was down, so I was just investigating it.

24 Helping everyone out.

25 Q So maybe there is -- if you tell me there's no

26 clearcut lesson learned in this that you would tell

27 other operators --

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1 A Well, there -- there is.

2 Q Okay, so what is it?

3 A I guess -- I don't know what they were doing in
4 previous shifts or whatever, but I think -- like,
5 just a little too much technical stuff that went
6 on. Just go straight to what you're operating
7 and -- I don't know. Yeah, that's the -- just too
8 much technical.

9 Q Okay, so talk to me a little bit about that. Does
10 that mean that -- when you say "a little bit too
11 much technical stuff," you mean, like, because
12 we're trying to justify why we would be seeing
13 these alarms instead of just a leak, or do you mean
14 that there was a lot of things going on that may
15 have been distracting and pulled attention away
16 or --

17 A Well, there was a lot of things going on. I'm not

18 too sure what was going on. I -- I was just in for
19 that day, so I don't -- I don't know too much about
20 the situation. I know what happened on my shift
21 and what I was told, and that was -- that was it.

22 Q Okay. I thank you for that.

23 MS. BUTLER: That's it, I think.

24 MR. JENNER: Okay. Rick?

25 MR. GULSTAD: Yeah, just a -- just a few
26 questions.

27 QUESTIONS BY MR. GULSTAD:

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1 Q MR. GULSTAD: You mentioned you had to do
2 your other duties first, the tank swings --

3 A Yeah.

4 Q -- that it was -- why is that a priority for your
5 shift?

6 A It's a maneuver. If -- I guess we're injecting out
7 of tanks. If we inject in, like, different
8 batches, so when that batch volume is up, we swing
9 tanks. So if we were not -- if we were to ignore
10 that, then we would over-inject a batch, and
11 that's...

12 Q So you did that even before you'd done your
13 historical trend?

14 A Yeah, that's -- maneuvers is a priority.

15 Q Okay. And then you mentioned you were a bit
16 puzzled by shutting down into Stockbridge. Was it
17 just volume related or --

18 A Well, I didn't know what -- what -- where they shut
19 down, so I -- when I realized they shut down in
20 Stockbridge and (INDISCERNIBLE) drain, then that's
21 kind of what triggered me to go back in historical
22 data to do investigation.

23 Q All right, but I'm not quite clear why you think
24 that triggered something.

25 A Well, because the drain. We don't drain going into
26 Stockbridge.

27 Q So you normally drain in Sarnia?

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1 A Yeah.

2 Q Okay.

3 A So when they opened the valve, they only drained

4 into Sarnia.

5 Q Okay. So I guess --

6 A When they shut down from -- when I shut down from,

7 say, Sarnia to Griffith, we're drained. When we

8 shut down from Stockbridge, it's a pretty tight

9 line.

10 Q Oh, it shouldn't drain?

11 A It shouldn't drain.

12 Q That's what you're -- the point you were trying to

13 make?

14 A Yeah.

15 Q Okay. And then you can see pressures at pump

16 stations, but can you see any pressure data at any

17 sectionalizing valve? Like you said, you

18 mentioned --

19 A No.

20 Q -- you closed two up and two down, but you don't

21 really see any pressure there?

22 A No, just at the pump stations.

23 Q Okay.

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

25 MR. JENNER: Curt?

26 MR. GOESON: No.

27 MR. JENNER: Okay, we'll go around a second

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1 time just for quick follow-ups.

2 FURTHER QUESTIONS BY MR. JENNER:

3 Q MR. JENNER: I don't think I have any

4 technical follow-up questions, but I ask everyone a

5 little bit about their background and off-duty

6 activities. Can you tell me your previous shifts

7 that you worked before Monday?

8 A I was on holidays for three weeks.

9 Q Was Monday your first day back?

10 A First day back.

11 Q Welcome back.

12 I have questions about just your overall

13 health. How -- overall, how is your health?

14 A I'm healthy and fit.

15 Q Are you on any prescription, nonprescription

16 medications?

17 A No.

18 Q Do you know if you have any sleep disorders?

19 A No.

20 Q How rested did you feel at the start of your shift

21 on Monday?

22 A Pretty rested. I was on vacation, so...

23 Q Yeah, I've been on vacation, and those were not

24 restful, at least for me.

25 A Yeah, I was rested, yeah.

26 Q But you felt like you had a decent sleep?

27 A Yeah. Yeah, for sure.

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1 Q Good. Okay, great thank you for that. That's all

2 I have.

3 MR. JENNER: Karen, do you have anything

4 else?

5 FURTHER QUESTIONS BY MS. BUTLER:

6 Q MS. BUTLER: To just shore up, did they

7 also have you take a drug and alcohol test?

8 A Yeah.

9 MR. JENNER: Is that -- for you, was that

10 breathalyzer and urine specimens?

11 A Yeah.

12 MR. JENNER: Okay. And we haven't asked

13 details about anyone, but as long as you're here,

14 where was the collection facility? Where was that?

15 Where did that take place?

16 MR. GOESON: It was on the north end of

17 town.

18 MR. JENNER: Did everyone end up going

19 there at one point?

20 MR. GOESON: Yes, as mentioned yesterday at

21 one point, so we blanket -- we made that decision

22 on Tuesday to blanket test everybody involved. So

23 it would have been Tuesday after -- was it Tuesday

24 evening we finally arranged?

25 A Yeah.

26 MR. GOESON: 8 o'clock.

27 MR. JENNER: Okay. Some did not get breath

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1 test.

2 MR. GOESON: Our request was for drug and
3 alcohol, so...

4 MR. JENNER: Well, alcohol would be breath,
5 but for some of them --

6 MR. GOESON: Right, so eight -- eight of
7 the ten went Tuesday night, and two went Wednesday
8 morning.

9 MR. JENNER: Is it, like, a contract
10 facility?

11 MR. GOESON: Yeah, they're our -- Dynacare.
12 They're our contract facility we always use.

13 MR. JENNER: Okay. Did -- I'm sorry,
14 Karen.

15 MS. BUTLER: No, that's fine. Finish up
16 your line. I've got one more, and that's it.

17 MR. JENNER: I didn't mean to jump out of

18 turn here.

19 MS. BUTLER: That's fine.

20 MR. JENNER: Any problems with the

21 collection of the specimens?

22 A No.

23 MR. JENNER: Okay, I'm done. That's all I

24 have, Karen.

25 Q MS. BUTLER: I just want to -- since you

26 were inciteful into picking up the pressure drop, I

27 want to say thank you for that.

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1 I'd also like to ask you in general, do you
2 believe you know what caused the leak?

3 A No, I don't.

4 Q Okay. And when you came in, was there still a
5 comm. alarm on one of your section valves?

6 A Yeah.

7 Q Have you been back on the console since?

8 A No.

9 Q Okay. All right.

10 MR. GOESON: But he is scheduled.

11 A Yeah.

12 MR. GOESON: Greg is scheduled.

13 A Yeah.

14 MS. BUTLER: Okay.

15 Q MS. BUTLER: And since there was a comm.
16 alarm, was there really only one, or were there
17 several?

18 A I'm not sure.

19 Q Okay. And is the fact that that comm. alarm was
20 there bother you at all?

21 A Not really. The line was down.

22 Q Okay. All right, and I think I asked you already
23 if you looked at any of the alarm logs, and you
24 said no, so I will let it go then. Thank you.

25 MR. JENNER: Great.

26 FURTHER QUESTIONS BY MR. GULSTAD:

27 Q MR. GULSTAD: Actually, just one more

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1 follow-up on that comm. alarm. Once you -- you
2 said you closed two up and two down, but once you
3 closed those, if the alarm was coming from one of
4 those spots, would it continue to have an alarm?

5 A I don't think -- that valve was not in the area.

6 So it came in, and it stays in. It's a comm --
7 it's communications. We're not communicating with
8 that valve.

9 Q So it makes no difference if it's open or closed?

10 A No -- yeah. It will -- it will stay until you get
11 comms back, and then it will clear.

12 Q Okay. You don't think it was coming from one of
13 the valves you closed, or do you --

14 A No, you don't. You know the valve -- you know
15 specifically which valve it is.

16 Q So you knew which valve the comm. alarm was coming
17 from?

18 A Yeah.

19 Q Was it -- was it one of those valves --

20 A No, it was, I think, up by Griffith area.

21 Q So it was quite a bit upstream?

22 A Yeah.

23 Q Okay.

24 MR. GULSTAD: Good enough.

25 MR. JENNER: Anything else?

26 MR. GULSTAD: No.

27 MR. JENNER: Curt?

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1 MR. GOESON: No.

2 MR. JENNER: Great.

3 CLOSING BY MR. JENNER:

4 MR. JENNER: Greg, we'd like to thank you

5 for helping us out and apologize for the

6 inconvenience.

7 A No worries.

8 MR. JENNER: Karen already really asked you

9 this about lessons learned, so let me just throw it

10 out there that if at any point you're reflecting on

11 this, and something does occur to you to make the

12 system safer, we encourage you to talk to, you

13 know, your company, to -- you know, to forward any

14 thoughts you have to us, and we appreciate that.

15 A Perfect.

16 MR. JENNER: Did you have any questions for

17 us?

18 A No, I think that's good.

19 MR. JENNER: Terrific. With that, we'll

20 complete our -- this interview.

21 -----

22 PROCEEDINGS CONCLUDED AT 3:13 P.M.

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1 CERTIFICATE OF TRANSCRIPT

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4

5 I, the undersigned, hereby certify that the

6 foregoing pages are a true and faithful transcript

7 of the proceedings taken down by me in shorthand and

8 transcribed from my shorthand notes to the best of my

9 skill and ability.

10 Dated at the City of Edmonton, Province of

11 Alberta, this 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

GREG POULIN

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

18 A No, I think that's good.

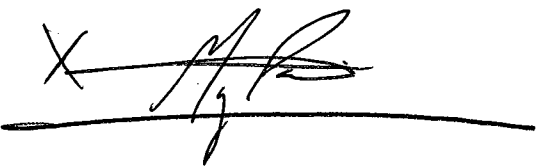
19 MR. JENNER: Terrific. With that, we'll

20 complete our -- this interview.

21 -----

22 PROCEEDINGS CONCLUDED AT 3:13 P.M.

23 -----

24 A handwritten signature in black ink, consisting of a large 'X' followed by stylized initials, is written over a solid horizontal line.

25

26

27

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